

# MAIL CALL

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SERVING

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## **FROM THE DESK OF THE PRESIDENT**

**Happy New Year to all our brothers and sisters.**

As we turn the corner and head into a new year, we find that there are already some challenges upon us. The Postal Service is still hell bent on cutting out a day of delivery and further, burying the idea of good service for our customers. Additionally, we still have no news or see any progress in getting new postal reform that would relieve the Postal Service of unfair financial obligations.

Management has scheduled route inspections in several of our offices (see below). This is not good news. While many routes are overburdened, management has its eyes set on coming into offices where they will be taking out routes. They are not doing route inspections in offices in order to give carriers relief or add routes. Every office they go into they have a pre-determined agenda about how many routes they will remove. Thus they will be increasing the work load of all the other carriers in that office.

Letter carriers, now more than ever, need to become educated in order to protect themselves from severely over-burdened assignments. Route inspections and adjustments are scheduled as follows:

March 1, 2014 – Glendale, Verdugo Viejo 91208  
March 8, 2014 – Pasadena, San Marino 91108  
March 8, 2014 – Pasadena, Main Office 91105  
March 15, 2014 – Pasadena, Main Office 91106  
March 22, 2014 – South Pasadena 91030  
April 5, 2014 – Glendale, Verdugo Viejo 91206  
April 26, 2014 – Altadena 91001  
May 3, 2014 – Pasadena, Jackie Robinson 91104  
May 17, 2014 – Pasadena, Main Office 91107

If any carriers have any questions or would like to attend training prior to the above inspections please call me at the union office at 626-798-6122 immediately so that training times can be set up.

Another hot topic is our City Carrier Assistants (CCA's). We continue to have a dismal retention rate with CCA's. It certainly doesn't help when management elects to hire CCA's at Christmas time to train and then claim to be disappointed that they don't work out. Perhaps, just maybe, we should have hired them earlier in the year, thus setting everyone up for success. Another DUH moment!!!

As I have said many times before, these CCA's are going to be our future. They will be the ones that take us into the future. Remember PTF's go away in 2016 and then it will only be Regular Carriers and CCA's. So these employees will be the ones that continue to drive the success of the Postal Service. They, in turn, will be the ones that also help secure our future retirements. They will be working to help pay for our retirement checks. I think it very important that each and every one of us show our appreciation for our CCA staff.

Having said that, it is imperative that we train our CCA's properly. They don't need a good foundation to get started. They need a great foundation. Working as a letter carrier has never been tougher. It is imperative that every trainer strives to develop the greatest letter carrier ever out of each CCA. God knows that management will not help us reach that goal. They will only belittle them just as each of us has been negatively impacted by a supervisor, manager, postmaster, or in some circumstances a manager of post office operations.

**Desk of President – Continued on Page 2**

## **Desk of President – Continued**

So everyone, please take a moment and check in with the CCA's in your office and see how they are doing. A small word of encouragement can go a long way.

We have noticed that some letter carriers take unsafe short cuts while at work. I want to stress that it is very important for everyone to wear their seatbelt when driving postal vehicles. It does not matter whether you are going a few feet or a few miles. Your seat belt is a mandatory piece of safety equipment which should be worn at all times. There are reports that carriers are driving in the post office parking lots and not wearing their seat belts. That is just not a good idea. It could lead to injury and/or discipline.

Another safety issue seems to be runaway accidents (dismounting the vehicle while it is still running). This is not an acceptable action. You should NEVER leave your postal vehicle running when you are not behind the wheel and in control of your vehicle. We are also experiencing an increase in rollaway accidents (vehicle rolling away with engine shut off). Most of these accidents involve not curbing wheels, not putting vehicle properly in park, not using the emergency brake, or any combination of the above.

If we combine these types of safety incidents while training our CCA's, that just makes for double trouble. So please, whether training or not, do the right thing. When training, please be extra diligent that we set the best example possible. Just remember when you started as a carrier and we could look around our environment and watch the UPS and Fed Ex drivers breaking all kinds of safety rules all around us, and you were kind of envious. Our CCA's today see the same thing, and they feel the same way. Yet they have less training and knowledge on how to deal with that situation, and you are putting yourself in danger.

In closing, continue your charge. It is never too late to come together in our offices and support one another against the continuing assault on our craft by management.

**Peace and Prosperity Brothers and Sisters  
There is Strength in Unity**

**By Mike Wylly**

## **NEW YEAR RESOLUTION**

**Brothers & Sisters: It is time for a New Years' resolution.** I come to work every day at the Post Office and see carriers with 10, 15, 20 and 25 years seniority and you still struggle with rules, regulations and failure to follow instructions. Management threatens discipline, and you are waiting for this to happen. There is harassment and intimidation, but you think, "O.K. I can handle it." Please, Brothers & Sisters, think again. This is your life time career. We should all work in a hostile-free environment. We have our National Agreement and The Joint Statement on Violence and Behavior in the Workplace to protect your rights. If you have any questions, come to the Union Office to learn those rights. In the coming months, many offices are scheduled for six-day mail count and inspection. I advise all carriers to come and learn your rights and how to handle a route inspection. Remember, "**Knowledge is power.**" Make a New Year resolution to become more knowledgeable about your job.

**South Pasadena Shop Steward – Vinh Trieu**

## **CITY CARRIER ASSISTANTS**

As everyone should know by now, in the new 2011-2016 National Contract, CCAs were created. This stands for City Carrier Assistants. These carriers will replace PTFs. Most of them are dues-paying Union members like you. They are hard-working carriers that want the same thing that you have and that is, a career. They are our future and we need to make sure that these hard working carriers succeed. Many of them have families to feed and kids to put through school, like we do. Many of them just get pushed through the training process and then are expected to deliver the mail in the same amount of time it takes you, without the same training and experience that you have. I know it is management's responsibility to make sure these CCAs get the training they need to succeed, but these are our Union brothers and sisters out there. We should do our part to help them be successful. If you see a CCA struggling out there, see what you can do to help. One day these carriers will become regulars and maybe they will help you. Remember.....**In Unity, there is Strength.**

**Tujungna Shop Steward – Rob Burskey**

## GENERAL MEMBERSHIP MEETING

January 14, 2014

The meeting was called to order at 7:07 p.m. by President Mike Wyly. The pledge of allegiance was led by Sergeant-at-Arms Ric Roldan and there was a moment of silence for departed brothers and sisters since the last meeting. The roll call was answered by thirteen officers and stewards in good standing.

Motion passed to waive the reading of the minutes from the previous meeting, accepted as printed in the last issue of the Mail Call (Smith/Siechert). Motion passed to officially excuse Frank Costanzo and Larrie Rhodes (attending SC City Council Meeting) from the meeting and to excuse Mike Wyly from the December meeting (Burskey/Siechert). Motion passed that the warrants be drawn and bills be paid (Washington/Siechert).

Motion passed to accept the following applications for membership: Armando Carrillo, Kyle Henderson, John Hendricks, Deandros Long Jr, Daniel Malaki, Michael McGillan, Marquis Medina, Alejandro Mijangos, Jafar Rismanchi, Martiros Semirdzjian, and Matthew Sirko. (Collier/Siechert). **Welcome Brothers and Sisters!!**

Health Benefit Rep Washington spoke about the HBP brochure and calendars from National office. Leroy Collier spoke about the one-year memorial held for National President Emeritus Vince Sombrotto in NY and Carolyn Zorn spoke about MLK breakfast parade.

Discussion of Branch finances and Budget Committee working on membership recruitment.

Motion passed to adjourn the meeting at 8:24 p.m. (Zorn/Siechert).

Submitted by,

Nancy Norman  
Secretary-Treasurer

### **Looking for change?**

We are. Looking for a new Editor  
or a Co-Editor for the Mail Call.

Qualifications: One creative and active mind and  
a willingness to help your fellow letter carriers.

Please telephone the Branch office

@ 626-798-6122 or

Email: nnorman@nalc2200.org

## GENERAL MEMBERSHIP MEETING

February 11, 2014

The meeting was called to order at 7:02 p.m. by President Wyly. The pledge of allegiance was led by Sergeant-at-Arms Ric Roldan and there was a moment of silence for departed brothers and sisters since the last meeting. The roll call was answered by twelve officers in good standing. Motion passed to waive the reading of the minutes from the previous meeting, to be printed in the Mail Call (Smith/Zorn). Motion passed to excuse Walter Washington from the meeting and Tina Giancanelli from the January meeting (Zorn/Temblador).

Motion passed to accept the applications for membership on the first reading from Joseph Angel, Mayra Becerra, Ruth Billion, Jennifer Bonilla, Enrique Escamilla, Jose Fuentes, Osualdo Gudino, William Hetherington, Julieta Jarquin-Jacob, Ivette Khanlarian, Giorgio Ortiz, Angela Rodriguez, Joseph Stevenson. (Siechert/Costanzo). **Welcome all!!**

Rob Burskey reported on Food Drive thank you cards, t-shirts, bags and coordinators. Carolyn Zorn reported on the MDA Muscle Fun Walk to be held on March 1<sup>st</sup> and on the Martin Luther King Day walk in Los Angeles.

Jan Siechert reported on the upcoming Pasadena City Council legislative meeting. Frank Costanzo and Larrie Rhodes reported on their attendance to Santa Clarita city council meeting. President Wyly read the names of the cities that have gone on record supporting the fight to save the Postal Service.

The following items were discussed: Management presentation to Pasadena GMF carriers, route inspection dates, ride-sharing, safety crosswalks, Medicare options, and route inspection training.

CSALC proposed By-Law changes read to the membership. Motion passed to accept the recommendation of the Executive Board to adopt the proposed changes (in block) to the CSALC By-Laws (Burskey/Temblador).

Motion passed to adjourn the meeting at 8:29 p.m. (Temblador/Siechert).

Submitted by,

Nancy Norman  
Secretary-Treasurer

**Meeting Attendance  
January/February 2014**

**Officers:**

President Mike Wyly - P/P  
Vice President Serop Karchikyan - P/P  
Secy-Treas Nancy Norman - P/P  
Financial Secy Frank Costanzo - OE/P  
Sergeant at Arms Ric Roldan - P/P  
Health Benefits Rep Walter Washington - P/E  
Trustee Donald Smith - P/P  
Trustee Carolyn Zorn - P/P  
Trustee Leroy Collier - P/P  
MBA Representative Vinh Trieu - P/P

**Stewards:**

Verdugo Viejo - Serop Karchikyan - P/P  
La Crescenta: Ric Roldan - P/P  
Raymond Annex 01: Kevin Nguyen - P/A  
Raymond Annex 06: H.T. Tran - P/P  
Jackie Robinson 03/04: Carolyn Zorn - P/P  
Tujunga: Rob Burskey - P/P  
South Pasadena: Vinh Trieu - P/P  
La Canada/Montrose: Tina Giancanelli - E/P  
Area Shop Steward Leroy Collier - P/P

**Upcoming Events**

- Bowl-a-Thon
- Fill the Satchel,
- MDA Ride
- Branch Picnic
- Food Drive
- Retiree Luncheon
- Texas Hold 'Em
- Old Cell Phone collection -  
(ongoing)

For more information, contact the Union  
Office @ 626-798-6122

Or Carolyn @ Pasadena GMF - 91103  
[czorn@br2200.org](mailto:czorn@br2200.org) or [626-230-4512](tel:626-230-4512)

**MEMBERSHIP MEETINGS**

**Tuesday, March 11<sup>th</sup>  
7:00 p.m.  
and  
Tuesday, April 8<sup>th</sup>  
7:00 p.m.  
Union Office  
1310 N Oxford Ave  
in Pasadena**



**NALC BRANCH 2200  
1310 N Oxford Ave  
Pasadena CA 91104**

## ADVICE FROM THE AREA SHOP STEWARD PS FORM 3996 PROCESS

Every day, letter carriers are being told by their supervisors what the workload projections are for their routes, based on a management computer program called, **Delivery Operations Information System (DOIS)**. The Union did not agree with how this program was developed and used. The Union filed a National level grievance and there was a settlement which states in relevant part:

***DOIS projections are not the sole determinant of a carrier's leaving or return time, or daily workload. As such, the projections cannot be used as the sole basis for corrective action.***

It is your route or assignment and you have a right to your opinion as to how much time it will take you to perform your assignment. The M-41 Handbook Section 131.141 and 131.142 requires you to verbally inform your supervisor as follows:

***131.41 It is your responsibility to verbally inform management when you are of the opinion that you will be unable to case all mail distributed to the route, perform other required duties, and leave on schedule or when you will be unable to complete delivery of all mail.***

***131.42 Inform management of this well in advance of the scheduled leaving time and not later. Then immediately following the final receipt of mail, management will instruct you what to do. Following the managers instructions, if you still believe you will not be able to finish your route in 8 hours, request a PS Form 3996.***

The M-39 Handbook requires the manager to provide you with a Form 3996 when you request one. Explain that the instruction you were given by your supervisor does not change the fact that you cannot complete your assignment in 8 hours and again request a Form 3996.

If you are denied the form, immediately request to see your shop steward. If your request to see your shop steward is denied, then make sure another letter carrier hears you say the words. Don't scream the request at the top of your lungs, just make sure someone other than you and the supervisor hears you.

If you are provided the Form 3996, fill out the form completely – Items A thru M, and in the reason for request box (J), write down why you believe you cannot complete your assignment in 8 hours. If the reasons are related to mail volume, you should write comments such as full coverage of Penny Saver, marriage mail, utility bills, full set of coupons, circulars in the DPS. If your reasons are related to your street duties, some examples could be: known road construction, weather related issues, excessive accountable mail. These are only examples of circumstances. There are many others. List anything that you believe will affect your time.

Present the Form 3996 to your supervisor. Statements by the supervisor, such as, **“This is your demonstrated performance”** and **“You are not making standards”** are not legitimate and do not change the situation you are in. Never let these comments get under your skin and stop you from requesting the assistance you need. Any supervisor who is interested in treating you fairly will take your reasons into consideration prior to making decisions on how much time to approve for you. If your supervisor is not interested in treating you fairly, then you have to look at defending yourself. **Recording the best information you can on your Form 3996 will give your shop steward a better chance of successfully defending you, should the need arise later.**

**CONTINUED – REVERSE SIDE**

## PS FORM 3996 PROCESS - CONTINUED

If your supervisor denies your request, don't lose your cool; state to him/her that you will do your best, then politely ask what they want you to do in the event that all the mail isn't delivered by the time they want you back. Typically their answer will be something like, **"deliver all the mail and be back in 8 hours."** Your supervisor has just put the ball back in your court and placed you in a situation where you cannot honor his/her instructions.

There is no sense in arguing with your supervisor at this point. The smartest thing you can do is just to say **"Okay, I'll do my best"** and ask for a copy of your Form 3996. (The M-39 Handbook requires management to provide you with a copy, if you request it). Finish your office work and go to the street. Do the best you can, **take your breaks where you are supposed to, take your lunch when and where you listed it on the 3996 you filled out.**

This is the point where many letter carriers make a mistake – forgetting how our current system works. Don't make any decisions. Letter carriers get paid to deliver mail. Supervisors/managers get paid to make decisions.

Many times, letter carriers make the decision to either bring some mail back or deliver all mail and get back late. After all, these seem to be the only options there are. You should do everything you can to force management to make the choice. After all, that's their job, isn't it? The best way to handle this situation is to call your supervisor per local instructions.

Let him/her know where you are and how much mail you have left. Ask your supervisor whether he/she wants you to bring the mail back or finish the route. If the supervisor is not available, speak to any management person. If no manager is there, leave a message with the person who answers the phone and be sure you know who you are talking to, **make sure they understand when you are scheduled to be back and approximately how long it will take to complete your assignment. Make a note of who you talked to and what time it was.**

Then just keep working until someone tells you otherwise, or it's time for you to go back to the office **to be off the clock** in the time that was approved on the Form 3996 (whichever comes first).

**\*\*\*MORE NEXT TIME – CLIP AND SAVE\*\*\***

**THE STRUGGLE CONTINUES**

**By Leroy Collier**

**SATURDAY, MARCH 1, 2014**

**Registration: 8:00 AM □ Walk: 10:00 AM\*\***

**Griffith Park  
4730 Crystal Springs Dr.  
Los Angeles, CA 90027**

**Come walk with me - for kids who can't.  
If you are unable to come out March 1<sup>st</sup>,  
please make a difference  
by making a donation.**

**I have pledged \$100.00  
toward our goal of \$5000.00.**

**If we all pitch in,  
this goal is very attainable.  
Send your checks made out to MDA.**

**To: NALC Branch 2200  
1310 N Oxford Ave  
Pasadena CA 91104**

**Every dollar we raise goes directly to support  
the Muscular Dystrophy Association.  
You make a difference. Walk on.  
Join me - Carolyn Zorn  
Your Muscle Walk Team Leader.**

**\*\*To benefit programs for families in the Greater  
Los Angeles area served by MDA.**

**\*\*Each participant raising \$100 or more will  
receive a Muscle Walk T-shirt.**

## The Dark Side of Delivery

Work requirements have changed over the years. One is starting times. Seasoned carriers remember when we started up to 2 hours earlier than we do today. As a result, we did not have as many deliveries after dark as we do now. Then, most carriers were back in the office before the sun went down. Now, we are told delivering in the dark is not a safety risk and should not take more time. However, it is a mere fact; darkness impedes delivery by slowing down performance and increasing safety risks, which inhibits production.... and it is a problem. It is the dark side of delivery.

I have been on the same park and loop route for the past 20 years and at times have delivered mail in the dark. On streets with no pole lights, I had to rely on instincts because vision was greatly diminished and limited. On streets with pole lights, I still had to be ever vigilant. I had to remember obstacles that were in the path I walked everyday; obstacles I had to avoid even during daylight. Because I was not able to see some physical markers, my orientation was confused, like going to a neighborhood you once knew, but because it looked so different you didn't recognize exactly where you were. It took more time to see some locations of mailboxes like hidden mail receptacles, or remembering important tasks like closing Mrs. Wagner's gate, or realizing a house I was approaching was the one I shouldn't cross the lawn; all while groping in the dark for MSP labels to scan.

And let's not forget the important safety practice of driving slower in neighborhoods at night, especially because of Pedestrians walking their dogs after dark on the streets that have no sidewalks; pedestrians and dogs who were not there during the day. And with no sidewalks, foot delivery increases the risk of being hit by an oncoming driver who would have seen you during the daylight hours.

In the light of day I can finger the mail and am ready for delivery before I approach the mail receptacle. However as darkness surrounds me, it's difficult to finger the mail while finding my way to the designated point of delivery. You get the picture.

One of the times I delivered in the dark was on December 23, 2013. I worked until almost 7:00 P.M. that night. I was on my last swing, which usually takes me 30 minutes during the day, but it took me almost 45 minutes that night. It was very dark and I was hardly able to see the addresses on the mail, or spot house numbers, or even tell the color of each house. Thank God some customers turned on their porch lights. I prayed the mail I delivered to each house was accurate. That night, I was one of the first carriers to return to the office. There were still more carriers out past 7 P.M. I recall the next day being questioned as to why it took longer to deliver. My response? I was delivering mail in the dark.

Delivering mail in the dark increases the time to deliver mail safely. If you are told to deliver in the dark, take the time needed to be safe. Be extremely careful in your vehicle and on foot. Be alert to the actions of those around you. It is better to take the time to be safe and have to answer the question, 'What took you so long?' than risk injury to yourself or someone else.

Delivery in the dark is the primary reason why both delivery times and safety risks increase. As darkness swallows up daylight, so begins the dark side of delivery.

**Letter Carrier/Shop Steward  
Ric Roldan**