

APWU We Will Not Be Silenced - October First Day of Action – Key Messages

Essential 3 pointers:

- 1.) The Postal Service is a **public service**, it should be run at the discretion **of the people**. The Postal Board of Governors and senior postal leadership should be accountable to the public, and allow their voices to be heard.
- 2.) Every community deserves **quality mail service**. But recently, postal management has allowed service to slip – delivery is taking too long and short staffing means long lines and unexpected closures at post offices. **Post offices need to be open and the mail delivered on time.**
- 3.) Postal workers deserve a **good contract** that compensates them fairly for their dedicated public service, and one that recruits and retains dedicated postal workers to Build a Better Post Office. **Better staffing, better service.**

Public Service means Public Input

- The Postal Service is just that, a public service. But that means that the Postal Board of Governors and senior postal leadership needs to be accountable to the public and ensure that the public have a voice in their postal services.
- The Postal Board of Governors should bring back public input in their public meetings and allow customers to raise their concerns to the Board.
- Postal leadership should make sure all public meetings are accessible and that they allow adequate public comment.

Every community deserves quality postal service. The law requires it. Lately, they haven't gotten that.

- The law requires USPS to provide “prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities.”
- Service standards have been slowed over the years. Postal management should instead focus on keeping post offices open and staffed, and ensuring the mail is delivered on time.
- The USPS routinely fails to meet service performance standards, especially for 3-5 day letters.
- In the most recent fiscal quarter, USPS hit its performance target for single-piece first class letters just 72.5% of the time.
- Find district-level data here: <https://www.uspsoig.gov/focus-areas/service-performance>
- Short staffing has led to long lines, unexpected closures of post offices, and delays in box mail and other services.

Better Staffing, Better Service – Postal workers deserve a good contract

- Postal management could improve service by ensuring every postal facility in the country is staffed with the dedicated, hardworking postal workers every community relies on.
- The best way to improve staffing is for management to give postal workers the good contract they deserve – with good pay, decent benefits, and full cost-of-living adjustments.
- Improving staffing means management must focus on recruiting and retaining dedicated postal workers, and reducing turnover of new-hires.

Be sure to include stories from local customers, or how service issues have affected your community.

Think about issues with box mail, long lines, or carriers getting out late because of staffing issues.

How have slower service standards affected your community?