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United States Senate

COMMITTEE ON
HOMELAND SECURITY AND GOVERNMENTAL AFFAIRS

WASHINGTON, DC 20510-6250

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July 17, 2017

The Honorable Megan J. Brennan
Postmaster General
United States Postal Service
475 L'Enfant Plaza
Washington, DC 20260

Dear Ms. Brennan:

I am writing to you regarding the strategic workforce plan for United States Postal Service (USPS).

Strategic workforce planning is critical to developing long-term strategies for acquiring, developing, training and maintaining a balanced workforce, including federal staff and contractors, to meet the present needs of the USPS and be prepared for future demand. It requires soliciting feedback from local managers to ensure that post offices and processing facilities are adequately staffed with an appropriate mix of managers and front-line employees.

Mid-level and senior USPS managers in Missouri have reported that their recommendations for staffing needs are often ignored. As a result, managers are put in the position of having to complete tasks that would otherwise be done by entry-level clerks and mail handlers. This is a misuse of managers' time and skills, and only serves to add to inefficiencies in the system. In some circumstances this can cause direct financial harm to USPS as managers receive overtime pay for doing the work that lower-salaried employees should be doing.

Without a nationwide staffing model and plan to adequately staff all postal operations, the USPS risks mismanaging its employees and wasting scarce financial resources. To help me understand the USPS's strategic workforce plan, please provide the following information:

1. A nationwide staffing model that details the amount and type of employees needed to:
 - a. Adequately staff all post offices, postal facilities, and processing plants; and
 - b. Ensure all delivery routes are covered by permanent federal employees;
2. The number and location of post offices, postal facilities processing plants that do not currently meet the needs described by the staffing model;
3. An analysis that describes the appropriate mix of federal employees, contractor employees, and temporary workers to meet regular and peak demand periods; and
4. The total number of mail delivery routes that are currently not staffed by fulltime employees and the analysis done to determine that temporary employees are more cost-effective for those routes.

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Please provide my staff with responses to the above questions on or before August 7, 2017. Thank you in advance for your attention to this important matter. Please have your staff contact Amanda Trosen with my Committee staff at 202-224-2627 with any questions. Please send any correspondence relating to this request to Amanda_Trosen@hsgac.senate.gov.

Sincerely,



Claire McCaskill
Ranking Member

cc: Ron Johnson
Chairman