

Stand-Up Talk

June 27, 2025

The New Employee Experience, Retention and Mentoring Program

Purpose: The United States Postal Service (Postal Service (USPS) and the National Association of Letter Carriers, AFL-CIO (NALC) have agreed to a new initiative that is designed to improve the experience and retention of new employees, stabilize the workforce, and improve service to our customers.

Target Audience: City Letter Carriers, Customer Service Supervisors, Managers and Postmasters

Good morning,

I would like to take a moment to discuss a new initiative that will be implemented in this facility on July 1, 2025. The United States Postal Service (Postal Service) is prioritizing employee retention. Fewer than half of all new employees that we hire are still employed with us after one year. Realizing the need to try something different, the Postal Service and the National Association of Letter Carriers, AFL-CIO jointly agreed to establish a new initiative that is designed to provide work experiences for new city letter carriers that allow them the ability to learn their new jobs at a more moderate pace, providing them with continuing education beyond what is currently available and establishing mentoring relationships between newly hired and experienced city letter carriers. This new initiative is called the "New Employee Experience, Retention and Mentoring Program (NEERMP" or "Program").

The NEERMP is focused on improving the experience of new city letter carriers. Some specific elements of the NEERMP include:

- Creating and posting weekly defined work schedules for city carrier assistants (CCAs) and part-time flexible letter carriers (PTFs)
- Limiting work hours and work locations for new city letter carriers to allow them to become accustomed to the duties of a city letter carrier:
 - Weeks 1-8: Restricted to working only in their employing office
 - Weeks 1-4: Limited to 8 hours per day and 40 hours per week
 - Weeks 5-8: Limited to 10 hours per day and 56 hours per week
 - Weeks 9-11: Limited to 11.5 hours per day and 60 hours per week
 - Week 12 and beyond: Limited to 11.5 hours per day
- A guarantee that all CCAs and PTFs will receive at least one non-scheduled day each service week, except during the penalty overtime exclusion period
- Improving new city letter carriers' introduction into the delivery unit
- Providing new city letter carriers with a new Postal Service branded satchel, vest, and hat
- Consistent developmental feedback and progress reviews
- Voluntary participation in a mentorship program

The NEERMP was tested with great success over a four-year period in hundreds of locations around the country and was recently made a permanent part of the 2023-2026 NALC-USPS National Agreement.,. In a future Stand-up Talk we will discuss the mentoring component of the NEERMP in more detail.

Thank you.