

UNITED STATES
POSTAL SERVICE

A **GREAT**
PLACE
to **WORK**

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A **GREAT**
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to **WORK**



for **SKILLED**
MAINTENANCE
WORKERS

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Postal Training:

The National Center for Employee Development (NCED) is the Postal Service's national center for employee training.

- ▶ Located in Norman, Oklahoma.
- ▶ Oversees and conducts hands-on technical training for postal employees who manage and maintain major high-technology postal systems, vehicles, and mail processing equipment. It also manages job proficiency training for other employee groups.
- ▶ Host site for major postal conferences.
- ▶ Training supports postal automation efforts and national job skill training.
- ▶ Organizationally, NCED is part of Postal Headquarters' Employee Development in the Human Resources function based in Washington, DC.

Dramatic increases in the use of high-technology equipment to process and deliver the nation's mail create continuing needs for advanced technical training and job proficiency training for the Postal Service's workforce. NCED students are postal employees attending job skill training.

- ▶ Includes mechanics, technicians, managers, and others from across the United States.
- ▶ Over 52,000 total students annually.
- ▶ Average 650–700 in-house students per week (or 14,000 annually).
- ▶ Center uses distance learning and courses delivered in local post offices in addition to classrooms in Norman, OK.

The NCED is a nationally recognized leader in the use of distance learning technology. NCED expands on its resident classrooms by using national networks for live satellite broadcasts, audio teletraining, and computer driven audiographics courses, plus computer, video, and internet technology to deliver critical job skill training to postal employees.

- ▶ Over 190 courses.
- ▶ Over 2,600 course offerings.
- ▶ Over 220,000 training days.
- ▶ Course lengths range from 2-hour seminars to 6-week courses.
- ▶ Average course length is 5 days.

In 1969, the Postal Service leased a few top floors of Couch Towers, a 12-story dormitory on the University of Oklahoma campus. The first year, a staff of 50 conducted training for 7,000 postal employees. By Fiscal Year 1988, the operation had expanded to nine leased buildings and was training 19,000 students a year. In September 1988, the Center moved into a 293,000 square foot, postal-owned building designed specifically for training.

- ▶ 55 acre, postal-owned site in Norman, Oklahoma.
- ▶ Complex of 6 interconnected, 2-story building wings.
- ▶ Over 290,000 square feet (2.5 football fields long, 2 fields deep).
- ▶ 40 classrooms, 43 labs.
- ▶ Administration offices, distance learning studios, and broadcast booths.
- ▶ Conference Center that seats 450.

A six-story student housing and recreation facility Arun by the Marriott Corporation was added to the site in 1992. On-campus fitness and recreation facilities provide healthful activities that contribute to the learning environment. On-site health clinic provides medical aid, emergency care, and health and wellness education.

- ▶ Adjacent to main training facility.
- ▶ 445,000 square feet.
- ▶ 1,000 guest rooms provide a comfortable and safe environment.
- ▶ Accommodations include televisions, telephones, clock radios, smoke detectors.
- ▶ Accommodations for the disabled are available.
- ▶ Cafeteria, fitness center, game rooms, outdoor swimming pool, walking track.
- ▶ Sundry shop and lounge area.
- ▶ Conference Hall that seats 900.

About 500 postal and contract staff are employed by the NCED. The training staff consists of instructors, course developers, clerical staff, media specialists, and support personnel. Contract employees provide training and housing facility support.

- ▶ 130 postal training and administrative employees.
- ▶ 120 contract training and administrative employees.
- ▶ 70 training facility support staff.
- ▶ 195 housing and food service employees.

Postal Facts:

You can leave the mail you want to send in your mail box for your mail carrier to pick up, drop it in one of our mail collection boxes, or drop it off at a post office. We also collect mail from thousands of businesses, schools, and other institutions around the country.

- ▶ 312,000 mail collection boxes.
- ▶ 38,019 post offices.
- ▶ 130 million delivery points.
- ▶ 108 billion pieces of First-Class Mail each year.

At the post office, we sort your mail according to size, cancel the stamp, and read the bar code with an optical scanner. If it doesn't have a bar code, we read the address with an optical reader (which also sprays a bar code on it) and then put it in the correct tray for shipping to its destination.

- ▶ 331 processing plants sort and ship the mail.
- ▶ 75,184 pieces of mail processing equipment.
- ▶ 34,588 buildings with 270 million square feet.
- ▶ 38 million change of addresses per year.

Your mail is trucked to the airport, where it is placed on one of the 15,000 commercial airline flights that carry the mail over long distances. For shorter distances we use our fleet of trucks.

- ▶ 2.7 billion pounds of mail carried on commercial airline flights, making us the airlines' biggest shipper.
- ▶ 1.1 billion miles driven to move the mail annually.
- ▶ 192,904 vehicles to pick up, transport, and deliver the mail.

When your mail arrives at its destination city, it is trucked to a central distribution plant, where it is directed to the post office closest to its delivery address. At the local post office, the mail carrier sorts your mail for delivery.

- ▶ 7 million customers a day transact business at our post offices.
- ▶ 234,033 mail carriers deliver the mail in cities across the country.
- ▶ 18 million post office boxes.

Your mail carrier delivers your mail to your mail box rain or shine, wherever you live, from Key West, Florida, to Fairbanks, Alaska, from Honolulu, Hawaii, to Bar Harbor, Maine, from the bottom of the Grand Canyon (by mule) to the top of the Empire State Building (by elevator). Every day, everywhere we take care of the business of delivering the mail.

- ▶ 24 pieces of mail for every household every week.
- ▶ 3.4 billion pieces of mail delivered every week.
- ▶ 765,174 career employees (and 127,699 other employees) working to deliver your mail.

If the U.S. Postal Service were a private company, it would be the tenth largest in the country.

The U.S. Postal Service handles 41 percent of the world's mail volume, 630 million pieces every day. Next largest is Japan at 6 percent.

The U.S. Postal Service owns the nation's largest compressed natural gas (CNG) delivery fleet, with 7,000 of its Long-Life Vehicles converted. Electric and ethanol-powered vehicles also are being tested.

Postal News:

MAKING HEADLINES:

Take a glance at the headlines and excerpts from news stories appearing across the country as the U.S. Postal Service delivers the future with advanced processing equipment, cutting edge technologies, and modern processing and distribution facilities.

Hands Off the Mail – How Machines Are Replacing Postal Workers

. . . As part of an expanding network of automated equipment in postal processing plants, (the) robots are being tested and improved to take the place of mail handlers. . . . Postal engineers envision a plant where humans are not laborers, but technicians and maintenance workers highly skilled in robotics and high-technology machinery.

- *Federal Times*, Washington, DC, May 4, 1998

New Postal Centers to Lighten the Load

One by one, envelopes of all shapes, sizes, and colors zip through high-speed optical character readers and bar-code sorters on their way to a final destination. Like little soldiers, they march from one machine to another throughout a giant processing center that spans a full mile. . . . Forget the image of postal employees sorting letters by hand and tossing them into pigeon-hole slots. Instead, the mail moves along giant conveyer belts through equipment worth several billions of dollars. . . . The process is remarkably technical and speedy for a business that is derided as a “snail mail” service.

- *Arizona Republic*, Phoenix, AZ, May 8, 1998

Governors Approve Sorting Machines

The U. S. Postal Service Board of Governors at its monthly meeting June 2 [1998], approved a \$446 million purchase of 175 automated flat sorting machines and related expenses. . . . Deployment should begin in September 1999. . . . The Postal Service is investing \$17 billion over the next five years to develop an entirely automated network of handling the mail as it is processed and sorted in about 250 facilities and hubs nationwide. . . . The new machinery will replace mechanized flat sorters. . . . The automated version also offers several more features, such as on-line video encoding of handwritten addresses, a modular design that allows for expansion and a tray conveyor that can be adapted to robotic handling.

- *Federal Times*, Washington, DC, June 15, 1998

It May Be Snail Mail, But Technology Gets It Where It's Going

Last year, letter carriers delivered 630 million pieces of mail a day. The post office now uses computerized sorting machines to route most of the mail. Most bulk mail, like bills, is printed with bar codes that are representations of ZIP codes and easy for computers to understand. The machines direct the path of a letter with house-level precision. Mail with bar codes goes directly to machines that can read the codes. Mail without bar codes but with printed addresses is handled by large mail-sorting machines with built-in cameras for taking pictures of addresses. A computer interprets the images, finds the best matching addresses and directs a printer to mark bar codes on the envelopes to speed further sorting. Today, the post office is concentrating on building even more sophisticated computer systems, with advanced optical character recognition (OCR) technology, that will read handwritten envelopes.

- *New York Times*, New York, NY, October 22, 1998

Postal BOG Approves Postal Services Plan, Announces New Services

. . . the BOG approved \$4.4 billion for the FY 1999 as part of the Postal Service's \$17 billion capital investment plan. [Chief Financial Officer and Senior Vice President M. Richard] Porras said the plans are to commit funds for new distribution and material handling equipment, 25 major processing and distribution facilities, 317 small facility projects identified by postal area offices, and 4,500 new delivery and collection vehicles. Also approved was funding for an Identification Code Sort program that will add a new function to 9,000 barcode sorting machines nationwide that will utilize the fluorescent barcode that is currently applied to the back of letters. The information contained on this tag identifies the type of mail, the machine handling it, and the date and time of processing within the half hour. This information will be used to sort and track mail. Ultimately, Postmaster General William Henderson said, “customers should be able to access real-time information to determine when and where their mailings are.”

- *Friday Report*, Garden City, NY, September 4, 1998

Postal Benefits Comparison:

MOST EMPLOYERS CAN OFFER YOU:

- A salary of up to \$30,000.
- A health insurance plan with 80% reimbursement.
- A 401(K) plan where you can get a tax break on your contributions.
- A life insurance plan of up to twice your annual pay.
- 8 paid holidays.
- A vacation plan of up to 10 days' pay.
- Short-term job security as long as the project lasts.
- On-the-job training.

THE U.S. POSTAL SERVICE CAN OFFER YOU:

- A competitive starting salary that, with continuous increases, reaches the top of the salary range within 9 years.
- A choice of health insurance plans with a variety of features to accommodate your needs and with 80% to 100% reimbursements.
- A total retirement program that includes a generous pension plan and a company-matching, tax-favored savings plan.
- Optional levels of life insurance up to 5 times your annual pay to suit your financial needs.
- 10 paid holidays.
- An annual leave policy of 13 to 26 days and leave carryover of up to 440 hours a year.
- Federally protected job security as long as you are able to work.
- State-of-the-art training facility and on-the-job training.



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