

The following is from Patrick, a frequent poster on Rootsweb... He has had the opportunity to work closely with CDS/HCR routes.

The following is his take on how to combat the contracting situation..

But, since you asked, I will elaborate a bit, based on my experience with the contract mail delivery system. Keep in mind I worked at just ONE of many Post Offices (PO) with contract carriers, and my remarks are based on that.

Unions need to show that CDS cost saving to the USPS are less than published.

All costs need to be included:

- The first that comes to mind, is payment of up to \$8.00 a mile for additional trips (ie. too many large parcels etc.). Not always verified by contract Oversight personnel (Postal Management).
- EMA rates are changed by a letter from contractors to the contract manager (usually at area level) citing certain data. Not sure there is any verification. Added route mileage, is handled much the same way. Both actions result in increased pay.
- Contractors pay goes up an hour for like a NET 14 additional customers, irrespective of delivery type (reg box or CBU). Not sure contractors understand what net means ! - Contract routes have red books that contractors are required to maintain. But, I don't think Contract Oversight personnel really do much in the way of customer verification. So, contractors could easily be over paid.
- New contractors are often times given "training" by Contract Oversight personnel. Some could feasibly even be given clerk or supervisory deliver assistance until the contractor gets "up to speed".
- Contractors seemed to generate more customer service issues than regulars. Investigating, writing up (as necessary) and processing those complaints is usually more time consuming, that dealing with regulars, depending on the "infraction".
- Most contractors take every possible short-cut when delivering mail. Again, will point to Contract Oversight personnel allowing these practices. The net result, is contractors are paid for service not given.
- I'd also think that comparing the various delivery modes (city, rural, contract) cost per mile and cost per customer are stats that

should be looked at.

Contract Oversight:

- Contractors make fast Rural Carriers look slow. A lot of them drove way too fast for conditions, and that was a common complaint I dealt with. The problem is, that Contract Oversight too often ends at the PO exit sign.