



January 27, 2021

Mr. Mark Dimondstein
President
American Postal Workers Union, AFL-CIO
1300 L Street, NW
Washington, DC 20005-4128

Certified Mail Tracking Number:
7019 2280 0001 7461 4961

Dear Mark:

As a matter of general interest, the Postal Service has developed a retention survey for Postal Support Employees (PSEs) currently assigned to Function 4 (Customer Service Operations).

The purpose of the subject survey is to obtain feedback from PSEs assigned to Function 4 regarding their overall workplace experience. It is anticipated that the feedback received from the survey will guide the Postal Service in developing retention strategies that will have a positive effect on PSEs currently assigned to Function 4.

The survey will be distributed to the subject PSEs on February 1 via their usps.gov email addresses. If PSEs do not have usps.gov email addresses, their supervisors will provide them with a link to access the survey using an ACE computer.

Participation is voluntary. If PSEs choose to participate, they will be provided 15 minutes on the clock and access to an ACE computer, to complete the survey.

Enclosed is a copy of the survey.

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson
A/Manager
Contract Administration (APWU)

Enclosure