

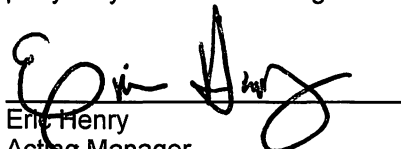
**VICE PRESIDENTS, AREA OPERATIONS
DISTRICT MANAGERS
NALC NATIONAL BUSINESS AGENTS**

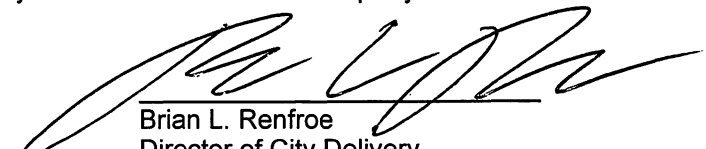
Re: Standard Training Program for City Letter Carriers

The National Association of Letter Carriers, AFL-CIO (NALC) and United States Postal Service (USPS) recognize the importance of providing quality training to new city letter carriers. To that end, the national parties have jointly updated the *Standard Training Program for City Letter Carriers*. Our expectation is that enhanced and universal training will improve customer service and enhance the employee experience. To achieve this goal we agree to the following:

1. City carrier academies will be established in all USPS districts. Each carrier academy will use the *Standard Training Program for City Letter Carriers*. New city letter carriers will participate in all aspects of this training program.
2. It is our expectation that the parties at all levels of our respective organizations will work cooperatively to ensure that all aspects of the training as prescribed in Course 10025512 are completed properly. Any issue regarding the city carrier academy will be addressed through an alternative dispute resolution process. Local disagreements will be forwarded to the appropriate USPS Area Manager, Labor Relations and the NALC National Business Agent, or their designees. If the issue cannot be resolved at the area/regional level, it will be forwarded for resolution to the USPS Manager, Labor Relations Policy and Programs and NALC Director of City Delivery, or their designees.
3. Each USPS district will provide a list of prospective city letter carriers to the appropriate NALC National Business Agent(s) as early as administratively practicable. The list will include the new employee's name, location of the academy, dates and times the employee will attend the academy, and the installation where the employee will be assigned.
4. The national parties will review and update the *Standard Training Program for City Letter Carriers* annually, or more frequently if needed.

This agreement is made without prejudice to the position of either party in this or any other matter. Either party may terminate this agreement by providing 30 days written notice to the other party.


Eric Henry
Acting Manager,
City Delivery Operations
U.S. Postal Service


Brian L. Renfroe
Director of City Delivery
National Association of
Letter Carriers, AFL-CIO

Date 6-2-16