

CAPITAL METRO AREA UPDATE



Team Leader and Postal Inspector Marydith Newman checks Arrow key accountability logs in Richmond, VA.

Security is key in new fiscal year

Capital Metro Area is heading into the new fiscal year with a focus on security — ensuring the welfare of employees, controlling access to facilities and protecting the integrity of the mail.

In support of this effort, the Postal Inspection Service is spearheading a program to establish and maintain protocols to keep Arrow keys — keys that open Postal Service controlled mail entry/exit points, including collection boxes, apartment panels, parcel lockers and cluster boxes —

accountable and secure at all times.

Employees are getting involved with security as well. In Atlanta District, a team of retail associates recently provided information leading to the arrest of money order scam artists.

In Mid-Carolinas District, a Postmaster’s tip led to a break in a mail fraud scheme.

You can read these security-related stories and others chronicling the successes of individuals and teams of employees from across the area in this issue of *Capital Metro Area Update*.

FROM THE AREA VICE PRESIDENT

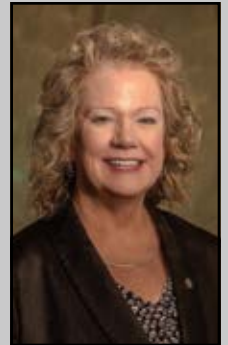
It’s the fundamentals

Happy New Year! This issue of *Capital Metro Area Update* arrives at the beginning of the new fiscal year. We are aiming for success, and, certainly, the plans and strategies are in place to achieve it. But before heading into the fiscal year and peak season, let’s take time to review a few fundamentals that will help us achieve our goals.

Safety needs to be our first priority throughout the year. While delivering and heeding safety messages is vital, real success relies on employees making an active, personal investment in making safety happen. Take ownership of your own well-being and personally work to create a safer workplace for yourselves and your co-workers. When it comes to safety, the Postal Service has one over-arching goal: for all employees to return home from work as safely as when they arrived.

Security goes hand-in-hand with safety. Employees must make it a point to always wear their identification badges while on duty. Positive identification of anyone entering a postal facility is the most basic tool the Postal Service has to protect lives, property and the mail. Employees must make sure vehicles

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Capital Metro Area Vice President Linda Malone

Tyrannosaurus Rex

The Postal Service brings the dinosaur to life with new Forever stamp.



Kids' T. rex drawings earn pictorial cancellations

To celebrate the release of the Postal Service's Tyrannosaurus Rex Forever stamps, Capital Metro Area conducted an engagement campaign encouraging the children and grandchildren of postal employees to submit their own T. rex drawings to be used as pictorial cancellations.

Selected artwork from three age groups — 7-9, 10-12 and 13-15 — was chosen from submissions sent in to districts throughout the area. The selected drawings in each district were converted into pictorial cancellations for a Post Office near the artists' homes where they were celebrated at customer appreciation events. All participants received a certificate of recognition.

Artwork used for pictorial postmarks by artist name, age and Post Office include:

Atlanta

- Brianna Grace Prater, 8, Atlanta, GA 30304
- Cheyenne Lynch, 12, Lawrenceville, GA 30046
- India Lynch, 14, Fayetteville, GA 30214

Baltimore

- Grace Griffin, 9, Baltimore, MD 21206
- Alonna Cox, 10, Baltimore, MD 21220
- Aurora Lurz, 11, Aberdeen, MD 21001

Greater South Carolina

- Brielle Ryan, 9, Wedgefield, SC 29168
- Luke Mixson, 11, Walterboro, SC 29488
- Luke McKelvey, 12, Chesnee, SC 29323
- Hunter J. Chandler, 14, Summerville, SC 29485

Greensboro

- Harleigh Joyner, 8, Elm City, NC 27822
- Brianna Nealey, 11, West Jefferson, NC 28694

- Helen Michelle Hanks, 15, Greensboro, NC 27401

Mid-Carolinas

- Maya Wakamatsu, 8, Carolina Beach, NC 28428
- Jenna Sheppard, 12, Clover, SC 29710
- Isaiah Holcombe, 13, Clover, SC 29710

Northern Virginia

- Nicklas Smyser, 8, Leesburg, VA 20175
- Anaya Baptiste, 12, Manassas, VA 20110
- Ricardo Lipford, 13, Vienna, VA 22180

Richmond

- Kylie Morland, 7-9 age group, Newport News, VA 23602
- Kyliegh Hadaway, 12, Newport News, VA 23608
- Ayden Harper Anderson, 14, Newport News, VA 23607



Wedgefield, SC, artist Brielle Ryan displays the T. rex art she created on a cancelled letter.



Isaiah Holcombe with his award in Clover, SC.



Grace Griffin shows off her T. rex artwork at Baltimore's Raspeburg Post Office.

It's the fundamentals

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are always properly parked, locked and secured anytime it cannot be kept in a full, direct line of sight. Because Arrow keys provide access to a large number of mail receptacles, carriers must sign in and sign out Arrow keys and keep them on their person at all times. Remember, our best security guard is you.

Scanning is another essential element for success. Scans add significant value to the services we

provide. Scans record when mailpieces are accepted; locate mailpieces moving through our plants and facilities; inform mailers of mail arrival time so they can better synchronize campaigns; aid customer services in promptly resolving inquiries; help supervisors and managers effectively utilize personnel; and keep customers informed about the arrival of their mail. On the street, scans must be made

at the point of delivery if we expect to retain the trust of our customers. Accurate scanning and tracking is an expected service in today's market. We must excel at it to stay competitive.

Yes, the plans have been made to achieve success in the new fiscal year, but it is our employees staying involved and executing fundamentals that make success a reality. Thank you for all of your hard work this year and every year.

Employees use teamwork to nab money order thieves

Protecting USPS customers from fraud requires teamwork, and several Conyers, GA, employees recently found themselves to be key players in the effort.

Retail associates at the Conyers Olde Town Post Office noticed four different customers kept returning to the office weekly to cash money orders that ranged in amounts from \$300 to \$600. The handwriting was the same on all of the money orders, regardless of which individual was cashing them on any given day.

One day, one of the individuals approached Retail Associate Miles Mitchell's counter to cash a money order. Mitchell, sensing a problem, delayed the individual while fellow Retail Associate Cynthia Chavez called the 800 number on the money order to verify its status. Chavez learned the money order had already been cashed and immediately contacted the Postal Inspection Service.

Meanwhile, Retail Associate Sharon Williams was assisting a customer who happened to be a local Conyers police officer. Williams slipped the officer a note stating a customer was in the Post Office trying to cash fake money orders.

The customer exited the building and hopped into a car driven by another individual.



Cynthia Chavez.



Delores Ellis.



Miles Mitchell.



Sharon Williams.

Authorities followed the car and arrested two cousins. They found several money orders and receipts from other previously cashed money orders inside the car.

Mitchell said he was happy to play a role in stopping a crime.

"We knew this was not right," he said, "and I felt like we did our jobs like we are supposed to do."

Conyers Postmaster Michele Leggett and Post Office Operations Manager Terry Clemons praised Mitchell, Chavez, Williams and Retail Associate Delores Ellis for their engagement and teamwork in helping authorities nab the suspects.

"They went above and beyond the call of duty," Leggett said. "They basically spearheaded the arrest of two suspects who were double-dipping money orders. I am extremely proud of their alertness and concern for our organization."

Clemons agreed, noting that employees who perform their jobs dutifully should be recognized for their efforts.

"These employees are to be commended for their attentiveness," Clemons said. "Often, postal employees are the eyes and ears of the communities they serve. This is one of those times and we are grateful."

2019 USPS stamp releases

Frogs

Issue Date:
July 9, 2019



First Moon Landing

Issue Date:
July 19, 2019



State and County Fairs

Issue Date:
July 25, 2019



Military Working Dogs

Issue Date:
Aug. 1, 2019



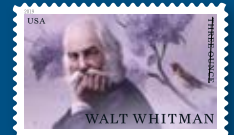
Woodstock 50th Anniversary

Issue Date:
Aug. 8, 2019



Walt Whitman

Issue Date:
Sept. 12, 2019



Winter Berries

Issue Date:
Sept. 17, 2019



Employee ethics lauded in found money incident

Mail Processing Clerk Betzaida Ingram was recognized recently at the Baltimore Processing and Distribution Center by the Postal Inspection Service and Postal Police for her honesty and dedication in returning return lost cash to a customer.

Ingram was processing mail on a delivery barcode sorter when she noticed a damaged piece of mail with money inside. Ingram informed Distribution Operations Manager Kiwana Samuel, who then took the envelope to Postal Police Officer Ronald D'Antonio. The amount inside was \$900.



Mail Processing Clerk Betzaida Ingram, left, is recognized by Postal Police Sgt. Constance Simms for her role in recovering a customer's money.

The envelope was on its way to the creditor of a soon-to-be-deployed U.S. Navy sailor. Postal Police contacted the customer and creditor to inform them of what happened and advised the customer against mailing large amounts of cash. The cash was converted to a postal money order and sent to the company for payment.

"As soon as I realized what was inside of the envelope, I knew I had to do something," Ingram said. "That's a lot of money for someone to lose. When I found out it was from someone who was leaving to serve our country, it made me feel good that the outcome was a positive one."

Stop and think, before you connect

Never connect your phone or tablet to USPS computers, equipment or networks. Keep USPS networks safe. If you need to charge a device, use an outlet.



Report information security incidents to cybersafe@usps.gov, or 866-877-7247.



District employees embrace LSS challenge

Postal employees in Baltimore District are doing their part to contribute to the Postal Service's Continuous Improvement Program.

As part of the program's efforts to solve problems and improve products and services, the district recently held its first Lean Challenge in Towson, MD. Lean Challenges encourage teams of employees to develop projects that address operational inefficiencies.

Teams from each district Post Office operations manager group and plant showcased projects using Lean Six Sigma (LSS) processes to improve employee availability, address non-career turnover/city carrier assistant retention and reduce grievances.

"Baltimore's first annual Lean Challenge was a chance to address employee availability — our biggest opportunity," said Attendance Control Officer Tiffany Garner. "We focused attention on employee availability because it affects all performance indicators. It was a chance to incorporate the lean process and get results."

The top teams received



Distribution Operations Supervisor Yvonne Turner, left, and IMF Mail Handler and Shop Steward Mike Melton give a presentation on improving employee availability.

awards for their projects.

The winners included:

- First Place – Linthicum Incoming Mail Facility (IMF) project on employee availability
- Second Place – Post Office Operations Manager Central project on non-career turnover and CCA retention
- Third Place (tie) – Eastern Shore P&DF and Baltimore City Area A projects on employee availability.

Criteria for judging included how teams used LSS tools and if they utilized them correctly; if proper performance analysis was conducted; if results can be replicated and, if so, has it already been implemented; and the overall impact to unit/operation.

"The Lean Challenge gave me the appreciation of how management is concerned about bringing awareness and improvement to employee availability," said Linthicum IMF project team member Mike Melton. "The experience was fun, fulfilling and challenging. It was a great project to be a part of."

Customer pops question with help from customer service

Washington, DC, Customer Services Manager Venzetta Price has quite a few memorable customer service stories, but a recent incident has a special ring to it.

Customer Ezra Wyschogrod had been anxiously awaiting the arrival of a Registered Mail package containing an engagement ring he needed for his marriage proposal — set to happen in two days — but there was a problem. According to tracking information, the package had an undeliverable address and was ready to be returned to the Boston-based sender.

In a panic, Wyschogrod started making phone calls to Post Offices. His parents even got involved, sending an email entitled “Help My Son Get Married” to postal representatives. Wyschogrod was directed to Curseen-Morris Processing and Distribution Center where he met Price.

After hearing the customer’s story, Price explained that New England-bound returns had not yet shipped out, so luck was on his side. After searching through the parcels designated for return, she



Customer Services Manager Venzetta Price.



Ezra Wyschogrod, left, Talia and the ring.

eventually located the item. Wyschogrod shouted with joy as Price, and Washington, DC Acting Postmaster Sherry Harper emerged with the precious package.

“Ms. Price has made a once-in-a-lifetime difference for this customer,” said District Manager Sal Vacca. “She deserves a huge thank you for seeing this through.”

For Price, it’s part of the job.

“I always have our customers in mind when I’m doing my job,” she said. “Delivering excellent customer experiences is what I’m here for.”

Wyschogrod said he was “tremendously grateful for what she did to get us the ring.”

Abby Wyschogrod, Ezra’s mother, shed light on how the story ended, writing, “As far as this mother knows, Ezra is meeting the woman he loves after work. They will walk together to the Spanish Steps (in Washington, DC) where her sister will discreetly photograph Ezra dropping on one knee, while asking the most important question of his life. Then he’ll place the ring all of you found on Talia’s finger.”

Talia said yes.

Cat Count captures plant ‘visitors’

The Curseen-Morris Processing and Distribution Center in Washington, DC, recently participated in the DC Cat Count, a District of Columbia-wide cat and wildlife survey executed by the Smithsonian Conservation Biology Institute and the Humane Rescue Alliance.

Motion-sensitive cameras were placed in strategic locations around the campus for a nine-day sample period and captured more than 60,000 images. The photos showed



Wildlife images captured by DC Cat Count cameras at the Curseen-Morris Processing and Distribution Center in Washington, DC.

According to DC Cat Count Field Technician Dan Herrera, the three-year project uses tools and approaches developed by wildlife scientists to estimate Washington, DC’s population of cats — both owned and unowned.

“We need to evaluate the impacts of current cat population management efforts and to determine potential points for intervention in the future,” Herrera said. “We hope to answer a few questions, like how far feral cats range and the size of their territory.”

At the conclusion of the project in 2021, the study will have an estimate of the number of all cats living in Washington, DC, and illustrate how those separate population groups interact.

Informed Delivery

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CPR training helps improve emergency response

Volunteers at the Greater South Carolina Processing and Distribution Center recently participated in cardiopulmonary resuscitation (CPR) training facilitated by Occupational Health Nurse Administrator Tanika Nesmith.

CPR is an emergency, life-saving procedure performed when someone's breathing or heartbeat has stopped. This may happen after an electric shock, heart attack or drowning. CPR combines rescue breathing and chest compressions.

"You never know when you'll need to save a life," Nesmith said. "At the district, we can help make sure we have trained personnel as a part of our emergency responders' team."

PSE Mail Processing Clerk Lauren Coleman and Mail Handler Assistant Patricia Nelson both



From left, Mail Handler Assistant Patricia Nelson, Occupational Health Nurse Administrator Tanika Nesmith and PSE Mail Processing Clerk Lauren Coleman practice CPR.

previously worked in the medical field and felt compelled to volunteer to become emergency responders.

"I am so happy that the Postal Service realizes the benefit of having trained personnel available to assist in the case of an emergency," Coleman said. "This CPR training at work was convenient, and the variety of courses available to us has prepared us for real life situations."

Nelson recognizes the value of the training and what it can do for USPS employees.

"By offering CPR training to employees, there's a better chance of survival for any employees who may suffer a cardiac arrest at work," Nelson said. "CPR really does save lives."

Employees embrace career development

Greater South Carolina District recently celebrated its fifth annual Career Development Conference in Charleston, SC. Themed "Ready, Set, Grow," the event was designed to equip craft and EAS employees with tools needed to discover their potential and create a path of continual growth and development.

The conference featured presentations and workshops covering career options and advancement opportunities. Keynote speaker Capital Metro Area Vice President Linda

Malone was on hand to offer career advice to those in attendance.

"Dignity and respect isn't just a phrase we can use and expect results," she said. "It is defined and plays out in how we interact with each other and with our customers on a daily basis."

One highlight of the event was a Q&A session where employees were given the opportunity to ask questions of the District Leadership Team.

Conferences like these are part of the Postal Service's broader

efforts to engage, equip and empower employees, a core business strategy.

"We welcome employees to pursue career opportunities in our organization," said Acting District Manager Jodi Nascimento. "Taking advantage of the information provided at this event is one of the keys to advancement."

Labor Custodian Samuel Smoak was among those in attendance and got the opportunity to speak with leadership about possible detail assignments.

"This conference allowed me to see the company in its entirety and gave help with career advancement," he said.



Attendees of the district's career development conference.

Huddle boards in plain sight help visualize workflow

The Mocksville Post Office recently served as a pilot office for Greensboro District's Continuous Improvement Huddle Board initiative.

Featuring a board where employees post their ideas for improved processes, the initiative involves employees participating in weekly huddles to discuss and prioritize ideas that are feasible, from the suggestion phase to implementation. As suggestions progress through the plan-do-check-act continuous improvement process, the idea cards move through sections on the board, until they land in the completed section.

"This is great for morale," said Acting Customer Services Supervisor Eva Casstevens. "With employees suggesting, discussing



Mocksville employees at the Huddle Board.

and implementing the ideas as a team, they have ownership in the process."

During a six-month period, projects implemented include a green light system to signal when clerks complete mail distribution; a hamper layout for

more efficient sortation of packages; development of a small parcels and rolls (SPR) rack which improved SPR handling; CPR certification of 50 percent of the staff; a large whiteboard displaying safety messages, weather updates, employee recognition and general info; and a recycling program.

With the huddle board serving as a visual aid to show progress, it is an integral part of the program's success. This initiative has now been rolled out to 13 offices in Greensboro District.

"The huddle board initiates discussions and we all have a say in the processes," said City Carrier Assistant Tameka Pickle. "This is a wonderful program because we all come together as a team to identify ways to work more efficiently."

Attention to detail gets nixie mail home

Getting mail to its intended recipient is the mission of the Postal Service and a stance Machine-Parcel Post Distribution Clerk Yolanda Snell takes to heart.

Whether mail bears incorrect, illegible or insufficient addressing, or is the occasional item discovered loose or damaged due to inadequate packaging, the district makes every attempt to get undeliverable mail into the hands of the customer. Such mail is often referred to as "nixie" mail, and the effort to get these parcels to the customer requires a bit of detective work.

Snell is one of the employees at the Greensboro Processing and Distribution Center working behind the scenes to get undeliverable mail to the customer before declaring

it undeliverable and unreturnable for processing. According to Acting Plant Manager Tim Pickering, Snell has the talents and the attention to detail required for the job.



Clerk Yolanda Snell works through undeliverable mail.

She extensively researches the mailpieces for clues to its destination and temporarily stages these items in her work area, waiting for a customer to initiate an inquiry that matches the mailpiece.

"I treat every piece of mail as

if it were my own," Snell said.

"Customers may not see me in my role, but they deserve prompt, courteous attention and their mail deserves care. How we deal with our customers' mail determines how the USPS is perceived."

At times, circumstances leave no choice but to send nixie mail forward for processing; however, with undeliverable mail in Greensboro, Snell makes certain that every effort has been exhausted to reunite mail with its customer.

"We make every effort to get nixie mail home," said Distribution Operations Supervisor Sheila McFarlin. "We always treat undeliverable mail with a 'one more time, one more look' attitude."

Postmaster's diligence helps break mail fraud scam

The USPS Revenue Assurance team and the Postal Inspection Service have been working together to stop fraud affecting the Postal Service's bottom line – this time on a mystery shopper scam coordinated out of Nigeria.

They recently got a break in the case when Badin, NC, Officer in Charge Tammy Burgess reported a mailer who was attempting to mail a large volume of Priority Mail Flat-Rate envelopes using altered shipping labels.

"When I scanned the labels, the ZIP Code on the mailpieces didn't match the scan," Burgess said. "After I refused the mailing, the customer filled the outside collection box here and at another office close by."

The customer's actions prompted Burgess to contact Revenue Assurance Process Specialist William Vanderveer who analyzed the label images and



Officer in Charge Tammy Burgess' tips helped break up a scam ring.

discovered the postage was a barcode image "harvested" from a label created in 2017 and an Intelligent Mail package barcode that was reused from an old label.

The Revenue Assurance team works with employees to protect and improve the financial future of the organization. The team identifies revenue deficiencies defined as shortages or underpayment of postage or fees and protects assets by reviewing payment obligations for compliance and accuracy.

Further investigation revealed the name and address of the customer — a person

the Postal Inspection Service refers to as a work-from-home mule — who ordered 25 cases of Priority Mail Flat-Rate envelopes to be delivered to a residential address in a neighboring town. As a result of this lead, the Postal Inspection Service checked out the individual's address to recover any of the checks and labels intended to be mailed to victims and defraud the Postal Service of postage.

Burgess' actions and timely notification to Revenue Assurance helped prevent 7,500 fraudulent flat-rate envelopes from entering the Postal Service network, preventing more than \$57,000 in lost revenue. She also prevented scam artists from collecting hard-earned savings from vulnerable customers.

Employees can report revenue discrepancies to the Revenue Assurance team at revenueassurance@usps.gov.

Have you herd?
2019
HOLIDAY NEWSROOM

- Shipping Deadlines
- Holiday Resources
- Santa Mail

about.usps.com/holidaynews

Slips, trips, falls highlight safety symposium

A recent safety symposium for managers, Postmasters and union officials focused on recognizing, evaluating and controlling slip, trip and fall (STF) hazards — a leading cause of workplace injuries, according to the National Safety Council.

Ward Smith, who manages the Workers' Compensation Program, Incident Investigations and Safety Assessment for the University of North Carolina at Charlotte, was the keynote speaker.

Symposium goers were divided into groups and were tasked with identifying and classifying accidents. The exercise generated group discussion about accidents and how they can be prevented.

Occupational Safety and Health Administration (OSHA) Safety Compliance Officer Clarence Moore provided an update.

After instruction about recognizing and abating hazards, Hawkins was quick

to point out that safety is everyone's responsibility.

"Too often, employees walk around a hazard, and nothing is said or done until after someone gets hurt," Hawkins said. "It's everyone's responsibility to either remedy the

hazard if they can, or to report it."

Hawkins reinforced the use of *PS Form 1767, Report of Hazard, Unsafe Condition or Practice*.

"Reporting hazards and unsafe conditions is the responsibility of all employees," he said.



Safety symposium attendees engage in an accident categorization exercise.

District recruits next generation of trainers

Northern Virginia District is looking to recruit energetic, well-trained, highly motivated employees to serve as facilitators for rural and letter carrier academies, New Supervisor Program and other required course training.

With this in mind, learning development and diversity specialists reached out to craft employees and employees

who fit the description of a future facilitator to offer training at the Merrifield Processing and Distribution Center.

“Our goal is to not only help our employees feel more comfortable in facilitator roles, but also to help them feel comfortable in new situations or when speaking publicly,” said Facilitating Instructor Richard Orr.

During the two-day training, participants were introduced to

facilitative instructing through eight course modules that corresponded to course competencies. Each module consisted of a Facilitator Skills Training Pak and job aids. Participants were armed with the best ways to guide learners using hands-on experiences that simulated real work situations. At the end of the course, each participant was assigned a simulated safety



Facilitator Martella Seegers, left, reviews materials with Rural Carrier Instructor Trainee Andrew Lafranco.

hazard and had to give a 15-minute presentation on how they would correct the problem. Their peers and instructors then provided constructive feedback.

“The facilitator training course at Merrifield was a great learning experience for me,” said Great Falls Rural Carrier Andrew Lafranco. “It has made my training at the Rural Carrier Academy much easier because I know how to present what I am learning.”

‘Gently used’ gets new employees genuinely involved

Northern Virginia District recently introduced the Gently Used Uniform program to provide new city carrier assistants (CCAs) with uniforms to use while delivering on their routes.

District Lead Where Is My Package Coordinators Brevard Browner Sr. and Rikkia Guyton adopted the practice from Richmond District after

researching ways to make new CCAs feel a part of the brand.

“Because CCAs don’t initially receive uniform allowances, they don’t wear traditional postal uniforms until after 90 days,” Browner said.



New district city carrier assistants try on some gently used uniforms.

“We want to make them feel a part of the team because they are.”

Brevard and Guyton then championed Northern Virginia District letter carriers to donate uniforms they

no longer wore or could spare to help fellow employees.

Metro Leader needs you...

To honor our employees’ military service, Capital Metro Area offers Postal Service employees who are military veterans the opportunity to submit photos during the month of October for inclusion in the 2019 Veterans Day special edition of the *Metro Leader*.

To participate, veterans can email photos of themselves in uniform that conform to the general appearance standards of their branch of service.



All service branches are accepted. Submissions missing the required information listed above may not be used.

Please make sure all photo submissions include the following:

- Your name
- Your current postal job title
- Your current postal duty location
- Your branch of military service

The last day to submit your photo and information is Friday, Nov. 1, 2019. Usable photos will be included in the special issue this November. Email your photos to michael.j.hotovy@usps.gov.

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Carrier connects with community through art

Leon Johnson, a letter carrier at Virginia Beach-Bayside Post Office for the past 20 years, knows his community well, and they know him for his excellent service and his artistic skill.

Johnson, an active member of the Virginia Bach art community, recently was commissioned by the city of Portsmouth to finish a mural dedicated to Ricky Price. Price was a character actor who portrayed city founder Col. William Crawford during city events for more than a decade.

The original artist, Linwood Pettaway, passed away before finishing the mural,

and his family recommended Johnson to complete the work.

"This meant so much to me to be chosen for this honor," Johnson said.

The mural was completed during the course of several months in Johnson's free time and was recently unveiled in a ceremony celebrating artists Price and Pettaway. The piece is on a building next door to the Cultural Arts Center in Old Town Portsmouth.

"I felt great once the project was completed, and it gave me the opportunity to show my talent," Johnson said.



Letter Carrier Leon Johnson and his mural of Ricky Price.

Expanded training helps new hires get the big picture

Every postal employee begins their career inside the classroom.

New employees attend classroom orientation where they learn about the Postal Service in general and their specific craft. Due to changing needs in the field, classroom orientation has been extended from the previous two-day program to include an extra half day of information about the Postal Service.

Learning Development and Diversity Manager Carlee Cash welcomed the change.

"Any time we add to teaching our new postal employees is time well-invested," she said. "It allows for us to extend the course work to include as many subject matter experts as possible to give new employees the most exposure to the different facets of the Postal Service. We are not just about delivering the mail."

Instructors for new employee orientation, as well as for the carrier and retail academies, are all certified facilitators who are specifically trained to teach postal classes.



Facilitator Barbara Chastain teaches a class on ethics at the new employee orientation.

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WHO'S YOUR CUSTOMER AND HOW DO YOU SERVE THEM? ?



“My customers are the people and their families who visit my window. I support their mailing needs, which is a great feeling. I know my customers have several mailing options and I thank them for allowing me to serve them each day.”

— Beverly Alexander
Sales & Service Associate,
Greenville, SC.



#PostalProud
Picture yourself here.
Email PostalProud@usps.gov

Maintaining Arrow key responsibility

Arrow key accountability is a priority for USPS and the Postal Inspection Service.

Arrow keys open Postal Service-controlled mail entry/exit points, including collection boxes, apartment panels, parcel lockers and cluster boxes.

Missing Arrow keys provide opportunities for unauthorized access to both outgoing and incoming mail boxes, which can result in mail theft. Every employee with key access needs to do his or her part to make sure that Arrow keys do not fall into the wrong hands.

Managers and supervisors are responsible for distributing and collecting Arrow keys on a daily basis. Before distributing keys to carriers, the assigning supervisor/clerk must verify the inventory of keys that were secured by the closing employee the prior night. A supervisor/clerk then must supervise employees signing out Arrow keys using an inventory log or a key check system. Until an



Arrow key is signed out by a carrier or driver, the assigning supervisor/clerk is accountable for that key.

Once in possession of the key, the employee must secure it to their clothing using a chain at all times while on duty. Securing the key in this manner ensures the key will not accidentally go missing. Carriers and drivers are responsible for Arrow keys after signing them out.

Upon returning to the office at the completion of duty, carriers and drivers must return Arrow keys to the supervisor/clerk, or use a secure "key drop" system. The supervisor/clerk verifies the key matches the inventory log and mark the key as returned. If an unsupervised "key drop" system is used, only the evening supervisor can have access to the locked container, and that supervisor is responsible for verifying the key serial number matches the key inventory log before closing. Carriers and drivers remain responsible for assigned keys until the supervisor/clerk verifies that each key has been returned.

At closing, the supervisor is responsible for ensuring an accurate inventory of keys returned and securing

all keys in an appropriate locked container, such as a safe, accountable room or registry cage. Any unassigned or spare keys must also remain locked, and they should be listed on the key inventory log as unassigned or spare.

If an Arrow key is determined to be missing, lost or stolen, it must be reported to the Inspection Service immediately at 877-876-2455. When reporting the incident, provide the series of the key, serial number and ZIP Codes served by the key, as well as the person to whom the key was last assigned.

All Postal Service employees are responsible for taking appropriate steps to protect Arrow keys from loss. Following proper Arrow key procedures and security rules is a crucial step to maintaining the security of the mail.

Watch episodes of the CBS TV series, *The Inspectors*, at cbsdreamteam.com/the-inspectors/

The U.S. Postal Service Hotline is 1-877-876-2455.

Own your career

HERO NOW AVAILABLE ON LITEBLUE

The Postal Service's career development and learning platform is now available on *LiteBlue*, which you can access on personal devices.

HERO, which launched last year, allows you to manage your career development activities from a single online platform. You can also use HERO to access applications such as PostalEASE, eReassign, eRetire, ePayroll and more.

Other helpful features include HEROProfile and the Learning Portal.

HEROProfile gives a consolidated view of your contact details and work experience. By creating a

HEROProfile, you can share your skills, abilities and career interests with colleagues throughout the organization, including managers.

The Learning Portal will house thousands of non-postal training courses for your professional and personal development.

All self-development training courses are accessible off the clock anytime, and anyplace, by logging into HERO through *LiteBlue* on your personal device or computer.

To access HERO, go to liteblue.usps.gov. Additional information is located on the help page within the HERO system.



HERO, a platform that allows USPS employees to manage their career development activities, is now available on *LiteBlue*, which can be accessed from personal devices.

900 BRENTWOOD ROAD NE
WASHINGTON, DC 20066

Moving? If you have access to the postal intranet, *Blue*, or a Personnel Center kiosk, you can change your address by clicking on Employee Self Service. If you don't have access to these options, request a *Form 1216, Employees' Current Mailing Address*, from your supervisor. All districts should send Form 1216 to HRSSC Compensation/Benefits, PO Box 970400, Greensboro, NC 27497-0400.

USPS National Employee Emergency Hotline. Is your facility operating? Call 888-363-7462.

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Tyrannosaurus Rex Forever stamps debut in DC

The Postal Service held a first-day-of-issue ceremony for the Tyrannosaurus Rex Forever stamps at the

Smithsonian National Museum of Natural History in Washington, DC, in August.

“With the dedication of these dazzling new Forever stamps today, the Postal Service pays tribute to the king of dinosaurs,” said USPS Chief Human Resources Officer Isaac Cronkhite, the ceremony’s dedicating official.

“More than any other dinosaur, the T. rex has stirred the public imagination. We are proud to bring the powerful T. rex on stamps that will whiz through the mail stream on millions of birthday

cards, letters and thank-you notes.”

Joining Cronkhite to dedicate the stamps were Smithsonian National Museum of Natural

History Director Kirk Johnson; Smithsonian National Museum of Natural History “Dinosauria” curator Matthew Carrano; Julius T. Csotonyi, scientist and paleoartist, who digitally illustrated the T. rex stamp images and WTTG-TV news anchor Shawn Yancy, the emcee for the event.

The pane of 16 stamps depicts four

dynamic designs of the Tyrannosaurus rex in growth stages from infancy to adulthood. The stamps are being issued as Forever stamps which will always be equal in value to the current First-Class Mail one-ounce price.



The Tyrannosaurus Rex Forever stamps.