



# REGION 5 NBA REPORT



May 2013

National Business Agent's Report

NALC Region 5

Your Regional office is busy preparing for the upcoming State Conventions in each of the four states. We will be covering; Legislative, Organizing the CCA's and Route Inspection training as well as a Question and Answer sessions at each convention. We will have the honor of having a National Officer in each State as well. Along with having Assistant Secretary Treasurer Nicole Rhine in Nebraska we will have the new Director of Retired Members, Ron Watson. We want to congratulate Ernie Kirkland, former Director of Retired Members on his well deserved retirement.

On March 24<sup>th</sup>, the NALC sponsored a National Day of Action to mobilize the strength of community organizations, churches, small business and the NALC in the fight to keep Saturday delivery and show how losing it would negatively affect people nationwide. Our National President Fred Rolando called us to action and our Region stepped up. Through all the elements including 13 inches of snow, frigid temperatures and rain you responded to his call. I am extremely proud of all our organizers, members, families, our community and our business and Union allies who came out on that very special and important day. It cannot be overemphasized how important our coalition is in the fight to preserve Saturday delivery.

Thanks goes out to Missouri Branch's 343- St. Louis, Branch 30- Kansas City, Branch 203- Springfield and Branch 1015- Cape Girardeau for all they did. Organizers; Kevin Holmes, Kevin Boyer, Anthony Mitchell, Ron Lewis and Tom Bolen.

Thanks to Branch #352- Des Moines, Iowa and organizer Jeff Erickson and all the other Branches in Iowa that participated.

Thanks to Nebraska Branch's 8- Lincoln and Branch 5- Omaha, Organizers Kevin Hevelone and R.J. Riggs.

Thanks to Kansas Branch's 10- Topeka and Branch 201- Wichita, Organizers Karen Lewis and Pat Hill.

In conjunction with our commitment to fight to preserve 6-Day (Saturday) Delivery, we need to continue to encourage our new CCA's to become NALC members. Every new CCA must become an NALC member—not to mention every non-member too. This is their fight and the CCA's are the career letter carriers of tomorrow and OUR future leaders. No longer is the “supplemental” workforce just a transient group of employees who will come and go; the CCA's are our brothers and sisters in arms who will become you and me in the very near future. Take the time—make the time—to talk to every CCA and welcome them into our family. Make sure they know that we consider them to be valued members and co-workers of our Union team. Mind you, don't harass and try to intimidate but constantly work toward bringing all the non-member carriers into the NALC fold; don't take NO for an answer. The future of our Union depends on keeping our membership strong.

Another key element to insure our future is our continued commitment to the joint *Customer Connect* program. As we see our business transition from a letter and flat dependent business to a parcel delivery business we have a vested interest in bringing in new customers. *Customer Connect* is a natural for every letter carrier; it builds on the customer relationships we develop every day. We ARE the eyes and ears of the Postal Service—not to mention the best advertising the company has. We will not survive if we aren't able to siphon business away from our direct competitors FedEx and Big Brown. We must do our part to grow the business because the leadership at L'Enfant Plaza has absolutely NO vision to grow. Once again, it falls to the letter carrier who bears the burden and we must do just that—go out and get the business. Are you receiving regular *Customer Connect* stand-up talks? Are *Customer Connect Lead Cards* available in your office? When you submit a Lead, are you receiving feedback from management? If not, let this office know so we can address it. Frankly, we drove *Customer Connect* in the first place and we will see it through regardless of whether we have to drag management along—kicking or screaming! Let's work together to insure our future by drumming up new business through *Customer Connect*—it is our program after all.

**This is a reminder to all Branches of the upcoming Basic OWCP training that will be held in Kansas City, Missouri on June 25<sup>th</sup>, 2013. This will be held at the hall of Branch #30. Attendees should RSVP this office as soon as possible. RAA's Mike Birkett and Mark Sims will be doing the training. Contact this office with any questions. This is the only OWCP training that our office will be doing this year so please send a representative.**

Dan Pittman  
National Business Agent  
[NALC Region 5](#) (St. Louis)