



San Antonio Alamo Area Local

American Postal Workers Union, AFL-CIO

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PRESS RELEASE

My name is Alex Aleman and I am the Local President for the American Postal Workers Union, Local 0195.

I am here today to advise the public the San Antonio Postmaster is not maintaining the efficiency of customer service operations and is not meeting the service standards established by the postal service. According to Postal Handbook PO-208, 631 states: "Our goal is to provide service to customers in our lobbies within five (5) minutes or less." Management is also supposed to adjust staffing to meet customer needs and demand. In post offices throughout San Antonio management is not living up to their own service standards.

There is an epidemic of insufficient retail staffing in the San Antonio Post Office as a result, customers are experiencing long lines and long wait time. When customers go to the post office for their mailing needs they should not expect long lines and they do not deserve to wait in line for more than five (5) minutes. Management has an obligation and responsibility to staff retail units according to customer need.

At some post offices the box-up time of 1000 a.m. is not being met on a daily basis; customers are paying for a service and they have every right to expect their mail in their post office box by 1000 a.m., no excuses!

Reducing work hours and eliminating retail jobs has become more of a priority than providing customer service. Insufficient staffing is devastating customer service, employee morale, creating an unpleasant and unhealthy work environment. Retail clerks have to listen to upset customers complain about long lines and long wait time. The Postmaster and not the retail clerks should bear the burden of having to answer to the public for not maintaining the efficiency of customer service and for not meeting the established service standards. The union is demanding that all postal workers have the right to perform their assigned duties in a safe and healthy work environment.

Alex Aleman
President
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