



Branch 11's Headquarters: James E. Worsham Bldg.

National Association of Letter Carriers

AFFILIATED WITH AMERICAN FEDERATION OF LABOR & C.I.O.

CHARLES D. DUFFY
BRANCH NO. 11- CHICAGO



Mack I. Julion, President

Testimony of

Mack I. Julion

President- National Association of Letter Carriers

Local Branch #11

to a hearing titled

*“Waiting on the Mail: Postal Service Standard Drops
in Chicago and the Surrounding Area”*

by the

Subcommittee on Government Operations

Committee on Oversight and Reform

U.S House of Representatives -Field Hearing

Chicago – October 15, 2021

Testimony

Good morning, Chairman Connolly and Ranking Member Jody Hice, and to all the other members of the Subcommittee on Government Operations. I thank you for the opportunity to be here today on behalf of the 4,500 members of the National Association of Letter Carriers local Branch #11 located in Chicago. We represent the City Letter Carriers of the Chicago Post Office, which delivers to the 606 through 608 3-digit zip code areas located in Chicago and eight adjacent suburbs. We also represent city letter carriers in several other suburban Post Offices including Harvey, Maywood/Westchester, Lombard, Evanston, Winnetka and Glenview.

Like other craft employees of the Chicago Post Office: mail handlers, clerks, and custodians, ours is a very proud, hardworking and dedicated work force. We believe in the mission of which we were sworn and that is to the move and deliver the mail of the United States Postal Service. Unfortunately, the reason we are here today is to discuss the crises that has befallen the Chicago Post Office. A crisis that was not borne of the recent pandemic or the questionable polices of the current Postmaster General, but rather was years in the making and only exacerbated by Covid 19.

In order to get a clearer picture of the current state of the Chicago Post Office, I will frame my testimony with a passage from Title 39 of the U.S. Code-Postal Policy:

“(a) The United States Postal Service shall be operated as a basic and fundamental service provided to the people by the Government of the United States, authorized by the Constitution, created by Act of Congress, and supported

by the people.....” It goes on to say: “It shall provide prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities. The costs of establishing and maintaining the Postal Service shall not be apportioned to impair the overall value of such service to the people.

(b)The Postal Service shall provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining.”

The Chicago Post Office today resembles nothing of the aforementioned Postal Policy, yet it is consistent with the report by the Office of Inspector General dated May 13, 2019, on the Graceland Annex, a Northside delivery unit in the Chicago Post Office. The audit was done at the request of Congressman Mike Quigley. This report identified late-arriving and unsorted mail; falsified scans to “stop the clock” on packages; the under reporting of delayed mail; the mismanagement or “insufficient supervision” of employees’ work hours; all of which can be attributed to the staffing issues noted in this report. Like other offices in Chicago, this Postal unit lacks the number of employees, clerks and carriers, needed to provide “*prompt, reliable and efficient services*” to postal patrons. Of course, this was pre-pandemic.

Fast forward to February 1 of this year and the OIG conducts another audit, at the request of Congressman Bobby Rush. This time it was four units on the Southside of Chicago: Auburn Pk, James Worsham, Henry McGee and the Ashburn stations. The results are eerily similar: delayed mail, improper scanning, inaccurate reporting of mail conditions, and below par employee availability

directly related to staffing. These stations are not anomalies, but rather the status quo of the Chicago Post Office.

As recent as August of this year, an average of 100-200 full and/or partial routes were not getting delivered in Chicago daily. Each route accounts for up to 1,000 delivery points. These reports of delayed mail are based on the firsthand accounts of carriers on the work room floor, because as noted by the OIG, postal management data is consistently unreliable. They no longer manage operations to provide the "*maximum degree of effective and regular mail service,*" they are managing to provide misleading reports to appease upper Postal management.

These same reports are then given to Congressional Offices seeking answers to constant complaints by your constituents. We know their complaints because we hear it from them as well. Complaints of late or no mail delivery for days or weeks. Packages scanned attempted delivery when there was no attempt. We know their complaints because we are postal customers too.

The under staffing and mismanagement of the Chicago Post Office have taken a toll on our dedicated work force and letter carriers are tired. We are tired and we are embarrassed! We are tired from working multiple assignments late into the night, because despite the OIG reports local management has failed to properly staff the operations for which it has been entrusted. We are tired of monitoring our check stubs due to the rampant timecard fraud by Chicago Postal supervisors. Fraud perpetrated to distort the usage of work hours.

We are tired of the disrespect on the work room floor that is shown to postal workers who have worked this past year through a deadly pandemic, yet there is a total disregard for our personal safety. Letter Carriers and Clerks are the

face of this organization, and we are embarrassed by what the Postal Service has become. Our members come to work every day in a uniform that represents a tainted product because the Chicago Post Office is in utter disarray. Although recent reports provided to Congressional Offices by this union indicate improvement in some delivery areas, we are of the belief that this is not sustainable.

From the flawed onboarding process, training and retention of new hires; to the erratic and unpredictable daily operations; the Chicago Post Office is dysfunctional at best. Although the OIG reports provided detailed recommendations to improve service, nothing changed because there is no real accountability. We hope that this hearing today will move us towards that accountability and improve the service to our customers. Thank you, and I am prepared to answer any questions that you have for me.



Mack I. Julion

Began his career with the United States Postal Service as a City Letter Carrier at the Kedzie-Grace Station in 1997. In 2001 he was elected a union representative/steward by the letter carriers at the Chicago-Lawn Station on the Southwest side of Chicago. He was appointed Sgt. At Arms of Branch #11 of the National Association of Letter Carriers (N.A.L.C.) in 2005; and was then elected by acclamation as a Branch Auditor in 2006. In 2008 Mack was appointed to the Regional office of the N.A.L.C. as a Regional Administrative Assistant (R.A.A.) to the National Business Agent and relocated to Springfield, Illinois. In the fall of 2009 Mack was elected to his current position as President of Branch #11 – Chicago. He was re-elected by the members in 2012, 2015 and by acclamation in 2018. In the spring 2018 he was appointed Trustee for the National NALC, and then elected to full term later the same year.

Mack is a trained Arbitration Advocate as well as Intervention Specialist for the NALC. As an Intervention Specialist, Mack worked jointly with the Postal Service in resolving workplace issues at the lowest possible levels. Mack is a tireless advocate for the United States Postal Service and even more so the safety of fellow Letter Carriers. Mack has an Associate Degree from Harold Washington College in Mental Health: Addiction Studies and has completed labor courses at the University of Illinois at Chicago and the National Labor College. Mack is the father of six and he resides in Westchester with his wife Veronica, who is also a letter carrier.

In 2014 Mack was elected by acclamation to the Chicago Federation of Labor's Executive Board and re-elected in May of 2018. In May of the same year Mack was elected as a delegate to the National Executive Board of the Coalition of Black Trade Unionist (CBTU) at their Annual Convention. Mack is an active member of the Faith Community of St. Sabina where he serves on the Armor Bearer Ministry. Mack sites the work and life of Dr. Martin Luther King Jr. as an inspiration to his own personal journey. "I believe we are all called to serve. My work in the labor movement is consistent with the core principles of my Christian faith and it is a continuation of Dr. King's fight for social justice."

Mack also serves on Chicago Amalgamated Bank labor council, UIC Labor Advisory Board, Chicago Local advisory Board for United Way- Emergency Food and Shelter Programs (EFSP) and as Vice-President of the Chicago Chapter of the A. Philip Randolph Institute.

Truth in Testimony Disclosure Form

In accordance with Rule XI, clause 2(g)(5)* of the *Rules of the House of Representatives*, witnesses are asked to disclose the following information. Please complete this form electronically by filling in the provided blanks.

Committee: Oversight and Reform

Subcommittee: Government Services

Hearing Date: 10/12/2021

Hearing Subject :

Waiting on the Mail: Postal Service Standard Drops in Chicago and the Surrounding Area

Witness Name: Mack I. Julion

Position/Title: President - NALC-Local Branch #11 Chicago

Witness Type: Governmental Non-governmental

Are you representing yourself or an organization? Self Organization

If you are representing an organization, please list what entity or entities you are representing:

City Letter Carriers for the United States Postal Service

FOR WITNESSES APPEARING IN A NON-GOVERNMENTAL CAPACITY

Please complete the following fields. If necessary, attach additional sheet(s) to provide more information.

Are you a fiduciary—including, but not limited to, a director, officer, advisor, or resident agent—of any organization or entity that has an interest in the subject matter of the hearing? If so, please list the name of the organization(s) or entities.

N/A

Please list any federal grants or contracts (including subgrants or subcontracts) related to the hearing's subject matter that you or the organization(s) you represent have received in the past thirty-six months from the date of the hearing. Include the source and amount of each grant or contract.

N/A

Please list any contracts, grants, or payments originating with a foreign government and related to the hearing's subject that you or the organization(s) you represent have received in the past thirty-six months from the date of the hearing. Include the amount and country of origin of each contract or payment.

N/A

Please complete the following fields. If necessary, attach additional sheet(s) to provide more information.

- I have attached a written statement of proposed testimony.
- I have attached my curriculum vitae or biography.

* Rule XI, clause 2(g)(5), of the U.S. House of Representatives provides:

(5)(A) Each committee shall, to the greatest extent practicable, require witnesses who appear before it to submit in advance written statements of proposed testimony and to limit their initial presentations to the committee to brief summaries thereof.

(B) In the case of a witness appearing in a non-governmental capacity, a written statement of proposed testimony shall include— (i) a curriculum vitae; (ii) a disclosure of any Federal grants or contracts, or contracts, grants, or payments originating with a foreign government, received during the past 36 months by the witness or by an entity represented by the witness and related to the subject matter of the hearing; and (iii) a disclosure of whether the witness is a fiduciary (including, but not limited to, a director, officer, advisor, or resident agent) of any organization or entity that has an interest in the subject matter of the hearing.

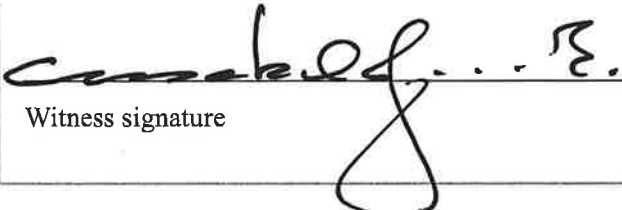
(C) The disclosure referred to in subdivision (B)(ii) shall include— (i) the amount and source of each Federal grant (or subgrant thereof) or contract (or subcontract thereof) related to the subject matter of the hearing; and (ii) the amount and country of origin of any payment or contract related to the subject matter of the hearing originating with a foreign government.

(D) Such statements, with appropriate redactions to protect the privacy or security of the witness, shall be made publicly available in electronic form 24 hours before the witness appears to the extent practicable, but not later than one day after the witness appears.



False Statements Certification

Knowingly providing material false information to this committee/subcommittee, or knowingly concealing material information from this committee/subcommittee, is a crime (18 U.S.C. § 1001). This form will be made part of the hearing record.



Witness signature

OCT. 13, 2021

Date





President Mack I. Julion

Born on the Westside of Chicago, Mack is a graduate of Harold Washington College. Mack has been employed as a City Letter Carrier for the United States Postal Service since 1997. In 2009 he was elected President of the Charles D. Duffy Local Branch #11 of the National Association of Letter Carriers (NALC.) Mack serves on the Executive Board of the Chicago Federation of Labor; the Executive Council of the Coalition of Black Trade Unionist and is a Trustee for the national NALC in Washington D.C.

A member of the Faith Community of St. Sabina, Mack is married with six kids (four daughters and two sons) and two grandsons. In his spare time Mack is an avid cyclist who enjoys movies and playing cards with friends.