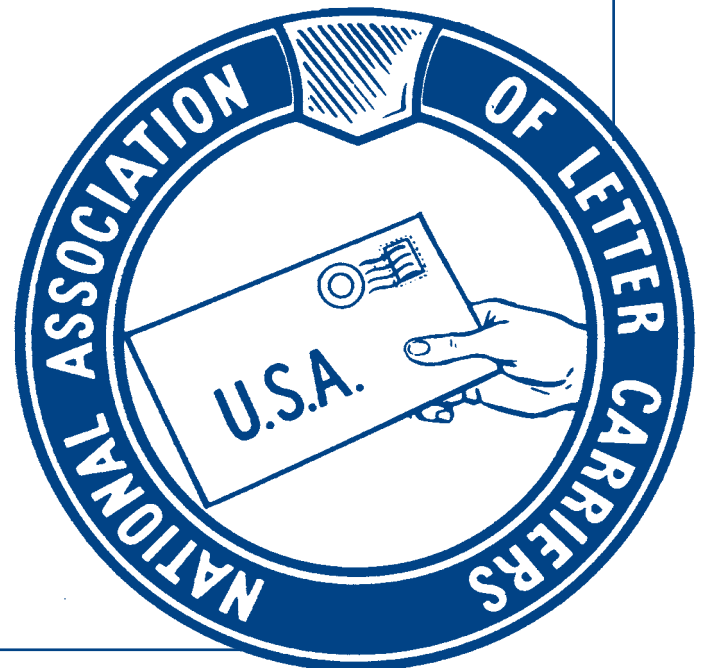


The
2018
NALC Guide to
**Route
Inspections**





Dear NALC Member:

This guide was created to assist shop stewards and branch officers in identifying contractual violations that take place during management's unilateral six-day route counts and inspections/adjustments, and with filing successful grievances on those violations.

The sections in this guide take you through the inspection in chronological order and provide an easy reference to various provisions and related national settlements that govern route inspections.

There is also a section with detailed descriptions and advice on how to read the various forms, reports, and screens used during the route count and inspection process. Once you learn how to read one of our examples, you will be able to understand every one of the same type of form, report, or screen you will ever see.

We have another publication called NALC Route Protection Program. This publication was written several years ago and is still as useful today as it was when it was created. It thoroughly explains every aspect of the traditional six-day route count and inspection process and provides guidance for letter carriers going through route inspections. This publication is available on the City Delivery page of the NALC website located at www.nalc.org.

A pocket handbook for letter carriers was written to compliment the NALC Route Protection Program publication. This pocket-sized booklet was created to be used by letter carriers as a quick and convenient reference during the week of route count and inspection. It has been updated for 2018 and is available to NALC members through each NBA office and the NALC Supply Department.

This guide is intended to serve as an addition to these existing resources. We hope you find the new guide to be useful. Our goal is to help you build the kind of case files that will provide the best chance for resolution at the lowest possible step of the Dispute Resolution Process.

Sincerely and Fraternaly,



Fredric V. Rolando
President



Lew Drass
Vice President

2018 NALC Guide to Route Inspections

Table of Contents

Section One – Principles of Route Inspections

1. Each Route Must be Adjusted to as Near Eight Hours as Possible	1
2. Only the Regular Carrier's Time is Used.....	1
3. Vacant Routes	3
4. Route Inspector Qualifications	4
5. 52-Day Time Limit for Adjustments	5
6. Multiple Days of Inspection.	6
7. Exclude Saturday on Routes with Abbreviated or No Saturday Delivery	8
8. Discipline for Not Making Standards	9
9. Cancelling Route Inspections	12

Section Two - Before the Week of Count and Inspection

1. Unit and Route Review	13
2. Share Results of Unit and Route Review with Union/Carriers	15
3. Schedule the Count and Inspection Period in Advance.....	16
4. Specific Notice Requirements	17
5. Drawing Lots for 7-Week Random Time Card Analysis (PS Form 1840-B).....	18
6. Week After Route Count and Inspection (PS Form 1840-B)	21
7. Agree on Template or Other Means to Verify Letter Size Mail	23
8. Dry-Run Count.	24
9. Ensure Adequate Forms and Supplies Are on Hand.....	25
10. No Changes to Clerk Operations	25

Section Three – During the Week of Count and Inspection

General	26
1. Annual Leave During Count Week	26
2. Overtime During Count Week	29
3. Auxiliary Assistance is to be Avoided During Count Week.....	32
4. How to Record Auxiliary Assistance When it Cannot be Avoided	32
5. Multiple Days of Inspection.	33
6. Exclude Saturday on Routes with Abbreviated or No Saturday Delivery	35
Office	36
1. Office Time Work Allowances	36
2. Lines 14-23 on PS Form 1838-C.	37
3. Fixed Office Time Adjustments	39
4. Verifying the Mail Count	41
5. Curtailing Mail.	43
6. Casing Mail in the PM.	44
7. Management Provides a Copy of PS Form 1838-C to Carriers	44
8. Discipline for Not Making Office Standards.....	45
Street	46
1. Discipline for Not Making Street Standards.....	46
2. Conduct of the Route Examiner	49
3. Street Break Rules	50
4. Comfort Stops	50
5. Improper Deductions of Street Time.....	51
6. Week After Route Count and Inspections (PS Form 1840-B)	51

Section Four – After the Week of Count and Inspection

General	52
1. Only the Regular Carrier's Time is Used.....	52
2. Recording Replacement Carrier Time on PS Form 1840.....	53
3. Vacant Routes	53
4. Exclude Saturday on Routes with Abbreviated or No Saturday Delivery.....	54

Office	55
1. Exception to Office Standards.....	55
2. Volume Adjustments	55
3. Total Office Time Credit	56
Street	56
1. Two Street Time Selection Choices.....	56
2. Street Time Selection Documentation Requirement.....	57
3. How to Record Auxiliary Assistance.....	57
4. Improper Deductions of Street Time	58
5. Deductions Due to Operational Change Claims	58
 Section Five – Carrier Consultations	
Route Evaluation Consultation	59
1. Provide PS Forms 1838 and 1840 Before the Consultation	59
2. Time Disallowances and Related Comments Provided Before the Consultation	59
3. Discussion of Operational Changes During Consultation	60
4. Discussion of Days Excluded from Form 1840-B (8 Week Analysis)	61
Route Adjustment Consultation	62
 Section Six – Route Adjustments	
1. PS Form 1840 Reverse in DOIS vs. COR.....	69
2. What to Look for	75
3. Territory Transfer Rules.....	81
4. Rules for Adjusting Routes.....	82
5. Office Time Transfer Methods	82
 Section Seven – Route Adjustment Review Requirements	
1. General Requirement to Review Routes After Adjustments.....	86
2. Complete New Form 3999s	86
3. Time Record Review	87
4. Form 3923 Review	87
5. Review Form 1813 - Late Leaving and Returning Report.....	88
6. Street Management Record Review.....	88
7. Volume Record Review	89
8. Further Route Adjustment Requirements.....	89
9. Retain Forms 1840 in the Unit.....	89
 Section Eight – Forms Descriptions	
PS Form 1840-B	91
PS Form 1838-C.....	101
PS Form 1838	111
PS Form 1840.....	121
PS Form 1840 Reverse.....	131
PS Form 3999.....	147
3999 Audit Trail Report	157
3999 Data Capture Summary Screen.....	159
3999 Function Analysis Screen.....	162
Carrier Optimal Routing (COR) Reports	164
Existing Route Summary Report.....	164
Adjusted Route Summary Report	167
Allied Time Report.....	170
Route Summary Report	173
Territory Transfer Summary Report.....	178
Route Relations Summary Report	180

Section 1

Principles of Route Inspections

1. Each Route Must be Adjusted to as Near Eight Hours as Possible

The most important principle of the route count and inspection process is that each route must be adjusted to as near eight hours work per day as possible. This principle is clearly stated in Section 242.122 of the M-39 Handbook and Section 911.2 of the M-41 Handbook as follows:

M-39

242.122 The proper adjustment of carrier routes means an equitable and feasible division of the work among all of the carrier routes assigned to the office. All regular routes should consist of as nearly 8 hours daily work as possible.

M-41

911.2 The count of mail is used to gather and evaluate data to adjust routes fairly and equitably to insure that the workload for each route will be as near as possible to an 8-hour workday for the carrier.

2. Only the Regular Carrier's Time is Used

If a regular carrier is assigned to a route, only that carrier's times can be used to evaluate and/or adjust a route. This principle is clearly stated in Sections 241.33 and 241.35 of the M-39 Handbook as follows:

M-39

241.33 Bracket [] the time entries in columns A, B, C, D, and E for the days on which the route was served by a replacement carrier or carrier technician T-6 because these figures are to be excluded when entering the figures on the total line for columns A, B, C, D, and E.

M-39

241.35m

m. *Totals Line*. Enter on this line the totals of columns A, B, C, D, E, F, and G, excluding the time shown for replacement carrier or carrier technician in columns A, B, C, D, and E. The difference between the totals of columns A and B must equal the difference between the totals of columns C and D. Enter on *Totals* line (under *Total Pieces Delivered*) totals of columns 1, 2, 3, 5, 6, and 7 for all days.

M-39

241.35n (1-4)

n. *Averages Line*

- (1) Divide the totals for columns A and B by the number of days for which time is recorded for the regular carrier in each column.
- (2) Compute average *under* or *over standard office time* for regular carrier by dividing the difference between the totals of columns C and D by the number of days on which the route was served by the regular carrier. Do not include *over* or *under standard time entries* for services performed by replacement carrier or carrier technician.
- (3) If the total *over standard* is greater than the total *under standard*, the resulting average will be *average over standard* and must be entered in column C. If the total *under standard* is greater than the total *over standard*, the resulting average will be *average under standard* and must be entered in column D. Following is an example of how to compute averages when both over and under time exists: 2:24 (under standard) less 37 (over standard) equals 1:47 or 107 minutes divided by 5 (number of days) equals 21 minutes average *under standard*. Enter in column D.
- (4) Divide the total hours and minutes recorded under *Net Street Time Used*, column E, by the number of days for which time is recorded, exclusive of bracketed time used by replacement carrier or carrier technician to obtain the average daily street time used.

3. Vacant Routes

So what should be done with vacant routes? The answer depends on the particular circumstances of each route. For instance, if there is a regular carrier assigned to a route that isn't present during the week of count for any reason, standard office time and the 1840-B street time must be used. This is true because of the language discussed above in Section 241.3 of the M-39.

If there is a vacant route with no carrier assigned to it at all, there must be a qualified replacement carrier assigned to the route in order for the data collected to be accepted as valid. Whether or not a qualified replacement was assigned to a route that is truly vacant (has no regular carrier assigned to it) during the week of the count is a judgment call that you are going to have to make.

Once again, it just depends on the particular circumstances for each route. Let's say you have a carrier that's been holding down the same vacant route for two years and he/she is assigned to do the route during the week of count. In this example, it would be hard to argue that he/she wasn't a qualified replacement. On the other hand, let's say a carrier is assigned to a route during the week of count that he/she does not perform on a regular basis, or if it is common knowledge that the carrier doesn't normally take his/her breaks and/or works through lunch. In either of these examples, it would be easy to argue that he/she wasn't a qualified replacement.

4. Route Inspector Qualifications

Any member of the management team may be used for the inspection of routes. However, station managers and delivery supervisors must be included as members of the route inspection team. All managers used must be thoroughly familiar with the inspection procedures and shall be held responsible for the accuracy and completeness of all data assembled by them and for its proper evaluation (M-39 Section 216.1 and Section 216.4).

M-39

216 Managers' Assignments and Responsibilities

216.1 Any member of the management team may be used for the inspection of routes. They must be thoroughly familiar with the inspection procedures and shall be held responsible for the accuracy and completeness of all data assembled by them and for its proper evaluation.

216.2 Each manager who will be engaged in conducting mail counts and route inspections should be furnished in advance of the start of the count:

- a. List of the numbers of the routes assigned to the examiner.
- b. Day and date selected for the inspection of each route.
- c. Reporting times of the carriers on the routes scheduled for inspection.
- d. Transportation information.
- e. Arrangements for lunch on the routes to be inspected.
- f. Copy of Standard Operating Procedures (flow charts, special instructions) for the unit.

216.3 All available city delivery managers must be assigned to participate in this work so that the counts and inspections may be completed at each unit in the shortest possible time.

216.4 In stations and branches, managers and/or their assistants and delivery supervisors must be included as members of the route inspection team. However, when their unit is being inspected they should conduct normal office and street management activities, and analyze route inspection data and correct any deficiencies noted.

5. 52-Day Time Limit for Adjustments

All route adjustments must be placed in effect within 52 days of the last day of the week of count and inspection unless a valid exception has been granted. This principle is explained in Section 211.3 of the M-39 Handbook as follows:

M-39

211.3 In selecting the count period, remember that all route adjustments must be placed in effect within 52 calendar days of the completion of the mail count, and no major scheme changes should be made between the period November 15 and January 1. Exceptions must be approved by the district manager in accordance with the Memorandum of Understanding dated July 21, 1987, related to Special Count and Inspection — City Delivery Routes. The local union will be notified promptly of any exception(s) granted. An important item to consider when granting an exception is the different types of relief laid out in section 243.21b.

What is a valid exception?

This issue was resolved with national level settlement M-01072, which states in relevant part:

M-01072

- 1) If the results of any route inspection indicate that the route is to be adjusted, such adjustment must be placed in effect within 52 calendar days of the completion of the mail count in accordance with Section 211. 3 of the M-39 Methods Handbook. Exceptions may be granted by a Division General Manager only when warranted by valid operational circumstances, substantiated by a detailed written statement, which shall be submitted to the local union within seven days of the grant of the exception.

Valid exceptions to the 52-day time limit for adjustments have to meet all of the following criteria:

- They must be granted by the district manager.
- They must be warranted by a valid operational reason.
- They must be accompanied by a detailed statement explaining the reasons for the exception.
- Written notice of, and the detailed reason for, the exception must be provided to the local union within seven days from the granting of the exception.

6. Multiple Days of Inspection

Management may schedule a route for inspection on no more than three days during the week of route count and inspection. Management will complete the Form 1838-C on only one of the days scheduled for inspection. The letter carrier will count the mail and complete the Form 1838-C on the other days of inspection. When local management elects to inspect on two or three days, the Form 3999 closest to the selected street time on the left side of the Form 1840 Reverse will be used to transfer territory.

These principles are set forth in the Memorandum of Understanding Re: *Multiple Days of Inspection* contained in the National Agreement. The MOU is reproduced in its entirety on the next page.

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO**

Re: Multiple Days of Inspection

The following will apply when conducting a six-day route count and inspection pursuant to Chapter 2 of Handbook M-39:

Management will, if it determines it necessary when scheduling an inspection to inspect on more than one day, inspect on no more than three days during the week of count and inspection. If management elects to inspect on two or three days during the week of count and inspection, management will be responsible for completion of the 1838-C one of the days. The letter carrier will count the mail and complete the 1838-C on the other days of inspection. When management elects to inspect on two or three days, the PS Form 3999 closest to the selected street time on the PS Form 1840 will be used to transfer territory.

Date: January 10, 2013

7. Exclude Saturday on Routes with Abbreviated or No Saturday Delivery

Saturday is excluded from the count week on routes with abbreviated or no delivery on Saturday. This principle is stated in Section 221.11 of the M-39 Handbook and Section 921.21 of the M-41 Handbook as follows:

M-39

221.11 Schedule

The count of mail on all letter delivery routes, regular and auxiliary, must be for 6 consecutive delivery days on one-trip routes and for 5 consecutive delivery days, exclusive of Saturday, on two-trip routes or one-trip routes with abbreviated or no delivery on Saturday. It is not mandatory that mail counts begin on Saturday and continue through Friday so long as they are made on consecutive delivery days.

M-41

921.2 Schedule

921.21 The count of mail period on all letter delivery routes, both regular and auxiliary, shall be

- (a) for 6 consecutive delivery days on one-trip routes and
- (b) for 5 consecutive delivery days, exclusive of Saturday, on multi-trip routes or one-trip routes with abbreviated or no delivery on Saturday.

921.22 It is not mandatory that mail counts begin on Monday and continue through Saturday but they must be made on consecutive delivery days.

8. Discipline for Not Making Standards

Office Time

No letter carrier can be disciplined for simply not making standards. There must be a showing of unsatisfactory effort. This showing must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards (M-39 Section 242.332).

M-39

242.332 No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards.

Street Time

There are no street standards! In national level settlement M-00304, the parties agreed there is no set pace at which a carrier must walk and no street standard for walking. This language was reinforced in the September 16, 2011 national level settlement M-01769. The relevant language from these two settlements is shown below.

M-00304

“In keeping with the principle of a fair day's work for a fair day's pay, it is understood that there is no set pace at which a carrier must walk and no street standard for walking.”

M-01769

“...there is no set pace at which a carrier must walk and no street standard for walking.”

These settlements are reproduced in their entirety on the next two pages.



M 00304

UNITED STATES POSTAL SERVICE
475 L'Enfant Plaza, SW
Washington, DC 20260

OCT 22 1985

Mr. Francis J. Conners
Vice President
National Association of
Letter Carriers, AFL-CIO
100 Indiana Avenue, N.W.
Washington, D.C. 20001-2197

Dear Mr. Conners:

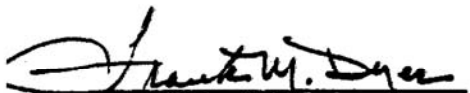
Recently we met in prearbitration discussion of the following cases:


H1N-1N-D 31781, Madison, NJ	H1N-1N-D 36683, Avenel, NJ
H1N-1N-D 30460, Madison, NJ	H1N-1N-D 34559, Avenel, NJ
H1N-1Q-D 37134, Albany, NY	H1N-1N-D 28979, New Haven, CT
H1N-1N-D 36767, Avenel, NJ	H1N-1J-D 28974, New Haven, CT
H1N-1N-D 36766, Avenel, NJ	H1N-1J-D 28973, New Haven, CT
H1N-1N-D 36684, Avenel, NJ	H1N-1J-D 36895, Avenel, NJ

Each of these cases involve a disciplinary action as a result of route management. In keeping with the principle of a fair day's work for a fair day's pay, it is understood that there is no set pace at which a carrier must walk and no street standard for walking. Therefore, these cases are being remanded to the regional level of arbitration with the clear agreement between the parties that these cases are to be arbitrated at the regional level.

Please sign and return the enclosed copy of this letter acknowledging your agreement to remand these cases, withdrawing them from the pending national arbitration listing.

Sincerely,


Frank M. Dyer
Labor Relations Specialist
Arbitration Division
Labor Relations Department

 10/23/85
Francis J. Conners
Vice President
National Association of
Letter Carriers, AFL-CIO
(Date)

Enclosure

M-01769

Mr. Fredric V. Rolando
President
National Association of Letter
Carriers, AFL-CIO
100 Indiana Avenue, NW
Washington, DC 20001-2144

Re: Q06N-4Q-C-11022051
Class Action
Washington DC 20260-4101

Dear Mr. Rolando:

Recently, our representatives met in prearbitration discussion of the above-referenced grievance.

The issue in this grievance is whether the office efficiency tool used to project office and street time in the Greater Indiana District violates the National Agreement.

After reviewing this matter, we mutually agree to settle the grievance as follows:

The subject office efficiency tool is a management tool for estimating a carrier's daily workload. The office efficiency tool used in the Greater Indiana District or any similar time projection system/tool(s) will not be used as the sole determinant for establishing office or street time projections. Accordingly, the resulting projections will not constitute the sole basis for corrective action. This agreement does not change the principle that, pursuant to Section 242.332 of Handbook M-39, "No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards." Furthermore, as stated in the agreement for case H1N-1N-D 31781, "there is no set pace at which a carrier must walk and no street standard for walking."

Projections are not the sole determinant of a carrier's leaving or return time, or daily workload. The use of any management created system or tool that calculates a workload projection does not change the letter carrier's reporting requirements outlined in section 131.4 of Handbook M-41, the supervisor's scheduling responsibilities outlined in section 122 of Handbook M-39, or the letter carrier's and supervisor's responsibilities contained in Section 28 of Handbook M-41.

This settlement is made without prejudice to the parties' rights under the National Agreement.

Please sign and return the enclosed copy of this decision as acknowledgement of our agreement to resolve this case, removing it from the national arbitration docket.

Time limits were extended by mutual consent.

Sincerely,



Alan S. Mobre
Manager
Labor Relations Policy
and Programs



Fredric V. Rolando
President
National Association of Letter
Carriers, AFL-CIO

Date: 9-16-11

9. Cancelling Route Inspections

Management may cancel a route inspection. If the cancellation is not for the entire unit, management is required to discuss the cancellation with the carrier(s) concerned. If the cancellation is for the entire unit, it must be discussed with the shop steward (M-39 Section 233).

M-39

233 Cancelling Inspection

233.1 When the continuation of any inspection would serve no useful purpose, the inspection may be cancelled at management's discretion. A cancellation may apply to an entire delivery unit or to one or more routes of a group of routes being inspected.

233.2 Following are some items which could bring about consideration for cancellation:

- a. Natural disasters or extreme weather conditions.
- b. Unscheduled extended absence of the full-time carrier coupled with the absence of a qualified replacement. (To the extent reasonable and practicable, the regular carrier assigned to the route shall undergo the inspection.)
- c. Unrealistic mail volume, either abnormal or subnormal, which could prohibit a fair evaluation of the route.
- d. Unavailability of public transportation where normally used by carriers.

233.3 Any cancellation made must be discussed with the carrier concerned, giving the reasons. When the cancellation is for the entire unit, the discussion must be with the unit steward.

Section 2

Before the Week of Count and Inspection

The postmaster or designee is responsible for seeing that advance preparations are made for mail counts and route inspections and that they are coordinated with all managers concerned (M-39 Section 212.1).

M-39

212 Responsibility for Advance Preparations

212.1 The postmaster or designee is responsible for seeing that advance preparations are made for mail counts and route inspections and that they are coordinated with all managers concerned.

1. Unit and Route Review

On at least an annual basis, management is required to make a route and unit review (M-39 Section 211.1):

M-39

211.1 In order to achieve and maintain an appropriate daily workload for delivery units and routes, management will make at least annual route and unit reviews consisting of an analysis of items listed in section 214, and workhours, volumes, and possible deliveries. Items listed in section 213 may also be utilized in the review. These reviews will be utilized to verify adjustments which have been taken by management, or need to be taken by management, in order to maintain efficient service. The results of the review will be shared with the local NALC President, or designee, and the regular letter carrier(s) serving the route(s) that require adjustment. In some units it may be necessary to proceed with mail counts and route inspections on one or more routes. These inspections will be conducted between the first week of September and May 31, excluding December.

M-39 Section 214 lists the minimum items to be reviewed and analyzed. Any unsatisfactory conditions found during the review should be corrected prior to the week of route count and inspection.

M-39

214 Review of Operating Procedures

All operations at the delivery units should be reviewed and any unsatisfactory conditions should be corrected before the count is commenced. The review should include at least:

a. Letter Routes

- (1) Scheduled reporting and leaving times in relation to arrival time of mail at the unit and public transportation schedules.
- (2) Adequacy of carrier case equipment and condition of carrier case labels (see exhibit 126.5, *Review of Carrier Case and Work Area*).
- (3) Volume of preferential mail received on each dispatch prior to the carrier's leaving time.
- (4) Amount of missent/misthrown mail distributed to carriers.
- (5) Whether all approved segmentations of mail are being made up in the most efficient manner practicable.
- (6) Handling of accountable and signature mail by carriers at central markup offices. At the largest installations receiving a large volume of accountable and signature mail for delivery, local managers may make an exception allowing carriers to mark up this mail if accountable clerks are unable to expedite rehandling of the pieces in clearing carriers of proper responsibility.
- (7) Review of Carrier Route Book to determine if:
 - (a) Form 1564A — all items completed.
 - (b) Forms 1564-B and 3982 — posted on a current basis (see exhibit 126.5).
 - (c) Edit Book and/or Form 1621 — completed to show current number of deliveries (see exhibit 128.21, *Delivery Management Report*).
- (8) Review DPS Handling Procedures.

2. Share Results of Unit and Route Review With Union/Carriers

Management is required to share the results of the Unit and Route reviews with the local NALC President, or designee. Management must also share the results of the reviews with the regular carriers serving any routes that require adjustment (M-39 Section 211.1).

M-39

211.1 In order to achieve and maintain an appropriate daily workload for delivery units and routes, management will make at least annual route and unit reviews consisting of an analysis of items listed in section 214, and workhours, volumes, and possible deliveries. Items listed in section 213 may also be utilized in the review. These reviews will be utilized to verify adjustments which have been taken by management, or need to be taken by management, in order to maintain efficient service. The results of the review will be shared with the local NALC President, or designee, and the regular letter carrier(s) serving the route(s) that require adjustment. In some units it may be necessary to proceed with mail counts and route inspections on one or more routes. These inspections will be conducted between the first week of September and May 31, excluding December.

Branch presidents (or their designees) should remain alert to, and enforce, this requirement. If route count and inspections have been scheduled, but no Unit and Route Review results have been shared, investigate and grieve if necessary.

The specific items that must be reviewed include processes that can have a significant impact on letter carriers' working conditions. For instance, casing equipment or labels may be inadequate or in poor condition. If so, the Unit and Route Review should bring any unsatisfactory conditions to management's attention in a formal way. If management refuses to correct situations like this, investigate, document the case, and grieve as appropriate.

Branch officers should be aware that letter carriers were advised in Chapter 1 of the *NALC Route Protection Program* that the Unit and Route Review constitutes an opportunity for them to discuss any unsatisfactory conditions with their managers. They were also advised to contact their shop stewards if they are scheduled for route count and

inspections, but management has not shared the results of the prior Unit and Route Review with them.

3. Schedule the Count and Inspection Period in Advance

Management is required to determine the period selected for the week of route count and inspection as far in advance as possible and notify the union of the advance schedule. If management later changes the period, the local union should be notified of the revised schedule as far in advance as practicable (M-39 Section 211.2).

M-39

211.2 The period selected for the mail count and route inspections should be determined as far in advance as possible, and the local union should be notified of this schedule. If it is necessary to change the period, the local union should be notified of the revised schedule as far in advance as practicable.

As a general principle, it is in the union's interest to receive such notification in writing. While the language in Section 211.2 of the M-39 Handbook does not specify how the notification must be made, normal and customary business practice would call for written notification. If management gives only verbal notification, branch officers could consider documenting the notification by written request for confirmation.

4. Specific Notice Requirements

Schedule of Mail Count and Inspection

Management is required to post a notice showing the beginning date for the count for each route and the day and date each route is scheduled for inspection. This notice must be posted at least 5 working days before the start of the count. If the decision is made to change the day of inspection, 1 day's advance notice must be given (M-39 Section 215.1).

M-39

215 Posting Notice of Scheduled Mail Count and Inspection

215.1 A notice must be posted at the delivery unit in advance of the scheduled mail counts and route inspections, showing the beginning date of the count for each route and the day and date each route is scheduled for inspection. This notice must be posted at least 5 working days before the start of the count period. If a decision is made to inspect on days other than the scheduled date, 1 day's advance notice must be given.

215.2 Not later than the Wednesday preceding the count week, carrier schedules shall be posted for those routes requiring an earlier starting time to count the mail.

Carrier Schedule of Early Start Times

Not later than the Wednesday preceding the count week, carrier schedules shall be posted for those routes requiring an earlier starting time to count the mail (M-39 Section 215.2).

5. Drawing Lots for 7-Week Random Time Card Analysis (PS Form 1840-B)

One of the two options for street time selection is an 8-week Carrier Time Card Analysis. This is commonly referred to as the Form 1840-B street time. The information is entered on Form 1840-B to determine the average street time over 8 weeks. The first 7 weeks are selected using the procedures described below and the eighth week used is the week after the route count and inspection. Instructions for completing Form 1840-B are located on page 22. For a detailed description of Form 1840-B, see pages 91 to 100 in the *Forms Description* section of this guide.

Within the 4 weeks prior to the week of route count and inspections, the local union representative will make a random drawing of numbered lots 1 through 4 to be used in determining the 7 random weeks to be selected for the Form 1840-B (M-39 Section 242.323a).

M-39

242.323 Selection of the 7 weeks for the random timecard analysis shall be based on the following:

- a. Within 4 weeks prior to the week of count and inspection, the local union representative will make a random drawing of numbered lots from 1–4 to be used in determining the 7 random weeks to be selected for all routes at the delivery unit.

This is normally as simple as taking four pieces of paper, marking the first 1, the second 2, the third 3, and the fourth 4, placing them in a hat and then having the union president/shop steward draw them one at a time. The order in which the numbers are drawn becomes the random lots selection order.

Drawing random lots is important because the times developed may be used for street time evaluations and adjustments. After the random lot drawing, corresponding weeks in up to 7 months preceding the month of the route count and inspection (excluding June, July, August, and December) are selected. For example, if the random lot selection order is 2, 3, 1, 4 and the count week is in March 2012, you count back 7 months

excluding June, July, August, and December. You then apply the selected order beginning with the “oldest” month as shown in the chart below.

<u>Count Months Back</u>	<u>Month</u>	<u>Apply Selected Order</u>
-7	April 2011	2nd week
-6	May 2011	3rd week
exclude	June 2011	exclude
exclude	July 2011	exclude
exclude	August 2011	exclude
-5	September 2011	1st week
-4	October 2011	4th week
-3	November 2011	2nd week
exclude	December 2011	exclude
-2	January 2012	3rd week
-1	February 2012	1st week
	March 2012	Count month

Note: This rotation is applied even if less than 7 months are available by continuing into additional weeks of the previously “used” months. However, if only 2 or 4 months are available, the random lot number order must be reversed after the first four weeks are selected to avoid repetition of the weeks already chosen.

The first week of a month begins with the first Saturday of the month (M-39 Section 242.323c).

M-39

242.323

- c. If only 2 or 4 months are available for the timecard analysis, the random lot numbers must be reversed after the first 4 weeks selection; i.e., 2, 3, 1, 4 used for the first 4 weeks of the available months, then 4, 1, 3 for the remaining 3 weeks of the available months. (See "4 month" example below.) *The first week of a month will begin with the first Saturday of the month.*

If the count week falls in 2 months, the later month will be considered the count month for the purpose of selecting the 7 random weeks (M-39 242.323d). If the regular carrier was not serving the route on at least one of the days of a week selected, the next available week in which the carrier served at least 1 day shall be used for the 7-week period (M-39 Section 242.323d).

M-39

242.323

- d. Should the count week fall in 2 months, the later month will be considered the count month for the purpose of selecting the 7 weeks random timecard analysis. If the regular carrier was not serving the route on at least one of the days of a week so selected or, if conditions during a week were obviously abnormal so as to justify that week being excluded from the 7 weeks random timecard analysis, the next available week in which the carrier so served at least 1 day shall be used for the 7 weeks period. If 7 such weeks do not exist, the maximum number of such weeks available will be used for the random timecard analysis of street time.

6. Week After Route Count and Inspection (PS Form 1840-B)

The week after the route count and inspection is the eighth week of street time used for completing the Form 1840-B time card analysis (M-39 Section 242.324).

M-39

242.324 The average street time for the week following the week of count and inspection (including only the days the regular carrier served the route) shall then be recorded on Form 1840-B, and averaged into the 7 weeks random time analysis to obtain an 8 week composite week average. If the regular carrier did not serve the route on at least one of the days of the week following inspection, that week will not be used in computing the street time allowance for the route. The average weekly street times for those weeks will then be transferred to Form 1840.

The street times of the regular carrier and auxiliary street assistance provided on days the regular carrier worked during each day of the week (Mon., Tues., etc) over the seven weeks will later be averaged with the street times from each day of the week (Mon., Tues., etc) from the week after the route count and inspection. Entries from each day of the week that the regular carrier worked will be recorded on the Form 1840-B in groups. For instance, all the Mondays that the regular carrier worked during the eight weeks being used will be recorded in the same group of days and then averaged on Form 1840-B.

Exhibit 213d located on page 79 of the M-39 Handbook provides the following instructions for Form 1840-B:

Exhibit 213d (p. 1)
Form 1840-B

Instructions

General

Select timecards or PSDS Carrier Report Printouts for carriers assigned to each route for a seven-week period prior to the count and inspection week per instructions in Sec. 242.323, Handbook M-39. Do not use weeks during the months of June, July, August, or December. Do not include time of leave replacement carriers. Special Instructions: For carriers serving two trips routes, use a separate Form 1840-B for each trip.

1. Group same day of the week together; all Saturdays, Mondays, Tuesdays, etc., and show the day of the month in the "Day of Week" column.
2. Enter the scheduled begin, return, and end times; the scheduled morning and afternoon office time; the scheduled street time, and the total time above each day of the week.
3. From the timecards or PSDS Carrier Report Printouts, enter the actual begin, leave, return and end times for each day. Only the days the regular carrier served the route are to be recorded on Form 1840-B.
4. Compute and record the morning and afternoon office time, street time, and total time used each day.
5. From Form 3996, enter the approved overtime and auxiliary assistance used each day, as indicated in Item K of the Form, less any travel time.
6. Enter the amount of time used to provide auxiliary assistance to other routes.
7. Enter the appropriate volume count by mail type.
8. Total the morning and afternoon office time, street time, overtime, and auxiliary assistance (office/street) for each day.
9. The eighth week to be recorded is the week following the week of count and inspection. The regular carrier must serve the route at least one day during this week, or the week is not to be recorded. No future weeks are to be used under any conditions.
10. Divide the total for each item by the number of days the assigned carrier worked on each group of Saturdays, Mondays, Tuesdays, etc.
11. From Form 1840, enter the street time, office time (AM & PM combined), total, and auxiliary assistance (office/street) used on the comparable day of the week during the count period. Circle in black the day of inspection total.

Analysis

Before the count period:

1. Compare the actual time used with the scheduled time to determine whether:
 - a. Carrier adhered to schedules.
 - b. There was excessive late leaving and/or returning.
 - c. There was excessive office time used on return from delivery trip.
 - d. A regular pattern on certain week days has formed to indicate an adjustment in schedule is necessary.
2. Circle in red time entries and totals where irregular practices occurred or schedule was not maintained.

After the count period:

1. Compare average time used on each day during analysis period with the same day during the count.
2. Determine whether office time and street time is more or less for comparable days. If the office time or street time during the count period is more than the analysis period, discuss with the carrier to determine the reason.
 - a. When the time used during the count and inspection period is substantially greater than the analysis period, the supervisor must compare the mail volume for the periods where available.
3. When the supervisor concludes that the time used during week of count and inspection does not truly represent the time required to serve the route as substantiated by the comparative analysis, appropriate corrective action must be taken.

IMPORTANT: In making this comparative analysis, be sure all factors are considered. Where the performance during the count period varied from that during the comparative period, include the comments of the carrier's supervisor in the space provided.

PS Form 1840-B, November 1997 (Page 1 of 4)

7. Agree on Template or Other Means to Verify Letter Size Mail

The definition of letter size mail has not changed. It includes all mail that can be cased into the normal evenly spaced 6-shelf letter case without bending or folding. In the past, when 6-shelf cases were the norm, it was a simple matter to determine if a mailpiece was letter size by placing it in a shelf. With 4-shelf and 5-shelf cases being used almost exclusively today, that determination has become more difficult.

The parties signed the Case Configuration Memo in 1992. It is found in Article 41 of the JCAM and reproduced below in its entirety.

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO**

For the purpose of conducting mail counts and route inspections on traditional casing equipment, letter size is defined as mail that can be cased into the letter separations of a standard six-shelf case without folding or bending (approximately six inches in height). Letter size does not include newspapers, rolls, small parcels, flats, magazines, or catalogs under two pounds, even though these items may be cased into the letter separations of a standard case without folding or bending.

When mail counts and route inspections are conducted in a unit where letter mail is cased into four- and/or five-shelf case configurations that have been established as a result of any joint agreement, the existing definition of letter-sized mail will not change; the 18 and 8 standard remains applicable. Under these conditions, local management will meet with the local union prior to the dry run training to determine an efficient means to verify mail of questionable size during the week of count and inspection, e.g., a measuring strip on each case or use of a template as a reference point.

The acceptance by the parties of this approach to letter size definition and case configuration is without prejudice to the parties' rights under Article 34 of the National Agreement, and shall not be cited by either party in the grievance or arbitration procedure or any other forum which does not pertain to the implementation of this agreement.

8. Dry-Run Count

The purpose of the dry-run is to teach carriers how to complete Form 1838-C. Management is required to review the count procedures with all carriers within the 21-day period prior to the start of the route count and inspections. The dry-run consists of several required elements set forth in Section 217 of the M-39 Handbook shown below. Section 917 of the M-41 Handbook also covers the dry-run.

M-39

217 Dry-Run Count

- 217.1 A review of the count procedures will be made within 21 days prior to the start of the count and route inspection to teach the carrier how to accurately complete count forms (1838-C and 1838-A) during the period of count and inspection. An actual count of mail or recording of time used will not be kept on the day the dry run is made.
- 217.2 The sample dry-run count items, forms, and completion instruction must be furnished each carrier concerned in time to allow for completion and review prior to start of the period of count and inspection (see exhibits 217.2 (p. 1, 2, and 3)). Overtime or auxiliary assistance should not be used for the completion of the dry run. Therefore, a lighter volume day should be selected. Use only the appropriate data (EPM/Non-EPM) for the unit being inspected.
- 217.3 An instruction period should be held following the issuance of the dry-run materials but before the completion of the dry-run exercise.
- 217.4 The carrier must be furnished a sample list of mail-count items and time-used items. The carrier must enter these items on a *dry-run* form. A manager must review each completed dry-run form for accuracy, error, and omissions, and they must be discussed and explained to the carrier. When necessary, the manager may require a second completion of the form to assure that the carrier is thoroughly familiar with completing the form to be used.

Since regulations require replacement carriers to count the mail and enter the data on the Form 1838-C in the same way as the regular carrier during the count week (M-39 Section 221.132), all carriers should receive the dry-run training.

M-39

- 221.132 Replacement carriers assigned to regular, full-, and part-time routes must count the mail and enter the data on the prescribed forms in the same way as the full-time carrier.

9. Ensure Adequate Forms and Supplies Are On Hand

Management must ensure that enough route count and inspection forms and other needed supplies are on hand (M-39 Section 212.2).

M-39

212.2 Arrangements must be made to see that enough mail count and inspection forms and other needed supplies are on hand.

This requirement includes duplicate Form 1838-Cs, as required by Section 222.1 of the M-39 Handbook.

M-39

222.1 Worksheets

The carrier completes (in duplicate) the *Worksheet* side of Form 1838-A, and Forms 1838-B and 1838-C. Delivery managers are to refer to Handbook M-41 for detailed instructions on completion of worksheets. (See exhibit 222.1, pp. 1-5.)

10. No Changes to Clerk Operations

There should be no changes to the way clerks distribute mail to letter carriers during the count week, it should continue as normal (M-39 Section 221.133).

M-39

221.133 There should be no changes in normal distribution procedures or clerical schedules during the period of mail counts. The normal cutoff time for distribution should be observed.

Section 3

During Week of Count and Inspection

GENERAL

1. Annual Leave During Count Week

Management may block out vacation time in order to perform route inspections provided that the dates in question are blocked out prior to vacation selections (M-39 Section 211.4).

M-39

211.4 Absences, for other than emergencies, will not be granted during the week of count and inspection. If it can be anticipated that there will be a count and inspection of the carrier routes at an installation, to the extent possible, planning for that inspection should normally be completed before annual leave bidding begins. This will enable management to exclude from leave charts the week selected for count and inspection.

National level settlement M-01105 establishes the principles regarding annual leave during count week that must be followed. This settlement is reproduced in its entirety on the next two pages.

All advance commitments for granting annual leave must be honored except in serious emergency situations.

When management blocks out vacation time, an equivalent number of additional slots must immediately be made available for vacation selection. Unless there is an agreement with the local union to do otherwise, the slots will be added to the number of slots required by the LMOU during the 30-day period immediately before or after the dates of the route count and inspection.



M-01105

UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA SW
WASHINGTON DC 20260

RECEIVED

NOV 25 1992

**CONTRACT ADMINISTRATION UNIT
N.A.C. WASHINGTON, D.C.**

Mr. Lawrence G. Hutchins
Vice President
National Association of
Letter Carriers, AFL-CIO
100 Indiana Avenue, N.W.
Washington, DC 20001-2197

RE: HON-1F-C 2731
D. COLDWELL
NATICK, MA 01760

Dear Mr. Hutchins:

On November 10, 1992 we met in prearbitration discussion of the above-referenced case, which is currently pending national level arbitration.

The issue in this case is whether management violated the National Agreement by excluding from the leave chart those carriers whose routes are scheduled for count and inspection during the week selected.

During our discussions, we mutually agreed that:

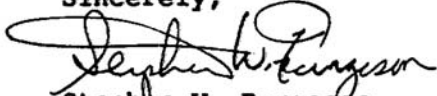
- 1) All advance commitments for granting annual leave must be honored except in serious emergency situations.
- 2) Management may block out vacation time in order to perform route inspections, provided that the dates in question are blocked out prior to vacation selection.
- 3) When management blocks out vacation time, an equivalent number of additional slots must immediately be made available for vacation selection. Unless the local union agrees otherwise, the slots will be added to the number of slots required by the Local Memorandum during the 30 day period immediately before or after the dates of the inspection.


M-01105

- 4) This grievance is remanded to Step 3 for the determination of remedy.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to settle this case and to withdraw it from the pending national arbitration listing.

Sincerely,


Stephen W. Furgeson
General Manager
Grievance and Arbitration
Division


Lawrence G. Hutchins
Vice President
National Association of Letter
Carriers, AFL-CIO

11/24/92
Date

Enclosure

2. Overtime During Count Week

If necessary, overtime may be used to enable the regularly assigned carrier to complete delivery during the days of the count week (M-39 Section 221.137).

M-39

221.137 If necessary, overtime may be used to enable the regularly assigned carrier to complete delivery during the days of the count week.

This provision is much more limited than it may appear to be as a result of a national settlement (M-01106). This settlement makes it clear that the overtime provisions of Article 8 and the associated memorandums remain in full force and effect during the week of route count and inspection except for two situations:

- On the day(s) during the week of inspection when the carrier is accompanied by a route examiner, management may require a carrier not on the OTDL to work overtime on his/her own route in order to allow for completion of the inspection.
- On the other days during the week of inspection when the carrier counts mail, management may require a carrier not on the OTDL to work overtime on his/her own route for the amount of time used to count the mail.

M-01106 is printed in its entirety on next two pages.



UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA SW
WASHINGTON DC 20260

RECEIVED

NOV 25 1992

CONTRACT ADMINISTRATION UNIT
N.A.L.C. WASHINGTON, D.C.

Mr. Lawrence G. Hutchins
Vice President
National Association of
Letter Carriers, AFL-CIO
100 Indiana Avenue, N.W.
Washington, DC 20001-2197

RE: H7N-1N-C 34068/34114
CLASS ACTION/M. CHASEN
SPOTSWOOD, NJ 08884

Dear Mr. Hutchins:

On November 5, 1992 we met in prearbitration discussion of the above-referenced cases, which are currently pending national level arbitration.

The issue in these cases is whether management violated the National Agreement by requiring a carrier who was not on the overtime desired list to work overtime during the week of count and inspection.

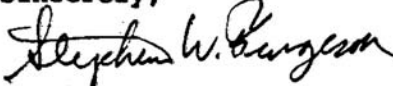
During our discussions, we mutually agreed to the following:


- 1) The overtime provisions of Article 8 and the associated Memorandums of Understanding remain in full force and effect during the week of count and inspection except that henceforth:
 - a. On the day during the week of inspection when the carrier is accompanied by a route examiner, management may require a carrier not on the overtime desired list or work assignment list to work overtime on his/her own route in order to allow for completion of the inspection.
 - b. On the other days during the week of inspection when the carrier counts mail, management may require a carrier not on the overtime desired list or work assignment list to work overtime on his/her own route for the amount of time used to count the mail.
- 2) The grievance is remanded to Step 3 for the determination of remedy.

M-01106

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to settle these cases and to withdraw the above captioned cases from the pending national arbitration listing.

Sincerely,


Stephen W. Furgeson
General Manager
Grievance and Arbitration
Division


Lawrence G. Hutchins
Vice President
National Association of Letter
Carriers, AFL-CIO

11/24/92
Date

Enclosure

3. Auxiliary Assistance is to be Avoided During Count Week

Auxiliary assistance should not be granted during count week except in very limited circumstances (M-39 Section 221.138).

M-39

221.138 Only in very unusual circumstances or emergencies when excessive late delivery would result should auxiliary assistance be granted the regularly assigned carrier during the week of the count.

Some of you will have situations during the count week where auxiliary assistance has to be used in order to comply with the overtime rules as shown above. When this happens, make sure the correct time credit is given on the PS Form 1840.

4. How to Record Auxiliary Assistance When it Cannot be Avoided

When a letter carrier receives auxiliary assistance on the street during the count week, the replacement's time is not recorded. Instead, the time it took the regular carrier to deliver the same portion of the route on the day of inspection is added to the street time for the day (M-39 Section 241.35d).

M-39

241.35

d. *Column E, Net Street Time Used.* Transfer the total *net street time* from item E, column (h), Form 1838, recorded in hours and minutes. When auxiliary street assistance is given, add to the regular carrier's street time the actual time that it took him or her to deliver that same portion of the route on the day of inspection. Do not use the replacement's street time. Obtain actual time from Form 3999. A record of any unusual wait for transportation or other conditions that would cause an unusual variance in street time, must be noted under *Route Examiner's Comment* portion of the form with actual time used identified for clarification to assist in route analysis.

5. Multiple Days of Inspection

Management may schedule a route for inspection on no more than three days during the week of route count and inspection. Management will complete the Form 1838-C on only one of the days scheduled for inspection. The letter carrier will count the mail and complete the Form 1838-C on the other days of inspection. When local management elects to inspect on two or three days, the Form 3999 closest to the selected street time on the left side of the Form 1840 Reverse will be used to transfer territory.

These principles are set forth in the Memorandum of Understanding Re: *Multiple Days of Inspection* contained in the National Agreement. The MOU is reproduced in its entirety on the next page.

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO**

Re: Multiple Days of Inspection

The following will apply when conducting a six-day route count and inspection pursuant to Chapter 2 of Handbook M-39:

Management will, if it determines it necessary when scheduling an inspection to inspect on more than one day, inspect on no more than three days during the week of count and inspection. If management elects to inspect on two or three days during the week of count and inspection, management will be responsible for completion of the 1838-C one of the days. The letter carrier will count the mail and complete the 1838-C on the other days of inspection. When management elects to inspect on two or three days, the PS Form 3999 closest to the selected street time on the PS Form 1840 will be used to transfer territory.

Date: January 10, 2013

6. Exclude Saturday on Routes with Abbreviated or No Saturday Delivery

Saturday is excluded from the count week on routes with abbreviated or no delivery on Saturday. The language in Section 221.11 of the M-39 and Section 921.2 of the M-41 is clear. Routes with abbreviated or no delivery on Saturdays are only inspected for five consecutive delivery days (Monday - Friday). Management may try to convince you that if Saturday is excluded then Monday must also be excluded. This is simply not true.

M-39

221.11 Schedule

The count of mail on all letter delivery routes, regular and auxiliary, must be for 6 consecutive delivery days on one-trip routes and for 5 consecutive delivery days, exclusive of Saturday, on two-trip routes or one-trip routes with abbreviated or no delivery on Saturday. It is not mandatory that mail counts begin on Saturday and continue through Friday so long as they are made on consecutive delivery days.

M-41

921.2 Schedule

921.21 The count of mail period on all letter delivery routes, both regular and auxiliary, shall be

- (a) for 6 consecutive delivery days on one-trip routes and
- (b) for 5 consecutive delivery days, exclusive of Saturday, on multi-trip routes or one-trip routes with abbreviated or no delivery on Saturday.

921.22 It is not mandatory that mail counts begin on Monday and continue through Saturday but they must be made on consecutive delivery days.

Office

1. Office Time Work Allowances

The M-39 Handbook contains the following explanation of minimum time allowances for each office function (M-39 - Exhibit 222.214a(4)):

Exhibit 222.214a(4)
Time Allowances for Carrier Office Work

TIME ALLOWANCES FOR CARRIER OFFICE WORK			
Form 1838		Pieces Per Minute	
Line No.	Work Function	1-Trip	2-Trip
1	Routing letter-size mail.	18	18
2	Routing all other size mail. (Use Notice 26, Maximum Time Allowance for Routing Mail, to convert pieces to minutes.)	8	8
		Minutes	
4	Strapping mail in bundles or placing in trays, preparing relays and placing mail into satchels; for each 70 pieces regardless of character (minimum allowance 3 minutes). Strapping mail in bundles for markup at computerized forwarding unit. Lines 1-2-3 combined mail volume (strapping out pieces and markup pieces) is used in determining time allowance at 70 pieces per minute.		1
8	For each 10 pieces of all classes of mail separated for forwarding or return.		1
9	Periodicals marked up (for each 2 pieces handled for forwarding or return).		1
10	For each Form 3579, Undeliverable Periodical, Standard A & B or Controlled Circulation Matter.		2
11	For each 4 pieces marked up (mail marked Deceased, Temporarily Away, Refused, Vacant (Occupant mail of obvious value) or No Mail Receptacle).		1
12	For each change of address, including Form 3546, recorded on Forms 1564-B and 3982.		2
13	Insured receipts turned in.		1
14	Registered, Certified, COD, Express Mail, Customs and Postage-Due; Keys, Form 3868, signing for, returning funds or receipts, and for partial completion of Form 3849 (name or address for identification). Base minimum allowance is 6 minutes.		*
15	Withdrawing mail where applicable (from distribution cases, trays, sacks, and/or hampers). Base minimum allowance is 5 minutes.		*
16	Sequencing and collating by-pass mail. (Representative time in minutes will be allowed for work function.)		
17	Strapping out time (when mail must be placed in order of delivery) see 922.51d. (Representative time in minutes will be allowed for the work function.)		
18	Break (local option).		
19	Vehicle inspection see 922.51f. Base minimum allowance is 3 minutes.		*
20	Personal needs, etc. (Time allowances are printed on the form for each trip, and must not be changed.)		
21	Office work not covered by form. (Work functions must be identified and approved as being necessary and of a continuing nature.) (Use "Comments" section.) Base minimum allowance is 9 minutes.		*
22	Waiting for mail (office) and all other office activities <u>not</u> performed on a continuing basis which are excluded in computing net office time. (Use "Comments" section.)		
23	Counting Mail and filling out Form 1838-C worksheet.		
Note: For piece items, grant the next higher allowance in minutes for fractional units. Use actual times for Lines 14 through 19 and Lines 21 through 23 when those functions are performed.			
* <u>Computing Standard Office Time Under Columns (e), (f), and (g) on Form 1838:</u> If the actual time for each of Lines 14, 15, 19, and 21 is less than the base minimum and the carrier performs the function the base minimum must be entered for the Line Item in the appropriate column. If the actual time exceeds the base minimum, an adjustment to that time cannot be shown which is less than the base minimum.			

2. Lines 14-23 on PS Form 1838-C

The following is a brief description of each of the line items used to record time during the week of route count and inspection on PS Form 1838-C. During the week of inspection, carriers will be credited with the actual time it takes to perform the tasks as explained below.

Line 14 – Accountable Mail – 6 minutes minimum time allowance –

Time spent when you stop casing mail to get your accountable mail, signing for it, filling out the name or address on PS Form 3849, and casing the notice as a reminder in the morning plus the time it takes to get cleared and go on to your next task in the afternoon/evening.

Line 15 – Withdrawal of Mail – 5 minutes minimum time allowance –

This includes time spent withdrawing mail from tubs or trays, cutting straps, removing plastic, etc. This line item also includes time you spend withdrawing mail from both the throwback and hot cases. The M-39 states that, *“two withdrawals of letter mail and one of papers for each trip, with a final pull just prior to leaving time, generally are sufficient.”*

Line 16 – Sequencing and Collating Mail – Time spent collating or sequencing mail is recorded on this line. For example, time spent collating circulars to get down to three bundles in an FSS environment is recorded on line 16.

Line 17 – Strapping Out Time – Most letter carriers will not use this line item. Line 17 is only used in very limited circumstances. The only time line 17 is used is when you have motorized curb delivery routes where the majority of the case separations contain more than two addresses per separation. In these instances, the Letter Carrier records the actual time to place the mail in the exact sequence of delivery instead of 1 minute for each 70 pieces.

Line 18 – Break - 10 minutes minimum time allowance – In most offices, a 10 minute credit is given where letter carriers take a morning office

break. If your office has a longer break time than 10 minutes, keep in mind that more time must be credited for line 18.

Line 19 – Vehicle Inspection – 3 minutes minimum time allowance –

Time spent inspecting your vehicle every morning is recorded on this line. Time starts when you get your key to go to your vehicle and ends when you come back into the office and begin your next task.

Line 20 – Personal Time – 5 minutes minimum time allowance – This time credit covers any personal needs that you may have while in the office such as obtaining raingear from your locker, restroom needs, etc. This time is not entered on Form 1838-C. Five minutes for line 20 is automatically calculated in the fixed office time. If your office has additional wash-up time such time is entered on line 21 not line 20.

Line 21 – Recurring Office Work Not Covered by Other Line Items – 9 minutes minimum time allowance –

This covers a wide variety of office functions that you perform on a recurring, continuing basis. Generally speaking, recurring office time is an office task that occurs at least once per week. Many of these functions are universal and take place on almost all, if not all, routes. Some examples in the morning are getting your scanner and setting it up, trip(s) to the throwback case, getting your parcel hamper, checking for sleepers, AMS/edit book/red book work, replenishing forms, verifying hold mail, weekly safety talks, removing tags, returning empty equipment to a designated area, etc. Some examples in the afternoon/evening are taking care of outgoing mail collected on your route, placing your attempted parcels and 3M mail in the designated location, returning your parcel hamper to the designated location, processing undeliverable mail, trip(s) to the throwback case, returning empty equipment to a designated area, etc.

Line 22 – Non-recurring Office Work – Line 22 is for non-recurring, non-continuing office functions. Because Line 22 items are not regular office activities, you will not receive credit in the route evaluation for the time spent performing them. Activities that are not part of the normal routine do

not become part of the route. Remember, no work performed on a recurring, continuing basis should be recorded on line 22. Generally speaking, recurring office time is an office task that occurs at least once per week as explained above in the description of line 21.

Line 23 – Counting Mail and Filling out PS Form 1838-C – Only the time spent counting the mail and filling out Form 1838-C during the week of count and inspection is recorded on line 23.

3. Fixed Office Time Adjustments

There are base minimum time allowances that must be credited for lines 14, 15, 19, and 21; Line 14 - 6 minutes, Line 15 – 5 minutes, Line 19 – 3 minutes, and Line 21 – 9 minutes. If a carrier averages above the minimum time for a function during the week of inspection, the carrier will receive the average of the actual time used for that function. If the carrier averaged below the base minimum for any function, the base minimum time will be used for that function [M-39 Section 222.214.b (2)].

Management may attempt to adjust the actual fixed office time entries for the route being inspected. These adjustments must be supported by comments on Form 1838 or Form 1840. General comments such as “excessive time,” “too much time,” “...adequate or sufficient for this function,” “...used on the day of inspection,” “too slow pace,” are alone not sufficient for supporting an adjustment to the actual time used [M-39 Section 222.214b(3)].

However, under no circumstances may the time credit for any line item(s) (14, 15, 19, and 21) fall below the base minimum times as referenced above.

b. *Lines 14 through 23*

- (1) The entries on lines 14 through 23 (except line 20) are obtained from carriers' recorded time on Form 1838-C.

Note: Items on lines 14 through 23 are work functions for which actual time is recorded and the recordings are in minutes. Total entries in the *Elapsed Time* column on Form 1838-C for each function, and transfer to columns (e), (f), and (g) as appropriate (on Form 1838).

- (2) There shall be established for each letter route a base minimum time allowance for each of line functions 14, 15, 19, and 21 of Form 1838, where applicable. Those base minimum times shall be fixed at 6 minutes for line 14; 5 minutes for line 15; 3 minutes for line 19; and 9 minutes for line 21. If during the week of count and inspection, the carrier's average actual time for any of those line items exceeds the base minimum for the function, the carrier shall be credited with the average actual time, unless an adjustment to that time can be supported by appropriate comments on Forms 1838 or 1840 or any attachments thereto. In no event may the standard time for these functions be below the base minimum.
- (3) Comments such as "excessive time," "too much time," "...adequate or sufficient for this function," "...used on day of inspection," "too slow pace," and others similar thereto by themselves are not appropriate comments for the purpose of supporting any such adjustment. To be considered appropriate, those comments must set forth the reasons for the conclusion that less than the average actual time recorded is sufficient for the carrier to perform that function. Be guided by the following:

4. Verifying the Mail Count

The carrier counts and records the mail every day except on the day of inspection. On this day, the manager counts and records the mail. When management performs the mail count, the carrier serving the route may verify the mail count (M-39 Section 221.131).

M-39

221.13 General Rules for Making Count

221.131 The carrier should count and record the mail every day except on the day of inspection when the mail must be counted and recorded by a manager. On one or more days during the count week, each route will be inspected by a manager. When management performs the mail count the carrier serving the route, upon request, may verify the mail count. Where hand-held computers are used on the day(s) of inspection, the route examiner will complete entries on Form 1838-C in the usual manner, except for line item elapsed time totals and mailpiece count totals by category. The calculations remain the same as previously performed manually. The carrier will continue to make timeclock entries on Form 1838-C for beginning, leaving, returning, and ending times. Total mail counts and times will be provided to the carrier on a computer generated facsimile of Form 1838, *Carrier's Count of Mail — Letter Carrier Routes (Mngt. Summary)*.

This provision of the M-39 Handbook was defined by a national level settlement long ago (M-00536). This settlement provides that carriers who request to verify management's count of mail have the right to verify the entire mail count. This settlement means exactly what it says. Counting mail includes the mail counts made by machines.

M-00536 is reproduced in its entirety on the next page.



UNITED STATES POSTAL SERVICE
475 L'Enfant Plaza, SW
Washington, DC 20260-0001

Mr. Joseph H. Johnson, Jr.
Director, City Delivery
National Association of Letter
Carriers, AFL-CIO
100 Indiana Avenue, N.W.
Washington, D.C. 20001-2197

FEB 11 1985

Re: Class Action
Shawnee, OK 74801
H1N-3T-C 36385

Dear Mr. Johnson:

On November 28, 1984, we met to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The question in this grievance is whether a letter carrier is entitled to verify mail count.

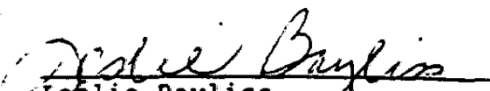
During our discussion, it was mutually agreed that the following would represent a full settlement of this case:

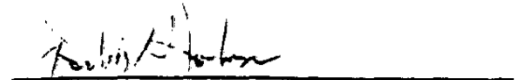
Normally, a spot verification of the mail volume is adequate to determine that the mail count is accurate. However, the parties agree that based on the intent of Section 221.131 of the M-39 Handbook, the carrier may, upon request, verify the entire mail count.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to settle this case.

Time limits were extended by mutual consent.

Sincerely,


Leslie Bayliss
Labor Relations Department


Joseph H. Johnson, Jr.
Director, City Delivery
National Association of Letter
Carriers, AFL-CIO

5. Curtailing Mail

There should not be mail curtailed the day prior to the inspection beginning and no mail curtailed on the last day of inspection (M-39 Section 221.134).

M-39

221.134 There must be no accumulation of curtailed mail on the day preceding the beginning of the count, and no mail may be curtailed on the last day of the count. (For exceptions, see 144, *Expedited Preferential Mail Delivery Program*.)

Mail that is distributed to the carriers up to the normal cutoff time will be delivered every day during the count (M-39 Section 221.136).

M-39

221.136 All mail distributed to the carriers up to the normal established cutoff time will be delivered every day of the count week except as required by 221.134 and 221.135.

6. Casing Mail in the PM

No mail should be cased upon return from the street the day prior to the start of the inspection. Mail should only be cased after returning from the street during the week of inspection if the carrier is normally scheduled to do so throughout the year. If this is to occur on the last day of inspection, the carrier must be clocked off of Form 1838-C (M-39 Section 221.135).

M-39

221.135 Carriers must not be allowed to case any mail upon their return to the office on the day preceding the first day of the count period. However, if a carrier is regularly scheduled throughout the year to case mail on return from the street, the carrier must continue to do so during the count period. Carriers must not case any mail for delivery after returning from the street on the last day of the count period until they have clocked off the Form 1838-C for the day. (For exceptions, see Chapter 1, Part 144, *Expedited Preferential Mail Delivery Program*.)

7. Management Provides a Copy of PS Form 1838-C to Carriers

Letter carriers might not receive their duplicate copy of the day's Form 1838-C Worksheet until the next morning because the manager is required to review the form for errors and irregularities. Any errors or irregularities on the form must be discussed with the carrier before the next day's count so the mistake will not be repeated.

The Postal Service has acknowledged its obligation to timely provide carriers with copies of Form 1838-C. In the national level arbitration on 6-day inspections (C-23767), Arbitrator Briggs noted on page 22 management's position as:

Management provides carriers with a copy of the former [1838-C] so they have an opportunity to correct any errors or dispute a management notation.

8. Discipline for Not Making Office Standards

No letter carrier can be disciplined for simply not making standards. There must be a showing of unsatisfactory effort. This showing must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards (M-39 Section 242.332).

M-39

242.332 No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards.

Street

1. Discipline for Not Making Street Standards

There are no street standards!

In national level settlement M-00304, the parties agreed there is no set pace at which a carrier must walk and no street standard for walking. This language was reinforced in the September 16, 2011 national level settlement M-01769. The relevant language from these two settlements is shown below.

M-00304

“In keeping with the principle of a fair day's work for a fair day's pay, it is understood that there is no set pace at which a carrier must walk and no street standard for walking.”

M-01769

“...there is no set pace at which a carrier must walk and no street standard for walking.”

These settlements are reproduced in their entirety on the next two pages.



M 00304

UNITED STATES POSTAL SERVICE
475 L'Enfant Plaza, SW
Washington, DC 20260

OCT 22 1985

Mr. Francis J. Conners
Vice President
National Association of
Letter Carriers, AFL-CIO
100 Indiana Avenue, N.W.
Washington, D.C. 20001-2197

Dear Mr. Conners:

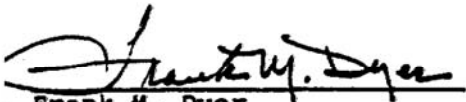
Recently we met in prearbitration discussion of the following cases:

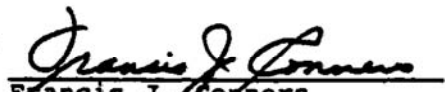
H1N-1N-D 31781, Madison, NJ	H1N-1N-D 36683, Avenel, NJ
H1N-1N-D 30460, Madison, NJ	H1N-1N-D 34559, Avenel, NJ
H1N-1Q-D 37134, Albany, NY	H1N-1N-D 28979, New Haven, CT
H1N-1N-D 36767, Avenel, NJ	H1N-1J-D 28974, New Haven, CT
H1N-1N-D 36766, Avenel, NJ	H1N-1J-D 28973, New Haven, CT
H1N-1N-D 36684, Avenel, NJ	H1N-1J-D 36895, Avenel, NJ

Each of these cases involve a disciplinary action as a result of route management. In keeping with the principle of a fair day's work for a fair day's pay, it is understood that there is no set pace at which a carrier must walk and no street standard for walking. Therefore, these cases are being remanded to the regional level of arbitration with the clear agreement between the parties that these cases are to be arbitrated at the regional level.

Please sign and return the enclosed copy of this letter acknowledging your agreement to remand these cases, withdrawing them from the pending national arbitration listing.

Sincerely,


Frank M. Dyer
Labor Relations Specialist
Arbitration Division
Labor Relations Department


Francis J. Conners
Vice President
National Association of
Letter Carriers, AFL-CIO

10/23/85
(Date)

Enclosure

M-01769

Mr. Fredric V. Rolando
President
National Association of Letter
Carriers, AFL-CIO
100 Indiana Avenue, NW
Washington, DC 20001-2144

Re: Q06N-4Q-C-11022051
Class Action
Washington DC 20260-4101

Dear Mr. Rolando:

Recently, our representatives met in prearbitration discussion of the above-referenced grievance.

The issue in this grievance is whether the office efficiency tool used to project office and street time in the Greater Indiana District violates the National Agreement.

After reviewing this matter, we mutually agree to settle the grievance as follows:

The subject office efficiency tool is a management tool for estimating a carrier's daily workload. The office efficiency tool used in the Greater Indiana District or any similar time projection system/tool(s) will not be used as the sole determinant for establishing office or street time projections. Accordingly, the resulting projections will not constitute the sole basis for corrective action. This agreement does not change the principle that, pursuant to Section 242.332 of Handbook M-39, "No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards." Furthermore, as stated in the agreement for case H1N-1N-D 31781, "there is no set pace at which a carrier must walk and no street standard for walking."


Projections are not the sole determinant of a carrier's leaving or return time, or daily workload. The use of any management created system or tool that calculates a workload projection does not change the letter carrier's reporting requirements outlined in section 131.4 of Handbook M-41, the supervisor's scheduling responsibilities outlined in section 122 of Handbook M-39, or the letter carrier's and supervisor's responsibilities contained in Section 28 of Handbook M-41.


This settlement is made without prejudice to the parties' rights under the National Agreement.

Please sign and return the enclosed copy of this decision as acknowledgement of our agreement to resolve this case, removing it from the national arbitration docket.

Time limits were extended by mutual consent.

Sincerely,


Alan S. Mobre
Manager
Labor Relations Policy
and Programs


Fredric V. Rolando
President
National Association of Letter
Carriers, AFL-CIO

Date: 9-16-11

2. Conduct of the Route Examiner

The role of the examiner is to observe and accurately record data. Section 232.1 of the M-39 Handbook requires the examiner to do the following:

M-39

232.1 The route examiner must:

- a. Not set the pace for the carrier, but should maintain a position to observe all delivery points and conditions.
- b. Not suggest or forbid any rest or comfort stops but should make proper notations of them.
- c. Not discuss with the carrier on the day of inspection the mail volume or the evaluation of the route. These matters must be discussed with the carrier at a later date when all data has been reviewed and analyzed.
- d. Make notations on the day of inspection on the appropriate form or separate sheet of paper of all items that need attention, as well as comments on the day of inspection. Also list any comments or suggestions for improving the service on the route, as well as suggestions or comments made by the carrier during the course of the inspection for improvement in delivery and collection service.
- e. Make comments and suggestions clearly, and in sufficient detail for discussion with the carrier and for decision-making purposes. The manager who will actually discuss the results with the carrier must have enough facts and figures to reach a final decision on any necessary adjustments to the route.

Any claims of a violation of these requirements should be supported by a detailed statement from the letter carrier(s) involved.

3. Street Break Rules

If the route being inspected takes both rest breaks on street time, the breaks will be taken separate from each other. The street breaks must also be separate from the lunch period (M-39 Section 242.341).

M-39

242.341 The carriers at the delivery unit will receive two 10-minute break periods. The local union may annually opt to have either (a) both breaks on the street or (b) one of the 10-minute breaks in the office and one break on the street. If two 10-minute breaks are taken on the street, they will be separate from each other. Breaks must be separate from the lunch period. The carrier shall record on Form 1564-A, *Delivery Instructions*, the approximate location of the break(s). Reasonable comfort stops will not be deducted from the carrier's actual time.

4. Comfort Stops

Section 242.341 of the M-39 Handbook (shown above) also provides that reasonable comfort stops will not be deducted from the carrier's actual time. You have to watch out for management trying to deduct time that was used for reasonable comfort stops. There is no one size fits all definition for what the term "reasonable" means in this instance. While management likes to put a number to everything, this is one of those situations where they just can't do that. Nature and geography control the amount of time that is reasonable for comfort stops.

5. Improper Deductions of Street Time

Management may not just make a time deduction because a letter carrier allegedly failed to properly finger mail or take proper short cuts. Instead, management is required to instruct the letter carrier to use proper procedures and make every effort to reinspect the route prior to adjustments being implemented (M-39 Section 242.344).

M-39

242.344 If during the route inspection, the supervisor notes that the letter carrier fails properly to finger mail or to take proper short cuts, and that those failures were sufficient enough to warrant a time adjustment for the route, a reinspection will be made after the letter carrier has been instructed regarding the proper procedures to be used. Every effort will be made to conduct such reinspection prior to the implementation of the adjustments in the delivery unit.

6. Week After Route Count and Inspections (PS Form 1840-B)

Remember that when the week of inspection is over, the carrier is not finished with the inspection process. The week after the route count and inspection is the eighth week used for completing the 1840-B time card analysis (M-39 Section 242.324).

M-39

242.324 The average street time for the week following the week of count and inspection (including only the days the regular carrier served the route) shall then be recorded on Form 1840-B, and averaged into the 7 weeks random time analysis to obtain an 8 week composite week average. If the regular carrier did not serve the route on at least one of the days of the week following inspection, that week will not be used in computing the street time allowance for the route. The average weekly street times for those weeks will then be transferred to Form 1840.

Section 4

After the Week of Count and Inspection

GENERAL

1. Only the Regular Carrier's Time is Used

If a regular carrier is assigned to a route, only that carrier's times can be used to evaluate and/or adjust a route (M-39 Section 241.35).

M-39

241.35

m. *Totals Line*. Enter on this line the totals of columns A, B, C, D, E, F, and G, excluding the time shown for replacement carrier or carrier technician in columns A, B, C, D, and E. The difference between the totals of columns A and B must equal the difference between the totals of columns C and D. Enter on *Totals* line (under *Total Pieces Delivered*) totals of columns 1, 2, 3, 5, 6, and 7 for all days.

n. *Averages Line*

- (1) Divide the totals for columns A and B by the number of days for which time is recorded for the regular carrier in each column.
- (2) Compute average *under* or *over standard office time* for regular carrier by dividing the difference between the totals of columns C and D by the number of days on which the route was served by the regular carrier. Do not include *over* or *under standard time entries* for services performed by replacement carrier or carrier technician.
- (3) If the total *over standard* is greater than the total *under standard*, the resulting average will be *average over standard* and must be entered in column C. If the total *under standard* is greater than the total *over standard*, the resulting average will be *average under standard* and must be entered in column D. Following is an example of how to compute averages when both over and under time exists: 2:24 (under standard) less 37 (over standard) equals 1:47 or 107 minutes divided by 5 (number of days) equals 21 minutes average *under standard*. Enter in column D.
- (4) Divide the total hours and minutes recorded under *Net Street Time Used*, column E, by the number of days for which time is recorded, exclusive of bracketed time used by replacement carrier or carrier technician to obtain the average daily street time used.

2. Recording Replacement Carrier Time on PS Form 1840

The days the regular carrier does not carry the route are identified on Form 1840 as explained below in Sections 241.32 and 241.33 of the M-39 Handbook. These days are excluded when evaluating the route.

M-39

241.32 The *Inclusive Dates From:* and *To:* columns on the extreme left must be completed to show the inclusive dates of the count period and under *Day*, each day of the week. Enter the letter R immediately to the left of the day on which the route was served by a replacement carrier, the letter T on the day the carrier technician T-6 served the route. Circle the day on which the route was inspected.

241.33 Bracket [] the time entries in columns A, B, C, D, and E for the days on which the route was served by a replacement carrier or carrier technician T-6 because these figures are to be excluded when entering the figures on the total line for columns A, B, C, D, and E.

3. Vacant Routes

So what should be done with vacant routes? The answer depends on the particular circumstances of each route. For instance, if there is a regular carrier assigned to a route that isn't present during the week of count for any reason, standard office time and the 1840-B street time must be used. This is true because of the language discussed above in Section 241.3 of the M-39 Handbook as referenced above.

If there is a vacant route with no carrier assigned to it at all, there must be a qualified replacement carrier assigned to the route in order for the data collected to be accepted as valid. Whether or not a qualified replacement was assigned to a route that is truly vacant (has no regular carrier assigned to it) during the week of the count is a judgment call that you are going to have to make.

Once again, it just depends on the particular circumstances for each route. Let's say you have a carrier that's been holding down the same vacant

route two years and he/she is assigned to do the route during the week of count. In this example, it would be hard to argue that he/she wasn't a qualified replacement. On the other hand, let's say a carrier is assigned to a route during the week of count that he/she doesn't perform on a regular basis, or if it's common knowledge that the carrier doesn't normally take his/her breaks and/or works through lunch. In either of these examples, it would be easy to argue that he/she wasn't a qualified replacement.

4. Exclude Saturday on Routes with Abbreviated or No Saturday Delivery

Saturday is excluded from the count week on routes with abbreviated or no delivery on Saturday. The language in Section 221.11 of the M-39 and Section 921.2 of the M-41 is clear. Routes with abbreviated or no delivery on Saturdays are only inspected for five consecutive delivery days (Monday - Friday). Management may try to convince you that if Saturday is excluded then Monday must also be excluded. This is simply not true.

M-39

221.11 Schedule

The count of mail on all letter delivery routes, regular and auxiliary, must be for 6 consecutive delivery days on one-trip routes and for 5 consecutive delivery days, exclusive of Saturday, on two-trip routes or one-trip routes with abbreviated or no delivery on Saturday. It is not mandatory that mail counts begin on Saturday and continue through Friday so long as they are made on consecutive delivery days.

M-41

921.2 Schedule

921.21 The count of mail period on all letter delivery routes, both regular and auxiliary, shall be

- (a) for 6 consecutive delivery days on one-trip routes and
- (b) for 5 consecutive delivery days, exclusive of Saturday, on multi-trip routes or one-trip routes with abbreviated or no delivery on Saturday.

921.22 It is not mandatory that mail counts begin on Monday and continue through Saturday but they must be made on consecutive delivery days.

Office

1. Exception to Office Standards

Management may make an exception to normal office standards for letter carriers with 25 years of continuous service or those over the age of 55 (M-39 Section 242.214).

M-39

242.214 An exception may be made for carriers who have served continuously for 25 years or more or are over 55 years of age. Before making an exception, determine that the carrier cannot meet the standard office time and that his or her conduct and performance are otherwise satisfactory. The office time allowed for an exempted carrier must be reasonable and be determined by management.

2. Volume Adjustments

No volume adjustments will be made to office or street work evaluations unless the mail volume has changed by more than 13% (M-39 Section 242.312).

M-39

242.312 No mail volume adjustments will be made to carrier office work (casing and strapping out functions) or street work evaluations unless the mail volume for the week of count and inspection is at least 13% higher or lower than the average mail volume for the period between the most recent regular and the current inspection (excluding the months of June, July, August, and December).

3. Total Office Time Credit

Office time is normally evaluated at the lesser of the letter carrier's average office time used during the count week or the average standard time during the count week (M-39 Section 242.311).

M-39

242.311 Under normal conditions, the office time allowance for each letter route shall be fixed at the lesser of the carrier's average time used to perform office work during the count period, or the average standard allowable office time.

Street

1. Two Street Time Selection Choices

Management has two choices for selecting an evaluated street time for a route (M-39 Section 242.321):

M-39

242.321 For evaluation and adjustment purposes, the base for determining the street time shall be either:

- a. The average street time for the 7 weeks random timecard analysis and the week following the week of count and inspection; or
- b. The average street time used during the week of count and inspection.

2. Street Time Selection Documentation Requirement

Management is required to explain why the street time selected was chosen. The selection cannot be solely because the time was lower (M-39 Section 242.322).

M-39

242.322 The manager will note by explanatory *Comment* on the reverse of Form 1840 or attachments thereto why the base street time allowance for the route was established at the time selected. The manager's selection of the street time allowance cannot be based on the sole criterion that the particular time selected was the lower.

3. How to Record Auxiliary Assistance

When a letter carrier receives auxiliary assistance on the street during the count week, the replacement's time is not recorded. Instead, the time it took the regular carrier to deliver the same portion of the route on the day of inspection is added to the street time for the day (M-39 Section 241.35d).

M-39

241.35

d. *Column E, Net Street Time Used.* Transfer the total *net street time* from item E, column (h), Form 1838, recorded in hours and minutes. When auxiliary street assistance is given, add to the regular carrier's street time the actual time that it took him or her to deliver that same portion of the route on the day of inspection. Do not use the replacement's street time. Obtain actual time from Form 3999. A record of any unusual wait for transportation or other conditions that would cause an unusual variance in street time, must be noted under *Route Examiner's Comment* portion of the form with actual time used identified for clarification to assist in route analysis.

4. Improper Deductions of Street Time

Management may not make a time deduction because a letter carrier failed to finger mail or take proper short cuts. Instead, management is required to instruct the letter carrier to use proper procedure and make every effort to reinspect the route prior to adjustments being implemented (M-39 Section 242.344).

M-39

242.344 If during the route inspection, the supervisor notes that the letter carrier fails properly to finger mail or to take proper short cuts, and that those failures were sufficient enough to warrant a time adjustment for the route, a reinspection will be made after the letter carrier has been instructed regarding the proper procedures to be used. Every effort will be made to conduct such reinspection prior to the implementation of the adjustments in the delivery unit.

5. Deductions Due to Operational Change Claims

Management is required to document and explain any changes made to carrier's base time due to an operational change. This change must be discussed during the consultation (M-39 Section 242.345).

M-39

242.345 Any time adjustment to a carrier's base street time due to identified improper practices or operational changes (such as, but not limited to, the elimination of relay or park points, or travel pattern changes), must be documented by appropriate *Comments* on the reverse of Form 1840 or attachments thereto. Such adjustments must be discussed with the carrier at the time of consultation concerning the route evaluation. If the carrier, at the time of the consultation, notes the absence of such documentation in writing on the Form 1840 or attachment thereto, and initials and dates the Form 1840 or attachments thereto, and management does not supply such documentation within 1 week, with a copy to the carrier, the time adjustment shall be disallowed.

Section 5

Carrier Consultations

Route Evaluation Consultation

1. Provide PS Forms 1838 and 1840 Before the Consultation

Management is required to provide Form 1838 to the letter carrier 5 calendar days before the consultation and Form 1840 to the carrier 1 day before the consultation (M-39 Section 241.4).

M-39

241.4 Providing Carrier With Summary

A completed copy of the front of Form 1840 — reflecting totals and averages from Forms 1838, day of inspection data, route examiner's comments, and analysis of office work functions and actual time recordings — will be furnished the carrier at least 1 day in advance of consultation. Completed copies of Form 1838 will be given to the carrier at least 5 calendar days prior to consultation.

2. Time Disallowances and Related Comments Provided Before the Consultation

All time disallowances and related comments on the Form 1840 will be furnished to the carrier one day before the consultation (M-39 Section 242.347).

M-39

242.347 All time disallowances and related comments will be noted on Form 1840 or attachments thereto, and furnished the letter carrier at least 1 day prior to consultation.

3. Discussion of Operational Changes During Consultation

Time adjustments due to operational changes must be discussed during the carrier consultation. If management does not have comments documenting the change, the carrier may note this absence of documentation on the Form 1840 or an attachment. If management does not provide the documentation within a week, the time adjustment is disallowed (M-39 Section 242.345).

M-39

242.345 Any time adjustment to a carrier's base street time due to identified improper practices or operational changes (such as, but not limited to, the elimination of relay or park points, or travel pattern changes), must be documented by appropriate *Comments* on the reverse of Form 1840 or attachments thereto. Such adjustments must be discussed with the carrier at the time of consultation concerning the route evaluation. If the carrier, at the time of the consultation, notes the absence of such documentation in writing on the Form 1840 or attachment thereto, and initials and dates the Form 1840 or attachments thereto, and management does not supply such documentation within 1 week, with a copy to the carrier, the time adjustment shall be disallowed.

Note: The letter carrier should note the absence of documentation in writing either on the Form 1840 or an attachment. The carrier should initial and date the notation.

4. Discussion of Days Excluded from 1840B (8 Week Analysis)

If management excludes a day(s) from the 8 week analysis, the reasons must be documented and discussed with the carrier during the consultation. If management does not have comments documenting the change, the carrier may note this absence of documentation on the Form 1840 or an attachment. If management does not provide the documentation within a week, the exclusion of the day(s) is disallowed (M-39 Section 242.346).

M-39

242.346 Any claim that conditions during the 8 week timecard analysis period or the week of count and inspection were not normal so as to justify not including such day or days in the base street time computation, must be documented. Such adjustments are to be discussed with the carrier at the time of consultation concerning the route evaluation. If the carrier, at the time of consultation, notes the absence of documentation in writing on the Form 1840 or attachments thereto, initials and dates the Form 1840 or attachments thereto, and management does not supply such documentation within 1 week, with a copy to the carrier, the time adjustment shall be disallowed.

Note: Again the letter carrier should note the absence of documentation in writing either on the Form 1840 or an attachment. The carrier should initial and date the notation.

Route Adjustment Consultation

When relief or an addition to a letter carrier's route is considered, the carrier should be consulted regarding the adjustment. The reasons for the adjustment should be discussed. The comments and recommendations of the carrier should be recorded on the Form 1840 as well as if there is agreement or disagreement with the proposed adjustment. The carrier is not required to sign a statement (M-39 Section 243.11a).

M-39

243.11

- a. After considering all factors, the postmaster or designated manager shall decide the tentative amount of relief or addition required, to place the route on as nearly an 8-hour daily basis as possible. The carrier should now be consulted concerning any proposed relief or addition recommended for the route and the reasons for the adjustment. The comments and recommendations of the carrier and whether there is agreement or disagreement with the adjustments along with reasons should be entered on Form 1840. The carrier should not be required to sign a statement; items mentioned should merely be entered on the form as a record. Promptly after consultation, if the carrier requests that the reverse of his or her copy of Form 1840 be completed, the carrier must immediately give the copy to the manager for completion and return no later than 7 calendar days.

The carrier's comments cannot be just dismissed. They must be considered by the postmaster or designee (M-39 Section 243.11c).

M-39

243.11

- c. The postmaster or designee must consider the comments of the individual who inspected the route, consult with the manager of the delivery unit, and consider suggestions from the carrier serving the route.

The following consultation explanation was originally printed in Chapter One of the *NALC Route Protection Program* and reprinted in the *2011 Letter Carrier Resource Guide*.

The Traditional 6-Day Route Count and Inspection Consultation(s)

Postal regulations require management to consult with the regular carrier regarding evaluation and adjustment of his or her assigned route.

Carrier routes are evaluated and adjusted using the complex data-gathering process described in Chapter 2 of the M-39 Handbook and explained in detail in this manual. However, while numbers and averages and data are useful in evaluating times and adjustments, postal regulations also implicitly recognize that the individual letter carrier assigned to a route is in the best position to make these assessments.

These consultations are mandatory. Management is not allowed to simply meet with the carrier and tell him or her what they came up with and what adjustment management intends to make. To consult means to seek an opinion as a guide to one's own judgment.

You, the regular carrier, have an important role in determining the evaluated time of, and adjustment to, your assigned route. Do not allow management to pretend to consult, with a wink and nod, and simply go through the motions. Postal regulations are very explicit about what is required regarding consultations.

Arm yourself with detailed knowledge of those regulations. They require management to do all of the following:

1. **Consult within time constraints.** Management must place adjustments into effect within 52 calendar days of the completion of the count (M-39

Section 211.3). Management must complete all consultations within that 52 day window in a manner that allows full consideration of the carriers' comments and suggestions concerning the evaluation of the route and any proposed adjustments.

2. Provide documents in advance. Management must give the carrier the following documents in advance of the consultation regarding the evaluation of the route:

A. Completed copies of Form 1838 at least 5 calendar days prior to consultation (M-39 Section 241.4, M-41 Section 923.1).

B. Completed copy of front of Form 1840 at least one day prior to consultation. This completed copy must contain the following (M-39 Section 241.4, M-41 Section 923.1):

1. Totals and averages from Forms 1838
2. Day of inspection data
3. Examiner's comments
4. Analysis of office work functions
5. Time recordings

C. Partially completed copy of reverse of Form 1840 or attachments thereto, at least one day prior to consultation. It must contain the following:

1. All time disallowances (M-39 Section 242.347)
2. Related comments (M-39 Section 242.345-.347)

3. Discuss certain matters. Management is required to discuss certain matters at:

A. The evaluation consultation—including:

1. Mail volume (M-39 Section 232.1c)

2. Evaluation of route (M-39 Section 232.1c)
3. Any time adjustment to evaluated street time based on alleged improper practices or operational changes (M-39 Section 242.345)
4. Any adjustment of evaluated street time based on a claim that conditions during 8 week timecard period or week of count were not normal so as to justify not including such day or days in base street time computation (M-39 Section 242.346)

B. The adjustment consultation (if management proposes relief or addition to your route)—including (M-39 Section 243.11):

1. The proposed relief or addition
2. The reasons for the proposed adjustment
3. Whether the carrier agrees or disagrees
4. The reasons the carrier agrees or disagrees
5. The comments and recommendations of the carrier

4. Record your recommendations and comments.

Management must enter the following on the Form 1840 (M-39 Section 243.11):

- A. Your comments
- B. Your recommendations
- C. Whether you agree or disagree with the proposed adjustments
- D. The reasons for your agreement or disagreement

5. Refrain from requiring you to sign anything.

Management is not allowed to require you to sign a statement during the consultation(s) (M-39 Section 243.11a).

6. Consult with you a second time. Management must hold a second consultation if adjustments are proposed (M-39 Section 243.11a).

7. Consider your suggestions. Management is required to consider the suggestions from the carrier serving the route (M-39 Section 243.11c).

8. Permit notation of absence of documentation of street time disallowances. If management attempts to adjust your street time due to alleged improper practices, operational changes, or claimed abnormal conditions during the 8 week analysis, management must document it on the reverse of the Form 1840 and discuss it with you during the consultation regarding the route evaluation. If management fails to so document, you have the right, during the consultation, to note the absence of such documentation by writing a notation on, and initialing and dating, the Form 1840 (M-39 Sections 242.345 & .346).

9. Disallow street time adjustments if documentation is not provided to carrier within 1 week of notation by carrier. If you make a notation on the Form 1840, as noted above, about the absence of documentation supporting a management time disallowance, management has 1 week to supply such documentation to you. If management fails to do so within 1 week, the time adjustment shall be disallowed (M-39 Sections 242.345 & .346).

10. Provide completed copy of reverse of Form 1840 promptly after consultation. Promptly after consultation, if the carrier requests that the reverse of his or her copy of Form 1840 be completed, the carrier must immediately give the copy to the manager for completion and return no later than 7 calendar days (M-39 Section 243.11a).

You should make every effort to show your Forms 1838-C, 1838, and Form 1840 to your NALC representative prior to the consultation.

Your union representatives can help identify any problems or mistakes on the forms. You will thereby be in a better position to protect your rights at the consultation. If you cannot obtain an NALC review in advance, don't panic. There will be time afterwards to address any problems.

Remember:

- Completed Forms 1838 five (5) days in advance

- Completed front Form 1840 one (1) day in advance
- Partially completed reverse Form 1840 one (1) day in advance
- Full discussion at consultation
- Management writes your comments on the Form 1840
- No requirement for you to sign
- You write on Form 1840 in the absence of documentation
- Request a completed copy of the front and reverse sides of Form 1840
- Management has 7 days to return documentation and Form 1840

AFTER THE CONSULTATION

You should contact your shop steward for grievance investigation and processing if management violates any of the procedures explained above. In addition, you should contact your shop steward for grievance investigation and processing in the following circumstances:

1. Unfair or incorrect adjustment. If you believe the adjustment to your route is incorrect or unfair;

2. Management use of COR. If management uses the Carrier Optimal Routing (COR) program to adjust routes, you can expect management not to follow the COR settlement (M-01661) and/or the COR relays settlement (M-01859) when unilaterally adjusting routes using COR;

3. No adjustment in 52 days. If management fails to implement any needed adjustment within 52 days after the conclusion of the week of route count and inspection.

Management must implement adjustments within 52 days unless an exception is granted by the district manager. Exceptions may only be made when warranted by valid operational circumstances, substantiated by a detailed written statement, and submitted to the local union within seven days of the grant of the exception. The union has the right to grieve any exception (M-39 Section 211.3, M-01072).

It is important to note that the evaluation process does not end with the implementation of an adjustment. Management is required to evaluate the adjustment. The evaluation includes analysis of data generated after implementation of the adjustment, including volume data, time records, etc. In addition, management is required to complete a new Form 3999 after adjustments are implemented to reflect the new authorized route travel pattern and schedule (M-39 Section 243.613).

Section 6

Route Adjustments

1. PS Form 1840 Reverse in DOIS vs. COR

Route adjustments are made using one of two management systems – Delivery Operations Information System (DOIS) OR Carrier Optimal Routing (COR). Regardless of which system is used, territory adjustments are always recorded on Form 1840 Reverse. However, the Forms 1840 Reverse generated by DOIS and COR are different. A simple way to tell which kind of adjustment your office is getting is to look at the time values for territory transferred. On a DOIS Form 1840 Reverse, the values will be in whole minutes. On a COR Form 1840 Reverse, the values will be in minutes and seconds. It is important to determine which program was used to adjust the routes.

The next two pages illustrate the difference between a DOIS Form 1840 Reverse and a COR Form 1840 Reverse.

For information and guidance on how to read Form 1840 Reverse, see pages 131 to 145 in the *Forms Descriptions* section of this guide.

PS Form 1840 Reverse Generated by DOIS

The time values inside the box are in hours and whole minutes. This is an easy way to see that this route adjustment was made using the DOIS program.

Adjustment Approved by Postmaster or Designee			Route Nbr: 26008										Page 1 of 1 Total Pages	
Item	Hours and Minutes	New Const. (Minutes)	Relief (R) Addition (A)		Numbers		ZIP + 4 Sector/Segment	Transferred To or From Rte. Number	Delys.	Office Time	Street Time	Adjusted Route		
					Begin	End						Item	Hours and Minutes	
Office Time	2:09		R	OLD CANTON RD E	6700	6798	12 25	004	-4	- 0:01	- 0:05	Office Time	2:05	
Street Time	6:12		R	OLD CANTON RD E	6700	6700	12 53	004	-11	- 0:01	- 0:08	Street Time	5:55	
Total Time	8:21		R	OLD CANTON RD O	6703	6703	22 42	004	-5	- 0:01	- 0:02	Total Time	8:00	
Router			R	OLD CANTON RD E	6712	6712	12 05	004	-11	- 0:01	- 0:02	Router		
Addition												Possible Deliveries	624	
Relief	0:21													
									- 31	TOTAL - 0:04	TOTAL - 0:17			

COMMENTS

1. Office break option chosen yes no

2. Base time selected for route evaluation purposes from Form _____ is _____ (hours and minutes).

3. Street time selected for adjustment 6:12 (hours and minutes).

4. Reasons for selection of street time:

5. Office method for transfer:

ADDITIONAL COMMENTS:

PS Form 1840 (Reverse) FACSIMILE - DOIS

PS Form 1840 Reverse Generated by COR

The time values inside the box are in minutes and seconds. This is an easy way to see that this route adjustment was made using the COR program. Therefore, all of the language in M-01661 must be complied with.

ASSIGNMENT APPROVED BY POSTMASTER OR DESIGNEE		RECORD OF OFFICE AND STREET ADJUSTMENTS MADE										Date: 06/01/11		Page 1 of 2	
ITEM	HOURS AND MINUTES	NEW CONST. MINUTES	RELIEF (R) ADDITION (A)	STREET	ADDRESS RANGE		ZIP + 4 SECTOR/ SEGMENT	TRANS - FERRED TO / FROM ROUTE NUMBER	DELYS	OFFICE TIME MM-SS	STREET TIME MM-SS	ADJUSTED ROUTE			
					BEGIN	END						ITEM	HOURS AND MINUTES		
OFFICE TIME	01:25		A	43RD ST	216	216	3202	C004	24	00:38	03:32	OFFICE TIME	01:27		
STREET TIME	06:20		A	43RD ST	220	220	3225	C004	1	00:00	02:11	STREET TIME	06:35		
TOTAL TIME	07:45		R	TODD AVE	4925	4925	2728	C019	11	00:25	03:23	TOTAL TIME	08:02		
RELIEF ADDITION			R	TODD AVE	4925	4925	2743	C019	2	00:26	03:24				
			R	TODD AVE	4801	4899	2751	C004	2	00:27	03:25				
			R	TODD AVE	4901	4999	2752	C019	20	00:28	03:26				
			R	TODD AVE	5001	5099	2753	C034	19	00:29	03:27				
			R	TODD AVE	5101	5199	2754	C049	32	00:30	03:28				
			A	Relay Time: EXR 14:37, ADJ 17:51	0	0			0	00:00	03:34				
			R	Travel Within: EXR 15:22, ADJ 12:22	0	0			0	00:00	03:00				
				Old Relay: BREW ST. - 01:33	9001	9999	3239		0	00:00	00:00				
				New Relay: 216 43rd St, 1:04	0	0			0	00:00	00:00				
				New Relay: 4925 Todd Ave. St, 1:04	0	0			0	00:00	00:00				
			A	Parcel Delivery	0	0			0	00:00	02:00				

Comments:

- Office break Option chosen Yes or No.
- Base Time Route Evaluation From _____ is _____ (Hours and Minutes)
- Street Time for Adjustment _____ (hours and minutes)
- Reasons for selection of street time:

Office Time Mode:

COR Settlements (M-01661 and M-01859)

The national level settlements M-01661 and M-01859 (reproduced on the next pages) require management to meet specific obligations when using COR, such as documenting, explaining, and validating time changes to travel to, travel from, travel within, and relay time for each route. This is in addition to the normal obligation to document any changes to street time (including changes to allied, relay, or travel time) on Form 1840 Reverse.

Note: Management is required to discuss all of the matters described above at the proposed route adjustment consultation.

Mr. William H. Young
President
National Association of Letter
Carriers, AFL-CIO
100 Indiana Avenue, N.W.
Washington, DC 20001-2144

M-01661

Re: Q01N-4Q-C 05022605
Class Action
Washington DC 20260-4100

Dear Mr. Young:

Recently our representatives met in pre-arbitration discussion of the above-referenced grievance.

After reviewing this matter, the parties agree to the following:

The Carrier Optimal Routing (COR) process is a management tool to assist with the adjustment of letter carrier routes pursuant to Chapter 2 of Handbook M-39. No components of the COR program or application of the COR process will be inconsistent with the route inspection, evaluation, or adjustment process found in Chapter 2 of the M-39 Handbook.

Should the Postal Service develop COR for use in the minor route adjustment process, related components of the COR program or application of the COR process will be consistent with the specific minor route adjustment formula in Section 141.19 of Handbook M-39. Local parties that have established, by mutual agreement, an alternate route adjustment method may also use applications of COR consistent with their alternate route adjustment process.

To facilitate the practical application of this understanding, when transferring territory the back of the PS Form 1840 will indicate, by sector segment, any change in street credit from the actual street time used in sector-segment on PS Form 3999; including all relay, travel, allied time, etc. Any such adjustment to the carrier's actual street time must be documented and explained by appropriate comments on the reverse of PS Form 1840. Additionally, any time adjustment to the base street time, which must be selected pursuant to M-39 Section 242.321, will be documented and explained under the comments section on the reverse of PS Form 1840. Travel To, Travel From, and Travel Within times must be validated, documented, and discussed during carrier consultation. The actual time should be taken from the Inspection PS Form 3999, unless a new pattern is created during the route adjustment process. If a new travel pattern has been created, the new times must be validated.

Notwithstanding any disputes regarding documentation of and/or justification for time adjustments made, the intent of the previous paragraph is for the letter carrier to be made aware of any proposed time adjustment to the carrier's base street time and/or to the street time of the territory being transferred. Time adjustments for territory being transferred will be by sector-segment, including all relay, allied, parcels, accountables, etc. Any time adjustment to a carrier's base street time must comply with the M-39 Section 242.345 through 242.347.

Any grievance held pending a decision on this case will be resolved consistent with the principles of this agreement.

Please sign and return the enclosed copy of this decision as acknowledgment of your agreement to settle this grievance and remove it from the national arbitration docket.

Sincerely,

Doug Tulino
Vice-President
Labor Relations
U.S. Postal Service

William H. Young
President
National Association of
Letter Carriers, AFL-CIO

Date: 7-30-07

The terms of this settlement became effective September 11, 2007 with ratification of the 2006-2011 National Agreement.

LABOR RELATIONS



Mr. Fredric V. Rolando
President
National Association of Letter
Carriers, AFL-CIO
100 Indiana Avenue, NW
Washington, DC 20001-2144

Re: Q06N-4Q-C 09240093
Class Action
Washington, DC 20260-4100

Dear Mr. Rolando:

On several occasions our representatives met in prearbitration discussion on the above-captioned grievance. Time limits were extended by mutual consent.

The issue in this case concerns time credit for relays on routes that are adjusted when using the Carrier Optimal Routing (COR) program.

Currently, the time value associated with retrieving relays for delivery on a route is recorded on PS Form 3999 and credited separately for each relay as "relay time". In the COR program, the actual total relay time recorded on PS Form 3999 for a route is divided by the actual number of relays on the route prior to the route adjustment to determine an average relay time. When the COR program generates a proposed route adjustment, it assigns the average relay time for each relay on a route. After reviewing this matter, we mutually agree to resolve the grievance as follows:

- If any existing relays remain unchanged during the proposed adjustment, the actual relay times from PS Form 3999 will be used. This would be accomplished with a miscellaneous street time adjustment on PS 1840 (Reverse) through the use of the allied time editing process in COR.
- Any other relays created by COR will be reviewed and discussed with the regular city letter carrier assigned to the route during the route adjustment consultation. If the carrier believes the relay times are appropriate, no changes will be necessary. The supervisor and regular city letter carrier assigned to the route who are present at the route adjustment consultation will initial PS Form 1840 (Reverse) to reflect the agreement.
- Where agreement is reached that an adjustment is necessary to the relay time, the amount of time to be added or deducted to the relay time will be recorded in the comments section on PS Form 1840 (Reverse). The supervisor and regular city letter carrier assigned to the route who are present at the route adjustment consultation will initial PS Form 1840 (Reverse) to reflect the agreement reached. A miscellaneous street time adjustment will be made in COR to the route before the route adjustment is finalized and implemented to reflect the agreement.

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4101
WWW.USPS.COM

- Where agreement cannot be reached, the carrier's comments will be recorded on PS Form 1840 (Reverse) and considered before the route adjustment is finalized and implemented. The supervisor and regular city letter carrier assigned to the route who are present at the route adjustment consultation will initial PS Form 1840 (Reverse). Such consideration will be given consistent with the principle of adjusting routes to consist of as nearly 8 hours daily work as possible pursuant to Section 242.122 of Handbook M-39.
- This agreement does not change or alter the requirement to document on PS Form 1840 (Reverse) and discuss with the carrier during the route evaluation consultation any time adjustment to a carrier's base street time in accordance with Section 242.345 of Handbook M-39 and the national prearbitration settlement on the COR process (Q01N-4Q-C 05022605).

Please sign and return the enclosed copy of this decision as acknowledgment of your agreement to resolve this case.



Alan S. Moore
Manager, Labor Relations
Policy and Programs
Labor Relations
U.S. Postal Service



Fredric V. Rolando
President
National Association of Letter
Carriers, AFL-CIO

Date: 5-8-15

2. What to Look For

There are a number of things that shop stewards should look for to determine if management has planned or made improper route adjustments in your Station/Post Office. The following are a few things to keep an eye on.

- Some offices may have up to three days of inspection on the street. If a route has more than one day of inspection, the day with the 3999 time closest to the selected street time for the route must be used to transfer territory.
- Compare the net street time used on Form 1840 (column E) with the TACS Employee Everything Report for the regular carrier each day. If there is a difference between the time on the form and the time on the actual clock rings, management has deducted street time. Remember, you must deduct 30 minutes for lunch from the street time on the clock rings. If you find differences like this, investigate the matter and look for improper deductions such as improper street waiting time or a manual street time deduction. More on this later in this section.
- Compare the TACS Employee Everything reports with Form 1840 to be sure management brackets and excludes the time in columns A through G the regular carrier did not work and does not bracket or exclude the time the regular carrier did work.
- Check to see if auxiliary time is entered in column G on Form 1840, and if so, be sure it is properly credited to the route. This time must be calculated and credited manually. When auxiliary assistance is provided on the street, the time credited to the route is not the time it took the replacement carrier to perform the work. Instead, the time the regular carrier used to deliver that same territory on the day of inspection is credited to the route.

This time must be calculated by reviewing two forms:

1. The first is Form 3996, which should specify the particular territory to be delivered as auxiliary assistance. It is especially important during the week of route count and inspection that all carriers assigned to a route specify the territory to be delivered as auxiliary assistance on Form 3996.
2. The second is Form 3999. Management determines from the 3999 how long it took the regular carrier on the day of inspection to deliver the same territory delivered by the carrier providing auxiliary assistance. The time it took the regular carrier to deliver the same territory on the day of inspection is then added to the time the regular carrier used to deliver the rest of the route on the day the assistance was provided (again, be sure you're looking at the correct Form 3999 if there were multiple days of inspection).

For example, a regular carrier on a route gives away a portion of their route and delivers 4:38 of the route. The carrier providing auxiliary assistance properly fills out Form 3996 showing that it took them 1:39 to deliver that portion of the route. The regular carrier's time for the same portion of the route on Form 3999 was 1:44. The street time credited to the route on Form 1840 for that day should be 6:22 (4:38+1:44).

- Verify that the office time credit for each route is accurate. Look for time deductions, or other changes to the line item times recorded by the letter carrier(s) on Form 1838-C for the week of inspection. Verify that these times were properly transferred to Form 1838 and then to Form 1840. Look for and investigate any manual and/or miscellaneous office time deductions. They will normally appear toward the end of Form 1840 Reverse. All of these forms are thoroughly explained in the *Forms Description* section of this guide.
- Check to see if management selected the most representative street time for each route that was inspected. There are two possible selections for the street time:

1. The average street time used by the regular carrier during the week of inspection (from Form 1840)
2. The average street time from the 8-week timecard analysis (from Form 1840-B)

Management may not simply select the lower of these two times.

The reasons for their selection must be notated on Form 1840 Reverse (M-39 Section 242.321).

M-39

242.321 For evaluation and adjustment purposes, the base for determining the street time shall be either:

- a. The average street time for the 7 weeks random timecard analysis and the week following the week of count and inspection; or
- b. The average street time used during the week of count and inspection.

242.322 The manager will note by explanatory *Comment* on the reverse of Form 1840 or attachments thereto why the base street time allowance for the route was established at the time selected. The manager's selection of the street time allowance cannot be based on the sole criterion that the particular time selected was the lower.

- An easy way to see if management is creating a pattern of choosing the lowest street time simply because it is the lowest time is to record the street time choices as shown below. This will make it easier to prove a violation.

Route Number	1840 Time from Week of Inspection	1840-B Time	Evaluated Street Time	Reason
55064	6:29	5:45	5:45	

- You should review Form 1840-B because management often makes mistakes on this form. Look for time that is missing or improperly reduced. If the time on a particular day does not look right to you, investigate why. Was auxiliary assistance not recorded that day? Was there a clocking error? Forms 3996 and the TACS Employee Everything Reports are a place to start. Make sure that only the regular carrier's times were used and that any auxiliary assistance was properly credited to the route if it was provided. **Keep in mind that the average auxiliary street assistance for each day of the week must be manually added to the regular carrier's average street time for each day of the week on Form 1840-B.** This never happens automatically. Make sure the proper weeks were selected based on the random lot selection. You can see this on the last page of Form 1840-B. This is also where you have to manually add in the auxiliary assistance.

Note: For information and advice on reading the Form 1840-B, see the *Forms Description* section of this book.

- Always use the TACS Employee Everything Report when reviewing time records. This report will show all the carrier moves on the time clock and any moves added or deleted manually by a manager. For an explanation on how to read the report, see the *2011 NALC Letter Carrier Resource Guide*.
- The Form 1838 from the day(s) of inspection is the most important Form 1838 to review. You are looking to see if any street time was deducted. If street time was deducted, you should see this time in the "Waiting Street Time" box on the Form 1838 from the day of inspection (this box is found on the bottom right-hand corner of Form 1838). This is a big deal because "Waiting Street Time" will be

deducted when the street time is transferred from Form 1838 to Form 1840. This amount of time will also disappear every day from now on when the route is adjusted and/or territory is transferred to another route.

- If any waiting time is recorded on Form 3999, the route examiner should write comments explaining why they put the carrier on waiting time. Look at Form 3999 to see what time of day waiting time was recorded. Next, look at the examiner's comments to see if a comment is written at that same time. If there are no comments or the comments do not justify the deduction, the street time deduction made is improper.
- The "3999 Audit Trail Report" is generated from the DOIS system and shows some of the changes made to a Form 3999 after it has been completed. This report may show you how and why some street time disappeared on the day of inspection. Every edit made to a Form 3999 will not show up on this report. However, it is a starting place when verifying the street time of a letter carrier on the day of inspection. For information and advice on reading this report, see the *Forms Description* section of this book.
- The DOIS "Function Analysis" and "Data Summary" screens show how much and under which functions allied time was recorded. These screens are useful when investigating deducted street time because they show how much time was recorded. You will use these screens regardless of whether the adjustment is made in DOIS or COR.
- Review the following on Form 1840 Reverse:
 - Add up the office and street time credit given to the territory added and/or removed from the route to see if allied time was excluded when territory was transferred. You will have to compare the times transferred to the actual time it took the regular carrier to deliver the territory on the Form 3999 being used to transfer territory.

For information and advice on reading PS Form 3999, see the *Forms Description* section of this book.

- Look for manual or miscellaneous office and/or street time adjustments on Form 1840 Reverse. You can see these types of adjustments towards the end of Form 1840 Reverse if one was made. If you see a manual or miscellaneous time adjustment like this, review management's comments on the first page of 1840 Reverse (if there are any) and investigate why the time adjustment(s) was made.

3. Territory Transfer Rules

When determining what territory to transfer between routes, management must abide by the following rules found in Section 234.232 of the M-39 Handbook.

M-39

243.232 To determine the territory to be transferred to or from any route, consider that:

- a. Scheme changes should be kept to a minimum and simplified where possible.
- b. Routes should be compact, avoiding *dog-legs* and should not cross ZIP Code boundaries except in unusual circumstances.
- c. Routes should begin and end as near as possible to the delivery unit or transportation.
- d. Excessive retracing or deadheading should be avoided.
- e. Adjustments should be made so that future growth may be absorbed by auxiliary routes.
- f. Variations in territory, mail volume and methods of delivery will affect the final adjustment.

Section 243.232a of the M-39 Handbook (shown above) requires scheme changes to be kept to a minimum and simplified where possible. When management unilaterally optimizes with COR, the result is usually massive territory changes that are not necessary, certainly not simple, or kept to a minimum. This point should be included in any grievance filed on improper route adjustments.

Note: The higher the percentage of routes in the office that evaluate near eight hours, yet have major territory change, the stronger this argument becomes.

4. Rules for Adjusting Routes

Permanent relief is a permanent change made to the route to reduce office or street time in an effort to adjust the route as near 8 hours daily work as possible (M-39 Section 243.21b).

M-39

243.21 Routes of More than 8 Hours

- b. Permanent relief may be provided by reducing carrier office or street time. Consider items such as additional segmentations, use of routers, hand-offs, relocating vehicle parking, withdrawal of mail by clerks or mailhandlers, providing a cart system for accountable items, etc. When routes require a current adjustment and Delivery Point Sequencing will commence within 6 months, management will adjust using non-territorial, non-scheme change adjustments. Where actual transfer of territory is necessary, see 243.23. If a hand-off is the method selected for providing relief on the street, the time value associated with the delivery of the hand-off must be deducted from the route getting relief and transferred to the gaining route.

The only way to adjust a route evaluated less than eight hours is to make a permanent territory addition to the route (M-39 Section 243.22).

M-39

243.22 Route Less than 8 Hours

On routes where the evaluated time is less than 8 hours, make permanent additions by transferring territory through a realignment of the territory in the delivery unit. This realignment could reduce or eliminate an existing auxiliary route, reduce a regular route to auxiliary status, or eliminate it entirely.

5. Office Time Transfer Methods

Management must determine the value of associated office time to transfer along with territory transferred between routes. Section 243.316 of the M-39 provides several methods for transferring office time from route to route:

M-39

243.316 Office Time Column

- a. Enter the number of minutes used or estimated for deliveries on segment being considered for transfer to and from the route and for new construction. Precede entry with (-) for the minutes covering transfer from route, and (+) for addition to route.
- b. The character of the route more or less governs the method of computing the office time for the territory being transferred between routes. Following are some methods which may be used:
 - (1) If the deliveries on the route are similar in character, the following simple formula for determining the amount of office time for the deliveries transferred may be used: Divide the average office time of the inspection period appearing on Form 1840 for the route from which territory is being transferred by the total number of possible deliveries. For example: a route has 400 possible deliveries and the average office time for inspection period was 120 minutes: $120 \div 400 = .3$ minutes per delivery. The total number of deliveries being considered for transfer should be multiplied by minutes or fraction of minutes per delivery.
 - (2) Another method to determine the office time percentage factor is to divide the average office time for the count week by the average total time. For example: 165 minutes office time divided by 486 minutes total time equals 34 percent. Therefore, the allowance of 34 percent of the total time value of any territory to be added or taken away from a route must be allowed for office time to prepare the mail for delivery.
 - (3) Another method when utilizing the hand-held computer is to count the mail by ZIP+4 sector/segment so the number of mailpieces delivered in a segment can be calculated to determine the office time allowance for each segment to be transferred between routes. To calculate the office time allowance when transferring particular route segments, any other following three methods may be used.
 - (a) Apply the current casing standards of 18 (letter size), 8 (other size), and 70 (strap out) to the actual segment(s) mail count from the day of inspection. For example: A segment receives 220 pieces on day of inspection; 180 letters divided by 18 = 10 minutes; 40 other size pieces divided by 8 = 5 minutes; 220 divided by 70 = 4 minutes. The office time allowance for that segment would be 19 minutes.

M-39

243.316 (cont.)

(b) Follow (a) above but factor in the percentage of standard office time used during the week of inspection from the carrier who serviced that segment(s) in the most recent segment utilized .80 of standard office time allowed during week of inspection ($19 \times .80 = 16$ minutes). The office time allowance for that segment would be 16 minutes.

(c) Follow (a) above but factor in the percentage of standard office time used during the week of inspection from the carrier whose route is gaining the segment(s) being transferred. For example: The carrier whose route will pick up the segment utilized .85 of standard office time allowed during the week of inspection ($19 \times .85 = 17$ minutes). The office time allowance for that segment would be 17 minutes.

Note: The effort here is to arrive at the most accurate time allowance for the transferred segment(s), negating the need for corrective adjustments.

(4) For new construction allowance generally follow the procedures in 142, *Extension of City Delivery Service*.

Section 7

Route Adjustment Review Requirements

Section 243.6 of the M-39 Handbook requires management to review the routes after an adjustment has been implemented and make further route adjustments if needed. A grievance should be filed if management either doesn't perform the review or fails to come back and make further route adjustments to bring the routes to as near eight hours work per day as possible.

This is a separate grievance from the grievance you would file at the point of the improper route adjustment.

This type of case should be filed approximately 60-75 days after the improper route adjustment takes place. For instance, if routes are adjusted on May 1, 2017, you should file this kind of grievance between July 1, 2017 and July 15, 2017.

The reason we are suggesting that you consider waiting approximately 60-75 days before filing this type of grievance is because that takes away the argument that a letter carrier wasn't familiar with the newly adjusted route and allows for a reasonable period of time to gather better evidence to show that the route isn't adjusted to as near eight hours work per day as possible.

You will be arguing that management has failed to abide by Section 243.6 of the M-39 Handbook, which requires them to review the route adjustments to ensure that the routes are adjusted to as near eight hours per day as possible. In short, you are arguing that Section 243.6 of the M-39 Handbook requires management to fix what they broke.

The review requirements of Section 243.6 of the M-39 Handbook are broken down by section on the pages that follow.

1. General Requirement to Review Routes After Adjustments

Management is required to review routes after adjustments have been implemented (M-39 Section 243.611).

M-39

243.611 After the adjustment of routes has been placed in effect, the manager must carefully study and analyze PS Form 3997 or electronic equivalent from a nationally approved computer system that provides equivalent information; PS Form 3997-B, *Operations Analysis Report*, PS Form 1813; street management records; volume recording data; and carrier's time records to see that the objective has been met, especially for those routes where extensive changes have been made.

2. Complete New 3999s

Management must complete new 3999s after route adjustments are implemented (M-39 Section 243.613).

M-39

243.613 When route adjustments or changes are implemented, complete a new Form 3999 to reflect the current authorized route travel pattern and schedules, etc.

3. Time Record Review

Management must review time records to determine if carriers are using excessive overtime or auxiliary assistance to complete assignments. This would indicate that the routes were not properly adjusted (M-39 Sections 243.62 and 243.63).

M-39

243.62 Time Records

Review the carrier's time records for the periods following adjustment. The frequent use of overtime or auxiliary assistance on adjusted routes may indicate that the basis used was not sound and should be examined.

243.63 Form 3997, *Unit Daily Record*, or PSDS Printout

Review PS Form 3997 or electronic equivalent from a nationally approved computer system that provides equivalent information to determine whether an excessive amount of auxiliary assistance is being used daily for the maintenance of schedules on one or more routes. Determine if carrier technicians (T-6) and carriers serving auxiliary routes exceed the time allowed for the routes.

4. Form 3923 Review

Management is required to review Form 3923 to determine if the unit is operating efficiently (M-39 Section 243.64).

M-39

243.64 Form 3923, *Daily Delivery Operations Analysis*

Review this form to determine if the unit is operating efficiently.

5. Review Form 1813 - Late Leaving and Returning Report

Management must review this form to determine if carriers are frequently leaving or returning late (M-39 Section 243.65).

M-39

243.65 **Form 1813, *Late Leaving and Returning Report* — *First Carrier Delivery Trip*, or PSDS Printout**

Review this form to determine if carriers are frequently leaving and/or returning late. Carriers who leave or return late may also be working overtime or receiving auxiliary assistance on routes. In other cases, this may indicate that starting, leaving, and returning schedules are not proper. Also, an indication of possible improper scheduling and/or adjustment would be consistent early leaving by carriers.

6. Street Management Record Review

Management must review street management records to determine if carriers are using proper work methods, following lines of travel, etc. (M-39 Section 243.66).

M-39

243.66 **Street Management Records**

Review street management records to determine if carriers are using proper methods on the street, following prescribed lines of travel, taking short cuts, fingering mail, etc.

7. Volume Record Review

Management must use Form 3921 to analyze volume data to determine if an unusual increase or decrease in volume has occurred (M-39 Section 243.67).

M-39

243.67 Volume Record Data

Review Form 3921 to determine whether there has been an unusual increase or decrease in volume which would affect the carrier's performance.

8. Further Route Adjustment Requirements

If the routes are found to be out of adjustment after the review, Section 243.682 of the M-39 Handbook requires management to readjust the routes.

M-39

243.682 If the route is found to be too heavy, relief should be granted, and conversely if found to be light, work should be added. If the carrier frequently uses overtime or receives auxiliary assistance, determine if the route is in adjustment or if the carrier is not serving it efficiently, a special inspection may be in order.

9. Retain Forms 1840 in the Unit

One copy of Form 1840 for each route must be retained in the delivery unit (M-39 Section 243.7).

M-39

243.7 Disposition of Forms 1840

Original of Forms 1840 should be sent to the office of the manager in charge of delivery service and one copy retained at the delivery unit.

Section 8

Forms Descriptions

This section is dedicated to giving you detailed descriptions and advice on how to read the various forms, reports and screens used in the traditional six day route count and inspection and adjustment process. Each form, report and screen description includes an example.

These forms, reports and screens all have one thing in common – once you learn how to read one of our examples, you will be able to read every one of the same type of form, report, or screen you will ever see.

PS Form 1840-B	91
PS Form 1838-C	101
PS Form 1838	111
PS Form 1840	121
PS Form 1840 Reverse	131
PS Form 3999	147
3999 Audit Trail Report	157
3999 Data Capture Summary Screen	159
3999 Function Analysis Screen	162

Carrier Optimal Routing (COR) Reports

Existing Route Summary Report	164
Adjusted Route Summary Report	167
Allied Time Report	170
Route Summary Report	173
Territory Transfer Summary Report	178
Route Relations Summary Report	180

PS Form 1840-B

The example we will use in this description is below. You may find it useful to pull this page out so you can refer to it while reading this section.

United States Postal Service						Post Office			Delivery Unit						
Carrier Time Card Analysis						Washington, DC			North Station 20055						
Route No.		Carrier's Name				Period Used				Date					
55064		B Smith				From 05/16/2011 To 05/06/2012				05/10/12					
Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.	Transfer Time	Delivery Volume			
Schedule	8.00	9.35	1.35	16.42	6.57	16.50	0.08	8.00		OFF	STR	Ltr	Flt	Seq	DPS
5/14/2011	Sat	7.75	9.30	1.55	15.52	5.72	15.75	0.23	7.50			87	345		1422
9/3/2011	Sat	7.75	9.15	1.40	15.82	6.17	16.25	0.43	8.00			114	278		1632
10/22/2011	Sat	7.75	9.38	1.63	15.50	5.62	16.27	0.77	8.02			95	402	503	1993
11/19/2011	Sat	0.00													
1/14/2012	Sat	8.00	9.92	1.92	16.17	5.75	16.50	0.33	8.00			82	312		1579
2/4/2012	Sat	8.00	9.50	1.50	15.65	5.65	16.50	0.85	8.00			93	472		1718
3/24/2012	Sat	8.00	9.80	1.80	13.60	3.30	13.60		5.10			101	431		1927
4/28/2012	Sat	8.00	10.10	2.10	16.08	5.48	16.50	0.42	8.00			112	386		2003
TOTAL	Days			11.90		37.69		3.03	52.62			684	2626	503	12274
Average				1:42		5:24		0:26	7:31			98	376	72	1754
Comparable Day (Form 1840)					5:56			Off. Time Total 1:27	7:23			99	440		1672
Schedule	8.00	9.35	1.35	16.42	6.57	16.50	0.08	8.00							
5/16/2011	Mon	7.75	9.00	1.25	16.08	6.58	16.25	0.17	8.00			145	489		2243
9/5/2011	Mon	7.75	9.68	1.93	17.15	6.97	17.28	0.13	9.03			132	507	503	2176
10/24/2011	Mon	7.75	9.37	1.62	13.80	3.93	13.90	0.10	5.65			157	423		1987
11/21/2011	Mon	7.75	9.38	1.63	12.75	2.87	12.75		4.50			110	456	503	2519
1/16/2012	Mon	8.00	9.93	1.93	16.28	5.85	16.50	0.22	8.00			118	467		2030
2/6/2012	Mon	8.00	10.17	2.17	16.25	5.58	16.50	0.25	8.00			122	410		2192
3/26/2012	Mon	8.00	10.03	2.03	16.23	5.70	16.50	0.27	8.00			127	472	503	2117
4/30/2012	Mon	8.00	9.82	1.82	16.42	6.10	16.50	0.08	8.00			118	402		2033
TOTAL	Days			14.38		43.58		1.22	59.18			1029	3626	1509	17297
Average				1:48		5:27		0:12	7:24			129	454	189	2163
Comparable Day (Form 1840)					6:21			Off. Time Total 2:08				132	615		2691
Schedule	8.00	9.35	1.35	16.42	6.57	16.50	0.08	8.00							
5/17/2011	Tue	0.00													
9/6/2011	Tue	0.00													
10/25/2011	Tue	0.00													
11/22/2011	Tue	0.00													
1/17/2012	Tue	8.00	10.00	2.00	16.08	5.58	16.50	0.42	8.00		0.50	86	312		1698
2/7/2012	Tue	0.00													
3/27/2012	Tue	0.00													
5/1/2012	Tue	0.00													
TOTAL	Days			2.00		5.88 6.08		0.42	8.00			86	312		1698
Average				2:00		5.88 6.05		0:25	8:00			86	312		1698
Comparable Day (Form 1840)					6:14			Off. Time Total 1:29	7:48			92	353		1957

The purpose of Form 1840-B is to develop a daily street time average for each route based on an 8-week time card analysis. The first seven weeks are taken from months prior to the route count and inspection (excluding June, July, August and December). The method for selecting the weeks to be used is explained in Section 242.323 of the M-39 Handbook.

The eighth week will be the week immediately following the completion of the route count and inspection. An exception occurs when the regular carrier doesn't work any day during the week after the inspection. In this limited situation, no eighth week is used.

These 8 weeks are totaled and averaged for each day of the week (Monday, Tuesday, Wednesday, etc.). Then a final street time average is calculated. Once calculated, the average daily street time from Form 1840-B is compared to the average daily street time used during the week of route count and inspection on each route. The 1840-B (time card analysis) and 1840 (week of inspection) street times are shown on Form 1840. However, you should look behind the numbers shown on Form 1840 in every case. We are going to walk you through our example form for Route 55064 and explain how to read a Form 1840-B.

This is a four page form. Page one contains instructions for filling out Form 1840-B. At the top of page two, you have a block for the Post Office and the Delivery Unit. Reading from left to right, the next line lists the "Route No.", the "Carrier's Name", the "Period Used", and the "Date". The form you are looking at shows this Form 1840-B is for Route 55064. The letter carrier's name is B. Smith. The period of time used is May 16, 2011 to May 6, 2012. This form was completed May 10, 2012.

United States Postal Service				Post Office				Delivery Unit							
Carrier Time Card Analysis				Washington, DC				North Station 20055							
Route No.		Carrier's Name			Period Used				Date						
55064		B Smith			From 05/16/2011		To 05/06/2012		05/10/12						
Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.	Transfer Time	Delivery Volume			
Schedule	8.00	9.35	1.35	16.42	6.57	16.50	0.08	8.00		OFF	STR	Ltr	Flt	Seq	DPS
5/14/2011	Sat	7.75	9.30	1.55	15.52	5.72	15.75	0.23	7.50			87	345		1422

United States Postal Service Carrier Time Card Analysis				Post Office Washington, DC				Delivery Unit North Station 20055									
Route No. 55064		Carrier's Name B Smith				Period Used From 05/16/2011 To 05/06/2012				Date 05/10/12							
	Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst. OFF STR		Transfer Time	Delivery Volume Ltr Flt Seq DPS			
Schedule		8.00	9.35	1.35	16.42	6.57	16.50	0.08	8.00					Ltr	Flt	Seq	DPS
5/14/2011	Sat	7.75	9.30	1.55	15.52	5.72	15.75	0.23	7.50					87	345		1422

Note: Be cautious; all the daily entries to be totaled are in military time and hundredths. When you get to the “Average” line, time is converted from military time (hundredths) to minutes.

Next you have several columns. The first column is called “Day of Week”. This column shows the date and the day of the week. The next 3 columns deal with office time. You have “Begin”, “Leave”, and “Office Time AM”. This shows what time the letter carrier came to work, what time he/she left the office, and how much office time he/she used in the morning. On the form you are looking at, the first entry is Saturday 5/14/2011. Letter carrier B. Smith began work at 7.75 (7:45) and left the office at 9.30 (9:18) for a total office time of 1.55 hours (1:33).

The next column on Form 1840-B is called “Return”. This is the time of day a letter carrier punches back in from the street. The next column is the “Street Time”. This is the elapsed time from the “Leave” column to the “Return” column (minus half an hour for lunch). On the example above, you can see that letter carrier Smith returned to the office at 15.52 (3:31) and used 5.72 (5:43) hours of street time on May 14th. The “Street Time” column is one of the most important columns on the Form 1840-B. This shows how much street time was recorded for the route each day during the 8-week time card analysis. This figure does not include street auxiliary assistance.

Do not confuse the actual times recorded for carrier B. Smith on a given day with the times that appear in the schedule line at the top of each column. The schedule line on the form 1840-B shows the base times for the route and is not part of the evaluation.

United States Postal Service Carrier Time Card Analysis				Post Office Washington, DC				Delivery Unit North Station 20055									
Route No. 55064		Carrier's Name B Smith				Period Used From 05/16/2011 To 05/06/2012				Date 05/10/12							
	Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.		Transfer Time	Delivery Volume			
Schedule		8.00	9.35	1.35	16.42	6.57	16.50	0.08	8.00		OFF	STR		Ltr	Fit	Seq	DPS
5/14/2011	Sat	7.75	9.30	1.55	15.52	5.72	15.75	0.23	7.50					87	345		1422

The next column is the “End” time of the letter carrier. This is the time the letter carrier ends tour for the day. This is also used to capture the office time used in the afternoon, the elapsed time between “Return” and “End” which is recorded in the next column “Office Time PM”. You can see that letter carrier Smith ended tour of duty at 15.75 (3:45) on May 14th and used 0.23 hours (14 minutes) PM Office Time in our example above.

The next column is called “Total”. This shows the total number of hours worked by the regular letter carrier on the route. Once again, this **does not** include auxiliary assistance. Auxiliary street assistance has to be added in **manually**. The computer **will not** do this!

This form shows letter carrier B. Smith worked 7.50 (7:30) hours on May 14th. The next column is called “Overtime Used”. This shows how much overtime was used by the regular letter carrier on the route. The next column is called “Auxiliary Asst.”. It is broken down into 2 sections. You have “OFF” and “STR”. “OFF” is for auxiliary assistance in the office. “STR” is for auxiliary assistance on the street.

Another important column on the Form 1840-B is the last column. It is called “Delivery Volume”. It is broken down into sections for letters, flats, sequenced mail (circulars), and DPS. Oftentimes, you can verify that street time has been excluded from the Form 1840-B for a particular day by reviewing the amount of volume recorded.

If you look at the full page of the Form 1840-B at the beginning of this section, you will see that there are eight lines for each day of the week. The days of the week are grouped together and referred to as the “Saturday Group”, “Monday Group”, etc. The specific date is identified for

each day containing an entry. In our example, there is only data entered for seven out of the eight Saturdays. If you see a line with 0.00 in the “Begin” column and the rest of the line is blank (like 11/19/2011 in our example), it means the regular letter carrier did not work that day.

The Wednesday, Thursday, and Friday groups would be on another page of Form 1840-B. Each group follows the same pattern as the Saturday group shown below.

	Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.	Transfer Time	Delivery Volume				
Schedule		8.00	9.35	1.35	16.42	6.57	16.50	0.08	8.00		OFF	STR		Ltr	Fit	Seq	DPS
5/14/2011	Sat	7.75	9.30	1.55	15.52	5.72	15.75	0.23	7.50					87	345		1422
9/3/2011	Sat	7.75	9.15	1.40	15.82	6.17	16.25	0.43	8.00					114	278		1632
10/22/2011	Sat	7.75	9.38	1.63	15.50	5.62	16.27	0.77	8.02					95	402	503	1993
11/19/2011	Sat	0.00															
1/14/2012	Sat	8.00	9.92	1.92	16.17	5.75	16.50	0.33	8.00					82	312		1579
2/4/2012	Sat	8.00	9.50	1.50	15.65	5.65	16.50	0.85	8.00					93	472		1718
3/24/2012	Sat	8.00	9.80	1.80	13.60	3.30	13.60		5.10					101	431		1927
4/28/2012	Sat	8.00	10.10	2.10	16.08	5.48	16.50	0.42	8.00					112	386		2003
TOTAL	Days			11.90		37.69		3.03	52.62					684	2626	503	12274
Average				1:42		5:24		0:26	7:31					98	376	72	1754
Comparable Day (Form 1840)						5:56		Off Time Total 1:27	7:23					99	440		1672

The total street time recorded for each day is added together to come up with a total number of hours. Once again, this figure is in military time and hundredths. On our example above, you can see that letter carrier Smith used a total of 37.69 street time hours over seven Saturdays. This 37.69 is then divided by seven for a total daily street time average on Saturdays of 5.39 hours. This number is then converted into minutes on the average line for the Saturday group street time average of 5:24.

	Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.	Transfer Time	Delivery Volume				
Schedule		8.00	9.35	1.35	16.42	6.57	16.50	0.08	8.00		OFF	STR		Ltr	Flt	Seq	DPS
5/14/2011	Sat	7.75	9.30	1.55	15.52	5.72	15.75	0.23	7.50				87	345		1422	
9/3/2011	Sat	7.75	9.15	1.40	15.82	6.17	16.25	0.43	8.00				114	278		1632	
10/22/2011	Sat	7.75	9.38	1.63	15.50	5.62	16.27	0.77	8.02				95	402	503	1993	
11/19/2011	Sat	0.00															
1/14/2012	Sat	8.00	9.92	1.92	16.17	5.75	16.50	0.33	8.00				82	312		1579	
2/4/2012	Sat	8.00	9.50	1.50	15.65	5.65	16.50	0.85	8.00				93	472		1718	
3/24/2012	Sat	8.00	9.80	1.80	13.60	3.30	13.60		5.10				101	431		1927	
4/28/2012	Sat	8.00	10.10	2.10	16.08	5.48	16.50	0.42	8.00				112	386		2003	
TOTAL	Days			11.90		37.69		3.03	52.62				684	2626	503	12274	
Average				1:42		5:24		0:26	7:31				98	376	72	1754	
Comparable Day (Form 1840)						5:56		Off. Time Total 1:27	7:23				99	440		1672	

Take a look at Saturday, 3/24/2012 in the example above. A street time of 3.30 hours and a total time of 5.10 hours were recorded on this day. Now look at the delivery volume on the right side of the example. The volume for 3/24/2012 was as much or more than most of the other Saturdays on this form. There is no street auxiliary assistance recorded for any of the days in the Saturday group. Now look at the “Street Time” column towards the middle of the page. You can see that letter carrier Smith worked no less than 5.48 hours on the street on the other Saturdays shown here. Something just isn’t right!

It is highly unlikely that letter carrier B. Smith only worked 3.30 hours on the street on 3/24/2012. This is especially true when you consider the fact that it took no less than 5.48 hours of street time on the other days. It is not hard to see that 3/24/2012 should be excluded from the Saturday group.

Note: You should closely examine all days on Form 1840-B to identify days that management improperly excluded some time or the entire day. You should also identify days that were improperly included that should have been excluded when they completed Forms 1840-B. When you see a problem, the best place to start is by reviewing PS Forms 3996 and time records.

Schedule	Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.		Transfer Time	Delivery Volume				
											OFF	STR		Ltr	Flt	Seq	DPS	
		8.00	9.35	1.35	16.42	6.57	16.50	0.08	8.00									
5/16/2011	Mon	7.75	9.00	1.25	16.08	6.58	16.25	0.17	8.00					145	489		2243	
9/5/2011	Mon	7.75	9.68	1.93	17.15	6.97	17.28	0.13	9.03					132	507	503	2176	
10/24/2011	Mon	7.75	9.37	1.62	13.80	3.93	13.90	0.10	5.65					157	423		1987	
11/21/2011	Mon	7.75	9.38	1.63	12.75	2.87	12.75		4.50					110	456	503	2519	
1/16/2012	Mon	8.00	9.93	1.93	16.28	5.85	16.50	0.22	8.00					118	467		2030	
2/6/2012	Mon	8.00	10.17	2.17	16.25	5.58	16.50	0.25	8.00					122	410		2192	
3/26/2012	Mon	8.00	10.03	2.03	16.23	5.70	16.50	0.27	8.00					127	472	503	2117	
4/30/2012	Mon	8.00	9.82	1.82	16.42	6.10	16.50	0.08	8.00					118	402		2033	
TOTAL	Days			14.38		43.58		1.22	59.18					1029	3626	1509	17297	
Average				1:48		5:27		0:12	7:24					129	454	189	2163	
Comparable Day (Form 1840)						6:21		Off. Time Total 2:08						132	615		2691	

Now let's look at the Monday group shown above. A street time of 3.93 hours is recorded on 10/24/2011 and a street time of 2.87 hours is recorded on 11/21/2011. The mail volume on 10/24/2011 is close to normal. You can see this by comparing the mail volume on this day to the mail volume on the "Average" line. The mail volume on 11/21/2011 includes 503 pieces of sequenced mail and is higher than any of the other Mondays in this group. No street auxiliary assistance is recorded for either day.

When you consider that the scheduled street time at the top of this example is 6.57 hours, it is clear that neither the street time recorded on 10/24/2011 nor the street time recorded on 11/21/2011 is correct. Both of these days should be excluded from the Monday group. This is just another example of why you should closely examine all the days on Form 1840-B to identify days that management should have excluded.

Schedule	Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.		Transfer Time	Delivery Volume			
											OFF	STR		Ltr	Flt	Seq	DPS
1/17/2012	Tue	8.00	10.00	2.00	16.08	5.58	16.50	0.42	8.00			0.50		86	312		1698
TOTAL	Days			2.00		5.58 6.08		0.42	8.00					86	312		1698
Average				2:00		5.58 6:05		0:25	8:00					86	312		1698

The “Auxiliary Street Time” column is added and averaged the same way when there is auxiliary street time recorded. You can see an example above of this in the Tuesday group for Route 55064. The trouble is, oftentimes management fails to calculate auxiliary street time with Form 1840-B averages.

It is particularly problematic in our example form. This letter carrier only worked one Tuesday over the course of this 8-week analysis. It could have been because Tuesday is the fixed day off or for some other reason. This one day will create the entire average for the Tuesday group, even though there is only one day. If the auxiliary assistance isn’t added in, this Form 1840-B would be incorrect and the letter carrier would get a raw deal. These situations should be investigated very carefully when reviewing route inspection data.

Now you can go to the 4th page of Form 1840-B. This page shows the “Random Lot Selection” made for all the routes in the delivery unit. It then shows the specific weeks used for the 8-week time card analysis. On the upper right-hand side of the page, you have the final average street time for each day of the week (Saturday Group, Monday Group, etc.). These figures are in hours and minutes, not military time.

From		To		Day of Week	Average Street Time
5/14/2011		5/52012			
Random Lot Selection				Saturday	5:24
2	1	4	3		
Random Weeks Beginning (Show Saturday dates for the first seven weeks selected and the date for the first delivery of the eighth week.)				Monday	5:27
Week Number	Year	Month	Date	Tuesday	5:35
1	2011	May	14		
2	2011	September	3	Wednesday	6:10
3	2011	October	22		
4	2011	November	19	Thursday	5:48
5	2012	January	14		
6	2012	February	4	Friday	6:01
7	2012	March	24		
8	2012	April	28		
				TOTAL	34:25
				Average Daily Street Time	5:45

You can compare the time recorded on this page to the times recorded on pages two and three to see if they match. The Form 1840-B you are looking at shows an average street time of 5:24 for the Saturday group. You can go back to page two of Form 1840-B and see that the 5:24 matches the average daily street time shown for the Saturday group. If you look at the Tuesday group on page two of Form 1840-B, you can see that the auxiliary street time recorded for the Tuesday Group wasn't included in the Form 1840-B calculations for Route 55064. Once again, Form 1840-B should always be reviewed carefully.

At the bottom of this page, there is a place for the supervisor to print and sign his/her name after filling out this form.

Supervisor's Printed Name	Supervisor's Signature	Date
Steve Jones	 Steve Jones	5/10/12

PS Form 1838-C

The example we will use in this description is below. You may find it useful to pull this page out so you can refer to it while reading this section.

United States Postal Service		Carrier's Count Mail - Letter Carrier Routes Worksheet		Route No.			
Post Office <i>Washington, DC</i>		Delivery Unit <i>North Station 20055</i>		<i>55064</i>			
AM		PM		Actual Time Entries			
1. Letter-Size	$\begin{array}{r} 75 \\ 18-5999 \\ 17 \\ \hline 110 \end{array}$ <i>110</i>	Carrier Marked-Up <i>6am</i>	CFS <i>12am</i>	EXPLANATION	TIME	WRITE IN TIME	ELAPSED TIME
		<i>5pm</i>	<i>5pm</i>		E		
					B		
					E		
					B		
2. Mail of All Other Sizes	$\begin{array}{r} 243 \\ 85 \\ 31 \\ \hline 359 \end{array}$ <i>359</i>	<i>2am</i>	<i>4am</i>		E		
		<i>0pm</i>	<i>0pm</i>		B		
					E		
					B		
3. Accountable and Signature Mail					E		
Registered/Certified	<i>10</i> <i>12</i>	<i>1</i>			B		
COD/Customs					E		
Postage Dues					B		
Express Mail	<i>2</i>			<i>14</i>	E	<i>4:36</i>	<i>1</i>
					B	<i>4:35</i>	
5. All Parcel Post over 2 lbs.	<i>15</i> <i>15</i>			<i>21g</i>	E	<i>4:35</i>	<i>1</i>
					B	<i>4:34</i>	
6. Sequenced and Collated				<i>21f</i>	E	<i>4:34</i>	<i>1</i>
					B	<i>4:33</i>	
Letter Size					E		
				<i>21e</i>	E	<i>9:30</i>	<i>1</i>
					B	<i>9:29</i>	
Other Size				<i>21d</i>	E	<i>9:26</i>	<i>1</i>
					B	<i>9:25</i>	
9. 2nd-Class Marked up (exclude Form 3579)				<i>22a</i>	E	<i>9:23</i>	<i>2</i>
					B	<i>9:21</i>	
10. Mail with Form 3579 attached				<i>21c</i>	E	<i>9:20</i>	<i>1</i>
					B	<i>9:19</i>	
12. Change of Address Recorded		<i>1</i>		<i>21b</i>	E	<i>9:12</i>	<i>1</i>
					B	<i>9:11</i>	
13. Insured Receipts Turned In		<i>1</i>		<i>14</i>	E	<i>8:50</i>	<i>3</i>
					B	<i>8:47</i>	
				<i>15</i>	E	<i>8:04</i>	<i>1</i>
					B	<i>8:03</i>	
				<i>21a</i>	E	<i>8:03</i>	<i>1</i>
					B	<i>8:02</i>	
				<i>19</i>	E	<i>8:02</i>	<i>2</i>
					B	<i>8:00</i>	
Enter Line Number in Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		<i>1486</i>		TOTAL	
LINE		Comments		Begin Here		15	
14		Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		21a Pick up scanner		Time Clock Rings	
15		Withdrawal of mail		21b Throwback case		E	
16		Sequencing and collating By-Pass Mail		21c Retrieve parcel hamper		R	
17		Actual Strapping out time		22a Verify hold mail		L	
18		Break (local option)		21d Safety Talk		B	
19		Vehicle inspection		21e Scan hot case		E 16.58	
21		Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (Use Comments Section)		21f Handle collection mail		R 16.55	
22		Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		21g 3M and throwback case		L 9.52	
23		Counting mail and filling out form 1838 worksheet				B 8.00	
Signature of Carrier(or Examiner)		Day of Week		Date		Reg. - Repl.	
<i>Steve Jones</i>		<i>Wed</i>		<i>4/25/12</i>		Lunch	
I certify the above information recorded by me is correct.						From 13.00 To 13.50	

This is the form a letter carrier will fill out every day during the week of route count and inspection except for the day of inspection. It records all of the functions performed in the office. On the day of inspection, a manager will complete the form. If a carrier's route is scheduled for inspection on more than one day, management will still only complete the form on one of those days pursuant to the MOU Re: *Multiple Days of Inspection*. The information recorded on Form 1838 is taken directly from Form 1838-C. It is important for you to get copies of them to verify the accuracy of Form 1838.

Form 1838-C will identify the Post Office, Delivery Unit, and Route Number across the top of the form.

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet			
Post Office	Delivery Unit	Route No.	
Washington, DC	North Station 20055	55064	
<small>Actual Time Entries</small>			

On the bottom of the form, you can see who completed the form, the date and what day of the week it was completed. If the letter carrier completes the form, you can also see if it was the regular carrier or a replacement carrier.

PS Form	Signature of Carrier(or Examiner)	I certify the above information recorded by me is correct.	Day of Week	Date	Reg. - Repl.	Lunch	
	Steve Jones		Wed	4/25/12	<input checked="" type="radio"/>	From	To
						13.00	13.50

There is only one exception to this rule. The form in the example above was completed by Steve Jones on Wednesday April 25, 2012. However, Steve Jones was the route examiner and filled out the form on the day of inspection.

We will now go over the form so you understand what information is recorded and where. We will first review the Mail Count Line of the form. This includes blocks numbered 1-13.

Line 1, Letter-Size mail is divided into four different columns: AM, PM, Carrier Marked-Up and CFS (Computerized Forwarding System). When a carrier counts and records the mail, AM means before he/she leaves for the street and PM means after he/she returns from the street.

AM		PM	Carrier Marked-Up	CFS
1. Letter-Size				
$ \begin{array}{r} 75 \\ 18 - 5999 \\ \underline{17} \\ 110 \end{array} $			$ \begin{array}{r} 6 \text{ am} \\ \hline 5 \text{ pm} \end{array} $	$ \begin{array}{r} 12 \text{ am} \\ \hline 5 \text{ pm} \end{array} $
(110)				

Marked-up mail is any mail the carrier writes on. That means if a correction is made on a piece of CFS mail or any “carrier endorsement” such as NSN, Deceased, or any other notation is made, each piece is counted and entered on the form under Carrier Marked-Up.

CFS mail not corrected and undeliverable mail within the endorsed bundles are counted and recorded in the CFS column. For example, if you have 10 pieces of UTF (Unable to Forward) mail and you only write on the top piece, one piece is recorded in the Carrier Mark-Up column and nine pieces are recorded in the CFS column.

Line 2, Mail of all Other Sizes also has separate columns for AM, PM, Carrier Marked-Up and CFS mail.

AM		PM	Carrier Marked-Up	CFS
2. Mail of All Other Sizes				
$ \begin{array}{r} 243 \\ 85 \\ \underline{31} \\ 359 \end{array} $			$ \begin{array}{r} 2 \text{ am} \\ \hline 0 \text{ pm} \end{array} $	$ \begin{array}{r} 4 \text{ am} \\ \hline 0 \text{ pm} \end{array} $
(359)				

Line 3, Accountable and Signature Mail includes columns for recording AM accountable mail, PM accountable mail and marked-up accountable mail. Accountable and signature mail is divided into the subcategories of Registered/Certified, COD/Customs, Postage Dues, and Express Mail.

3. Accountable and Signature Mail			
Registered/Certified	10	(12)	1
COD/Customs			
Postage Dues			
Express Mail	2		

Line 5, All Parcel Post over 2 lbs. has columns for parcels counted in the AM and PM. In addition, there are columns for Carrier Marked-up and CFS parcels.

5. All Parcel Post over 2 lbs.	15	(15)			
--------------------------------	----	------	--	--	--

Line 6 is for recording all sequenced and collated letter-size and/or other-size mail which is not cased.

6. Sequenced and Collated			
Letter Size			
Other Size			

Line 7a, DPS Volume Pieces is for mail sorted in Delivery Point Sequence only. Any other letter mail arriving in the DPS that is cased should be recorded as cased volume on line 1 of Form 1838-C.

DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838	1486
---------------------------------------------------------------------------------	---------------------------------------------

Line 9 is for counting the number of marked-up 2nd-class pieces for which Form 3579 is not filled out.

9. 2nd-Class Marked up (exclude Form 3579)			
--------------------------------------------	--	--	--

Line 10 is for recording the number of pieces of mail with Form 3579 attached. This line is never used because we no longer use Form 3579.

10. Mail with Form 3579 attached			
----------------------------------	--	--	--

Line 12 is for recording the number of change of addresses processed.

12. Change of Address Recorded	1		
--------------------------------	---	--	--

Line 13 is for recording the number of Insured Receipts turned in.

13. Insured Receipts Turned In	1		
--------------------------------	---	--	--

Next, let's review the Clock Ring section of the form. It is located at the bottom right corner of the form and titled "Time Clock Rings". On the days of mail count, letter carriers swipe the clock in and out as usual. They will also record those times on Form 1838-C worksheet. The clock rings begin at the bottom of this line and continue up from there. Clock rings in this line are the only times recorded in hundredths. Normally, there will be four clock ring entries: begin tour, leave for street, return from street, and end tour.

E	16.58
R	16.55
L	9.52
B	8.00

The final section is the Actual Time Entries column which is the long vertical column on the right side of the form. Each actual time entry has three separate parts:

1. The left-hand column - the line item for which the entry was made
2. The middle column - the beginning and end times for each line item
3. The right-hand column - the elapsed time (in minutes) for each line item.

21b	E	9:12	1
	B	9:11	
14	E	8:50	3
	B	8:47	
15	E	8:04	1
	B	8:03	
21a	E	8:03	1
	B	8:02	
19 Begin Here	E	8:02	2
	B	8:00	

Time entries for the line items begin at the bottom of the vertical column where you see the words "Begin Here". Each entry has a time for beginning marked **B**, and a time for ending, marked **E**. To the right of each pair of beginning and ending times is a separate box for "Elapsed Time". This is for entering the total minutes spent on the particular line item.

LINE	Comments
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14
Withdrawal of mail	15
Sequencing and collating By-Pass Mail	16
Actual Strapping out time	17
Break (local option)	18
Vehicle inspection	19
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22
Counting mail and filling out form 1838 worksheet	23

Comments
21a Pick up scanner
21b Throwback case
21c Retrieve parcel hamper
22a Verify hold mail
21d Safety Talk
21e Scan hot case
21f Handle collection mail
21g 3M and throwback case

A list of the numbered line items, each with an explanation, is found on the bottom left of Form 1838-C Worksheet. To the right of this list is the Comments section where line item comments are recorded. Lines 14 through 19 and 23 do not require an explanation in the Comments section. Lines 21 and 22 require an explanation of the function in the comments section as shown below. The explanation tells exactly what office function the carrier performed during those times. Each function is described by a line item number and words.

Line 21 is used for any recurring office functions not listed in Lines 14 through 19. Generally speaking, if a letter carrier performs a task at least on a weekly basis, it should be considered recurring. Any time spent on a Line 21 function should be described in the comments box. A few examples are shown in the box above. When making Line 21 entries, each one must be identified in the comments section in the following manner: the first Line 21 function should be labeled 21a, the next one 21b, and so on.

Line 22 is a lot like Line 21, but the activities it covers are non-recurring, non-continuing office functions. As stated above, any office function performed at least on a weekly basis is recurring and should not be recorded on Line 22. The carrier will not receive any credit for items recorded on Line 22. This time will be deleted from route evaluation.

Line 22 activities are recorded using the same method as Line 21 entries. Actual time entries are made by the carrier to record the time spent performing them. Each is described in the comments box in the same manner as Line 21 entries. Once again the difference is that Line 21 entries count in the route evaluation and Line 22 entries do not count.

Line 23 covers time spent counting mail and filling out Form 1838-C. This time is non-recurring and therefore will be deducted from the total office evaluation like Line 22 entries.

Comments
21a Pick up scanner
21b Throwback case
21c Retrieve parcel hamper
22a Verify hold mail
21d Safety Talk
21e Scan hot case
21f Handle collection mail
21g 3M and throwback case

In the example, you can see that the route examiner recorded “verify hold mail” as a Line 22 function. Line 22 is for non-recurring functions, so the carrier will not receive credit for this time. Handling hold mail is a recurring function and should have been recorded on Line 21.

You will also notice the carrier was only given one minute time credit on Line 21 for a safety talk that you know normally takes five minutes or so. One way to check it out is to compare the time recorded on other routes for this same safety talk.

These are the kind of problems that should be investigated. When something looks fishy on a Form 1838-C, the best place to start is to request to interview the letter carrier involved.

Note: The accuracy of the information on this form has a direct effect on the office evaluation of a route. It is important for letter carriers, stewards and NALC representatives to do everything possible to make sure the form is accurately filled out each day.

PS Form 1838

The example we will use in this description is below. You may find it useful to pull this page out so you can refer to it while reading this section.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)										Wednesday 04/25/2012	
Post Office			Delivery Unit and ZIP Code				Route No.				
Washington, DC			North Station 20055-9998				55064				
Description		Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Other		
Check Appropriate Block(s)		Router	Prior PM 1 Trip	Today AM 2 Trip		Today PM 3 Trip	Prior PM 1 Trip	Today AM 2 Trip	Today PM 3 Trip	Street Time	Street
<input type="checkbox"/> EPM Route	<input checked="" type="checkbox"/> Non-EPM Route	<input checked="" type="checkbox"/> CFS									0:18
1. Letter-Size Mail	Carrier		0	110	0		7				
	Marked-Up	CFS	0	12	5						
2. Mail of All Other Sizes	Carrier		0	359	0		45				0:00
	Marked-Up	CFS	0	4	0						
3. Accountable and Signature Mail			0	12	0						0:00
	Marked-Up		0	1	0						
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)			0	482	0		7				
5. All Parcels Over 2 Lbs.	Carrier		0	15	0						
	Marked-Up	CFS	0	0	0						
6. Sequenced Mail	Letter-Sized		0	0	0						
	Other-Sized		0	0	0						
7. Total Delivered Pieces		DPS Pieces	1486			1957					
8. Separating all Carrier Mark-Ups (lines 1,2,3, & 5)				9	5		1	1			0:02
9. 2nd-Class Marked-Up (Exclude form 3579)				0	0						
10. Mail with Form 3579 Attached				0	0						0:00
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)				9	5		3	2			0:29
12. Changes in Address Recorded				1	0		2				0:37
13. Insured Receipts Turned In				0	1			1			
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts							[3]	5	1		
15. Withdrawing Mail							[1]	5			0:08
16. Sequencing and Collating By-Pass Mail											
17. Actual Strapping Out Time											0:32
18. Break (Local Option)											0:18
19. Vehicle Inspection							[2]	3			0:14
20. Personal Needs, etc.											
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)											
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)											
23. Counting Mail and Filling Out Form 1838-C Worksheet											
24. Totals (exclude Lines 22 and 23)								90	7		0:43
Comments						Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations					
						Lines 16 Mins. Comments					
						17					

The Form 1838 is a daily picture of the data collected during a route inspection. Every day during the count week there will be one Form 1838 completed for each route. The data that is collected on Form 1838-C is totaled and transferred to Form 1838 where further calculations are made.

The Form 1838 lists the same data contained on Form 1838-C for a route from a particular day during the week of route count and inspection. It shows how much office time a letter carrier actually used. It is also used to calculate standard office time based on the information collected on Form 1838-C. This information is used to identify how many minutes the letter carrier was over or under standard office time for the day.

The Form 1838 also shows how much street time credit is given to a route for that day. All this office and street time information is transferred from the Form 1838 to Form 1840 for each route. A detailed description of Form 1840 begins on page 121 of this guide.

It is important to review the Forms 1838 for accuracy following a route count and inspection. Pay particular attention to the Form 1838 completed for the day(s) a route examiner accompanies a letter carrier on the route during the week of inspection. We are going to walk you through Route 55064 (on previous page); explain how to read Form 1838; and show you why paying attention to this report is so important.

The top right-hand corner of the form shows the day of the week and the date the Form 1838 covers. In this case it was Wednesday April 25, 2012. The next line shows the “Post Office”, “Delivery Unit and Zip Code”, and the “Route No.” On the form you are looking at, it shows that this Form 1838 is from Washington, DC Post Office, the Delivery Unit and Zip Code are North Station 20055-9998, and the Route Number is 55064.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)						Wednesday		04/25/2012		
Post Office Washington, DC			Delivery Unit and ZIP Code North Station 20055-9998				Route No. 55064			
Description			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)

To help you understand what happens with the information provided on Form 1838, below is a snapshot of the corresponding Form 1840 from the week of route count and inspection for Route 55064. (It is included in the *Forms Description* section of this book). Below is the data recorded on Form 1840 for the day of our example.

Inclusive Dates From: 4/23/12 To: 4/28/12	A		B		C		D		E		F		G	
	OFFICE TIME													
	Net Time Used		Standard		Over Standard		Under Standard		Net Street Time Used		Net Total Time Used		Actual Auxiliary Time Used	
Day	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins
1-Wednesday	1	29	1	37				08	6	14	7	43	0	00

On this Form 1840, you can see that Wednesday was the “day of inspection” (where a route examiner is with the letter carrier all day) for Route 55064. The letter “I” that is located to the left of the word “Wednesday” indicates that this was the day of inspection.

If you look at Wednesday under column A on this Form 1840, you can see that management has recorded 1 hour and 29 minutes of office time. The standard office time (column B) for this day is recorded as 1 hour and 37 minutes. Column “D” displays the difference in these two office time calculations as eight minutes under standard. Column “E” reveals that management determined the carrier had a “Net Street Time Used” of 6 hours and 14 minutes on this day. Management got these numbers from Form 1838.

The question is: “Can we count on this information to be correct?” The answer is: “No!” You should always go behind these numbers to verify that the information is correct. Oftentimes, you will find management made errors or pulled some other shenanigans. In some cases, you will find both.

Description			(a)	(b)	(c)	(d)	(e)	(f)
			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minut	
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Router	Prior PM	Today AM		Today PM	Prior PM
				1 Trip	2 Trip	3	1 Trip	2 Trip
1. Letter-Size Mail		Carrier	0		110	0	92	7
	Marked-Up	CFS	0		6	5		
				0		12		
2. Mail of All Other Sizes		Carrier	0		359	0	353	45
	Marked-Up	CFS	0		2	0		
				0		4		
3. Accountable and Signature Mail			0		12	0	11	
		Marked-Up	0		1	0		
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)			0	0	482	0	456	7

The following is a description of how the numbers on Form 1840 were generated beginning with the recording of mail volume (see the example of Form 1838 above). Cased mail volume is recorded in Lines 1 (Letter-Size Mail) and 2 (Mail of All Other Sizes). These numbers are taken directly from Form 1838-C.

There are separate columns for each time of day when a category of mail may be cased: (a) Router and/or Prior PM, (b) Today AM, and (c) Today PM. There are also spaces to record the number of mark-ups and CFS pieces the carrier had for each mail type.

On Line 1 (Letter-Size Mail) in column (b) you can see that the carrier had 110 letter size pieces to case. The carrier marked-up six letters and sent 12 more letters to CFS. The 18 pieces of CFS and marked-up mail are deducted from the 110 and the total is recorded in column (d), which is 92 letters in this example. The standard time is calculated for the letter size mail by dividing the original 110 pieces the carrier cased by the standard of 18 letters per minute. The results are always rounded up (if less than a whole minute), so seven minutes was recorded in column (f). You can see there were five carrier mark-ups and five CFS letters recorded in the Today PM column (c).

Description			(a)	(b)	(c)	(d)	(e)	(f)
			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minut	
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Router	Prior PM 1 Trip	Today AM 2 Trip		Today PM 3	Prior PM 1 Trip
1. Letter-Size Mail	Marked-Up	Carrier	0	110	0	92		7
		CFS	0	12	5			
2. Mail of All Other Sizes	Marked-Up	Carrier	0	359	0	353		45
		CFS	0	4	0			
3. Accountable and Signature Mail	Marked-Up		0	12	0	11		
			0	1	0			
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> MarkUps)			0	0	482	0	456	7

On Line 2 (Mail of All Other Sizes) in column (b) you can see that the carrier had 359 pieces of all other size mail to case. The standard time is calculated for mail of all other sizes by dividing the 359 pieces the carrier cased by the standard of 8 flats per minute. The results are always rounded up (if less than a whole minute) so 45 minutes was recorded in column (f) on Line 2.

Accountable mail is recorded on Line 3. In column (c), you can see this carrier had 12 pieces of accountable mail and marked up one piece.

Line 4 is for calculating strap out time. The cased volume is totaled and all mark-ups are deducted. The resulting 482 pieces are divided by the pull-down standard of 70 pieces per minute. The resulting 7 minutes credit (after rounding up) is recorded in column (f).

These standard casing and pull down times are added to the times recorded on Form 1838-C for lines 14,15,16,18,19 and 21 plus five minutes for Line 20 (five minutes is always automatically credited for Line 20) in order to calculate the standard office time.

There are other standard office time credits such as:

- one minute for every 10 pieces of all classes of mail separated for forwarding or return (including CFS, mark-ups and UBBM)
- one minute for every 4 pieces of mail actually marked up by the carrier
- two minutes for each change of address recorded

You may notice a bracketed number adjacent to the times credited for certain line items.

14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts		[3]	5	1
15. Withdrawing Mail		[1]	5	

These numbers are bracketed to indicate that the time actually used by the letter carrier on this day was less than the base minimum time for that function. When standard office time is calculated, the carrier will receive credit for the base minimum time, even if it is more than the actual time used. However, if the carrier's actual time is under standard, he/she only gets credit for the actual time used.

All these office time credits are totaled in minutes in Line 24 (shown below).

24. Totals (exclude Lines 22 and 23)			90	7
--------------------------------------	--	--	----	---

The minutes are converted to hours and minutes and recorded in the Standard Office Time box found in the middle on the right side of the form. In this example, there were 90 minutes of AM office time and seven minutes of PM office time for a total of 1 hour and 37 minutes of standard office time.

The letter carrier's total office time actually on this day was 1 hour and 31 minutes. The route examiner recorded two minutes of non-recurring office time (Line 22). The carrier's total office time is reduced by those 2 minutes on Form 1838 resulting in a net office time of 1 hour and 29 minutes.

Note: You should review Form 1838-C to investigate if any and all deductions taken under Line 22 were proper.

Total Office Time	
Hours	Minutes
1	31
Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.	
22	0:02
Counting Mail and Filling Out Form 1838-C Worksheet	
23	0:00
Net Office Time Used	
1	29
Standard Office Time	
1	37
Minutes Over r Under Standard	
Over	Under
C	D 8
Total Street Time	

There is no Line 23 time recorded on this day as it was the day of inspection when the route examiner completes Form 1838-C. Remember, the letter carrier always has the right to verify management's count of mail on the day of inspection. In this example, the letter carrier did not exercise his/her right to do so.

Recording the wrong mail volume, recording it as the wrong type of mail, or not accurately recording everything that happened each day can result in an office time that does not represent a fair evaluation of the route.

If you go back and look at the 1838 again, you can follow the right-hand side of the form straight down almost to the bottom and you'll come to a block that says Total Street Time. This block shows that Letter Carrier Smith actually spent 6 hours and 32 minutes on street time during the day of inspection. Pay careful attention to this section - management is most likely about to steal 18 minutes of street time from Letter Carrier Smith's route!

Total Street Time	
6	32
Waiting Street Time	
0	18
Net Street Time Used	
E 6	14
Actual Aux. Time Used	
G 0	00

This Form 1838 shows 18 minutes was recorded as "Waiting Street Time" in the next block down, as shown on the right side of this page.

This 18 minutes was then deducted from the actual time used to arrive at the "Net Street Time Used" of 6 hours and 14 minutes for the day. 6 hours and 14 minutes will transfer to Form 1840 as shown below; so the 18 minutes has just vanished into thin air!

Inclusive Dates From: 4/23/12 To: 4/28/12	OFFICE TIME													
	A Net Time Used		B Standard		C Over Standard		D Under Standard		E Net Street Time Used		F Net Total Time Used		G Actual Auxiliary Time Used	
Day	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins
I-Wednesday	1	29	1	31			02		6	14	7	43	0	00

This 18 minutes of time will not "reappear" if territory from Route 55064 is transferred to another route. This time is gone forever unless we investigate and take the appropriate action to have the time put back.

Note: Any deductions of time management makes should be fully investigated. Review Forms 3999, 3999x, examiner's comments, TACS Employee Everything reports, and interview the carrier to determine what really happened.

PS Form 1840

The example we will use in this description is below. You may find it useful to pull this page out so you can refer to it while reading this section.

United States Postal Service Carrier Delivery Route - Summary of Count and Inspection		Post Office Washington, DC	Delivery Unit North Station	Carrier Name Smith, B
Route No. 55064		Type of Route <input type="checkbox"/> Foot <input type="checkbox"/> Bus <input checked="" type="checkbox"/> Mixed <input type="checkbox"/> LHD <input checked="" type="checkbox"/> RHD		Length of Service on Route 4 Years 3 Months
Inclusive Dates 4/28/12		Type of Vehicle <input type="checkbox"/> Foot <input type="checkbox"/> Bus <input checked="" type="checkbox"/> LHD <input checked="" type="checkbox"/> RHD		Length of Service on Route 20 Years 2 Months
No. of Trips 1		Age 45		Length of Service on Route 4 Years 3 Months
EPM Re. <input checked="" type="checkbox"/> Non EPM <input type="checkbox"/> Aux. <input type="checkbox"/>		Curb Delivery <input type="checkbox"/>		Dismount <input type="checkbox"/>

Day	A		B		C		D		E		F		G		H		I		J		Total Pieces Delivered
	Net Time Used	Standard	Standard	Over Standard	Under Standard	Net Street Time Used	Net Total Time Used	Actual Auxiliary Time Used	Miles Driven	Letter Size	Mall of Other Sizes	Accountable and Signature Mail	All Parcel Post Over 2 Pounds	Sequenced Mail	Other	DPS Mail					
Monday	2 08	2 17			09	6 21	8 29	0 00	24.8	132	615	8	15			1921	2691				
Tuesday	1 55	1 38	17			7 24	9 19	0 00	26.1	85	333	11	9	503		1274	2718				
Wednesday	1 29	1 37			08	6 14	7 43	0 00	25.0	92	353	11	15			1486	1957				
Thursday	[1 41]	[1 58]			[17]	[6 07]	[7 48]	[00]	[25.2]	103	511	3	5			1779	2441				
Friday	1 27	1 51			24	5 56	7 23	0 00	24.6	99	440	31	4			1672	2246				
Saturday	[2 08]	[1 45]	[23]			[6 03]	[8 11]	[00]	[25.3]	76	446	4	16	503		2307	3352				
Totals	6 59	7 17			18	25 55			100.5	587	2698	68	64	503	1006	10439	15365				
Averages	1 45	1 50			05	6 29			25.2	98	450	12	11	84	168	1740	2561				

1840-B Average Street Time												
Route Examiner's (Office and Street)												
Day	14	15	16	17	18	19	20	21	22	23	Average	
Monday	5	0	0	0	3	11	0	26				
Tuesday	12	4	0	0	0	4	15	0	25			
Wednesday	4	1	0	0	0	2	7	2	0			
Thursday	[2]	[2]	[0]	[0]	[2]	[9]	[0]	[30]				
Friday	14	2	0	0	3	10	0	21				
Saturday	[4]	[2]	[0]	[0]	[3]	[12]	[0]	[26]				
Rep. Times												

Route Examiner and Date		Delivery Service Manager (Signature and Title)	
Steve Jones 5/7/12		H. White, PM	

H. Day of Inspection	
Coverage	Possible Deliveries
Trip 1	694
Trip 2	
Percent Made	68%
New Const.	
Date Adjustments Made	

This form lists most of the data for a route from a traditional six-day route count and inspection on one page. Management transfers data from the Forms 1838 to Form 1840. We are going to explain how to read Form 1840 and walk you through this form for Route 55064.

The top right-hand side of the form shows the Post Office, Delivery Unit, and the regular letter carrier's name who is assigned to the route. On the form you are looking at, you can see that this Form 1840 is from Washington DC Post Office, North Station Delivery Unit, and the regular letter carrier assigned to the route is B. Smith. This portion of Form 1840 also shows the type of route, type of vehicle, age, length of service, and the letter carrier's length of service on the route.

Inclusive Dates From	A	
4/23/12		
To:	Net Time Used	
4/28/12		
Day	Hrs	Mins
Monday	2	08
Tuesday	1	55
I-Wednesday	1	29
T-Thursday	[1	41]
Friday	1	27
R-Saturday	[2	08]
Totals	6	59
Averages	1	45

The upper left-hand corner of the form shows the route number and the dates from the week of inspection. On the form you are looking at, it shows the week of inspection was April 23, 2012 – April 28, 2012.

Directly below the dates from the week of inspection, there is a column that shows each day during the week of route count and inspection (Monday, Tuesday, Wednesday, etc.). This column contains a line for “Totals” and a line for “Averages” from the week of inspection. If the regular letter carrier doesn't serve the route on one or more days of route inspection, those days must be bracketed and are required to be excluded from consideration.

On the form you are looking at, Carrier Smith did not work on Thursday and Saturday. That is why you see the numbers are bracketed for these days. On Thursday, the route was covered by the Carrier Technician (T-6) for the route. This is indicated by the letter “T” next to Thursday on the far left of the form. On Saturday, the route was covered by a replacement carrier

other than the Carrier Technician (T-6) as indicated by the letter “R” next to Saturday.

You can always tell what day is the “day of inspection” (the day a manager counts your mail and goes with you) during the week of inspection. This is true because the letter “I” will appear next to the day of inspection. In our example Form 1840, Wednesday was the day of inspection.

Inclusive Dates From: 4/23/12	A		B		C		D		E		F		G		I		
	OFFICE TIME														Net Street Time Used	Net Total Time Used	Actual Auxiliary Time Used
To: 4/28/12	Net Time Used		Standard		Over Standard		Under Standard										
Day	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins			
Monday	2	08	2	17				09	6	21	8	29	0	00	24.8		

You can see that there are several columns on Form 1840. They are labeled A, B, C, D, E, F, and G. Columns A - D deal with office time from the week of route count and inspection.

Column A is called “Net Time Used”. This is the amount of actual office time used by the carrier each day during the week of inspection. On the report you are looking at, it shows that Letter Carrier B. Smith used 2:08 office time on Monday (4/23/12) during the week of route inspection.

Column B is called “Standard”. This is the standard office time credit for each day during the week of inspection. On the Form 1840 you are looking at, the standard office time for Monday (4/23/12) was 2:17. Standard office time is calculated using the 18, 8, and 70 formula, plus the time spent on line items (the duties that a carrier performs while not casing mail) for the day. The 18, 8, and 70 formula works like this: you get credited one minute of casing time for every 18 letters, one minute of casing time for every 8 pieces of mail of other sizes, and one minute of pull down time for every 70 pieces of mail. Line item time is then added to these results to calculate the standard office time for each day.

Inclusive Dates From: 4/23/12	A		B		C		D		E		F		G		I		
	OFFICE TIME														Net Street Time Used	Net Total Time Used	Actual Auxiliary Time Used
To: 4/28/12	Net Time Used		Standard		Over Standard		Under Standard										
Day	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins			
Monday	2	08	2	17				09	6	21	8	29	0	00	24.8		

Column C is called “Over Standard”. This column will be blank unless the carrier goes over standard (uses more office time than standard office time credit) on any day(s) during the week of inspection.

Column D is called “Under Standard”. This column shows how many minutes the carrier goes under standard (uses less office time than standard office time credit) on any day(s) during the week of inspection.

Column E is called “Net Street Time Used”. Column E deals with the actual street time (in most cases) used each day during the week of route inspection. Keep in mind there could have been more street time used than is recorded in this column. This happens when a route examiner records “Waiting Street Time” during any day(s) of inspection. If you want to see if there is any time deducted from the actual street time used, compare the street time on the TACS Employee Everything Report with the street time recorded in Column E for each day from the week of inspection. On the form you are looking at, the street time used by Letter Carrier Smith on Monday (4/23/12) was recorded as 6:21.

Note: Be sure to review the TACS Employee Everything Report to verify that the time the carrier spent on the street matches the Net Street Time Used (Column E) on Form 1840 for each day.

Column F is called “Net Total Time Used”. This is the total time used for the route on each day during the week of inspection. Net total time is computed by adding Column A (Net Time Used - office) and Column E (Net Street Time Used). On the form you are looking at, it shows Carrier Smith used 8:29 to complete route 55064 on Monday (4/23/12).

Inclusive Dates From: 4/23/12	A		B		C		D		E		F		G		I		
	OFFICE TIME														Net Street Time Used	Net Total Time Used	Actual Auxiliary Time Used
To: 4/28/12	Net Time Used		Standard		Over Standard		Under Standard										
Day	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins			
Monday	2	08	2	17				09	6	21	8	29	0	00	24.8		

Column G is called “Actual Auxiliary Time Used”. This shows any auxiliary time used on any day(s) during the week of inspection. In most cases, there will be no auxiliary time used during the week of inspection.

Column H is called “Day of Inspection”. It is found on the bottom right-hand corner of the form. You can see the number of possible deliveries for the route when it was inspected and the number of deliveries made on the day of inspection. On the form you are looking at, the number of possible deliveries is 694. The number of deliveries made on the day of inspection is 474. You can also see what percent of possible deliveries was made on the day of inspection. On the form you are looking at, there were 68% of the possible deliveries made on the day of inspection.

H. Day of Inspection		
Coverage	Possible Deliveries	Deliveries Made
Trip 1	694	474
Trip 2		
Percent Made		68%
New Const.		

I	1	2	3	5	6		7a	7
Miles Driven	NUMBER OF PIECES DELIVERED							
	Letter Size	Mail of All Other Sizes	Accountable and Signature Mail	All Parcel Post Over 2 Pounds	Sequenced Mail		DPS Mail	Total Pieces Delivered
					Letter	Other		
24.8	132	615	8	15			1921	2691

Column I is the miles driven each day of the week of inspection.

The columns (1-7) on the right-hand side of Form 1840 are self-explanatory and record the mail volume for each day during the week of inspection. These columns are totaled and averaged for all days from the week of route count and inspection.

Inclusive Dates From: 4/23/12 To: 4/28/12	A		B		C		D		E		F		G		I		
	OFFICE TIME														Net Street Time Used	Net Total Time Used	Actual Auxiliary Time Used
Net Time Used	Standard		Over Standard		Under Standard		Net Street Time Used		Net Total Time Used		Actual Auxiliary Time Used		Miles Driven				
Day	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins			
Monday	2	08	2	17				09	6	21	8	29	0	00	24.8		
Tuesday	1	55	1	38		17			7	24	9	19	0	00	26.1		
I-Wednesday	1	29	1	37				08	6	14	7	43	0	00	25.0		
T-Thursday	[1	41]	[1	58]				[17]	[6	07]	[7	48]	[0]	[00]	[25.2]		
Friday	1	27	1	51				24	5	56	7	23	0	00	24.6		
R-Saturday	[2	08]	[1	45]		[23]			[6	03]	[8	11]	[0]	[00]	[25.3]		
Totals	6	59	7	17				18	25	55					100.5		
Averages	1	45	1	50				05	6	29					25.2		
1840-B Average Street Time										5	45						

Once again, just below the days of the week in the “Day” column is a “Totals” line. This totals all the time used on the route during the week of inspection (except for the bracketed days for columns A - E).

Next, you have the “Averages” line. This shows the average time used each day during the week of inspection (except for the bracketed days in those columns). On the form you are looking at, Letter Carrier B. Smith used an average of 1:45 office time and an average of 6:29 street time during the week of route count and inspection.

Just below the “Averages” line is a section called “1840-B Average Street Time”. This is the average time recorded on Form 1840-B (eight week

time card analysis). On the form you are looking at, the average 1840-B (eight week time card analysis) street time is 5:45.

Note: If you see a large difference in the average street time from the week of inspection and the 1840-B average street time, you should investigate to find out why this is. One or both of these averages was probably not calculated correctly.

Analysis of Office Work Functions and Actual Time Recordings. Lines:									
Day	14	15	16	17	18	19	21	22	23
Mon	12	5	0	0	0	3	11	0	26
Tues	12	4	0	0	0	4	15	0	25
Wed	4	1	0	0	0	2	7	2	0
Thu	[2]	[2]	[0]	[0]	[0]	[2]	[9]	[0]	[30]
Fri	14	2	0	0	0	3	10	0	21
Sat	[4]	[2]	[0]	[0]	[0]	[3]	[12]	[0]	[26]
Rep. Times									

On the bottom left-hand corner you can see the same days of the week as on top. In this section the times spent on lines 14 thru 23 are recorded for each day during the week of route count and inspection.

Management may not make any estimates of “representative time” for Lines 14, 15, 19, or 21. Any proposed disallowances by

management for Lines 14, 15, 19, or 21 must be supported by appropriate comments on Form 1840 or any attachments thereto. Comments such as “excessive time”, “too much time”, “adequate or sufficient for this function”, “used on the day of inspection”, “too slow pace”, and others similar comments by themselves are not appropriate comments for the purpose of supporting any such adjustment. To be considered appropriate, those comments must set forth the reasons for the conclusion that less than the average actual time recorded is sufficient for the carrier to perform that function. In no event may the time for these functions be below the base minimum (M-39 Section 222.214b).

In the bottom center of the form is a place for the route examiner's comment(s). It looks like this:

Route Examiner's <i>(Office and Street)</i>

Finally, across the bottom of Form 1840 is a place for the route examiner's name, the delivery service manager's signature and title, and for the date adjustments are made.

Route Examiner and Date <i>Steve Jones 5/7/12</i>	Delivery Service Manager <i>(Signature and Title)</i> <i>H. White, PM</i>	Date Adjustments Made
------------------------------------------------------	------------------------------------------------------------------------------	-----------------------

PS Form 1840, November 1997

PS Form 1840 Reverse

The example we will use in this description is below. You may find it useful to pull this page out so you can refer to it while reading this section.

Adjustment Approved by Postmaster or Designee			Record of Office and Street Adjustments Made										Page 1 of 1 Total Pages						
Route Nbr: 26008			Relief (R) Addition (A)		Numbers		ZIP + 4 Sector/Segment		Transferred To or From Rte. Number		Delys.		Office Time		Street Time		Adjusted Route		
Item	Hours and Const. (Minutes)	New Const. (Minutes)	Begin	End	Begin	End	Begin	End	Begin	End	Begin	End	Begin	End	Begin	End	Item	Hours and Minutes	
Office Time	2:09		6700	6798	12	25	004	004			-4		-0:01		-0:05		Office Time	2:05	
Street Time	6:12		6700	6700	12	53	004	004			-11		-0:01		-0:08		Street Time	5:55	
Total Time	8:21		6703	6703	22	42	004	004			-5		-0:01		-0:02		Total Time	8:00	
Router			6712	6712	12	05	004	004			-11		-0:01		-0:02		Router		
Addition																	Possible Deliveries	624	
Relief	0:21																		
													TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	
													- 31	- 0:04	- 0:17				

COMMENTS

1. Office break option chosen yes no
2. Base time selected for route evaluation purposes from Form _____ is _____ (hours and minutes).
3. Street time selected for adjustment 6:12 (hours and minutes).
4. Reasons for selection of street time:
5. Office method for transfer:

ADDITIONAL COMMENTS:

PS Form 1840 (Reverse) FACSIMILE - DOIS

This form shows what adjustment (if any) is going to be made to a route.

Route adjustments are made using one of two management systems – Delivery Operations Information System (DOIS) OR Carrier Optimal Routing (COR). Regardless of which system is used, territory adjustments are always recorded on Form 1840 Reverse. However, the Forms 1840 Reverse generated by DOIS and COR are different. A simple way to tell which kind of adjustment your office is getting is to look at the time values for territory transferred. On a DOIS Form 1840 Reverse, the time values will be shown in whole minutes. On a COR Form 1840 Reverse, the time values will be shown in minutes and seconds. Also, there is additional information on a Form 1840 Reverse generated by COR. It is important to determine which program was used to adjust the routes.

The next two pages illustrate the difference between a DOIS Form 1840 Reverse and a COR Form 1840 Reverse.

PS Form 1840 Reverse Generated by DOIS

The time values inside the box are in hours and whole minutes. This is an easy way to determine that this route adjustment was made using the DOIS program.

Adjustment Approved by Postmaster or Designee			Route Nbr: 26008										Record of Office and Street Adjustments Made			Page 1 of 1		Total Pages
Item	Hours and Minutes	New Const. (Minutes)	Relief (R) Addition (A)		Numbers		ZIP + 4 Sector/Segment	Transferred To or From Rte. Number	Delay	Office Time	Street Time	Adjusted Route						
					Begin	End						Item	Hours and Minutes					
Office Time	2:09		R	OLD CANTON RD E	6700	6798	12 25	004	-4	-0:01	-0:05	Office Time	2:05					
Street Time	6:12		R	OLD CANTON RD E	6700	6700	12 53	004	-11	-0:01	-0:08	Street Time	5:55					
Total Time	8:21		R	OLD CANTON RD O	6703	6703	22 42	004	-5	-0:01	-0:02	Total Time	8:00					
Router			R	OLD CANTON RD E	6712	6712	12 05	004	-11	-0:01	-0:02	Router						
Addition												Possible Deliveries	624					
Relief	0:21																	
									- 31	TOTAL - 0:04	TOTAL - 0:17							

COMMENTS

1. Office break option chosen yes no

2. Base time selected for route evaluation purposes from Form _____ is _____ (hours and minutes).

3. Street time selected for adjustment 6:12 (hours and minutes).

4. Reasons for selection of street time:

5. Office method for transfer:

ADDITIONAL COMMENTS:

PS Form 1840 (Reverse) FACSIMILE - DOIS

PS Form 1840 Reverse Generated by COR

The time values inside the box are in minutes and seconds. This is an easy way to determine that this route adjustment was made using the COR program. Therefore, all of the language in M-01661 must be complied with.

ASSIGNMENT APPROVED BY POSTMASTER OR DESIGNEE		RECORD OF OFFICE AND STREET ADJUSTMENTS MADE										Date: 06/01/11		Page 1 of 2	
		ADDRESS RANGE												ADJUSTED ROUTE	
ITEM	HOURS AND MINUTES	NEW CONST. MINUTES	RELIEF (R) ADDITION (A)	STREET	BEGIN	END	ZIP + 4 SECTOR/ SEGMENT	TRANS - FERRED TO / FROM ROUTE NUMBER	DELYS	OFFICE TIME MM:SS	STREET TIME MM:SS	ITEM	HOURS AND MINUTES		
OFFICE TIME	01:25		A	43RD ST	216	216	3202	C004	24	00:38	03:32	OFFICE TIME	01:27		
STREET TIME	06:20		A	43RD ST	220	220	3225	C004	1	00:00	02:11	STREET TIME	06:35		
TOTAL TIME	07:45		R	TODD AVE	4925	4925	2728	C019	11	00:25	03:23	TOTAL TIME	08:02		
RELIEF ADDITION			R	TODD AVE	4925	4925	2743	C019	2	00:26	03:24				
			R	TODD AVE	4801	4899	2751	C004	2	00:27	03:25				
			R	TODD AVE	4901	4999	2752	C019	20	00:28	03:26				
			R	TODD AVE	5001	5099	2753	C034	19	00:29	03:27				
			R	TODD AVE	5101	5199	2754	C049	32	00:30	03:28				
			A	Relay Time: EXR 14:37, ADJ 17:51	0	0			0	00:00	03:34				
			R	Travel Within: EXR 15:22 ADJ 12:22	0	0			0	00:00	03:00				

				Old Relay: BREW ST. - 01:33	9001	9999	3239		0	00:00	00:00				
				New Relay: 216 43rd St, 1:04	0	0			0	00:00	00:00				
				New Relay: 4925 Todd Ave. St. 1:04	0	0			0	00:00	00:00				
			A	Parcel Delivery	0	0			0	00:00	02:00				

Comments:

- Office break Option chosen Yes or No.
- Base Time Route Evaluation From _____ is _____ (Hours and Minutes)
- Street Time for Adjustment _____ (hours and minutes)
- Reasons for selection of street time:

Office Time Mode:

COR Settlements (M-01661 and M-01859)

The national level settlements M-01661 and M-01859 (reproduced on the next pages) require management to meet specific obligations when using COR, such as documenting, explaining, and validating time changes to travel to, travel from, travel within, and relay time for each route. This is in addition to the normal obligation to document any changes to street time (including changes to allied, relay, or travel time) on Form 1840 Reverse.

Note: Management is required to discuss all of the matters described above at the proposed route adjustment consultation.

Mr. William H. Young
President
National Association of Letter
Carriers, AFL-CIO
100 Indiana Avenue, N.W.
Washington, DC 20001-2144

M-01661

Re: Q01N-4Q-C 05022605
Class Action
Washington DC 20260-4100

Dear Mr. Young:

Recently our representatives met in pre-arbitration discussion of the above-referenced grievance.

After reviewing this matter, the parties agree to the following:

The Carrier Optimal Routing (COR) process is a management tool to assist with the adjustment of letter carrier routes pursuant to Chapter 2 of Handbook M-39. No components of the COR program or application of the COR process will be inconsistent with the route inspection, evaluation, or adjustment process found in Chapter 2 of the M-39 Handbook.

Should the Postal Service develop COR for use in the minor route adjustment process, related components of the COR program or application of the COR process will be consistent with the specific minor route adjustment formula in Section 141.19 of Handbook M-39. Local parties that have established, by mutual agreement, an alternate route adjustment method may also use applications of COR consistent with their alternate route adjustment process.

To facilitate the practical application of this understanding, when transferring territory the back of the PS Form 1840 will indicate, by sector segment, any change in street credit from the actual street time used in sector-segment on PS Form 3999; including all relay, travel, allied time, etc. Any such adjustment to the carrier's actual street time must be documented and explained by appropriate comments on the reverse of PS Form 1840. Additionally, any time adjustment to the base street time, which must be selected pursuant to M-39 Section 242.321, will be documented and explained under the comments section on the reverse of PS Form 1840. Travel To, Travel From, and Travel Within times must be validated, documented, and discussed during carrier consultation. The actual time should be taken from the Inspection PS Form 3999, unless a new pattern is created during the route adjustment process. If a new travel pattern has been created, the new times must be validated.

Notwithstanding any disputes regarding documentation of and/or justification for time adjustments made, the intent of the previous paragraph is for the letter carrier to be made aware of any proposed time adjustment to the carrier's base street time and/or to the street time of the territory being transferred. Time adjustments for territory being transferred will be by sector-segment, including all relay, allied, parcels, accountables, etc. Any time adjustment to a carrier's base street time must comply with the M-39 Section 242.345 through 242.347.

Any grievance held pending a decision on this case will be resolved consistent with the principles of this agreement.

Please sign and return the enclosed copy of this decision as acknowledgment of your agreement to settle this grievance and remove it from the national arbitration docket.

Sincerely,

Doug Tulino
Vice-President
Labor Relations
U.S. Postal Service

William H. Young
President
National Association of
Letter Carriers, AFL-CIO

Date: 7-30-07

The terms of this settlement became effective September 11, 2007 with ratification of the 2006-2011 National Agreement.

LABOR RELATIONS



Mr. Fredric V. Rolando
President
National Association of Letter
Carriers, AFL-CIO
100 Indiana Avenue, NW
Washington, DC 20001-2144

Re: Q06N-4Q-C 09240093
Class Action
Washington, DC 20260-4100

Dear Mr. Rolando:

On several occasions our representatives met in prearbitration discussion on the above-captioned grievance. Time limits were extended by mutual consent.

The issue in this case concerns time credit for relays on routes that are adjusted when using the Carrier Optimal Routing (COR) program.

Currently, the time value associated with retrieving relays for delivery on a route is recorded on PS Form 3999 and credited separately for each relay as "relay time". In the COR program, the actual total relay time recorded on PS Form 3999 for a route is divided by the actual number of relays on the route prior to the route adjustment to determine an average relay time. When the COR program generates a proposed route adjustment, it assigns the average relay time for each relay on a route. After reviewing this matter, we mutually agree to resolve the grievance as follows:

- If any existing relays remain unchanged during the proposed adjustment, the actual relay times from PS Form 3999 will be used. This would be accomplished with a miscellaneous street time adjustment on PS 1840 (Reverse) through the use of the allied time editing process in COR.
- Any other relays created by COR will be reviewed and discussed with the regular city letter carrier assigned to the route during the route adjustment consultation. If the carrier believes the relay times are appropriate, no changes will be necessary. The supervisor and regular city letter carrier assigned to the route who are present at the route adjustment consultation will initial PS Form 1840 (Reverse) to reflect the agreement.
- Where agreement is reached that an adjustment is necessary to the relay time, the amount of time to be added or deducted to the relay time will be recorded in the comments section on PS Form 1840 (Reverse). The supervisor and regular city letter carrier assigned to the route who are present at the route adjustment consultation will initial PS Form 1840 (Reverse) to reflect the agreement reached. A miscellaneous street time adjustment will be made in COR to the route before the route adjustment is finalized and implemented to reflect the agreement.

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- Where agreement cannot be reached, the carrier's comments will be recorded on PS Form 1840 (Reverse) and considered before the route adjustment is finalized and implemented. The supervisor and regular city letter carrier assigned to the route who are present at the route adjustment consultation will initial PS Form 1840 (Reverse). Such consideration will be given consistent with the principle of adjusting routes to consist of as nearly 8 hours daily work as possible pursuant to Section 242.122 of Handbook M-39.
- This agreement does not change or alter the requirement to document on PS Form 1840 (Reverse) and discuss with the carrier during the route evaluation consultation any time adjustment to a carrier's base street time in accordance with Section 242.345 of Handbook M-39 and the national prearbitration settlement on the COR process (Q01N-4Q-C 05022605).

Please sign and return the enclosed copy of this decision as acknowledgment of your agreement to resolve this case.



Alan S. Moore
Manager, Labor Relations
Policy and Programs
Labor Relations
U.S. Postal Service



Fredric V. Rolando
President
National Association of Letter
Carriers, AFL-CIO

Date: 5-8-15

The first part of this section will explain the information found on every Form 1840 Reverse. We will explain the information that is unique to a COR generated Form 1840 Reverse at the end of this section.

At the very top of the form you can see the route number and how many pages the form will be. The example below shows this is the Form 1840 Reverse for Route 26008 and there is 1 page to this route adjustment.

Adjustment Approved by Postmaster or Designee			Route Nbr: 26008										Record of Office and Street Adjustments Made		Page 1 of 1		Total Pages
Item	Hours and Minutes	New Const. (Minutes)	Relief (R) Addition (A)	Numbers		ZIP + 4 Sector/ Segment	Transferred To or From Rte. Number	Delys.	Office Time	Street Time	Adjusted Route						
				Begin	End						Item	Hours and Minutes					

Item	Hours and Minutes
Office Time	2:09
Street Time	6:12
Total Time	8:21

On the upper left-hand corner of the form (in the “Item” column) there is a line for “Office Time”, a line for “Street Time”, and a line for “Total Time”. These are the evaluated times for the route before the adjustment. Route 26008 was given an office time credit of 2:09 and a street time credit of 6:12 for a total daily time credit of 8:21.

Relief (R) Addition (A)		Numbers		ZIP + 4 Sector/ Segment		Transferred To or From Rte. Number	Delys.	Office Time	Street Time
		Begin	End						
R	OLD CANTON RD E	6700	6798	12	25	004	-4	- 0:01	- 0:05

Reading from left to right, the fourth column is called “Relief (R) Addition (A)”. Each entry in this column will always be marked with an “A” or an “R”. The letter “A” means addition (territory or time is being added to the route). The letter “R” means relief (territory or time is being taken from the route).

The next two columns show the street name and block range being added to or removed from the route. The first entry shows the 6700 - 6798 block of Old Canton Rd. is being removed from Route 26008. If you look a few columns further to the right, you can see the “Transferred To or From Route Number” column. This shows which route the territory is coming from or going to (depending on whether territory is being added or taken away). The example above shows the 6700 - 6798 block of Old Canton Rd. is being removed from Route 26008 and added to Route 004.

The next column is called “Delys.” This shows how many possible deliveries are in the line entry being added to or taken away from the route. On the form you are looking at, there are 4 possible deliveries on the 6700 - 6798 block of Old Canton Rd. that are being moved to Route 004.

Continuing to the right, the next two columns are called “Office Time” and “Street Time”. These columns show the time value that is being added to or taken away from the route in the adjustment. The 6700 - 6798 block of Old Canton Rd. is being removed from Route 26008 for a time value of 0:01 (one minute) office time and 0:05 (five minutes) street time. Each entry on every Form 1840 Reverse will follow this same pattern.

Adjusted Route	
Item	Hours and Minutes
Office Time	2:05
Street Time	5:55
Total Time	8:00

On the upper right-hand corner of Form 1840 Reverse, you can see a section called “Adjusted Route”. On the form you are looking at, the office time after the route adjustment is 2:05; the new street time is 5:55; and the new total time for Route 26008 is 8:00.

COMMENTS

1. Office break option chosen yes no

2. Base time selected for route evaluation purposes from Form _____ is _____ (hours and minutes).

3. Street time selected for adjustment 6:12 (hours and minutes).

4. Reasons for selection of street time:

5. Office method for transfer:

ADDITIONAL COMMENTS:

The lower half of the form is called the “Comments” section. Under the “Comments” section, Number 1 deals with the Office Break Option. Number

2 shows the base street time selected for route evaluation purposes. Number 3 shows the street time that was selected for the route. For this route, 6:12 was the street time selected.

This selected street time (6:12) should match the “Street Time” entry in the upper left-hand corner of the form. In our example, these two numbers match, as they usually will.

Note: Just because the street time values match, it doesn’t make them right. If they do not match, there is a problem. Either way, you should investigate the selected street time for each route.

Number 4 is where management must record the reasons for the selection of street time. At the bottom of the page in the lower left-hand corner, there is a section for “Additional Comments”. The “Comments” section on Form 1840 Reverse should be studied very carefully when reviewing route inspection data.

Sometimes, if you look towards the end of a Form 1840 Reverse, you will see that a “Manual Time Adjustment” or “Miscellaneous Time Adjustment” has been made to the route. This time adjustment is listed as “Relief” or “Addition” depending on if the time is being added to or taken away from the route. This type of time adjustment/deduction must be supported by appropriate comments on Form 1840 Reverse. Once again, any such time deduction(s) should be investigated.

At the very bottom of the last page of Form 1840 Reverse, you have a "Totals" line that shows the cumulative totals of deliveries, office time, and/or street time being added to or taken from a route. The form you are looking at shows a cumulative total of 31 deliveries were removed from Route 26008 for a cumulative total of four minutes office time relief and 17 minutes street time relief. Negative numbers mean it is relief. Positive numbers mean it is an addition. You should go back and add up all the office and street time credit and relief given and be sure these totals are correct.

Delys.	Office Time	Street Time
- 31	TOTAL - 0:04	TOTAL - 0:17

1840 Reverse Generated by COR

As routes are adjusted, COR will make changes to Relay Time, Travel To, Travel Within, and Travel From times for each route. These time changes are shown on Form 1840 Reverse. This is an example of a Form 1840 Reverse generated by COR for Route C012 in Zone 33140. Take a look at the section outlined in the black box.

			Route: C012 ZIP 33140		RECORD OF OFFICE AND STREET ADJUSTMENTS MADE						Date: 04/23/11		Page 1 of 2	
Assignment Approved by Postmater or Designee			RELIEF R ADDITON (A)	STREET	ADDRESS RANGE BEGIN END		ZIP + 4 SECTOR/ SEGMENT	TRANS - FERRED TO / FROM ROUTE NUMBER	DELYS	OFFICE TIME MM:SS	STREET TIME MM:SS	Adjusted Route		
Item	Hours and Minutes	New Const. Minutes										Item	Hours and Minutes	
			A	43rd St.	216	216	3211	C004	27	00:08	01:42			
Office Time	01:25		A	43rd St.	216	216	3202	C004	24	00:38	03:32	Office Time	01:36	
Street Time	06:10		A	43rd St.	216	216	3225	C004	1	00:00	02:11	Street Time	06:34	
Total Time	07:35		R	Todd Ave	4925	4925	2728	C019	11	00:25	03:23	Total Time	08:10	
Relief			R	Todd Ave	4925	4925	2743	C019	2	00:26	03:24			
Addition			R	Todd Ave	4801	4899	2751	C004	2	00:27	03:25			
			R	Todd Ave	4901	4999	2752	C019	20	00:28	03:26			
			R	Todd Ave	5001	5099	2753	C034	19	00:29	03:27			
			A	Relay Time EXR 14:37, ADJ 17:51	0	0			0	00:00	03:34			
			R	Travel Within: EXR 15:22 ADJ 12:22	0	0			0	00:00	03:00			

				Old Relay: BREW ST, - 01:33	9001	9999	3239		0	00:00	00:00			
				New Relay: 216 43rd St, 1:04	9000	9098	3273		0	00:00	00:00			
				New Relay: 4925 Todd Ave. St, 1:04	0	0			0	00:00	00:00			
			A	Parcel Delivery	0	0			0	00:00	02:00			

Comments:

1. Office Break OPTION Chosen Yes or No.

2. Base Time Route Evaluation From Form _____ is _____: _____ (Hours and Minutes)

3. Street Time for Adjustment 06:10 (Hours and Minutes)

4. Reasons for Selection of Street Time:

Office Time Mode: Demonstrated Performance by Regular Carrier

The first line in the box is an addition COR made to the route by adding time for relay time. You can see the letters “EXR” beside the words “Relay Time”. This means that 14:37 (14 minutes and 37 seconds) was the relay time on the existing route (the route before any adjustment).

A	Relay Time EXR 14:37, ADJ 17:51	0	0			0	00:00	03:34
R	Travel Within: EXR 15:22 ADJ 12:22	0	0			0	00:00	03:00

A	Relay Time EXR 14:37, ADJ 17:51	0	0			0	00:00	03:34
R	Travel Within: EXR 15:22 ADJ 12:22	0	0			0	00:00	03:00

To the right of the EXR time, you can see the letters “ADJ”. This is the relay time COR credited to the route after the adjustment. In the example above, the ADJ time is 17:51 (17 minutes and 51 seconds). If the ADJ time is greater than the EXR time, you will see the letter “A” in the “Relief/Addition” column because time has been added to the route. If the ADJ time is less than the EXR time, an “R” for relief will appear because COR has taken time from the route. This is usually the case. Changes in Travel To, Travel From, Travel Within, and Relay Time are identified the same way. Remember, all changes must be documented, validated, explained by appropriate comments on Form 1840 Reverse and discussed at the carrier consultation as required by M-01661 and M-01859.

	Old Relay: BREW ST, -01:33	9001	9999	3239		0	00:00	00:00
	New Relay: 216 43rd St, 1:04	9000	9098	3273		0	00:00	00:00
	New Relay: 4925 Todd Ave. St, 1:04	0	0			0	00:00	00:00
A	Parcel Delivery	0	0			0	00:00	02:00

Further down you can see “Old Relay: BREW ST, -01:33”. This means COR deleted a relay located at Brew St. and deducted 1 minute and 33 seconds of Relay Time from the route. On the next line you see a similar entry indicating that a new relay has been added. In this example, the new relay located at 216 43rd St. resulted in a 1:04 (1 minute and 4 seconds) time credit being given to Route C012.

The bottom line of this form has an entry for “Parcel Delivery”. You can see the letter “A” in the “Relief/Addition” column indicating that this is an addition to the route. Scroll all the way over to the “Street Time” column and you can see that 02:00 (2 minutes) was credited to the route for this parcel delivery. Allied time entries like this will automatically show up on a Form 1840 Reverse generated by COR when allied time is added to or taken from the route.

PS Form 3999

The Form 3999 is used to record all data on the day an examiner accompanies a letter carrier on the street. The times on this form are used to determine the value of territory transferred from one route to another. It is important for NALC representatives to understand the various street functions that are used to ensure route examiners record all allied and delivery street time on the appropriate function and that time credit is given where time credit is due. Failure to do so can result in inaccurate route adjustments, especially when adjustments are done using the Carrier Optimal Routing (COR) program.

Reading the PS Form 3999

Every line on Form 3999 will have either an allied time function listed or actual deliveries. Allied time is fully explained later in this section. The actual deliveries are listed by what are called “Sector Segments”. A sector segment will list a number range and a street name. The Form 3999 will also show the type of deliveries, how many possible deliveries are within the sector segment, how many deliveries were made, and how much street time credit was given for each sector segment.

The top of every page of a Form 3999 will look like this:

Delivery Methods	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Box or NP U
					Delys. Poss. Other	Delys. Poss. Curb	Delys Poss NDCBU	Delys Poss. Oth-Cen.	Delys Made	Delys. Poss. Other	Delys. Poss. Curb	Delys Poss NDCBU	Delys Poss. Oth-Cen.	Delys Made	
	VEHICLE LOAD		10:00:00	0:07:30											
	TRAVEL TO		10:07:30	0:08:51											
O	1000 - 1098 OAK ST	E	10:16:21	0:02:38	11				9						
O	1100 - 1198 OAK ST	E	10:18:59	0:03:13						12				10	
	WAITING OTHER		10:22:12	0:02:36											
O	1101 - 1199 OAK ST	O	10:24:48	0:00:36						3				3	
O	1001 - 1099 OAK ST	O	10:25:24	0:08:47	14				8						

Delivery Methods	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Box or NP U
					Delys. Poss. Other	Delys. Poss. Curb	Delys Poss NDCBU	Delys Poss. Oth-Cen.	Delys Made	Delys. Poss. Other	Delys. Poss. Curb	Delys Poss NDCBU	Delys Poss. Oth-Cen.	Delys Made	
	VEHICLE LOAD		10:00:00	0:07:30											
	TRAVEL TO		10:07:30	0:08:51											
O	1000 - 1098 OAK ST	E	10:16:21	0:02:38	11				9						
O	1100 - 1198 OAK ST	E	10:18:59	0:03:13						12				10	
	WAITING OTHER		10:22:12	0:02:36											
O	1101 - 1199 OAK ST	O	10:24:48	0:00:36						3				3	
O	1001 - 1099 OAK ST	O	10:25:24	0:08:47	14				8						

You should begin reading this form by looking at the second column from the left. This column is called “Block Number and Street Name”. This is where you will see the allied time function entry or the street name and block range that is included for the sector segment you are looking at. For example, the first entry on the form above is for the allied time function “Vehicle Load”. The first sector segment entry on the example form above is located on the third line from the top. The sector segment is “1000 -1098 OAK ST”.

Now go back over to the first column on the left. This column is called “Delivery Methods”. It shows you the delivery method used for each sector segment. This column will be blank for allied time entries. In the example above, you can see the letter “O” in this column beside the sector segment “1000 - 1098 OAK ST”. This means the delivery method for this sector segment listed is “Other”. This column will have one of the delivery methods listed below.

- P – Park
- L – Loop
- V – Vehicle
- D – Dismount
- O - Other

Delivery Methods	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Bo x or NP U
					Delys. Poss. Other	Delys. Poss. Curb	Delys Poss NDCBU	Delys Poss. Oth-Cen.	Delys Made	Delys. Poss. Other	Delys. Poss. Curb	Delys Poss NDCBU	Delys Poss. Oth-Cen.	Delys Made	
	VEHICLE LOAD		10:00:00	0:07:30											
	TRAVEL TO		10:07:30	0:08:51											
O	1000 - 1098 OAK ST	E	10:16:21	0:02:38	11				9						
O	1100 - 1198 OAK ST	E	10:18:59	0:03:13						12				10	
	WAITING OTHER		10:22:12	0:02:36											
O	1101 - 1199 OAK ST	O	10:24:48	0:00:36						3				3	
O	1001 - 1099 OAK ST	O	10:25:24	0:08:47	14				8						

The third column from the left is called “Travel Pattern”. This column shows you if the sector segment contains only even numbered deliveries, only odd numbered deliveries, or both. Look at the “1000 - 1098 OAK ST” sector segment. The letter “E” in this column tells you that this sector segment contains only even numbered deliveries. This column will have one of the travel patterns listed below.

- E – Even
- O – Odd
- X – Crisscross

If a sector segment contains only odd numbered addresses, you will see an “O” in this column. If it contains both even and odd numbered addresses, you will see an “X” in this column.

The fourth column from the left is called “Time Enter Block.” This is the time of day the delivery of the sector segment or the allied time function began. In the example above, the very first entry is “Vehicle Load.” The “Time Enter Block” column shows that the vehicle load began at 10:00:00. Look at the “1000 - 1098 OAK ST” sector segment again. You can see that the carrier began delivering this sector segment at 10:16:21. As you can see, the times on the form are listed in Hours:Minutes:Seconds (00:00:00).

Delivery Methods	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Bo x or NP U
					Delys. Poss. Other	Delys. Poss. Curb	Delys Poss NDCBU	Delys Poss. Oth-Cen.	Delys Made	Delys. Poss. Other	Delys. Poss. Curb	Delys Poss NDCBU	Delys Poss. Oth-Cen.	Delys Made	
	VEHICLE LOAD		10:00:00	0:07:30											
	TRAVEL TO		10:07:30	0:08:51											
O	1000 - 1098 OAK ST	E	10:16:21	0:02:38	11				9						
O	1100 - 1198 OAK ST	E	10:18:59	0:03:13						12				10	
	WAITING OTHER		10:22:12	0:02:36											
O	1101 - 1199 OAK ST	O	10:24:48	0:00:36						3				3	
O	1001 - 1099 OAK ST	O	10:25:24	0:08:47	14				8						

The fifth column from the left is called “Actual Time Used”. This is the actual time used for the entry. On the “Vehicle Load” entry, you can see that this letter carrier took 00:07:30 (7 minutes and 30 seconds) to load the vehicle. You can also see that it took 00:02:38 (2 minutes and 38 seconds) to deliver the “1000 - 1098 OAK ST” sector segment. If you add the “Actual Time Used” to the “Time Enter Block,” you should always come up with the total that appears in the “Time Enter Block” for the function on the next line.

The rest of the columns contain delivery information for sector segment entries only. You will not see any information in these columns for allied time entries.

These columns are broken into two main categories: Residential and Business. These categories are then further broken down into five sub-categories providing information on the type of deliveries within the sector segment and how many deliveries were made on the day the Form 3999 was conducted. These sub-categories are the same for Residential and Business deliveries.

- Delys. Poss Other – The number listed is the amount of possible deliveries in the sector segment serviced by foot, park and loop, or dismount.
- Delys. Poss Curb – The amount of possible curblines/mounted deliveries.
- Delys. Poss NDCBU – The amount of possible NDCBU (cluster box) deliveries.

- Delys. Poss Oth-Cen – The amount of possible other centralized deliveries.
- Delys. Made – The amount of deliveries that the carrier actually made for that sector segment on the day the Form 3999 was conducted.

Delivery Methods	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Bo x or NP U
					Delys. Poss. Other	Delys. Poss. Curb	Delys Poss NDCBU	Delys Poss. Oth-Cen.	Delys Made	Delys. Poss. Other	Delys. Poss. Curb	Delys Poss NDCBU	Delys Poss. Oth-Cen.	Delys Made	
	VEHICLE LOAD		10:00:00	0:07:30											
	TRAVEL TO		10:07:30	0:08:51											
O	1000 - 1098 OAK ST	E	10:16:21	0:02:38	11				9						
O	1100 - 1198 OAK ST	E	10:18:59	0:03:13						12				10	
	WAITING OTHER		10:22:12	0:02:36											
O	1101 - 1199 OAK ST	O	10:24:48	0:00:36						3				3	
O	1001 - 1099 OAK ST	O	10:25:24	0:08:47	14				8						

Look back at the 1000 – 1098 Oak St sector segment in the example Form 3999. You can see the letter carrier delivered that sector segment using an “other” delivery method; serviced the even side of the road; started the segment at 10:16:21; and took 2 minutes and 38 seconds to deliver 9 out of 11 possible residential deliveries.

Allied Time

Many of the tasks associated with the delivery of mail are recorded as “allied time” on Form 3999. This section is designed to provide a clear understanding of each work function and what duties should be covered under each.

Street work functions recorded as “allied time” are divided into three categories in the USPS computer system – “Function Analysis,” “Other Street Time,” and “Non-recurring Street Time.”

Note: Pay particular attention to time recorded as “Non-recurring Street Time.” Most time recorded under these work functions is recurring and should be a part of the route, such as “Replenish” time. Do not let the term “non-recurring” trick you into thinking it’s OK to

automatically deduct time recorded in the non-recurring category from a route. You should review any time deduction made to a route.

Non-recurring Street Time

An explanation of each work function that is listed in the USPS computer system as non-recurring street time follows:

- **Backtracking** – This function is used for a letter carrier to return to a prior delivery to deliver a piece of mail that was missed. For example, if letter carriers are instructed on a normal basis to go back and deliver mis-sequenced pieces of DPS or FSS mail, this is where the time spent would be recorded. In this particular situation, the time should not be deducted from a letter carrier's street time.
- **Animal Interference** – Time spent dealing with an animal attack or avoiding animals. An example would be when a letter carrier is required to walk an extra distance away from a house to avoid an animal. If this happens on a recurring basis, the time should not be deducted from a letter carrier's street time.
- **Waiting for Relays** – This is time spent waiting for mail to be delivered to a relay box on a foot route. If a letter carrier gets to a relay box and the mail for the next relay is not in the box and this happens on a recurring basis, the time spent waiting for the mail to arrive should not be deducted from a letter carrier's street time.
- **Waiting for Transportation** – This is time spent waiting for transportation. For example, if a letter carrier is required to use public transportation on the route, the time waiting for such transportation where it occurs on a regular basis should not be deducted from a letter carrier's street time.

- **Waiting Other** – Most non-recurring waiting time not covered by any of the other functions will be recorded under “Waiting Other.” Managers must take notes regarding reasons for placing letter carriers on this function. You should review these notes very carefully for errors.
- **Temporary Detail** – This function is used for any duties performed on the day the Form 3999 is conducted that are not part of the route. For example, time spent performing work on another route on a day of street inspection would be recorded here. In this example, the time would be deducted from a letter carrier’s street time.
- **Management Time** – This is time spent away from normal street duties due to the needs of the examiner performing the Form 3999. For example, if the supervisor receives a phone call to return to the office and a letter carrier has to drive him/her back, this is where the time spent would be recorded. Time should only be deducted when a letter carrier completely stops working for no other reason than the route examiner’s needs.
- **Accident** - In the unfortunate event of an accident, time spent waiting due to the accident is recorded under this function. Expect this time to be deducted from a letter carrier’s street time.
- **Miscellaneous Other** – This function is used to cover anything not covered under any of the other functions mentioned. Managers must take notes regarding reasons for placing letter carriers on this function. You should review these notes very carefully for errors.
- **Replenish** – This is time spent moving mail into position for delivery. For example, taking a tray of mail from the back of the vehicle and moving it to the front onto the tray for delivery. Time spent under this function should not be deducted from a letter carrier’s street time.

Function Analysis Street Time

An explanation of each specific work function that is listed in the USPS computer system as function analysis street time follows:

- **Relay Time** – This is time spent preparing mail for delivery for the next loop on a park and loop or foot route. Relay time could include loading mail into the satchel, gathering DPS/FSS, or loading parcels for the next loop. Time spent replenishing mail on a curbside (mounted) route is not relay time.
- **Travel To** – Travel To time begins when the vehicle departs from the office and ends when the first delivery is reached.
- **Travel From** - Travel From time begins after the letter carrier has completed delivering the route and begins to travel back to the office. It ends when the vehicle has been parked and the Vehicle Unload function begins.
- **Vehicle Load** – Vehicle Load time begins when the letter carrier moves to street time and ends when the vehicle is loaded and he/she departs from the office to head out for the route.
- **Vehicle Unload** – Vehicle Unload time begins when the vehicle is parked after returning to the office. This function continues while the vehicle is being unloaded and ends when the letter carrier pushes the empty equipment into the Post Office and swipes his/her badge at the clock to move back to office time.

Other Street Time

An explanation of each work function that is listed in the USPS computer system as other street time follows:

- **Travel Within** – Travel Within is time recorded when driving from one park point to another while not delivering mail on a park and loop route. Time spent traveling from one geographic area (neighborhood) to another without delivering mail on a mounted/curbside/riding route is also recorded as Travel Within. Time spent traveling from one mounted/curbside/riding, cluster box, or dismount delivery to another along a route is not Travel Within, it is delivery time.
- **Accountable Delivery** – Time spent delivering accountable mail on the street such as registered mail, certified mail, express mail, signature confirmation, CODs, etc., and filling out PS Form 3849 (when appropriate) is recorded under this function.
- **Parcel Delivery** – Time spent delivering parcels and filling out PS Form 3849 (when appropriate) is recorded under this function.
- **Street Break Time** – This is the time spent taking break(s) on the street. Some units will have one break on the street and some will have two. Street breaks are separate and apart from lunch breaks or comfort stops. Normally, breaks are 10 minutes each. However, there are offices that have negotiated longer break times.
- **Collection Time** – Time spent on collection duties that are a normal part of the route should be recorded under this function. Time spent on collections that are not part of the route should be recorded as “Temporary Detail”.
- **Deadhead Time** – Time begins when a letter carrier finishes the last delivery point on a sector segment and retraces past completed

deliveries in order to return to the vehicle or next delivery point. It is not time spent driving from park point to park point (see Travel Within).

- **Personal Needs** – Letter carriers are afforded the opportunity to take comfort stops to tend to personal needs and the time used is recorded under this function (including any travel time associated with comfort stops).
- **Customer Contact** – Letter carriers talk to customers on a daily basis. This function should be used to record time spent in conversation with customers about postal issues and/or routine items such as giving directions.
- **Gas Vehicle** – Any time spent away from the normal line of travel to gas the vehicle is recorded under this function (including any associated travel time).

NALC representatives should be sure to look at the “3999 Data Summary” and the “3999 Function Analysis” screens when reviewing Form(s) 3999 for each route. The “3999 Data Summary” screen gives a summary of the time breakdown of the work functions mentioned above. It also shows a number of details relating to the number and percent of possible deliveries made on the day the Form 3999 was conducted. The “3999 Function Analysis” screen shows how much time was recorded under each of the work functions described above. Detailed explanations of how to read these screens will be covered in a few pages.

NALC representatives should also review the “3999 Audit Trail” report for each route. This report will show you many of the manual changes a manager has made to the Form 3999. A detailed explanation of how to read the “3999 Audit Trail” report can be seen in the next two pages.

3999 Audit Trail Report

The “3999 Audit Trail Report” is produced from the DOIS system and shows some of the changes made to a Form 3999 after it has been completed. This report may hold the clues as to why some of the street time on the day of inspection disappeared! We will walk you through the example below.

3999 Audit Trail Report															
Zip Code: 33026		Route Number: 023		Data Capture Date: 01/10/2011		RESTRICTED INFORMATION									
Ver Nbr	Del Met	Block Number & Street Name	Tvl Pat	Actual Time Used	Residential					Business					Det. PO Box or NPU
					Other	Curb	NDCBU	Cent	Made	Other	Curb	NDCBU	Cent	Made	
1	Othr	11400 - 11496 NW 13TH CT	E	0:00:56	0	3	0	0	3	0	0	0	0	0	0
2	Othr	11400 - 11496 NW 13TH CT	E	0:01:06	0	3	0	0	3	0	0	0	0	0	0
1	Othr	11500 - 11596 NW 13TH CT	E	0:00:08	0	1	0	0	1	0	0	0	0	0	0
2	Othr	11500 - 11596 NW 13TH CT	E	0:00:28	0	1	0	0	1	0	0	0	0	0	0
1	Othr	11600 - 11696 NW 13TH CT	E	0:00:02	0	1	0	0	1	0	0	0	0	0	0
2	Othr	11600 - 11696 NW 13TH CT	E	0:00:22	0	1	0	0	1	0	0	0	0	0	0
1	Othr	11800 - 11800 NW 13TH CT	B	0:01:22	0	1	0	0	1	0	0	0	0	0	0
2	Othr	11800 - 11800 NW 13TH CT	B	0:00:32	0	1	0	0	1	0	0	0	0	0	0
1	Othr	1801 - 1899 NW 118TH AVE	O	0:01:19	0	2	0	0	2	0	0	0	0	0	0
2	Othr	1801 - 1899 NW 118TH AVE	O	0:00:59	0	2	0	0	2	0	0	0	0	0	0
1	Othr	2000 - 2096 NW 114TH AVE	E	0:01:23	0	2	0	0	2	0	0	0	0	0	0
2	Othr	2000 - 2096 NW 114TH AVE	E	0:01:30	0	2	0	0	2	0	0	0	0	0	0
1	Othr	2001 - 2099 NW 118TH AVE	O	0:00:31	0	2	0	0	2	0	0	0	0	0	0
2	Othr	2001 - 2099 NW 118TH AVE	O	0:00:51	0	2	0	0	2	0	0	0	0	0	0
1		LUNCH BREAK		0:30:07	0	0	0	0	0	0	0	0	0	0	0
2		LUNCH BREAK		0:30:00	0	0	0	0	0	0	0	0	0	0	0
1		PERSONAL NEEDS		0:02:17	0	0	0	0	0	0	0	0	0	0	0
2		PERSONAL NEEDS		0:02:24	0	0	0	0	0	0	0	0	0	0	0
1		STREET BREAK TIME		0:10:00	0	0	0	0	0	0	0	0	0	0	0
1		TRAVEL WITHIN		0:00:06	0	0	0	0	0	0	0	0	0	0	0
1		VEHICLE LOAD		0:18:21	0	0	0	0	0	0	0	0	0	0	0
2		VEHICLE LOAD		0:26:21	0	0	0	0	0	0	0	0	0	0	0

In the example above, the zip code, route number, and data capture date are found under the title of the form. The data capture date is the date the Form 3999 was done on the route. The example Form 3999 was completed on 1/10/2011.

The column to the far left is the “Version Number” (Ver Nbr) column. A number “1” is the initial entry made on Form 3999. A number “2” is a change to the time recorded as number “1” for a particular function. A number “3” is a change to a number “2.” A number “4” is a change to a number “3,” and so on.

A number “1” without a number “2” indicates a deletion of an initial entry to Form 3999. This means time was deleted from Form 3999 and is gone forever unless we investigate and find out if the deletion was proper or not.

The second column from the left is the “Delivery Method” (Del Met) used for a sector segment. Delivery Method choices are park and loop (P&L), curblin (Curb), dismount (Dis), or other (Othr). The third column is the “Block Number & Street Name.” The fourth column is the Travel Pattern (Tvl Pat) for the sector segment. An “O” means odd side of a street, an “E” means even side, a “B” means deliveries on both even and odd sides, and an “X” means crisscrossing delivery.

The fifth column is for “Actual Time Used.” This shows the time recorded (or what the time originally recorded was changed to) for the sector segment or function. All columns to the right of the “Actual Time Used” column mirror the possible and made deliveries as recorded for the entry you are looking at on the Form 3999.

On the example 3999 Audit Trail Report, the first entry you see is a change for the sector segment “11400-11498 NW 13TH CT.” The # 1 in the Ver Nbr column shows that the actual time used was 0:00:56 (56 seconds). On the next line you see that # 2 in the Ver Nbr column shows the actual time used was 0:01:06 (1 minute and 6 seconds). This means the time on this sector segment was increased from 56 seconds to 1 minute and 6 seconds.

Look for the entry for Travel Within towards the bottom of the example report. This entry is for 6 seconds. There is only a version 1 not followed by another version, so this 6 seconds of Travel Within was deleted and no Travel Within time added.

Note: This report does not show all of the edits made to a Form 3999. However it is a good starting place when verifying the street time used by a letter carrier on the day of inspection.

3999 Data Capture Summary Screen

Description	Time
Vehicle Load	0:24:33
Travel To	0:11:08
Travel From	0:16:46
Vehicle Unload	0:07:22
Relay Time	0:00:00
Other Street Time	1:14:25
Non Recurring Street Time	0:29:55
Total Allied Time	2:44:10
Total Delivery Time	4:45:08
Total Gross Time	7:29:17
Lunch Time	0:30:00

Additional Detail Analysis	
Total Possible Deliveries	861
Total Deliveries Made	840
% Deliveries Made (Total Deliveries Made/Total Possible Deliveries)	97.6%
Total Other Street Time less Break Time	1:04:25
Other Street Time Average per Delivery Made (sec)	4.60

The 3999 Data Capture Summary is not a form or a report. It is a screen that exists in the Postal Service's DOIS Program. Management has the ability to print a copy of the screen shot if you request it.

The information found here is taken from a Form 3999. It is important to obtain a copy of this summary following an adjustment for two reasons. First, it is the only screen that gives you the total possible deliveries and the number of deliveries made on the day of the Form 3999. Second, it gives you a thorough breakdown of allied time and delivery time from the day of the Form 3999. Stewards can also use it as a quick reference point when investigating if the proper Form 3999 is being used for an adjustment in situations where more than one Form 3999 was completed on a route.

Now we will walk through the report to help you understand the information available to you. As you can see in our example, the top of the "Data Summary" screen lists the "Route Number", "Data Capture Date", and

3999 Data Capture / Summary

Route Number: 26008 Data Capture Date: 01/10/2011 Street Analysis Type: Full 3999

3999 Data Capture 3999 Data Summary 3999 Function Analysis

Time Breakdown		Additional Detail Analysis	
Description	Time		
Vehicle Load	0:24:33	Total Possible Deliveries	861
Travel To	0:11:08	Total Deliveries Made	840
Travel From	0:16:46	% Deliveries Made (Total Deliveries Made/Total Possible Deliveries)	97.5%
Vehicle Unload	0:07:22	Total Other Street Time less Break Time	1:04:25
Relay Time	0:00:00	Other Street Time Average per Delivery Made (sec)	4.60
Other Street Time	1:14:25		
Non Recurring Street Time	0:29:55		
Total Allied Time	2:44:10		
Total Delivery Time	4:45:08		
Total Gross Time	7:29:17		
Lunch Time	0:30:00		

Preview Audit Trail Preview 3999 Save Close

“Street Analysis Type.” This example pertains to Route 26008, the data capture date, or the day Form 3999 was conducted on this route was “01/10/2011,” and it was a full (all day) 3999 not a segment (partial day) 3999 for route 26008.

The box on the left side of the screen is the “Time Breakdown.” All of the “Allied Time” from the Form 3999 fits into one of the seven descriptions listed there. They include; Load Vehicle, Travel To (Route), Travel From (Route), Vehicle Unload, Relay Time, Other Street Time, and Non-Recurring Street Time. All of this time is added and displayed as an entry across from the “Total Allied Time.” A line for “Total Delivery Time” follows. The next to last line is the “Total Gross Time” line which does not include a “Lunch Time.” The “Lunch Time” is on the last line.

The screen shot shows the letter carrier on Route 26008 took 0:24:33 to load the vehicle, 0:11:08 to travel to the route, 0:16:46 to travel from the route, and 0:07:22 to unload the vehicle on the day of inspection. The letter carrier spent 0:00:00 on “Relay Time,” 1:14:25 on “Other Street Time,” and

0:29:55 on “Non-Recurring Street Time” on the day of inspection. The “Total Allied Time” recorded is 2:44:10. The “Total Delivery Time” recorded is 4:45:08. The “Total Gross Time” for Route 26008 on this day is 7:29:17 (not including lunch).

The box on the right side of the screen shows the “Additional Detail Analysis.” The first line reveals the “Total Possible Deliveries” followed by the “Total Deliveries Made.” Then you have the “% Deliveries Made (Total Deliveries Made/Total Possible Deliveries)” line. Next is the “Total Other Street Time less Break Time” line (this should correspond with the Other Street Time listed on the left side of the summary minus the break time used by the letter carrier). Finally, you have a line for “Other Street Time Average per Delivery Made (sec).”

The screen shot shows there were 861 possible deliveries on Route 26008, and 840 deliveries made for a total of 97.6% of the possible deliveries made on this day. It also has “Other Street Time” used for Route 26008 (excluding the 10 minute street break time) was 1:04:25, The “Other Street Time Average per Delivery Made (sec)” was 4.60 seconds per delivery on the day of inspection.

3999 Function Analysis Screen

The 3999 Function Analysis Screen is not a form or a report. It is a screen that exists in the Postal Service’s DOIS Program. Like the Data Capture Summary Screen, management can print a copy of the screen shot if requested.

The information found here is generated from a Form 3999 completed on a route. This screen is the most important document you can review if you want to understand what “Allied Time” is as well as which street work functions are considered to be in “Allied Time.” It is also important because it offers a snapshot of all the allied time in one place, which can help you pick up on possible problems.

Note: If the adjustments to the routes in the zone you are reviewing were completed in COR, the totals on this screen should match what is in the “Allied Time Box” in the COR “Existing Route Summary Report.”

3999 Data Capture / Summary

Route Number: 25008 Data Capture Date: 01/10/2011 Street Analysis Type: Full 3999

3999 Data Capture | 3999 Data Summary | **3999 Function Analysis**

Function Analysis		* Other Street Time Detail		** Non-recurring Street Time Detail	
Function Description	Total Time	Function Description	Total Time	Function Description	Total Time
Relay Time	0:00:00	Travel Within	0:13:41	Backtracking	0:04:07
Travel To	0:11:08	Accountable Delivery	0:14:37	Animal Interference	0:00:00
Travel From	0:16:46	Parcel Delivery	0:26:22	Waiting for Relays	0:00:00
Vehicle Load	0:24:33	Street Break Time	0:10:00	Waiting for Transportation	0:00:00
Vehicle Unload	0:07:22	Collection Time	0:00:00	Waiting - Other	0:15:41
Other Street Time*	1:14:25	Deadhead Time	0:00:00	Temporary Detail	0:00:00
Non-Recuring Street Time**	0:29:55	Personal Needs	0:08:55	Management Time	0:00:00
Total Allied Time	2:44:10	Customer Contact	0:00:50	Accident	0:00:13
		Gas Vehicle	0:00:00	Miscellaneous Other	0:09:54
		Totals	1:14:25	Totals	0:29:55

Preview Audit Trail Preview 3999 Save Close

On the example, the top of the “3999 Function Analysis” screen has the “Route Number,” “Data Capture Date,” and “Street Analysis Type.” You can see this is Route 26008, a Form 3999 was completed on 01/10/2011, and it was a full (all day) 3999 not a segment (partial day) of route 26008.

There are three sections on this screen. All three sections have a “Function Description” and “Total Time” column involved for each element of “Allied Time.”

The first section is “Function Analysis.” It shows relay, travel, and vehicle load/unload times, other street time, and non-recurring street time.

The second section is “Other Street Time Detail.” It shows travel within, accountable delivery, parcel delivery, street break, collection, deadhead, personal needs, customer contact, and gas vehicle time.

The summary reveals that Route 26008 used 0:13:41 of travel within time, 0:14:37 of accountable delivery time, 0:26:22 of parcel delivery time, 0:10:00 of street break time, 0:08:55 of personal needs time, and 0:00:50 of customer contact time. There was no collection, deadhead, or gas vehicle time recorded. This gives us a total of 1:14:25 recorded as “Other Street Time” for Route 26008 on this day.

The last section is “Non-recurring Street Time Detail.” It shows backtracking, animal interference, waiting for relays, waiting for transportation, waiting-other, temporary detail, management, accident, and miscellaneous other or replenish time. On some screens replenish time will appear rather than miscellaneous other.

Our example summary shows Route 26008 recorded using 0:04:07 of backtracking time, 0:15:41 of waiting other time, 0:00:13 of accident time, and 0:09:54 of miscellaneous other time on this day. There was no animal interference, waiting for relays, waiting for transportation, temporary detail, or management time recorded. This gives us a total of 0:29:55 recorded as “Non-recurring Street Time” for Route 26008 on this day.

Existing Route Summary Report

This report can be generated when management adjusts routes using the COR program. It is important for stewards to request this because it shows the values of the routes in a zone or unit as they exist before any adjustment including office time, street time, allied time and possible deliveries. This information can be used in conjunction with the Adjusted Route Summary Report, which is a similar report that shows the zone after the adjustment is done.

NALC representatives should compare the totals on the Existing Route Summary Report with those on the Adjusted Route Summary Report. If any of the totals on the Adjusted Route Summary Report are lower than those on the Existing Route Summary Report, the time changes must be documented, explained and validated. An example of this report is below.

U.S. POSTAL SERVICE Delivery Routing System Existing Route Summary 02/08/11 09:25:34							
Zone: 33026 -----							
ROUTE ID	POS DEL	STREET TIME		OFFICE TIME			ROUTE TIME
		ALLIED	DELIVERY	NET	STD	FACTOR	
C001	629	02:27	07:04	01:14	01:14	0.118	08:18
C003	567	02:07	07:02	01:30	01:30	0.159	08:32
C005	1347	01:54	07:22	01:23	01:23	0.062	08:45
C006	743	01:30	06:51	01:20	01:20	0.108	08:11
C007	1220	01:39	07:41	01:16	01:16	0.062	08:57
C008	861	02:29	07:09	01:19	01:19	0.092	08:28
C011	705	01:46	06:24	01:32	01:32	0.130	07:56
C012	868	02:29	07:15	01:17	01:17	0.089	08:32
C014	960	02:21	06:59	01:14	01:14	0.077	08:13
C015	769	01:36	06:43	01:14	01:14	0.096	07:57
C017	763	02:00	06:51	01:30	01:30	0.118	08:21
C018	656	01:41	06:47	01:36	01:36	0.146	08:23
C021	888	01:49	07:08	01:08	01:08	0.077	08:16
C022	726	01:38	06:28	01:11	01:11	0.098	07:39
C023	577	01:49	06:21	01:19	01:19	0.137	07:40
C024	451	01:25	05:18	01:10	01:10	0.155	06:28

Total	12730	30:39	109:23	21:13	21:13	-----	130:36

On this example report, you see the date and time the report was generated. The example was generated on 2/08/11 at 09:25:34.

Below and to the left of the time and date is the zone or zip code that is being adjusted. The attached example is for zone 33026. The far left-hand column is titled "ROUTE ID". This is the actual route number.

The second column from the left is titled "POS DEL." This column shows you the number of possible deliveries on each route before the adjustment. On the example report, C001 has 629 possible deliveries.

The third and fourth columns from the left are titled "STREET TIME." These columns are subdivided into two columns – "ALLIED" and "DELIVERY." The "ALLIED" column shows you the amount of allied street time on the route in hours and minutes. The "DELIVERY" column is the total amount of evaluated street time for the route before the adjustment. On the example report, C001 has 2:27 (2 hours and 27 minutes) allied time and a total street time of 7:04 (7 hours and 4 minutes) before the adjustment.

The fifth, sixth, and seventh columns from the left are titled "OFFICE TIME." These columns are subdivided into three columns – "NET," "STD," and "FACTOR." The "NET" column is the evaluated office time for the route before the adjustment. In the example report, C001 has an evaluated office time of 1:14 (1 hour and 14 minutes). The "STD" column is the standard office time for the route over the evaluation period either in a joint process or during a six day route count and inspection. In the example report, C001 has a standard office time of 1:14 (1 hour and 14 minutes). The "FACTOR" column is the office factor used to transfer office time from one route to another when territory is transferred. In the example report, C001 has an office factor of 0.118. This means that for every delivery transferred from C001 to another route, 0.118 minutes of office would be taken from C001 and added to the gaining route.

The column on the far right is titled "ROUTE TIME." This is the evaluated total time for the route before the adjustment. When the total street time

from the "DELIVERY" column is added to total office time from the "NET" column, the result is the total route time. On the attached example report, C001 has a total route time of 08:18 (8 hours and 18 minutes) before the adjustment.

Each column has a total amount for the zone at the bottom of the report. On the example report, this zone has a total route time of 130:36 (130 hours and 36 minutes) and a total allied time of 30:39 (30 hours and 39 minutes). Remember to compare these totals to the totals on the Adjusted Route Summary Report, and if any of the totals on the Adjusted Route Summary Report are lower than those on the Existing Route Summary Report. The time changes must be validated and then documented on the Form 1840 Reverse and explained during the consultaion.

U.S. POSTAL SERVICE Delivery Routing System Existing Route Summary 02/08/11 09:25:34							
Zone: 33026 -----							
ROUTE ID	POS DEL	STREET TIME		OFFICE TIME			ROUTE TIME
		ALLIED	DELIVERY	NET	STD	FACTOR	
C001	629	02:27	07:04	01:14	01:14	0.118	08:18
C003	567	02:07	07:02	01:30	01:30	0.159	08:32
C005	1347	01:54	07:22	01:23	01:23	0.062	08:45
C006	743	01:30	06:51	01:20	01:20	0.108	08:11
C007	1220	01:39	07:41	01:16	01:16	0.062	08:57
C008	861	02:29	07:09	01:19	01:19	0.092	08:28
C011	705	01:46	06:24	01:32	01:32	0.130	07:56
C012	868	02:29	07:15	01:17	01:17	0.089	08:32
C014	960	02:21	06:59	01:14	01:14	0.077	08:13
C015	769	01:36	06:43	01:14	01:14	0.096	07:57
C017	763	02:00	06:51	01:30	01:30	0.118	08:21
C018	656	01:41	06:47	01:36	01:36	0.146	08:23
C021	888	01:49	07:08	01:08	01:08	0.077	08:16
C022	726	01:38	06:28	01:11	01:11	0.098	07:39
C023	577	01:49	06:21	01:19	01:19	0.137	07:40
C024	451	01:25	05:18	01:10	01:10	0.155	06:28
Total	12730	30:39	109:23	21:13	21:13	-----	130:36

Adjusted Route Summary Report

This report can be generated when management adjusts routes using the COR program. It is important for stewards to request this because it shows the values of the routes in a zone or unit as they exist after the adjustment, including office time, street time, allied time and possible deliveries. This information can be used in conjunction with another report called the Existing Route Summary Report, which is a similar report that shows the zone before the adjustment is done.

Once again NALC representatives should compare the totals on the Adjusted Route Summary Report with those on the Existing Route Summary Report. If any of the totals on the Adjusted Route Summary report are lower than those on the Existing Route Summary report, the time changes must be validated and then documented on the Form 1840 Reverse and explained during the consultaion. It is also important to note that because this report may be generated and changed numerous times during the adjustment. Stewards should make sure they have the final report. An example of this report is found below.

U.S. POSTAL SERVICE Delivery Routing System Adjusted Route Summary 02/11/11 09:48:58						
Zone: 13026						
ROUTE ID	POS DEL	STREET TIME		OFFICE TIME		ROUTE TIME
		ALLIED	DELIVERY	SELECTED	FACTOR	
C001	697	02:32	07:01	01:12	0.118	08:13
C003	516	02:04	06:24	01:26	0.159	07:50
C005	1103	02:18	06:59	01:11	0.062	08:10
C006	825	01:20	06:42	01:18	0.108	08:00
C007	1086	01:36	06:52	01:12	0.062	08:04
C008	771	02:21	06:49	01:17	0.092	08:06
C011	705	01:46	06:24	01:32	0.130	07:56
C012	600	02:17	06:36	01:17	0.089	07:53
C014	1038	02:03	06:33	01:20	0.077	07:53
C015	769	01:36	06:43	01:14	0.096	07:57
C017	636	01:59	06:22	01:31	0.118	07:53
C019	606	01:44	06:29	01:34	0.146	08:03
C021	750	01:57	06:56	01:05	0.077	08:01
C022	739	01:39	06:46	01:14	0.098	08:00
C023	616	01:48	06:43	01:24	0.137	08:07
C024	790	01:11	05:29	01:14	0.155	06:43
C025	481	01:20	04:37	00:20	0.000	04:57
Total	12730	31:31	110:25	21:21	-----	131:46

On each report the date and time it was generated is shown at the top. This example was generated on 2/11/11 at 09:48:58.

Below and to the left of the time and date is the zone or zip code that is being adjusted. The attached example is for Zone 33026. The far left-hand column is titled "ROUTE ID." This is the actual route number.

The second column from the left is titled "POS DEL" and shows you the number of possible deliveries on each route after the adjustments. On the example report, C001 has 697 possible deliveries.

The third and fourth columns from the left are titled "STREET TIME." These columns are subdivided into two columns – "ALLIED" and "DELIVERY." The "ALLIED" column shows you the amount of allied street time on the route in hours and minutes. The "DELIVERY" column is the total amount of street time for the route after the adjustment. On the example report, C001 has 2:32 (2 hours and 32 minutes) allied time and a total street time of 7:01 (7 hours and 1 minute) after the adjustment.

The fifth and sixth columns from the left are titled "OFFICE TIME." These columns are subdivided into two columns – "SELECTED" and "FACTOR." The "SELECTED" column is the total amount of office time for the route after the adjustment. The "FACTOR" column is the office factor used to transfer office time from one route to another when territory is transferred. In the example report, C001 has a total office time of 1:12 (1 hour and 12 minutes) and an office factor of 0.118. This means that for every delivery transferred from C001 to another route, 0.118 minutes of office would be taken from C001 and added to the gaining route.

The column on the far right is titled "ROUTE TIME." This is the total time for the route after the adjustment. When the total street time from the "DELIVERY" column is added to total office time from the "SELECTED" column, the result is the total route time. On the example report, C001 has a total route time of 08:13 (8 hours and 13 minutes) after the adjustment.

Each column has a total amount for the zone at the bottom of the report. On the example report, this zone has a total route time of 131:46 (131 hours and 46 minutes) and a total allied time of 31:31 (31 hours and 31 minutes). Remember to compare these totals to the totals on the Existing Route Summary Report, and if any of the totals on the Adjusted Route Summary Report are lower than those on the Existing Route Summary Report, the time changes must be validated and then documented on the Form 1840 Reverse and explained during the consultaion.

U.S. POSTAL SERVICE Delivery Routing System Adjusted Route Summary 02/11/11 09:48:58						
Zone: 13026 -----						
ROUTE ID	POS DEL	STREET TIME		OFFICE TIME		ROUTE TIME
		ALLIED	DELIVERY	SELECTED	FACTOR	
C001	697	02:32	07:01	01:12	0.118	08:13
C003	516	02:04	06:24	01:26	0.159	07:50
C005	1103	02:18	06:59	01:11	0.062	08:10
C006	325	01:20	06:42	01:18	0.108	08:00
C007	1086	01:36	06:52	01:12	0.062	08:04
C008	771	02:21	06:49	01:17	0.092	08:06
C011	705	01:46	06:24	01:32	0.130	07:56
C012	600	02:17	06:36	01:17	0.089	07:53
C014	1038	02:03	06:33	01:20	0.077	07:53
C015	769	01:36	06:43	01:14	0.096	07:57
C017	636	01:59	06:22	01:31	0.118	07:53
C018	606	01:44	06:29	01:34	0.146	08:03
C021	750	01:57	06:56	01:05	0.077	08:01
C022	739	01:39	06:46	01:14	0.098	08:00
C023	616	01:48	06:43	01:24	0.137	08:07
C024	790	01:11	05:29	01:14	0.155	06:43
C025	481	01:20	04:37	00:20	0.000	04:57

Total	12730	31:31	110:25	21:21	-----	131:46

Allied Time Report

This report can be generated when management adjusts routes using the COR program. It displays the allied time for parcel and accountable delivery associated with territory moved to or from each route in a zone. Stewards can use this report to identify allied time associated with territory moved from one route to another and ensure that the appropriate allied time was transferred to the gaining route. An example of an Allied Time Report is shown here and on next page. The following will walk you through this example report.

```

*****
* Allied Time *
* *
* Zone = 33026 *
* *
* Thu Feb 10 07:22:32 2011 *
*****
* Existing Route C001 *
*****
Transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
2262 1701 - 1799 NW 11TH TER Accountable 53 C012
2225 11001 - 11099 NW 21ST ST Parcel 79 C012
2279 10801 - 10899 NW 19TH ST Accountable 170 C012
2217 10901 - 10999 NW 19TH ST Accountable 118 C012
2217 10901 - 10999 NW 19TH ST Parcel 2 C012
2219 11001 - 11099 NW 19TH ST Parcel 31 C012
2202 10800 - 10898 NW 17TH CT Parcel 119 C012
2270 10801 - 10899 TAFT ST Parcel 172 C012
2203 10901 - 10999 NW 17TH CT Parcel 58 C012
2206 11000 - 11098 NW 17TH CT Parcel 11 C012
-----
Non-transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
2835 1701 - 1799 NW 106TH AVE Parcel 312 C001
2366 10500 - 10598 NW 18TH PL Parcel 177 C001
2325 10400 - 10498 NW 18TH PL Accountable 164 C001
2311 10601 - 10699 NW 22ND ST Parcel 61 C001
2307 10601 - 10699 NW 20TH ST Parcel 84 C001
2335 2100 - 2198 NW 106TH AVE Parcel 28 C001
-----
* Existing Route C003 *
*****
Transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
4946 10700 - 10798 DENVER DR Parcel 64 C018
4958 10800 - 10898 SANTA FE DR Accountable 113 C018
-----
Non-transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
3405 10500 - 10598 STIRLING RD. Parcel 123 C003
4903 10701 - 10799 NASHVILLE DR Parcel 72 C003
4970 4100 - 4198 BATON ROUGE WAY Accountable 86 C003
4900 10700 - 10798 NASHVILLE DR Accountable 151 C003
4961 3801 - 3899 COLUMBUS WAY N Accountable 98 C003
4961 3801 - 3899 COLUMBUS WAY N Parcel 92 C003
4935 4101 - 4199 LANSING AVE Parcel 112 C003
4931 4100 - 4198 LANSING AVE Parcel 197 C003
4927 3800 - 3898 TRENTON AVE Accountable 123 C003
4941 11101 - 11199 MINNEAPOLIS DR Accountable 114 C003
4865 3501 - 3599 BOISE WAY Parcel 46 C003
4810 3401 - 3499 AMSTERDAM AVE Parcel 27 C003
4805 3400 - 3498 MADRID AVE Accountable 171 C003

```

Below the title of the report you will find the zone or zip code that is being adjusted. The attached example is for Zone 33026, followed by the date and time the report was generated. The attached example was generated on Thursday February 10, 2011 at 07:22:32. You should make sure that no territory has been moved since the report was generated. If it has, simply ask management for a copy of the correct report.

The report lists all the existing routes in the zone. The allied time per route is divided into two sections – “Transferred Plus4s” and “Non-Transferred Plus4s.”

The allied time listed under “Transferred Plus4s” does not

mean the time has been transferred.

It means that the territory containing allied time has been moved to another route.

Management must **manually** move this allied time. Allied time **never** automatically transfers from route to route.

```

*****
* Allied Time *
*
* Zone = 33026 *
*
* Thu Feb 10 07:22:32 2011 *
*****

*****
* Existing Route C001 *
*****

-----
Transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
2262 1701 - 1799 NW 111TH TER Accountable 53 C012
2225 11001 - 11099 NW 21ST ST Parcel 79 C012
2279 10801 - 10899 NW 19TH ST Accountable 170 C012
2217 10901 - 10999 NW 19TH ST Accountable 118 C012
2217 10901 - 10999 NW 19TH ST Parcel 2 C012
2219 11001 - 11099 NW 19TH ST Parcel 31 C012
2202 10800 - 10898 NW 17TH CT Parcel 119 C012
2270 10801 - 10899 TAFT ST Parcel 172 C012
2203 10901 - 10999 NW 17TH CT Parcel 58 C012
2206 11000 - 11098 NW 17TH CT Parcel 11 C012
-----

-----
Non-transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
2835 1701 - 1799 NW 106TH AVE Parcel 312 C001
2366 10500 - 10598 NW 19TH PL Parcel 177 C001
2325 10400 - 10498 NW 19TH PL Accountable 164 C001
2311 10601 - 10699 NW 22ND ST Parcel 61 C001
2307 10601 - 10699 NW 20TH ST Parcel 84 C001
2335 2100 - 2198 NW 106TH AVE Parcel 28 C001
-----

*****
* Existing Route C003 *
*****

-----
Transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
4946 10700 - 10798 DENVER DR Parcel 64 C018
4958 10800 - 10898 SANTA FE DR Accountable 113 C018
-----

-----
Non-transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
3405 10500 - 10598 STIRLING RD. Parcel 123 C003
4903 10701 - 10799 NASHVILLE DR Parcel 72 C003
4970 4100 - 4198 BATON ROUGE WAY Accountable 86 C003
4900 10700 - 10798 NASHVILLE DR Accountable 151 C003
4961 3801 - 3899 COLUMBUS WAY N Accountable 98 C003
4961 3801 - 3899 COLUMBUS WAY N Parcel 92 C003
4935 4101 - 4198 LANSING AVE Parcel 112 C003
4931 4100 - 4198 LANSING AVE Parcel 197 C003
4927 3800 - 3898 TRENTON AVE Accountable 123 C003
4941 11101 - 11199 MINNEAPOLIS DR Accountable 114 C003
4865 3501 - 3599 BOISE WAY Parcel 46 C003
4810 3401 - 3499 AMSTERDAM AVE Parcel 27 C003
4805 3400 - 3498 MADRID AVE Accountable 171 C003

```

The fourth line of the report identifies the first existing route in the zone (Route C001) in the example report. Look at the columns on the left side of the page under “Transferred Plus 4s.” You can see the zip code plus4, the block range, and street name of several sector segments. The first entry on this example is 1701-1799 NW 111TH TER and has a zip code plus4 of 2262. Sector segments that have been moved to another route will show up here only if they contain allied time for parcel or accountable delivery.

The columns on the right side of the page show you the type of allied time and the amount of time (in seconds) associated with each sector segment. The far right-hand column shows which route the sector segment has been transferred to. Look at the first entry of 1701-1799 NW 111TH TER. You

can see that this sector segment contains 53 seconds of accountable delivery. You can also see that this sector segment was transferred to route C012 by looking at the far right-hand column.

It is important to remember that this report does not signify the time has been transferred! It only shows the amount of parcel and accountable time associated with the sector segments. Stewards can verify the transfer of this time by reviewing the Form

1840 Reverse for the gaining route. A description and explanation of the Form 1840 Reverse can be found beginning on page 131 of this guide.

The “Non-transferred Plus4s” section is read the same way. The only difference is that all sector segments listed under this section remained on the existing route during the adjustment.

```

*****
* Allied Time *
*
* Zone = 33026 *
*
* Thu Feb 10 07:22:32 2011 *
*****

*****
* Existing Route C001 *
*****

Transferred Plus4s

Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
2262 1701 - 1799 NW 11TH TER Accountable 53 C012
2225 11001 - 11099 NW 21ST ST Parcel 79 C012
2279 10801 - 10899 NW 19TH ST Accountable 170 C012
2217 10901 - 10999 NW 19TH ST Accountable 118 C012
2217 10901 - 10999 NW 19TH ST Parcel 2 C012
2219 11001 - 11099 NW 19TH ST Parcel 31 C012
2202 10800 - 10899 NW 17TH CT Parcel 119 C012
2270 10801 - 10899 TART ST Parcel 172 C012
2203 10901 - 10999 NW 17TH CT Parcel 58 C012
2206 11000 - 11098 NW 17TH CT Parcel 11 C012

Non-transferred Plus4s

Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
2835 1701 - 1799 NW 106TH AVE Parcel 312 C001
2366 10500 - 10598 NW 18TH PL Parcel 177 C001
2325 10400 - 10498 NW 18TH PL Accountable 164 C001
2311 10601 - 10699 NW 22ND ST Parcel 61 C001
2307 10601 - 10699 NW 20TH ST Parcel 84 C001
2335 2100 - 2198 NW 106TH AVE Parcel 29 C001

*****
* Existing Route C003 *
*****

Transferred Plus4s

Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
4946 10700 - 10798 DENVER DR Parcel 64 C018
4958 10800 - 10898 SANTA FE DR Accountable 113 C018

Non-transferred Plus4s

Plus4 NDS Address Range NDS Name Allied Time(secs) Model Route
-----
3405 10500 - 10598 STIRLING RD Parcel 123 C003
4903 10701 - 10799 NASHVILLE DR Parcel 72 C003
4970 4100 - 4198 BATON ROUGE WAY Accountable 86 C003
4900 10700 - 10798 NASHVILLE DR Accountable 151 C003
4961 3801 - 3899 COLUMBUS WAY N Accountable 98 C003
4961 3801 - 3899 COLUMBUS WAY N Parcel 92 C003
4935 4101 - 4199 LANSING AVE Parcel 112 C003
4931 4100 - 4198 LANSING AVE Parcel 197 C003
4927 3800 - 3898 TRENTON AVE Accountable 123 C003
4941 11101 - 11199 MINNEAPOLIS DR Accountable 114 C003
4865 3501 - 3599 BOISE WAY Parcel 46 C003
4810 3401 - 3499 AMSTERDAM AVE Parcel 27 C003
4805 3400 - 3498 MADRID AVE Accountable 171 C003

```

Route Summary Report

This report is generated when management completes the adjustment using COR. This report is important because it contains a variety of information about each route. It is broken down into four sections. This guide is designed to give you a clear understanding of all the information on the Route Summary Report. We will look at each of the four sections separately.

```

*****
*                               Route Summary Report                               *
* Date: Mon Mar 28              Zone 33026              Page: 1              *
*****
Office Transfer Mode: Demonstrated Performance by Relieved Carrier
Volumes: Full Coverage

Route Deliveries  Allied Time  Street Time  Office Time  Priority Time  Total Time
-----
C001      697      02:32      07:01      01:12      00:20      08:13
C003      517      02:05      06:28      01:26      00:09      07:54
C005     1103      02:19      06:59      01:11      00:28      08:10
C006      825      01:20      06:42      01:18      00:51      08:00
C007     1086      01:36      06:52      01:12      02:15      08:04
C008      773      02:22      06:49      01:17      00:06      08:06
C011      705      01:46      06:24      01:32      00:02      07:56
C012      600      02:17      06:36      01:17      01:07      07:53
C014     1038      02:04      06:33      01:20      00:20      07:53
C015      769      01:36      06:43      01:14      00:01      07:57
C017      636      01:58      06:21      01:31      00:05      07:52
C018      605      01:44      06:25      01:34      00:03      07:59
C021      750      01:57      06:56      01:05      01:11      08:01
C022      739      01:39      06:46      01:14      01:07      08:00
C023      616      01:48      06:43      01:24      00:15      08:07
C024      790      01:11      05:29      01:14      02:09      06:43
C025      481      01:20      04:37      00:20      01:11      04:57

Allied Time Details (MM:SS):
-----
Route  Loading Time  Travel To Time  Travel From Time  Travel Within Time  Deadhead Time  Relay Time
-----
C001   38:41    10:01    12:54    01:44    00:00    00:00
C003   27:44    13:47    14:38    02:55    00:00    00:00
C005   15:08    08:29    06:22    08:56    00:00    00:00
C006   11:16    09:07    13:35    03:09    00:00    00:00
C007   37:50    11:05    14:24    01:00    00:00    00:00
C008   24:33    14:54    15:49    12:25    00:00    00:00
C011   36:00    13:00    18:00    02:00    00:00    00:00
C012   40:46    10:08    10:49    10:14    00:00    00:00
C014   32:26    09:10    10:58    07:20    00:00    00:00
C015   18:06    08:23    10:35    03:09    00:00    00:00
C017   37:05    12:37    11:19    15:26    00:00    00:00
C018   20:44    14:09    15:24    06:04    00:00    00:00
C021   25:38    04:02    12:14    20:59    00:00    00:00
C022   17:47    08:50    09:57    10:36    00:00    00:00
C023   26:21    07:18    08:56    06:55    00:00    00:00
C024   21:25    05:13    10:10    08:19    00:00    00:00
C025   15:00    10:57    10:50    05:15    00:00    00:00

Park Locations:
-----
Route  Park Cnt  Relay Cnt
-----
C001      1         1
C003      0         0
C005      0         0
C006      0         0
C007      0         0
C008      0         0
C011      0         0
C012      0         0
C014      0         0

```

The box on the top of the report has the title “Route Summary Report.” Below the title, you see the zone or zip code of the unit. The zone on the example report is 33026. On the left side of the box, you see the date and day of the week the report was generated. This example was generated on Monday, March 28th. On the right side of the box is the page number.

```

*****
*                               Route Summary Report                               *
* Date: Mon Mar 28              Zone 33026              Page: 1              *
*****

Office Transfer Mode: Demonstrated Performance by Relieved Carrier
Volumes: Full Coverage

```

Below the box are two lines that tell you what “Office Transfer Mode” and “Volumes” were selected for this adjustment. On the example report, the Office Transfer Mode is “Demonstrated Performance by Relieved Carrier” and the Volume is “Full Coverage”.

Next, you see a section on the top half of Page One that gives you some basic information about each route. The far left-hand column lists the route numbers. The second column over is titled “Possible Deliveries.” This tells you the number of possible deliveries on each route. On the example report, C001 has 697 possible deliveries.

Route	Possible Deliveries	Allied Time	Street Time	Office Time	Priority Time	Total Time
C001	697	02:32	07:01	01:12	00:20	08:13
C003	517	02:05	06:28	01:26	00:09	07:54
C005	1103	02:19	06:59	01:11	00:28	08:10
C006	825	01:20	06:42	01:18	00:51	08:00
C007	1086	01:36	06:52	01:12	02:15	08:04
C008	773	02:22	06:49	01:17	00:06	08:06
C011	705	01:46	06:24	01:32	00:02	07:56
C012	600	02:17	06:36	01:17	01:07	07:53
C014	1038	02:04	06:33	01:20	00:20	07:53
C015	769	01:36	06:43	01:14	00:01	07:57
C017	636	01:58	06:21	01:31	00:05	07:52
C018	605	01:44	06:25	01:34	00:03	07:59
C021	750	01:57	06:56	01:05	01:11	08:01
C022	739	01:39	06:46	01:14	01:07	08:00
C023	616	01:48	06:43	01:24	00:15	08:07
C024	790	01:11	05:29	01:14	02:09	06:43
C025	481	01:20	04:37	00:20	01:11	04:57

The third column over is titled “Allied Time.” This column shows you the amount of allied street time (in hours and minutes) on the route after the adjustment. On the example report, you can see that C001 has 02:32 (2 hours and 32 minutes) of allied time.

The fourth column from the left is titled “Street Time.” This shows the total base street time for the route after the adjustment. C001 has 07:01 (7 hours and 1 minute) of street time in the example report.

The fifth column from the left is titled “Office Time.” This shows the base office time for the route after the adjustment. In the example report, C001 has 01:12 (1 hour and 12 minutes) of office time.

The sixth column from the left is “Priority Time.” This shows the street time associated with the priority deliveries that will be made prior to any deliveries not designated as priority. This is often used on business routes to accommodate early delivery. In the example report, C001 has 0:20 (20 minutes) of priority time.

The far right-hand column in this section is the “Total Time” for the route after the adjustment. This is the total time for the route when the base office and base street times are added together. In the example report, C001 has 08:13 (8 hours and 13 minutes) of total route time.

Allied Time Details

The next section of the report is a breakdown of the allied time for each route into six categories. These are the allied times credited to the route after the adjustment. All times in this section are in minutes and seconds (MM:SS).

The first column on the left lists the route numbers.

The second column from the left is the “Loading Time” for the route. In the

Allied Time Details (MM:SS):						
Route	Loading Time	Travel To Time	Travel From Time	Travel Within Time	Deadhead Time	Relay Time
C001	38:41	10:01	12:54	01:44	00:00	00:00
C003	27:44	13:47	14:38	02:55	00:00	00:00
C005	15:08	08:29	06:22	08:56	00:00	00:00
C006	11:16	09:07	13:35	03:09	00:00	00:00
C007	37:50	11:05	14:24	01:00	00:00	00:00
C008	24:33	14:54	15:49	12:25	00:00	00:00
C011	36:00	13:00	18:00	02:00	00:00	00:00
C012	40:46	10:08	10:49	10:14	00:00	00:00
C014	32:26	09:10	10:58	07:20	00:00	00:00
C015	18:06	08:23	10:35	03:09	00:00	00:00
C017	37:05	12:37	11:19	15:26	00:00	00:00
C018	20:44	14:09	15:24	06:04	00:00	00:00
C021	25:38	04:02	12:14	20:59	00:00	00:00
C022	17:47	08:50	09:57	10:36	00:00	00:00
C023	26:21	07:18	08:56	06:55	00:00	00:00
C024	21:25	05:13	10:10	08:19	00:00	00:00
C025	15:00	10:57	10:50	05:15	00:00	00:00

example report, the loading time for route C001 is 38:41 (38 minutes and 41 seconds).

The third column from the left is the “Travel To Time” for the route. This is the time credited to the route to travel from the office to the first delivery. If COR changes the travel to time for a route, it must be documented and explained on the Form 1840 Reverse. The new time proposed by COR must be validated as well. In the example report, the travel to time for C001 is 10:01 (10 minutes and 1 second).

The fourth column from the left is the “Travel From Time” for the route. This is the time credited to the route to travel from the end of the route back to the office. If COR changes the travel from time for a route, it must be documented and explained on the Form 1840 Reverse. Again, any change to this time must be validated. In the example report, the travel from time for C001 is 12:54 (12 minutes and 54 seconds).

The fifth column from the left is the “Travel Within Time” for the route. This is the time credited to the route for traveling from park point to park point or from one geographic area to another. If COR changes the travel within time for a route, it must be documented and explained on the Form 1840 Reverse. Any change to this time must be validated. In the example report, the travel within time for C001 is 01:44 (1 minute and 44 seconds).

The sixth column over will show you any deadhead time that is built into the route. In the example report, C001 has no deadhead time.

The far right-hand column shows relay time credited to the route. On the example report, C001 has no relay time. This is normal for a route with all mounted/curbside deliveries.

Park Locations

This section shows the total number of park points and relays for each route. In the example report, C001 has 1 park point and 1 relay. As

discussed above, the relay time column in the “Allied Time Details” section shows zero relay time. This indicates a problem. You should investigate to see if in fact there is a relay on route C001, and if so, how much time needs to be associated with this relay.

```
Park Locations:
-----
```

Route	Park Cnt	Relay Cnt
C001	1	1
C003	0	0
C005	0	0
C006	0	0
C007	0	0
C008	0	0
C011	0	0
C012	0	0
C014	0	0

Territory Transfer Summary Report

This report can be generated when management has adjusted routes using the COR program. This report will show you the number of deliveries before the adjustment, how many of them are still on each route after the adjustment, and what percentage of deliveries are still on each route. It also shows you the amount of delivery time (not including allied time) on each route before and after the adjustment. We will walk you through the example report shown below.

```

*****
*                               Territory Transfer Summary Report                               *
*                                                                                               *
*                               Zone = 33026                                                    *
*                                                                                               *
*                               Fri Feb 11 08:00:26 2011                                       *
*                                                                                               *
*****

```

Retained Possible Deliveries				Route Inspection Delivery Time		
Route	Model	Exist	Percent	Model	Exist	Percent
C001	316	629	50.2%	03:13	06:09	52.1%
C003	516	567	91.0%	04:28	05:05	88.0%
C005	661	1347	49.1%	02:59	06:02	49.4%
C006	579	743	77.9%	03:33	04:56	71.8%
C007	1086	1220	89.0%	06:18	07:05	88.9%
C008	639	861	74.2%	03:45	04:46	78.8%
C011	705	705	100.0%	05:40	05:40	100.0%
C012	105	868	12.1%	00:59	05:43	17.2%
C014	518	960	54.0%	02:17	04:32	50.2%
C015	769	769	100.0%	05:12	05:12	100.0%
C017	535	763	70.1%	04:21	05:47	75.1%
C018	555	656	84.6%	05:00	05:58	83.8%
C021	504	888	56.8%	03:26	05:00	68.5%
C022	704	726	97.0%	04:15	04:25	96.3%
C023	522	577	90.5%	04:01	04:26	90.3%
C024	104	451	23.1%	01:11	03:50	30.9%
C025	0	0	0%	00:00	00:00	0%

The top of the report has the title “Territory Transfer Summary Report.” Below the title is the zone or zip code that is being adjusted. This example is for Zone 33026. Below the zone you will see the day of the week, date, and time the report was generated. This example was generated on Friday February 11, 2011 at 08:00:26. The far left-hand column is titled “Route.” This is the route number.

The next three columns over are all part of the “Retained Possible Deliveries” section of this report. The second column from the left is titled “Model.” This column shows you number of deliveries the route retained after the adjustment is made. In the example report, C001 kept 316 of the original deliveries after the adjustment.

The third column from the left is titled “Exist.” This column shows you the total number of deliveries the route has before an adjustment is made. In the example report, C001 had a total of 629 deliveries before the adjustment.

The fourth column from the left is titled “Percent.” This is the percentage of deliveries that the route kept. In the example report, C001 kept 316 of its 629 deliveries. So this route kept 50.2% of its deliveries. If you look under the “Percent” column, you will see 50.2% for route C001.

The next section over is titled “Route Inspection Delivery Time.” It is divided into three columns – “Model,” “Exist,” and “Percent.”

The “Model” column is the amount of delivery time retained on the route after the adjustment. This is not the total street time for the route. It does not include allied street time. In the example report, Route C001 has retained 03:13 (3 hours 13 minutes) of its original delivery time.

The “Exist” column is the amount of delivery time on the existing route before the adjustment. This is not the total street time for the route. It is only the amount of time recorded as actual delivery time. It does not include time recorded as allied street time. In the example report, Route C001 had 06:09 (6 hours 9 minutes) of delivery time.

The “Percent” column shows you the percentage of delivery time remaining on the route after the adjustment. For example, C001 had 6:09 (6 hours 9 minutes) of delivery time and 3:13 (3 hours 13 minutes) of that delivery time is retained from the original route. 3:13 (3 hours 13 minutes) is 52.1% of 6:09. If you look under the “Percent” column for C001, you will see 52.1%.

Route Relations Summary Report

This report will show you how much each route has changed and where the territory came from. This report can be useful when arguing that management failed to keep scheme changes to a minimum as required by Section 242.232(a) of the M-39 Handbook. The following will walk you through the example report shown below.

```

*****
*                               Route Relations Summary Report                               *
*                               Zone - 33026                                           *
*                               Wed Feb  9 13:51:23 2011                               *
*****

```

RS Route -----	Exist Route -----	Possible Deliveries -----	% Possible Deliveries -----
101	C001*	316	50.24%
	C007	513	42.05%
	C012	46	5.30%

Below the title is the zone or zip code that is being adjusted. This example is for Zone 33026. Below the zone, you will see the day of the week, date, and time the report was generated. The attached example was generated on Wednesday, February 9, 2011 at 13:51:23.

The far left-hand column is titled “RS Route.” This is a temporary route number that COR uses during the adjustment process. This number often will not match the actual route number. The next column over will show you the actual route number. The actual route number will have an asterisk next to it.

The second column from the left is titled “Exist Route.” This column shows you the existing route (the route before any adjustment is made) and any other routes that the existing route is gaining territory from to make up the new route (the route after the adjustment). In the example report, an asterisk appears by “C001” in this column, so C001 is the existing route. This will also be the route number after the adjustment. Below C001, you

```

*****
*                               Route Relations Summary Report                               *
*                               Zone = 33026                                             *
*                               Wed Feb  9 13:51:23 2011                               *
*****

```

RS Route	Exist Route	Possible Deliveries	% Possible Deliveries
101	C001*	316	50.24%
	C007	513	42.05%
	C012	46	5.30%

can see Routes C007 and C012. This tells you that C001 gained territory from these routes.

The third column from the left is titled “Possible Deliveries.” This column shows you the number of deliveries that make up the new route (the route after the adjustment). In the report you are looking at, C001 kept 316 of its possible deliveries. C001 is picking up 513 possible deliveries from C007 and 46 possible deliveries from C012.

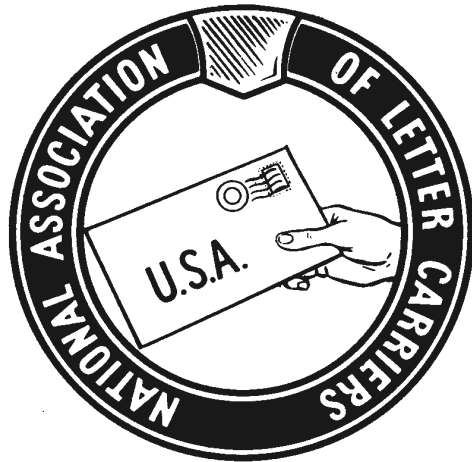
The column on the far right is titled “% Possible Deliveries.” This column shows you the percentage of deliveries remaining on the new route and the percentage of deliveries being transferred from the losing route(s).

In the example report, the previous column showed you that C001 was keeping 316 of its possible deliveries. This column tells you that those 316 were 50.24% of the possible deliveries on C001 before it was adjusted. This column also shows that C001 picked up 513 deliveries from C007, which were 42.05% of the possible deliveries from C007 before it was adjusted. Additionally, 46 possible deliveries were added to C001 from C012, which were 5.30% of the total possible deliveries on C012 before it was adjusted.

To look for the next route, look for the next “RS Route” entry in the far left column. Next, look in the “Exist Route” column for a route number with an asterisk and follow the same pattern of reading the report as described in our example.

We would like to thank you for taking time to read this guide. We hope the information and advice provided will help you better represent letter carriers when management violates the National Agreement while evaluating and adjusting routes through the traditional six-day route count and inspection process.

If you need further clarification or assistance, please contact your branch president or national business agent's office.



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The **2018** NALC Guide to **Route Inspections**

BREAK SHEET AT
PERFORATION AND SLIDE
INTO SPINE SLEEVE

