

Handbook M-39 Revision

M-01024

DATA COLLECTION DEVICES

The following boxed text revises Methods Handbook M-39, *Management of Delivery Services*. Field managers should insert these revised pages into their copies of the handbook. A future edition of Handbook M-39 will include these revisions.

MANAGEMENT OF DELIVERY SERVICES**220 CONDUCTING THE COUNT OF MAIL****221 SCHEDULES AND GENERAL RULES GOVERNING COUNT****221.1 Letter Routes**

.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.

.12 Use of Forms

.121 Forms 1838 and 1838-C must be used as appropriate. (See Chapter 9 of Handbook M-41 for details on completion by carrier.)

.122 All count forms should be completed daily in their entirety by the manager who is also required to post daily from Form 1838 the *time* items for columns A through G and the *volume* items for columns I through J on Forms 1840 for his or her group of routes. This is required to detect errors or irregularities on forms so that the manager may immediately discuss the matter with the carrier and, if necessary, initiate corrective action before the next day's count so that the mistake will not be repeated.

.13 General Rules for Making Count

.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.

.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.

.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.

.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 Chapter I, Part 144, *Expedited Preferential Mail Delivery Program*.)

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.123 Hand-held computers may be used to input data from the Form 1838-C worksheet and used to record office activities, mail volumes, possible delivery counts, and street delivery times by block face or ZIP + 4 sector/segments of a route. The hand-held computer is not a new work measurement system but only a new and improved method of collecting information currently recorded manually on various route inspection forms.

.124 Hand-held computers that are used on the day(s) of inspection by the examiner must be synchronized with the carrier's timeclock rings for begin tour, leave for street, return from street, and end tour, as appropriate. When hand-held computers are used, manually prepared Forms 1838, Carrier's Count of Mail -- Letter Carrier Routes; 3999-A, Deliveries/Inspection Record -- Worksheet; and 3999, Inspection of Letter Carrier Route are not required. Computerized facsimiles will be produced in lieu of these manually prepared forms.

.125 Computers and software programs used in the mail count and route inspection process must be approved by the Delivery, Distribution and Transportation Department, and conform to procedures outlined in this handbook.

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.

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(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 segment, any of the 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.

(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 inspection. For example: The carrier who serviced the segment utilized .80 of standard office time allowed during week of inspection (19 x .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 x .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.

.316 Office Time Column

a. Enter the number of minutes used or estimated for

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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 divided by 400 equals .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) If the deliveries consist of large apartments, stores, residences, shops, or any combination thereof, the character of the area being transferred must be considered and an arbitrary fair application of time should be made.~~

(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.

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

.317 Street Time Column

a. Enter the number of minutes needed to deliver the mail on each segment being considered for transfer to and from the route and for new construction. Consideration must be given to the abilities of carriers involved, possible changes in modes of transportation, elimination of unnecessary deadheading, and retracing. Precede entry with (-) for the minutes covering transfer from route and (+) for addition to route.

b. Allowance for new construction street time should generally follow the procedures in 142, *Extension of City Delivery Service*.

.318 Totals. Total the office and street time columns, considering the pluses and minuses.