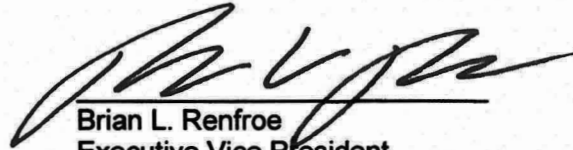


**Technology Integrated Alternate Route Evaluation  
and Adjustment Process 2022 – 2023**

This jointly developed document provides the mutual understanding of the national parties on issues related to the Memorandum of Understanding, *Re: Technology Integrated Alternate Route Evaluation and Adjustment Process 2022-2023*. It is intended for use by the parties at all levels in properly applying the terms of the Technology Integrated Alternate Route Evaluation and Adjustment Process.



Thomas J. Blum  
Vice President, Labor Relations (A)  
Labor Relations  
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Brian L. Renfro  
Executive Vice President  
National Association of Letter  
Carriers, AFL-CIO

Date 5/10/2022

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

**Re: Technology Integrated Alternate Route Evaluation and Adjustment Process 2022 – 2023**

In accordance with the Memorandum of Understanding (MOU) *Re: Alternate Route Evaluation and Adjustment Process*, the parties agree to the following:

The National Association of Letter Carriers, AFL-CIO (NALC) and United States Postal Service (USPS) recognize the importance of maintaining routes in proper adjustment throughout the year and utilizing available information and technology in our continuing effort to jointly evaluate, adjust and maintain city delivery routes. As part of the ongoing efforts to jointly develop a city delivery route evaluation and adjustment process that reduces disputes and is more efficient and less intrusive, the parties agree to the following process to evaluate and adjust city delivery routes with information made available using Digital Street Review (DSR) technology as the primary means.

**Technology Integrated Alternate Route Evaluation and Adjustment Process 2022 – 2023**

1. The parties will appoint joint NALC/USPS route evaluation and adjustment teams in each district who will be used to implement the methodology outlined below (with the NALC team member compensated on a no loss, no gain basis). There will be a minimum of five joint teams per district, with a district lead team established. Each member of the district lead team may select zones for evaluation. The district lead team, along with the route evaluation and adjustment team(s) will be responsible for data analysis, route evaluation and adjustment, jointly conducting carrier consultations and jointly ensuring that all resulting data and unit records are updated. The NALC representative(s) on the team(s) will be appointed by the National NALC President while the USPS representative(s) will be selected by USPS Vice President of Delivery Operations or his/her designee. Local office contacts will also be established to assist the team(s) with the evaluation and adjustment of routes in their installation. The local office contacts for the NALC will be appointed by the branch president or designee while the USPS representatives will be selected by the district manager or designee.

**Technology Integrated Alternate Route Evaluation and Adjustment Process 2022 – 2023**

**Principle**

No adjustments will be performed to city routes that include casing and delivery of mail during the life of this agreement other than through the process outlined herein.

**Structure**

**National Oversight Team** - The members of the national oversight team will consist of one member appointed by USPS Vice President Delivery Operations and one member appointed by the National NALC President that will oversee the process and resolve issues referred by the area/regional teams. The national oversight team and their designees will provide training on the process to the area/regional teams, district lead teams, route evaluation and adjustment teams and all designated backup team members.

The national oversight team is responsible for jointly developing all training material used in conjunction with training sessions attended by the area/regional teams, district lead teams and route evaluation and adjustment teams.

**Area/Regional Teams** - Area/regional teams will consist of the NALC National Business Agent (NBA) or his/her designee from each NALC region and the USPS Director Field Operations Support or his/her designee from each Postal Service Area. The members of the area/regional team will be responsible for the following:

- Reading and becoming familiar with all agreements related to the process.
- Monitoring the process.
- Time-line adherence for all steps of the process.
- Determining the number of route evaluation and adjustment teams needed to complete the process timely. Input from the district lead teams will be considered.
- Ensuring all district lead teams, route evaluation and adjustment teams and designated backup team members receive the nationally developed training on the process. No data analysis will begin until route evaluation and adjustment teams have been provided training.
- Communicating frequently with each district lead team to monitor progress. Such communication should occur at least weekly.
- Communicating with the national oversight team to report progress.
- Ensure data entries that track the weekly progress of each route evaluation and adjustment team are complete in all the units selected for evaluation and adjustment. Additionally, ensuring that the results of the evaluation and adjustment process are compiled by zone, installation, and district in the Technology Integrated Alternate Route Evaluation and Adjustment Process – Unit Checklist weekly and forwarding this information to the national oversight team.
- Resolving issues referred by the district lead team or submitting unresolved issues by sending both parties' position to the national oversight team and his/her counterpart within three working days.
- Designating back-up district lead team and route evaluation and adjustment team representatives.
- Jointly discussing any anticipated changes to representatives on a district lead team or a route evaluation and adjustment team.
- Plan and facilitate completion of PS Forms 3999 as requested by district lead teams.

**District Lead Teams** - There will be one lead team in each district. Each district lead team is responsible for the following:

- Reading and becoming familiar with all agreements related to the process.
- Overseeing both the process and route evaluation and adjustment teams within its district.
- Communicating frequently with each route evaluation and adjustment team to monitor progress.
- Communicating frequently with the area/regional team to report progress.
- Selecting zones for evaluation during the selection periods, or outside the selection periods where there is mutual agreement to do so.
- Prioritizing and scheduling evaluations and adjustments so that all necessary adjustments can be completed within the prescribed time limits.
- After selection of zones, ensuring Carrier Optimal Routing (COR) technicians, at least one USPS member and at least one NALC member – will be made available to complete all COR adjustments.

- Ensuring that Digital Street Review (DSR) data is available prior to beginning an evaluation in each zone and report to the Area/Regional team any zone where DSR data is not available.
- Following completion of the adjustment schedule, provide to the area/regional team a calendar indicating the dates adjustments will take place and the names of the USPS and NALC COR technicians responsible for each selected zone. The calendar will be updated as needed and provided to the area/regional team.
- When COR is planned to be used for adjustments, ensure data preparation is jointly reviewed by the USPS and NALC COR technicians to determine whether additional data preparation is needed so there are no delays in scheduled evaluations or adjustments.
- Recommend to the area/regional team the number of route evaluation and adjustment teams and other resources needed to timely complete evaluations and adjustments.
- Ensuring that the PS Form 3999 process is followed.
- Immediately following completion of the team's evaluation and adjustment schedule, provide the area/regional team with a list of offices/routes from the selected zones where PS Forms 3999 need to be completed.
- Ensuring local management and union representatives present a nationally developed standup talk to employees in each zone selected for this process prior to beginning the process in that zone.
- Ensure route evaluation and adjustment teams complete the nationally developed Local Office Contact Pre-Evaluation Questionnaire with the local office contacts in selected zones prior to data evaluations.
- Ensure issues identified through the Local Office Contact Pre-Evaluation Questionnaire that would affect the evaluation or adjustment of routes in a zone are addressed prior to beginning evaluation.
- Providing evaluation and adjustment schedules to the area/regional teams.
- Resolving issues elevated by a route evaluation and adjustment team and referring unresolved issues to the area/regional team within two working days.
- Assigning route evaluation and adjustment teams to selected zones for evaluation and adjustment.
- Participating in the nationally developed training for route evaluation and adjustment teams and designated back-ups on the evaluation and adjustment process.
- The district teams will utilize the random lots drawn and provided by the national parties for the seven weeks of data analysis.
- Jointly selecting the Live Week of data collection to be used for DSR and other data analysis in each selected zone.
- As necessary, the district lead teams will be responsible for data analysis, route evaluation and adjustment, jointly conducting carrier consultations and jointly updating all resulting data to ensure it is properly recorded for all unit records.
- Completing data entries that track the weekly progress of each route evaluation and adjustment team in all the units and compiling the results of the evaluation and adjustment process by zone, installation, and district in the Technology Integrated Alternate Route Evaluation and Adjustment Process – Unit Checklist weekly and forwarding this information through the area/regional team to the national oversight team.
- Jointly verify that all base data entered into Delivery Operations Information System (DOIS) is correct to ensure it is an accurate reflection of the agreed to adjustment.

- Providing finalized Unit Summary Reports for each zone to the area/regional team as each zone is completed.
- Ensuring evaluations and adjustments are completed within prescribed time frames.
- Any delays in the process resulting from the unavailability of a district lead team or route evaluation and adjustment team member will be immediately elevated to the area/regional team.
- Review the adjustment data between 60 and 90 days following the implementation of the joint route adjustments to determine if follow up evaluations are necessary. Facilitate communication with the local office contacts prior to determining if a follow up evaluation is necessary.
- If it is determined a follow up evaluation is needed either conduct the review or assign a route evaluation and adjustment team to conduct the review.
- Review requests from local office contacts to make simple territorial changes as necessary only for the purposes of correcting any obvious errors with the initial adjustment.
- Monitoring the route adjustment review process and ensuring it is being followed when other teams are assigned.
- Forwarding to the area/regional team copies of all data and adjustments. Copies should be electronic when available.

**Route Evaluation and Adjustment Teams** - Route evaluation and adjustment teams are responsible for the following:

- Reading and becoming familiar with all agreements related to the process.
- When assigned to a zone, establishing communication with both local office contacts and discussing their roles and responsibilities in the process prior to any data analysis. No route evaluation and adjustment team will begin data analysis in any zone until after a team communicates with both local office contacts to explain the process and make sure they understand their roles and responsibilities.
- Maintaining ongoing communications with local office contacts including completion of the Local Office Contact Pre-Evaluation Questionnaire prior to the evaluation of the zone to obtain information needed to evaluate and adjust the routes such as a copy of the current seniority list, current or anticipated vacancies, suggestions for replacement carriers or any potential data integrity issues.
- Ensure issues identified through the Local Office Contact Pre-Evaluation Questionnaire that would affect the evaluation or adjustment of routes in a zone are addressed prior to beginning evaluation.
- Review all available information for anomalies and potential data integrity issues. All reports and DSR data related to that issue will be made available to the route evaluation and adjustment team upon request.
- Every effort will be made to maximize the use of DSR data for evaluation purposes and PS Form 3999-DSR for adjustment purposes. Upon review of DSR data for an assigned zone, if the route evaluation and adjustment team determines that a PS Form 3999-DSR cannot be completed for an individual route, they should immediately advise the local office contacts, district lead team and the area/regional team of any need for current representative PS Forms 3999 for the purpose of moving territory, if necessary, during adjustments. Such PS Forms 3999 will be completed as soon as practicable.
- Following the PS Form 3999 process when adjusting routes.

- Data analysis, route evaluation and adjustment, jointly conducting all carrier consultations and ensuring all resulting data is properly recorded and unit records are updated. Carrier consultations may be conducted in person, via video communications or telephonically.
- Immediately refer to the district lead team any issue the route evaluation and adjustment team is unable to resolve.
- Forwarding to the district lead team copies of all data and adjustments. Copies should be electronic when available.
- Ensuring the evaluation and adjustments are completed within prescribed time limits.

**Local Office Contacts** - Local office contacts will be selected by Delivery Operations at Headquarters, in consultation with the District Manager or designee, and by the Branch President or designee. The local office contacts will be provided information on their duties and responsibilities and will discuss these tasks with their assigned route evaluation and adjustment team prior to performing local office contact tasks.

The local office contacts are responsible for providing the route evaluation and adjustment team the following information:

- Local issues relevant to route evaluation and adjustment.
- Completed Local Office Contact Pre-Evaluation Questionnaire.
- A current seniority list.
- Current or anticipated vacancies and information regarding replacement carriers.
- Potential data integrity issues regarding Management Operating Data System (MODS) code entries, modifying time clock entries in TACS, auxiliary assistance tracking, work hour transfers, etc.
- Where appropriate, reasons why the selected review periods may not be valid for evaluation.
- Notification, as far in advance as practicable, when either local office contact will not be available to perform his/her responsibilities, including the name of his/her replacement.
- All PS Form 3999 data when requested.
- Designated back-up representatives.

Local office contacts are also responsible for the following:

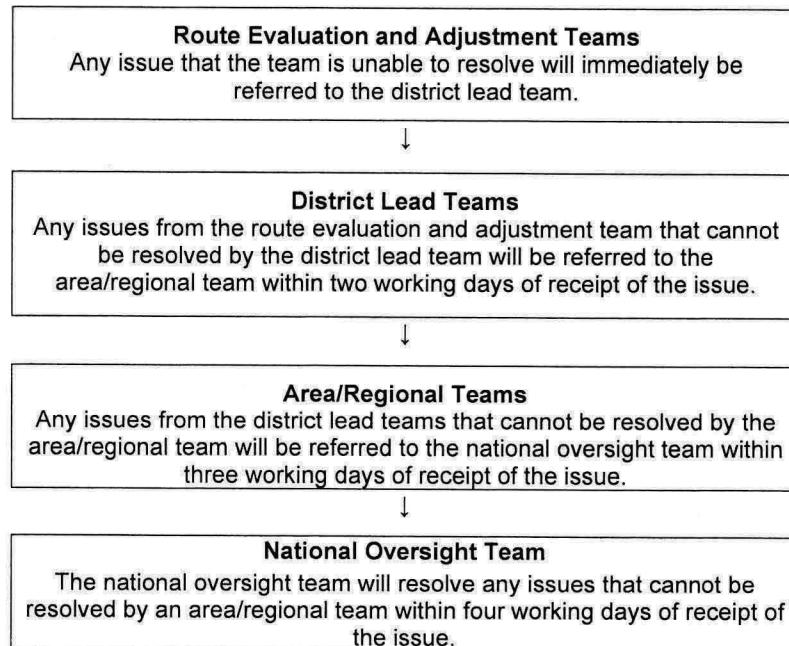
- Reading and becoming familiar with all agreements related to the process.
- Jointly informing the route evaluation and adjustment team on the progress of the completion of valid and representative PS Forms 3999 when requested by the route evaluation and adjustment team.
- Ensuring the PS Form 3999 process is followed at the local level.

- Assisting the route evaluation and adjustment team with territory adjustments. The local office contacts may also jointly select someone with knowledge of the territory to provide this assistance.
- Providing carriers their routes' evaluated time, prior to the adjustment consultation.
- Providing carriers copies of any amended PS Form(s) 1840 Reverse if changes were made after the adjustment consultation by the route evaluation and adjustment team.

The district lead team may, by mutual agreement, assign additional tasks to a specific pair of local office contacts, on an individual, case-by-case basis.

### Issue Resolution

The issue resolution process will be used to resolve issues related to the Technology Integrated Alternate Route Evaluation and Adjustment Process. Team members at all levels should consult this document prior to elevating any unresolved issue. The steps and time frames for elevating unresolved issues are as follows:



2. The zone selection periods will be July 2022, October 2022, and May 2023. After the selection period has ended, additional zones may only be selected for evaluation by mutual agreement of the district lead team. The time frames for the beginning of Live Week of data collection for each zone will be jointly determined by the district lead team. All routes in a selected zone will be evaluated. When establishing how many zones will be evaluated and adjusted, the district lead team must consider the resources available (number of teams), availability of current PS Forms 3999, data preparation of zones using Carrier Optimal Routing (COR) for adjustment purposes and the requirement to have the adjustments for each zone implemented within 75 days after the Live Week of data collection is completed (the 75 day requirement does not apply to zones that may be implemented in January due to the restriction on implementation of adjustments between November 15 and January 1).

- The district lead team will discuss the selection of zones. Each member of the district lead team may select zones for evaluation during the selection period. After the selection period has ended, additional zones may only be selected for evaluation by mutual agreement of the district lead team.
- Once a zone has been selected and evaluated, the evaluation and adjustment team may jointly agree that no adjustments are warranted.
- Once zones are selected, the district lead team will jointly determine the time frames for the beginning of the Live Week of data collection for each zone. All routes in a selected zone will be evaluated.
- The district lead team will schedule evaluations after consideration of the following:
  - ✓ resources available (number of route evaluation and adjustment teams)
  - ✓ availability of current representative PS Forms 3999 (Prior to beginning any evaluation, the district lead team, with the assistance of the area/regional team should ensure that current representative PS Forms 3999 will be completed timely)
  - ✓ availability of DSR data
  - ✓ status of data preparation of zones using Carrier Optimal Routing (COR) for adjustment purposes
  - ✓ the requirement to have the adjustments for each zone implemented within 75 days after the Live Week of data collection is completed

3. The data analysis review period will consist of a Live Week of data collection jointly selected by the district lead team plus seven additional weeks as determined by the random draw performed at the national level. The months of June, July, August, and December are excluded from either selection.

- Prior to the start of the jointly selected Live Week of data collection, the team will review the seven random weeks to become familiar with each route. Once the Live Week has been selected, the district lead team will jointly determine the time frames for the beginning of the seven-week random data analysis for each zone based on the nationally drawn seven random weeks. The seven-week analysis should occur prior to the Live Week of data collection to the best extent practicable.
- The national oversight team will jointly develop and make available DSR data and any necessary template for recording data for the evaluation period.



### Selection of 7 Random Weeks

- The months of June, July, August, and December are always excluded.
- The NALC national oversight team has made a random drawing of numbered lots 1- 4 to determine the seven random weeks used for evaluation. All zones included under this MOU will be evaluated using the results of the random draw which are as follows 2, 1, 4, 3.
- The route evaluation and adjustment team will use the corresponding seven random weeks, determined by the lots drawn, from up to seven months preceding the beginning of the evaluation.
- The last month from which one of the seven weeks may be selected is the available month immediately preceding the month during which the evaluation begins.
- Should the live week of data collection begin during a week in one calendar month and end in the next calendar month, the later month will be considered the evaluation month for the purpose of selecting the seven weeks.
- If a full seven months are unavailable either due to the exclusions above or otherwise, the months will be reversed starting with the most recent month to determine the seven weeks.
- Depending on the month in which the Live Week of data collection occurs, the chart provided below will be used to determine the appropriate seven weeks.

		<i>Live Week of Data Collection</i>										
		September 2022	October 2022	November 2022	January 2023	February 2023	March 2023	April 2023	May 2023	September 2023	October 2023	November 2023
<b>E</b>	September 2021	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
	October 2021	Week 2	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
	November 2021	Week 1	Week 2	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
	January 2022	Week 4	Week 1	Week 2	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
	February 2022	Week 3	Week 4	Week 1	Week 2	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
	March 2022	Week 2	Week 3	Week 4	Week 1	Week 2	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
	April 2022	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	XXXX	XXXX	XXXX	XXXX	XXXX
	May 2022	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	XXXX	XXXX	XXXX	XXXX
	September 2022	<b>Selected Live Week</b>	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	XXXX	XXXX	XXXX
	October 2022		<b>Selected Live Week</b>	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	XXXX	XXXX
<b>M</b>	November 2022			<b>Selected Live Week</b>	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	XXXX
	January 2023				<b>Selected Live Week</b>	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2
	February 2023					<b>Selected Live Week</b>	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1
	March 2023						<b>Selected Live Week</b>	Week 4	Week 1	Week 2	Week 3	Week 4
	April 2023							<b>Selected Live Week</b>	Week 4	Week 1	Week 2	Week 3
	May 2023								<b>Selected Live Week</b>	Week 4	Week 1	Week 2
	September 2023									<b>Selected Live Week</b>	Week 4	Week 1
	October 2023										<b>Selected Live Week</b>	Week 4
	November 2023											<b>Selected Live Week</b>

- If the regular carrier was not serving the route on at least one of the days of a week so selected, the next available week in which the regular carrier so served at least one day shall be used for the seven-week period. If seven such weeks do not exist, the maximum number of such weeks available will be used for the analysis.
- The route evaluation and adjustment team may submit a request to the district lead team to exclude a week(s) or month(s) for reasons other than the regular carrier not being available. Reasons may include operational changes, significant volume changes, natural disasters or other factors. The district lead team may mutually agree to grant such a request. If the district lead team

agrees to grant such a request, the process outlined above will be used, excluding the mutually agreed upon week(s) or month(s).

#### Other Routes

- Evaluation and adjustment of collection and parcel post routes that do not include any casing and delivery of mail are not covered by this agreement. Evaluation and adjustment of these types of routes will be handled pursuant to the relevant provisions of Handbook M-39, *Management of Delivery Services* or an alternate jointly agreed upon process.
- However, when a collection or parcel post route includes the casing or delivery of mail, the evaluation and adjustment of the assignment is covered by this agreement.
- Additionally, when a collection or parcel post route that does not include casing and delivery of mail is to be adjusted to include the casing or delivery of mail, the inspection paperwork will be given to the route evaluation and adjustment team to include in their adjustment package under this process.

4. As of the date of this agreement, in any zones where a mail count and inspection has begun, but adjustments have not yet been implemented, all mail count and inspection data will be forwarded to the district lead team, which will assign a route evaluation and adjustment team to make any needed route adjustment(s). In zones where a locally developed joint route adjustment process has begun as of the date of this agreement, resulting route adjustments may be implemented. Such adjustments will be subject to the route adjustment review process contained in this agreement. In all other zones, locally developed joint route adjustment processes may only be used in accordance with the Memorandum of Understanding *Re: Alternative Evaluation and Adjustment Processes*.

- Data from mail counts and inspections described above should be forwarded to the district lead team as soon as possible.
- Locally developed joint route adjustments may only be implemented if the process has begun in a zone as of the date of this agreement.
- The Memorandum of Understanding *Re: Alternative Evaluation and Adjustment Processes* is reprinted on the last page of this document.

#### DATA ANALYSIS

##### Data Integrity

Data integrity issues will be addressed prior to any analysis and adjustments. Such issues include, but are not limited to, amended clock rings, work hour transfers, designation of work hour codes, errors discovered when reviewing DSR data and errors on PS Forms 3999.

- The parties agree and recognize that it is in the best interest of the parties that data used for this process is accurate and reliable.
- The local office contacts should make the route evaluation and adjustment team aware of any issues they have with the integrity of the data resulting from such things as altered time records, Management Operating Data System (MODS) code changes, or work hour transfers.

- The route evaluation and adjustment team should review relevant reports for each selected zone to determine if there are any data integrity issues. The team will review and address any such issues prior to completing any analysis or adjustment. These reports include:
  - ✓ "Flash Last 4 Weeks Report"
  - ✓ TACS LTATS - Weekly Summary Report
  - ✓ TACS Weekly Operation Summary Report
- Any known operational changes should occur prior to the Live Week of data collection.
- On each workday during the life of this agreement, the Workhour Workload Report for all routes, for the previous day, will be posted daily in a convenient location.

#### Anomalies

- Route evaluation and adjustment teams will review each day of the random seven weeks and the jointly selected Live Week of data collection for each route to identify any erroneous volume, office time, or street time entries. The team will use all available data including data in the DSR program to perform this review.
- Errors may have resulted from work hours that were not transferred, or erroneously transferred, from one route to another, e.g., failure to properly track auxiliary assistance.
- The team should also look for delivered volume discrepancies on the regular carrier's non-scheduled day. Additionally, there could have been an erroneous volume entry.
- The following events are initially deducted from street time in the deductions column of the daily details within the DSR system:
  - Lunch
  - Inside DU
  - Outside Route
  - Pivot
  - Travel to Other
  - Travel From Other
- The evaluation team must verify time recorded for each of these events and make necessary edits within DSR to ensure the appropriate amount of daily street time is recorded for each route.
- The following events within DSR are automatically flagged when the associated time exceeds the parameters listed below:

Event	Parameter (Minutes/Seconds)
○ Loading Time	22:00
○ Unloading Time	7:00
○ Signature Required Scan	3:00
○ Relay Time	1:35
○ Delivered/Other Scan	1:00
○ Miscellaneous Other (Stationary)	7:00

#### Delivery Segments

Delivery Type	Parameter (Seconds Per Delivery)
○ Business – Curblines	0:32
○ Business – Other	0:30
○ Business – CBU/Centralized	0:32
○ Residential – Other	0:32
○ Residential – Curblines	0:32
○ Residential – CBU/Centralized	0:30

- Travel To and Travel From are flagged relative to time that exceeds Geographic Information System (GIS) + 10%.
- The above listed parameters are not delivery standards and are used for the purpose of assisting the evaluation team in identifying potential anomalies.
- The National Oversight Team will continuously review all listed parameters and make any jointly agreed upon adjustments as necessary.
- The team will review each of the events flagged in DSR and make any necessary adjustments to the recorded time.
- It is the expectation of the parties that teams will utilize the data available in DSR to make as many corrections to data errors as possible. In limited circumstances, the team may agree to exclude days which they agree may include errors, or days which they agree the entries are not representative of the normal range of volume, office time, or street time for that day on the route.

#### **PS Form 3999 Process**

- This process is applied to all PS Forms 3999 performed after the signing of the Technology Integrated Alternate Route Evaluation and Adjustment Process MOU.
- **PS Form 3999-DSR**
  - The evaluation team shall utilize information obtained from the consultation using Live Week data and select the most representative day based on the data from the analysis period and the Live Week data to create PS Form 3999-DSR.
  - The evaluation team shall print and retain the DSR Summary page (PDF) prior to any editing and the DSR Summary page (PDF) after edits are performed.
  - No DSR Summary shall be imported into the DOIS system to create the PS Form 3999-DSR without consultation with the regular or representative carrier and all edits have been jointly reviewed for accuracy.
  - The evaluation team shall provide to the local contacts, the unedited DSR Summary page, the edited DSR Summary page and the PS Form 3999-DSR upon request.
- **PS Form 3999**
  - In both selected and non-selected zones, all PS Forms 3999 conducted during the life of this agreement will be reviewed with the regular carrier or agreed to replacement carrier.
  - The original, unedited PS Form 3999 will be printed and made available to the route evaluation and adjustment team assigned to perform adjustments.
  - Within three business days (whenever possible) of performing a PS Form 3999, management will explain the examiner's comments and the reasons for any time recorded as nonrecurring street time, as well as any editing of the original PS Form 3999, to the carrier. The carrier will have the opportunity to write his/her comments on an attachment to the original unedited copy of the PS Form 3999. The carrier will be provided a copy of the unedited PS Form 3999 one day prior to discussing it with management.
  - An unedited copy of each PS Form 3999 along with examiner and carrier comments and the Audit Trail Report(s) will be provided to the appropriate adjustment team.
  - Route evaluation and adjustment teams must jointly review the PS Forms 3999 as well as route examiner and carrier comments and audit trail reports before any PS Form 3999 is determined to be representative for route adjustment purposes. Route evaluation and

adjustment teams will identify any errors to the PS Form 3999 and work with the route examiner to correct the PS Form 3999 before it is used for route adjustment purposes and/or make corrections on the PS Form 1840 Reverse.

- Where multiple PS Forms 3999 have been conducted for a particular route, the closest PS Form 3999 to the agreed upon street time for the route will be used for adjustment purposes. New PS Forms 3999 will be performed as necessary.
- If a PS Form 3999 was changed after being downloaded into DOIS for either a Carrier Optimal Routing (COR) or non-COR site, the parties will jointly review the DOIS 3999 Audit Trail Report.

#### Volume for the Selected Period by Route

- Cased Letters
- Cased Flats
- SPRs
- Parcels
- Sequenced and simplified mailings
- DPS
- FSS

- As indicated below, the cased volume (letters and flats) will be used to calculate the estimated standard for each route which is then used in determining the office evaluation.

#### Office Evaluation

The district lead team or the route evaluation and adjustment team will select from the lesser of the following for the data analysis review period when determining the evaluated office time on each route:

1. The regular carrier's (or mutually agreed upon replacement carrier's) actual average total office time (which includes any auxiliary assistance and anomaly adjustments) for the data analysis review period; or
2. The estimated standard for the route using the average cased volume (which includes any anomaly adjustments) on the route for the data analysis review period. The adjusted estimated standard is the sum of the following:
  - the average cased letters divided by 18, plus
  - the average cased flats divided by 8, plus
  - the average cased letters and flats divided by 70, plus
  - the fixed office time (FOT) (while the minimum FOT of 33/43 is normally used, the team should review the route's base FOT and the carrier's input to ensure that the FOT selected is representative of the route). If necessary, the team can request that specific elements of FOT be observed and recorded.

However, the route evaluation and adjustment team will consider feedback from the carrier's initial consultation regarding the route's office time, and regarding the above components used for the data analysis review period to ensure that the office time selected is representative of the route.

- If a dispute arises over any line item, the issue will be resolved by performing a PS Form 1838C, *Carrier's Count of Mail – Letter Carrier Routes Worksheet* (up to three days) to get a time value solely for the line item in question. FOT will not go below the base minimum for the line items utilized.
- It is intended that the route evaluation and adjustment team will use the resources described above to determine an evaluated office time that is representative of the route in the current mail volume

environment. The route evaluation and adjustment team should immediately refer any unresolved disputes regarding the evaluated office time to the district lead team.

- The national parties will continue to investigate and consider new technology and office activity changes.

### **Street Evaluation**

The route evaluation and adjustment team will evaluate and adjust city delivery routes with the use of Digital Street Review (DSR) technology as the primary means. The team will consider the following when determining the evaluated street time on each route:

1. The regular carrier's (or mutually agreed upon replacement carrier's) actual average total street time (which includes any auxiliary assistance and anomaly adjustments) during the seven-week period plus the jointly selected Live Week of data collection.
2. The regular carrier's (or mutually agreed upon replacement carrier's) actual average total street time (which includes any auxiliary assistance and anomaly adjustments) from the jointly selected Live Week of data collection.

However, the route evaluation and adjustment team will consider feedback from the carrier's comments during the jointly selected Live Week of data collection, the initial consultation regarding the route's street time, and regarding the data shared at the initial consultation to ensure that the street time selected is representative of the route.

If DSR data is jointly determined to be unavailable or unusable in a zone, data from the Workhour Workload Report will be used for the same evaluation period specified above. In this circumstance, during the Live Week of data collection, while not required management may inspect a route no more than three days in accordance with the Memorandum of Understanding *RE: Multiple Days of Inspection*.

- It is intended that the route evaluation and adjustment team will use the resources described above to determine an evaluated street time that is representative of the route in the current mail volume environment. The route evaluation and adjustment team should immediately refer any unresolved disputes regarding the evaluated street time to the district lead team.
- The national oversight team will jointly develop and make available a template to use DSR and Workhour Workload Report data to facilitate data analysis. Analysis and evaluation spreadsheet formulas are established at the national level. No changes may be made to those formulas.

### **Replacement Carriers**

All actual office and street time data used will be based on the performance of the regular carrier as described above. On vacant routes or routes where the data for the regular carrier is not available for the analysis period, the route evaluation and adjustment team should use a mutually agreed upon different data analysis period to accommodate gathering data for the regular carrier. In circumstances where this is not possible (for example: long term leave), the route evaluation and adjustment team should select a mutually agreed upon replacement carrier. While the carrier that worked the route the most days during the evaluation period will normally be selected, the route evaluation and adjustment team should analyze additional data and input from the local office contacts for any considered replacement carriers.

- Prior to the data analysis, local office contacts will advise the route evaluation and adjustment team of any routes that were vacant or did not have data available for the regular carrier during the data analysis review period. After discussion with the local parties, the team will decide whether data from a replacement carrier will be used.

### **Consultations**

Joint consultations will be conducted with each carrier to obtain his or her input regarding the evaluation and proposed adjustments. The teams may also discuss a prior day's events on the route with the carrier as the team deems necessary during the jointly selected Live Week of data collection.

No adjustment will be finalized until after the carrier consultations have taken place and the regular carrier's input has been considered by the route evaluation and adjustment team.

- If the carrier requests a copy of the consultation form or the representative PS Form 3999-DSR/ PS Form 3999 during the consultations, a copy will be provided to the carrier by the route evaluation and adjustment team as soon as practicable. If the carrier has additional comments after reviewing PS Form 3999-DSR/PS Form 3999, such comments will be immediately forwarded to the route evaluation and adjustment team for consideration in the evaluation and adjustment.
- No formal record will be made of the carrier's comments to the team during the jointly selected Live Week of data collection. The purpose of communications between the team and a carrier(s) during the jointly selected Live Week of data collection is to help the team understand details about a route necessary to evaluate the route.

### **Evaluation Consultations**

- The district lead team or the route evaluation and adjustment team will conduct all carrier consultations. Consultations may be conducted in person, via video communications or telephonically. The following script and form will be used by the team conducting the initial consultation.

**Technology Integrated Alternate Route Evaluation and Adjustment Process**

**Consultation Script**

Route # \_\_\_\_\_ Carrier \_\_\_\_\_ Date \_\_\_\_\_

(Introduce Yourself)

The NALC and the USPS have developed an alternative process to jointly evaluate and adjust routes to as near as eight hours as possible. We have been selected by the Postal Service and the NALC to evaluate and adjust routes. We are going to ask you a few questions about your route and share data with you. We want your honest input. Please consider a normal day on your route when answering the following questions:

<b>What time does your tour start?</b>	
<b>What time do you normally move from office time to street time?</b>	
<b>What time do you normally return to office time from street time?</b>	
<b>What time do you normally clock out for the day?</b>	
<b>Do you take a 30 minute lunch on street time?</b>	

Now we would like to review the data we have for your route.

The actual average office and street times data, as well as the average volume data is for days that you were on the route for 7 randomly selected weeks during the months of \_\_\_\_\_ plus a recent Live Week of data collection. It includes any auxiliary assistance you may have received.

We have a determined an estimated standard office time by using your average volume and the casing and pull down standards of 18/8/70. Your Fixed Office Time is comprised of time allowances for carrier office work aside from casing and pulling down the mail on your route.

<b>Actual Average Office Time</b>	
<b>Estimated Office Standard</b>	
<b>Fixed Office Time</b>	
<b>Base Fixed Office Time</b>	
<b>Actual Average Cased Letters</b>	
<b>Actual Average Cased Flats</b>	
<b>Actual Average 8 Week Street Time</b>	
<b>Actual Average Live Week Street Time</b>	

We will be conducting additional consultation(s) as necessary with you in the next few weeks, to obtain your feedback regarding the proposed adjustments (if any) to the route. Thank you for your time.

Please provide any comments you have regarding this data:

**For Route Evaluation and Adjustment Team Use Only**

Office Time \_\_\_\_\_ Street Time \_\_\_\_\_



The route evaluation and adjustment team may use the space below to comment on any of the feedback provided by the carrier. If a carrier did not provide feedback, please mark this box accordingly.

Initial Consultation conducted by Route Evaluation Team Members:

USPS (name) \_\_\_\_\_

NALC (name) \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

## Adjustments

The teams will be guided by sections 243.21.b, 243.22, & 243.23 of Handbook M-39 when adjusting routes.

A current PS Form 3999-DSR/PS Form 3999 representing the regular carrier assigned to a route or the agreed upon replacement will be used by the route evaluation and adjustment team to determine the street value of territory transferred. The PS Form 3999-DSR/PS Form 3999 closest to the evaluated street time will be used for adjustment purposes unless the district lead team mutually agrees otherwise. If the route evaluation and adjustment team agrees that another PS Form 3999-DSR/PS Form 3999 should be used, they shall forward their request for approval to the district lead team as soon as possible.

The associated office time for the territory transferred will be jointly determined using any of the methods in Handbook M-39 Section 243.316.b.

In any unit where the route evaluation and adjustment team determines that the number of routes will be reduced, preference shall be given to selecting auxiliary routes, vacant routes, and then routes held by junior carriers, provided such selections are efficient and effective. In any unit where the route evaluation and adjustment team determines that the number of routes will be increased, consideration will be given to auxiliary route growth to full-time, available resources and the type of route to be added, and the geographic location of any additional routes to ensure that such adjustments are efficient and effective. Additionally, carrier seniority shall be considered when excessive route changes are anticipated, provided such consideration does not adversely affect the efficiency or effectiveness of the adjustments.

- Following an adjustment, a new PS Form 3999-DSR/PS Form 3999 will be completed for the route as soon as practicable.

## Handbook M-39

### 243.21 Routes of More than 8 Hours

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243.21.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.*

### 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.*

### 243.23 Transferring Territory

243.231 *Before transferring territory, determine the objectives of the final route adjustments and consider the following points:*

- Implementation of new programs.*
- Whether the adjustments should be:*
  - Entirely within regular routes only.*
  - Transferred from established auxiliary routes to regular routes.*
  - From regular routes to established auxiliary routes.*

- (4) To establish additional auxiliary routes.
- (5) To convert auxiliary routes to a regular status.
- (6) To eliminate auxiliary or regular route.
- (7) To reduce a regular route to an auxiliary route.
- c. Consider adjustments in terms of sectors and segments to be added to or taken from the route. Adjustments must not result in the splitting of a segment.
  - (1) A sector is designated by the sixth and seventh digits of the ZIP+4 Code. It is composed of a maximum of 100 segments.
  - (2) A segment is the smallest unit to which mechanized distribution and carrier route adjustments can be provided. The eighth and ninth digits of the ZIP+4 Code identify the area known as a segment. A segment may be any of the following:
    - (a) Block-face (one side of street between intersections) or block;
    - (b) Cove or cul-de-sac;
    - (c) Hundred-block range which is not intersected by another street;
    - (d) Firm, building, or firm within a multi-firm building;
    - (e) Floor or floors within a building;
    - (f) Cluster box, group of apartment boxes;
    - (g) All or part of a mobile home park.

- 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.

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#### 243.316 Office Time Column

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- 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) 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 mail pieces 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.

(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 ( $19 \times .80 = 16$  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.

#### **Additional Method to Transfer Office Time**

- Where jointly agreed to by the route evaluation and adjustment team, another method to transfer office time under this agreement is an office factor based on the evaluated office time, possible deliveries, and FOT minus five minutes (for lines 8 to 13). The formula is:
  - Evaluated office time minus the adjusted FOT (FOT - 5 minutes), divided by possible deliveries. This formula provides the time value that can be used to determine the amount of office time to transfer based on the number of deliveries being moved.

For example a route has 400 possible deliveries, 48 minutes of FOT and an evaluated office time of 95 minutes.

Adjusted FOT (FOT - 5)  $48 - 5 = 43$  minutes  
Office time - Adjusted FOT  $95 - 43 = 52$  minutes  
Office time Factor  $52 / 400 = 0.13$  minutes per delivery

#### **Considerations for Router Adjustments**

1. Routes evaluating more than 8 hours can use router as permanent relief.
2. Routes evaluating less than 8 hours that currently have router time assigned to the route(s);
  - a. consider reducing/eliminating router time to adjust route(s)
  - b. consider territorial adjustments to adjust route(s)
3. Routes evaluating less than 8 hours that do not currently have router time assigned to that route(s) must make permanent additions by transferring territory in the delivery unit.
4. The establishment and administration of router positions must be consistent with the November 21, 2001 National Memorandum of Understanding, Re: *Router, Carrier Craft*, and other agreements between the parties regarding routers.
5. Maximization of router positions must comply with the September 21, 1988 Router Assignment Instructions and the April 13, 1989 settlement agreement on case number H4N-5C-C 36660, which states in part:

*Item 3, of the September 21, 1988, router assignment Instructions states that "Router positions should be maximized to full-time, 8-hour positions to the extent practicable."*

The parties may consider implementing router adjustments and then reviewing the practical administration of the router assignments during the revisit of the adjustments as a means of addressing certain disputes over the use of routers.

At the option of the branch president, all full-time city delivery duty assignments in a zone(s) within a facility where all routes are optimized using Carrier Optimal Routing (COR), will be opened for expedited bidding by seniority. If multiple zones within a facility are optimized, the branch president may choose to limit bidding to the city letter carriers holding full-time city delivery duty assignments in each impacted zone or open bidding to all city letter carriers holding full-time city delivery duty assignments in all optimized zones within a facility.

- If the expedited bidding option is chosen by the Branch President, the Postmaster or designee and the Branch President or designee will jointly oversee the expedited bidding process in advance of the adjustment implementation.
- Carriers will remain on their original assignments until the date of implementation.

When available, COR will be jointly used by the team as a tool for route optimization and adjustment, provided the data preparation has been properly completed and is current. The district lead team will review the data preparation and determine whether additional data preparation for the zone is needed. COR technicians (at least one USPS selected and at least one NALC member will be selected in each district) will be made available to complete all COR adjustments.

No adjustments will be implemented between November 15 and January 1.

#### **Carrier Optimal Routing (COR)**

- The use of COR by the route evaluation and adjustment team must be consistent with the applicable provisions of Handbook M-39, and their application of the COR process must also comply with the parties' national settlements which are reproduced below.
- The district lead team will coordinate with the USPS district office and NALC NBA office(s) to ensure COR technicians – at least one USPS member and at least one NALC member – will be made available in each district to complete all COR adjustments. There is no policy prohibiting a district lead team member, route evaluation and adjustment team member, or local office contact from performing adjustments while serving a dual role as a COR technician. Case-by-case objections will be processed through the issue resolution process.
- The NALC is permitted to have a route evaluation and adjustment team member serve as the NALC COR technician in conjunction with, or in lieu of, the route evaluation and adjustment team member assigned to a zone when COR is used. In situations where a NALC COR technician is unavailable, the NALC route evaluation and adjustment team member can be replaced by another route evaluation and adjustment team member for the route adjustment phase when COR is used.
- COR is considered available in any zone where the COR data preparation is completed before the adjustment and where NALC and USPS COR technicians are available. If changes have occurred in a zone related to the data prep, updates to the data files for the zone will be made as appropriate.
- 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 for that sector segment on PS Form 3999, including all relay, travel, allied time, etc. Any such proposed adjustment to the carrier's street time must be documented and explained by appropriate comments on the reverse of PS Form 1840.
- For example, territory transferred from Route C002 to Route C004 would be noted, by sector/segment, in the "Relief" Column on the PS Form 1840 Reverse for Route C002. The same territory would be noted, by sector/segment, in the "Addition" Column on the PS Form 1840 Reverse for Route C004. Allied times associated with that territory will also be reviewed to determine if they should be transferred to the gaining route C004, or left on the losing Route C002.

- Old relay times from the existing PS Form 3999-DSR/PS Form 3999 (recorded as EXR) and new relay times (recorded as ADJ) for the proposed adjustment on each route are identified on the reverse of PS Form 1840 by relay as well as total relay time for the route. The difference between these two total times is noted in the relief or addition column of the PS Form 1840 Reverse. The route evaluation and adjustment team will be provided the relevant reports generated by COR to review the specifics of the proposed changes regarding relays and relay times so that they can jointly make decisions regarding the proposed changes, and then have the necessary documentation for the adjustment consultations regarding any agreed to changes.

Some of the reports to be reviewed include, but are not limited to:

- **Existing Route Summary**
  - This report should be printed first, as it is a summary of the zone and each route in the zone as they existed before any changes are made. You will compare this to the adjusted route summary after COR optimized the zone.
- **Territory Transfer Summary Report**
  - This report shows the number of deliveries that were on the existing (old) route and the delivery time this represents, how many of these remain on the model (adjusted) route, and what percentage of the old route this represents.
- **Adjusted Route Summary**
  - This report contains the same information for the routes in a zone after a COR adjustment as the Existing Route Summary has for routes in a zone before the adjustment. The Existing and Adjusted Route Summary reports are the before and after pictures of the adjustment.
- **Allied Time**
  - This report shows the parcel and accountable times that were moved from a route and the parcel and accountable time that stayed on the route. This report lists all the routes in a zone separately. COR does not automatically transfer parcel and accountable time. The COR tech has to move this time manually at the route evaluation and adjustment team's direction. Similarly, other allied times that do not show up on this report may be adjusted at the route evaluation and adjustment team's direction. Some examples are relay time, replenish time, travel times, etc.
- **Scheme Change Report**
  - This report should be used to verify that all block ranges transferred from the existing route to the route that received the block ranges.
- **Line of Travel Report**
  - This report should be used to verify the route's line of travel. It should also be used to validate the travel to, travel from, and travel within times as discussed below.
- Travel To, Travel From, and Travel Within times must be validated, documented, and discussed during the adjustment consultation. If there is a different credit of time proposed for travel within or travel to and travel from the route other than what existed as reflected by PS Form 3999, such new time will be validated, and a decision made by the route evaluation and adjustment team regarding the proposed change prior to the adjustment consultation with the carrier. It is not necessary that the validation itself be done jointly in order to satisfy the route evaluation and adjustment team.
  - For example, all travel to, travel from, and the total of all travel within times from the 3999 (recorded as EXR) are identified on the reverse of the PS Form 1840 and new travel times are identified as an adjustment (recorded as ADJ) on the reverse of PS Form 1840. The difference between these two times will be noted in the relief or addition column on the reverse of PS Form 1840. The route

evaluation and adjustment team will be provided all relevant reports generated by COR to review the specifics of the proposed changes regarding travel times so they can jointly make decisions regarding the proposed changes, and then have the necessary documentation for the adjustment consultations regarding any agreed to changes. Any change in travel times from the 3999 due to a proposed new travel pattern must be validated and then reviewed by the route evaluation and adjustment team so they can jointly make decisions regarding the proposed change. The Route Summary Report will be used as a tool to aid in the validation process.

- The evaluated office and street times selected by the route evaluation and adjustment teams will be transferred to the top left-hand corner of the PS Form 1840 Reverse. The initial proposed adjusted office and street times from the COR process will appear on the top right corner of the PS Form 1840 Reverse. The difference between these two times must be identified on the 1840 Reverse by sector segment (when applicable) for each route. The difference in these times that must be specifically identified includes items such as proposed changes in relay times, travel times, allied times, delivery times, miscellaneous times, and eliminated/added routes (eliminated/added routes can impact the total time difference due to demonstrated performance, selected street time, and fixed time such as travel to, travel from, loading time, street breaks, etc.).
- The route evaluation and adjustment team will be working with COR technicians who know the system. The COR technicians are there to make the necessary inputs and to explain any aspect of the COR program/process that the team needs to make decisions regarding the proposed adjustments. The COR technicians will conduct such duties at the joint direction of the route evaluation and adjustment team.
- All decisions regarding the evaluations and adjustments of routes, including deductions and/or changes proposed by COR, or manually, are made jointly by the route evaluation and adjustment team. Any items of disagreement will be identified and documented by the route evaluation and adjustment team and immediately referred to the district lead team.
- When transferring territory in COR and non-COR sites, the route evaluation and adjustment team may agree to change the time credit for a sector segment. Such changes will be noted on the reverse of the PS Form 1840 with the team's explanation of the time that was added or deducted and the reason.
- If a PS Form 3999 was changed after being downloaded into the Delivery Operations Information System, for either a COR or non-COR site, the parties will jointly review the Delivery Operations Information System 3999 Audit Trail Report.

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

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.**



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  
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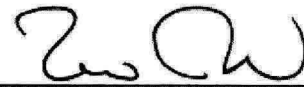
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- Where agreement cannot be reached, the carrier's comments will be recorded on PS Form 1840 (Reverse) and considered before the route adjustment is finalized and implemented. The supervisor and regular city letter carrier assigned to the route who 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

## Adjustment Consultation

Carriers will be provided the evaluated time for their routes as soon as practicable after the initial consultation and in advance of the adjustment consultation. Any changes made to the proposed adjustments after the adjustment consultation will be communicated with the carrier in advance of implementing route adjustments. The route evaluation and adjustment team will conduct the adjustment consultation either in person, via video communications or telephonically.

A copy of the following statement will be provided to the carrier:

***Once the route evaluation and adjustment team has agreed on their proposed adjustments, with or without the use of COR, they must make the completed PS Form 1840 Reverse available to the letter carrier at least 1 day prior to the adjustment consultation.***

***Along with all the information regarding the proposed adjustments, the 1840 Reverse must include the route evaluation and adjustment team's reasons for the selection of the evaluated office and street times.***

***Every proposed adjustment must be clearly identified, documented, and explained on the PS Form 1840 Reverse and attachments so that they can be easily discussed with the carrier.***

***The comments and recommendations of the carrier and whether there is agreement or disagreement with the proposed adjustments along with the reasons should be entered on the PS Form 1840 Reverse. The carrier is not required to sign the form or any statement. A completed copy of the PS Form 1840 Reverse and any attachments will be provided to the carrier.***

***After reviewing the comments from the carrier consultation, the route evaluation and adjustment team will make any jointly agreed to changes to the proposed adjustments, sign off on their final agreed to adjustments, and submit the package to the district office for implementation. Copies of any amended PS Form 1840 Reverse, will be sent to the appropriate carrier through the local office contacts.***

***Proposed Adjustment Consultation conducted by:***

***USPS (name) \_\_\_\_\_ NALC (name) \_\_\_\_\_***

***(Signature) \_\_\_\_\_ (Signature) \_\_\_\_\_***

***Date \_\_\_\_\_***

***NOTE: Under no circumstances will route adjustments be implemented unless both the union and management route evaluation and adjustment team members have signed off on the adjustments.***

### **Route Adjustment Review Process**

The district lead team will review the adjustment data within 90 days of the implementation of the joint route adjustments to determine if a follow up evaluation is necessary. The district lead team will facilitate communication with the local office contacts prior to determining if a follow up evaluation is necessary. If the district lead team determines a follow-up evaluation is needed, the district lead team will either conduct the review or assign it to a route evaluation and adjustment team, as appropriate. Days 30-60 following the implementation of the route adjustment will be used for evaluation, analysis, and, if necessary, implementation of subsequent adjustments, unless the route evaluation and adjustment team mutually agree to use a different period. All routes in a zone will be evaluated, but territory adjustments will only be made to those routes necessary to adjust all routes as near eight hours as possible.

The local office contacts may also jointly submit to the district lead team to make simple territorial changes as necessary only for the purposes of correcting any obvious errors with the initial adjustment. If such a request is approved, the local office contacts will forward all necessary data to the district lead team so they may update their records and ensure proper recording of changes in the adjustment data.

- The district lead team will review the adjustment data between days 60 and 90 following implementation of the joint route adjustment to determine if a follow up evaluation is necessary.
- The district lead team will facilitate communication with the local office contacts prior to determining if a follow up evaluation is necessary.
- The route evaluation and adjustment team will create PS Form 3999-DSR for every route when conducting the route adjustment review using the information from day 30-60. In the event the team jointly determines PS Form 3999-DSR cannot be created, a PS Form 3999 will be completed for the route.
- For the review process the evaluation team shall utilize jointly agreed upon DSR data from the review period to select a representative day to create a PS Form 3999-DSR. The team shall consult with the regular or representative carrier prior to importing edited DSR data into DOIS.
- Following implementation of any review adjustment the evaluation team shall create a new PS Form 3999-DSR for any adjusted route utilizing a jointly agreed upon representative day.
- The local office contacts may jointly submit to the district lead team requests to make simple territorial changes as necessary only for the purposes of correcting any obvious errors with the initial adjustment. If approved, the district lead team will be forwarded all necessary data so they may update their records and ensure proper recording of any changes in the adjustment data.

Section 271 of Handbook M-39 may not be used as a means to circumvent the joint route adjustment process outlined in this agreement. Notification of any approved request under Section 271 will be provided to the district lead team who will assign a route evaluation and adjustment team to make any needed route evaluation(s) and adjustment(s). Any data from route inspections conducted pursuant to Section 271 of Handbook M-39, which began prior to the signing of this agreement and have not yet been adjusted, will be forwarded to the district lead team who will assign a route evaluation and adjustment team to make any needed route adjustments.

- The area/regional team will be made aware of any planned Handbook M-39, Section 271 special route inspections, whether management or carrier initiated, as far in advance as possible so they may provide such information to the district lead team to discuss and consider whether to mutually agree to opt the affected zone into the process outlined in this agreement.
- Any data from route inspections conducted pursuant to Section 271 of Handbook M-39, which began prior to the signing of this agreement and have not yet been adjusted will be forwarded to the appropriate district lead team who will assign a route evaluation and adjustment team to make any needed route adjustments.
- All requests for special inspections made pursuant to Section 271 g will be evaluated by local management. If approved, the request will be turned over to the district lead team who will assign a route evaluation and adjustment team for evaluation and to make any needed route adjustment(s).
- Once an approved 271 request is turned over to the evaluation and adjustment team, all guidelines outlined in this MOU will apply.

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

**Re: Alternative Evaluation and Adjustment Processes**

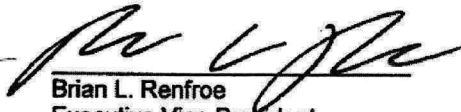
The National Association of Letter Carriers, AFL-CIO (NALC) and United States Postal Service have a mutual interest in exploring new and innovative methods for maintaining routes in proper adjustment throughout the year in an efficient and effective manner. To that end, the parties agree to the following for locally developed route evaluation and adjustment processes:

- The local parties may jointly submit a locally developed alternate route evaluation and adjustment process to the NALC National President and the Postal Service Vice President, Labor Relations.
- A submitted proposal must include a cover letter signed by the NALC Branch President and the Postal Service Installation Head and must provide a detailed explanation of the process.
- If the proposal is jointly agreed to by the national parties, the local parties will be notified regarding implementation.

This agreement expires on December 31, 2023, and is without prejudice to the position of either party in this or any other matter and may not be cited in any forum except to enforce its terms.



Thomas J. Blum  
Vice President, Labor Relations (A)  
United States Postal Service



Brian L. Renfroe  
Executive Vice President  
National Association of Letter  
Carriers, AFL-CIO

Date: 5/10/2022

- In any unit where the area/regional team jointly agrees that this process/methodology cannot be applied, they will jointly contact the national oversight team to discuss an alternative joint process to evaluate and adjust the routes.

This agreement is without prejudice to the position of either party in this or any other matter. The procedures described in this agreement will be utilized solely for the purpose of implementing the joint route adjustment process outlined herein, and may be cited only for purposes of enforcing the terms of the agreement.

Either party may terminate this agreement by providing 30 days written notice to the other party. However, such termination of this agreement shall not affect completion of any ongoing route evaluations or adjustments pursuant to this memorandum or invalidate any route adjustments made as a result of the process outlined herein.



**Technology Integrated Alternate Route Evaluation  
and Adjustment Process 2022 – 2023  
Local Office Contact Pre-Evaluation Questionnaire**

Location: \_\_\_\_\_  
(Station / Installation / State / Zone)

USPS Local Office Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

NALC Local Office Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

The zone listed above has been selected for evaluation and potential adjustment under the Technology Integrated Alternate Route Evaluation and Adjustment Process. In the near future, one representative each from NALC and USPS will jointly be evaluating all necessary data to determine the base office and base street time for each route in this zone that includes casing or delivery of mail. The review period will include a Live Week of data collection jointly selected to be

\_\_\_\_\_.  
(month) (date) to (date)

Additionally, the review period will include the following seven randomly selected weeks:

1. \_\_\_\_\_  
(month) (date) to (date)

2. \_\_\_\_\_  
(month) (date) to (date)

3. \_\_\_\_\_  
(month) (date) to (date)

4. \_\_\_\_\_  
(month) (date) to (date)



5. \_\_\_\_\_  
(month) (date) to (date)

6. \_\_\_\_\_  
(month) (date) to (date)

7. \_\_\_\_\_  
(month) (date) to (date)

To properly evaluate the routes in this zone, it is important for the evaluation and adjustment team to be made aware of issues that may affect the evaluations. The questionnaire below will help the team better understand these issues. As local office contacts, you and your counterpart must answer the following questions together and return the completed questionnaire to the evaluation and adjustment team.

1. During the review period, are there any known events (for example, seasonal routes, college town issues, operational changes, new growth, etc.) having a substantial impact on the mail volume, office time, or street time for any of the routes in the zone being evaluated? If so, please explain and list which routes are impacted.

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2. During the review period, are there any issues with routes not being serviced by the regular letter carrier on a regular basis? If so, please identify which replacement letter carrier would be best to use for evaluation purposes.

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3. Do any of the routes have abbreviated delivery on certain days of the week for reasons such as closed businesses on specific days? If so, please list each route and which days of the week the abbreviated delivery takes place.

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4. Are there letter carriers in the selected zone who do not perform all of the duties associated with their route each day due to work hour restrictions, medical restrictions, union time, or any other circumstances? If so, please list their name and to which route they are assigned.

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5. Are there any routes in the selected zone that receive parcel help, street help, casing help on a normal basis? Are there any routes that perform duties in addition to casing and delivering mail i.e., combo routes? Are there any routes that do not require the use of a delivery vehicle, i.e., bicycle, walkout routes? If so, please list which route(s).

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6. In the past, have any data integrity issues such as improper use of work hour codes, modification of clock rings, auxiliary assistance not being recorded accurately, inaccurate work hour transfers, etc. been identified in the selected zone? If so, please explain.

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7. Is there any reason the weeks selected for the evaluation period should not be used to evaluate any of the routes in the zone? If so, please explain and list which weeks and for which routes.

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8. Does your unit have a local memorandum of understanding? If yes, provide copy. \_\_\_\_\_

9. How much AM and PM wash-up time does the local memorandum of understanding state should be credited for the letter carriers in the selected zone?

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10. Do the letter carriers in the selected zone take an office break? If so, how long is the break?

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11. Are there any routes that have left hand delivery or utilize the crisscross (x) method of delivery? Please list.

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12. Please list any other information that may be helpful to the evaluation and adjustment team to provide an accurate evaluation of the routes in the selected zone.

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The contact information for the evaluation and adjustment team assigned to the selected zone is listed below. Please return copies of this questionnaire to the following individuals by \_\_\_\_\_:  
(Date)

\_\_\_\_\_  
USPS Contact Name

\_\_\_\_\_  
NALC Contact Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Phone Number