



# MEMO To The Branch 2184 Leadership Council, November 15, 2022

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This month's Leadership Council Memo will begin as always with a Branch 2184 administrative update. Our last regular membership meeting in 2022 will take place on Wednesday, December 7 at 7:30 p.m. This meeting will be conducted online by use of WebEx, continuing the format in place due to ongoing Covid-related issues. To participate, call the Branch 2184 office at 313-295-1640 or contact EVP Jackie McGregory at [ravier7498@gmail.com](mailto:ravier7498@gmail.com). Provide your name and the email address you want to use for the WebEx link to log in. The link will be sent at least two days prior to the meeting. The Branch website (NALC2184.org) also has a telephone number and access code if you want to participate in the meeting telephonically.

There will be one steward meeting in December, on Tuesday December 13 at 7:00 p.m. This meeting will also be conducted via WebEx. Of note, Executive Vice President Jackie McGregory will be formulating the schedule of steward meetings in 2023, which will be distributed to all Branch officers and stewards after completion. After you receive it, please be sure to transfer this info to your personal calendars for 2023. Finally, because the Christmas holiday will be observed this year on Monday, December 26, our December executive board meeting will take place on Monday, December 19 at 7:30 p.m.

On Friday, October 28, the sites selected for the Technology Integrated Alternate Route Evaluation and Adjustment Process (TIAREAP) in the Michigan 1 District during spring 2023 were announced. In Branch 2184, this includes the following sites and zones: **Belleville 48111; Dearborn 48120, 48122, and 48126; Inkster 48141; Monroe 48161 and 48162; Taylor/Romulus 48180 and 48174; and Ypsilanti 48197 and 48198.** All of these sites were selected by USPS management, not by the NALC. **The Branch is in the process of developing a TIAREAP WebEx training presentation that will be offered to ALL active members, with an emphasis on the sites that have been selected during spring 2023. Dates and times will be announced.**

The election of NALC National officers has concluded, the votes counted, and current National Executive Vice-President Brian Renfro has been elected as the NALC's next National President, succeeding Fred Rolando who chose not to run for another term. Full election results can be found on the NALC National website and the NALC app.

A reminder to all stewards and contract enforcers that the USPS penalty overtime exclusion period this year will begin on Saturday, December 3 and will continue through Friday, December 30. An additional reminder that existing daily and weekly work hour limitations during this period are the same as during the rest of the year, **with the exception (ONLY) of those on the regular or work assignment overtime desired lists.** Additionally, for those on the work assignment list, this exception only applies to work on their own assignment. Finally, Article 8.5 of the Contract (assignment of overtime work) otherwise remains fully enforceable during the penalty overtime exclusion period.

The initial round of annual leave selections for 2023 begins on Thursday, December 1, 2022. Stewards should already have met with management in their stations for purposes formulating the annual leave boards for 2023, this per Article 10, section 4 of the National Agreement. ALL stewards and especially our newer stewards should carefully read and review Items #4 through #12 of our Branch 2184 Local Memorandum of Understanding (LMOU). Of pertinence with the formulation of our station leave boards is the following language from Item #4, section 1 and Item #9 of our LMOU:

- ***For purposes of vacation planning the maximum number of letter carriers to be excused from work per week during the Choice vacation period shall be 9% (non-choice period) and 13% (choice period) of the number of letter carriers earning annual leave, i.e., regulars, reserve regulars, unassigned regulars, full-time flexible and part-time flexible employees, from each installation's authorized complement or the number of letter carriers on each station's employment roster, whichever is greater, in effect on December 1 of each year covered by this agreement. The resultant number, if .5 or greater, shall be rounded up to the next whole number, with a minimum of one (1). The vacation chart will be made available for review by the carriers prior to making their selections.***

Stewards MUST ensure that the above language is applied without exception in every station. Do NOT under any circumstances allow management to unilaterally formulate the vacation boards. Disputes regarding any aspect of this process **should immediately** be brought to the attention of the Branch. Stewards and Branch officers that are active carriers and convention delegates and that are planning to attend the Michigan State Association (MISALC) Convention at the Motor City Casino in Detroit on Monday and Tuesday, May 1 and 2, 2023 are also reminded to notify management PRIOR to the beginning of leave selections on December 1.

Also pertaining to Branch 2184's local leave program, a question was recently asked about the application of the so-called "72-hour rule" for granting leave remaining (incidental leave) requests, this per Item 4, section 7.f and Item 12, section 2.f in our Local Memorandum of Understanding (LMOU). In this instance, a carrier submitted a 3971 requesting a day of annual leave that was not responded to by management for 9 days. However, at the time of the request the carrier had already depleted their annual leave balance for 2022 and as such could only request leave without pay (LWOP) in this situation. Granting LWOP in this situation is at management's discretion. Although management waited 9 days to respond to the initial request, which normally should have resulted in it being granted per the LMOU provisions listed above, the subject provisions are specifically and only applicable to incidental annual leave requests. Because the carrier had no annual leave to use, the LMOU language was not enforceable.

A postmaster in a Branch 2184-represented installation erroneously claimed that an employee that chose to have their retirement counseling done on the clock with a USPS Shared Services representative was limited to a half hour, and attempted to require the employee to do an extended lunch to cover additional time necessary for the appointment. However, USPS regulations – specifically the ELM 589.141 clearly provide that ALL time necessary for retirement counseling appointment is on the clock. **There is no existing time limitation, period.** USPS compliance with retirement counseling regulations was further reinforced and clarified in the Step 4 decision of M-01829, which can be found in the NALC Materials Reference System (MRS).

A question arose about 204-b status and Article 41 hold-downs (opts). A CCA, PTF, or unassigned regular with a hold-down (opt) can accept a temporary supervisor position (i.e., 204-b). However, the hold-down assignment MUST be reposted for the duration of the original vacancy, provided it is five days or more. A carrier who has accepted a 204-b detail only retains the right to the hold-down only until it is awarded to another carrier, and they cannot reclaim it upon returning to the craft.

Also keep in mind that a 204-b can neither opt on temporary vacancies nor bid on posted bid assignments while they are detailed. However, nothing precludes them from voluntarily terminating their 204-b assignment and returning to the craft in order to opt or bid. In all instances, the controlling document is PS Form 1723. Article 41.1.A.2 requires management to provide the Union at the local level with a copy of Form(s) 1723 showing the beginning and ending of all such details.

The Federal Employee Health Benefits Open Season for 2022 began on Monday, November 14 and will continue through Monday, December 12. During this time active and retired USPS and Federal employees can enroll in the plan of their choice, change plans, make changes within their current plan – or choose to do nothing and their current coverage will continue. The NALC's very own health plan continues to be an excellent and affordable option for all active and retired letter carriers and their families.



## **Branch 2184**

**NATIONAL ASSOCIATION OF LETTER CARRIERS**

**AFL-CIO**

**6969 Monroe**

**Taylor, MI 48180**

**Phone: (313) 295-1640**

**Fax: (313) 295-4134**

**NALC2184@sbcglobal.net**

## **Attention: Branch 2184 Members**

### **Branch 2184 Route Adjustment Training**

The NALC and the USPS have entered into a new joint route adjustment process called the "Technology Integrated Alternative Route Evaluation Adjustment Process" or "TIAREAP" that is in effect through 2022 and 2023. Branch 2184 will be offering a WebEx online training to familiarize our members with this new process. Currently there are five (5) offices in our Branch scheduled for this process:

**Belleville 48111**

**Dearborn Main 48120, 48122, and 48126**

**Inkster 48141**

**Monroe 48161 and 48162**

**Taylor/Romulus 48180 and 48174**

**Ypsilanti 48197 and 48198**

**- and possibly more that may be selected for Fall 2023.**

**Interested members should contact EVP Jackie McGregory who will provide access information to the training for members who wish to participate.**

**Training dates: Wednesday, November 16 and November 30 at 7:00 p.m.**

**Contact for access information: Jackie McGregory - cell: (313) 412-0028**

**email: Ravier7498@gmail.com**

# ***BRANCH 2184***

## ***MEETING NOTICE***

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**Wednesday, December 7, at 7:30 p.m.**

**This meeting will be conducted via WebEx. To participate, call the Branch 2184 Office at (313) 295-1640 and provide your name, the office you work at or retired from, and the email address you want to use for the WebEx link to log in. The link will be sent at least two days prior to the meeting.**

### **MEETING AGENDA:**

- **Branch Officer Reports**
- **Committee and Activities Reports**
- **Letter Carrier Contractual Information**
- **Legislative Updates**



## National Association of Letter Carriers Request for Information

To: \_\_\_\_\_ Date \_\_\_\_\_  
(Supervisor Customer Services)

\_\_\_\_\_  
(Station/Installation)

Dear \_\_\_\_\_,

Pursuant to Article 17 and 31 of the National Agreement, I am requesting the following information:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

I am making this request on behalf of the following employee / employees:

Class Action ☐ Grievant ☐ \_\_\_\_\_

I am making this request based on the following reason:

1. \_\_\_\_\_

Your cooperation in this matter will be greatly appreciated. If you have any questions concerning this request, or if I may be of assistance to you in some other way, please feel free to contact me.

Sincerely,

\_\_\_\_\_  
Shop Steward  
NALC

Request received by: \_\_\_\_\_  
(Supervisor)

Date: \_\_\_\_\_



Date Received at Step B (MM/DD/YYYY)

## USPS-NALC Joint Step A Grievance Form

### INFORMAL STEP A — NALC Shop Steward Completes This Section (See instructions on page 2.)

1. Grievant's Name (Last, first, middle initial)			2. Grievant's Telephone No. (Include area code)		
3. Seniority Date (MM/DD/YYYY)	4. Status (Check one) <input type="checkbox"/> FT <input type="checkbox"/> FTF <input type="checkbox"/> PTR <input type="checkbox"/> PTF <input type="checkbox"/> CCA		5. Grievant's Employee Identification Number (EIN)		
6. District, Installation, Work Unit, ZIP Code®			7. Finance No.		
8. NALC Branch No.	9. NALC Grievance No.	10. Incident Date (MM/DD/YYYY)	11. Date Discussed With Supervisor (Filing date)		
12a. Companion MSPB Appeal? <input type="checkbox"/> Yes <input type="checkbox"/> No		12b. Companion EEO Appeal? <input type="checkbox"/> Yes <input type="checkbox"/> No			
13a. Supervisor's Printed Name, Initials, and Telephone No.		13b. Steward's Printed Name, Initials, and Telephone No.			

### FORMAL STEP A — Formal Step A Parties Complete This Section (See instructions on page 2.)

14. USPS Grievance No.: Obtain prior to Formal Step A meeting.	
15. Issue Statement: Provide contract provision(s) and frame the issue(s).	
16. Undisputed Facts: List and attach <b>all</b> supporting documents. Use additional paper if necessary.   Attachments? <input type="checkbox"/> No <input type="checkbox"/> Yes   Number ____	
17. <b>UNION'S</b> full, detailed statement of disputed facts and contentions: List and attach <b>all</b> supporting documents. Use additional paper if necessary.   Attachments? <input type="checkbox"/> No <input type="checkbox"/> Yes   Number ____	
18. <b>MANAGEMENT'S</b> full, detailed statement of disputed facts and contentions: List and attach <b>all</b> supporting documents. Use additional paper if necessary.   Attachments? <input type="checkbox"/> No <input type="checkbox"/> Yes   Number ____	
19a. Union Representative: Enter the remedy requested by the union.	
19b. Settlement Offer: List any settlement offers by either party on page 3.	
20. Disposition (Check one) <input type="checkbox"/> Resolved <input type="checkbox"/> Withdrawn <input type="checkbox"/> Not Resolved   Date of Formal Step A Meeting (MM/DD/YYYY)	
21a. USPS Representative's Name	21b. Telephone No. (Include area code)
21c. USPS Representative's Signature	21d. Date (MM/DD/YYYY)
22a. NALC Representative's Name	22b. Telephone No. (Include area code)
22c. NALC Representative's Signature	22d. Date (MM/DD/YYYY)

LABOR RELATIONS



May 8, 2017

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



Dear Fred:

As a matter of general interest, the Postal Service has developed a document entitled *Guidelines for the Use of LDC 23 and LDC 24*.

The guidelines reflect the reestablishment of Labor Distribution Code (LDC) 24 that is used to record workhours associated with delivery initiatives such as Sunday parcel and grocery delivery. LDC 23 continues to be used for recording workhours associated parcel, relay and combination routes.

Enclosed is the final draft copy of *Guidelines for the Use of LDC 23 and LDC 24*.

Please contact Tad Gallo at extension 3684 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policy and Programs

Enclosure



# **Guidelines for the Use of LDC 23 and LDC 24**



**Delivery Operations, USPS Headquarters**

# Table of Contents

**Introduction.....Page 3**

**Description of LDC 23.....Page 3**

**Creation of LDC 24.....Page 3**

**Matrix for LDC 23 and LDC 24.....Page 3-4**

**Explanation and Examples of LDC 23 Operations Numbers.....Page 4-5**

**Conclusion.....Page 5**

# Guidelines for Use of LDC 23 and LDC 24

February, 2017

## Introduction

The use of Labor Distribution Code (LDC) 23 has often been used in the City Delivery operations group of the U. S. Postal Service as a catchall LDC for any time that could not be directly attributed to Office, Street, or Collection hours. When quantities of time could not be assigned to other functional LDCs, or when units did not want to attribute the hours to LDC 21 Office Time or LDC 22 Street Time, the hours were assigned to LDC 23 which is known as Other City Delivery hours. This practice skewed the time spent on Parcel, Relay, and Combination Routes, and it made it difficult to determine the true costs of the delivery of articles assigned to these routes.

## Description of LDC 23

The actual description in the Finance and Accounting group of LDC 23 is: All nonsupervisory hours used for the delivery of parcel post, relays, intra/inter city runs (other than those made by motor vehicle operators) and combination routes.

This LDC description might be somewhat unclear which creates opportunities for misapplication. A new LDC 23 Dashboard is being created to better track and define LDC 23 functions.

## Creation of LDC 24

Headquarters Delivery Operations initiated a process to create a new LDC to separate some Operations from LDC 23 in order to more closely monitor and increase the efficiency of Parcel, Relay, and Combination routes. The Delivery group worked in conjunction with Finance and Accounting and LDC 24 has now been established.

LDC 24 will track Sunday Parcels and Fresh (formerly Amazon Fresh) so that cost pools associated with these delivery initiatives can be more clearly defined. **The new LDC 24 was implemented on February 4, 2017.** A letter was sent to the Area Vice Presidents and to all Finance and Accounting groups in the Field instructing them to begin transferring work hours for both Sunday Parcels and Fresh to the new LDC 24 on that date. The decision to create a separate LDC for those functions assigned to LDC 24 was made so that these initiatives and other new delivery initiatives could be tracked more easily. It also provides an opportunity to clarify and streamline the use of LDC 23.

As previously mentioned, the availability and convenience of LDC 23, has provided delivery units with the opportunity to transfer numerous work hours and functions to this cost pool. In order for the U. S. Postal Service to run efficiently and properly determine delivery costs, work hours must be assigned to the function and cost pool where the work is actually performed.

## Matrix for LDC 23 and LDC 24

Below is a matrix defining which Function and Operations Number should be assigned to each of these LDCs.

The following Operation Numbers should now be attributed to LDC 24:

LDC	Operation Number	Description
24	7230	Sunday Parcel – Street
24	7240	Sunday Parcel - Office
24	7250	Fresh - Street
24	7260	Fresh - Office

Hours should remain in LDC 23 for the following Operations Numbers:

LDC	Operation Number	Description
23	7330	Parcel Post – Street
23	7340	Parcel Post – Office
23	7350	Relay – Street
23	7360	Relay – Office
23	7370	Combination – Street
23	7380	Combination – Office
23	7390	Carrier Drivers – Street
23	7400	Carrier Drivers – Office
23	7670	Express Mail Delivery

## Explanation/Examples of LDC 23 and 24 Operation Numbers

A brief explanation and examples of LDC 23 legitimate hours appears below:

### Parcel Post

Time spent on Office functions by bid carriers or their replacements on routes designated as Parcel Post Routes should be transferred to Operation Number 7340 in LDC 23. Time spent loading and delivering the parcels on these routes should be attributed to Operation Number 7330 in LDC 23.

Auxiliary assistance given to city delivery routes by dedicated Parcel Post routes, even if the assistance given was to relieve the route by delivering parcels, is not part of LDC 23. That assistance is still part of the carrier's Street Time and is part of the carrier's route time. It must, therefore, be attributed to LDC 22.

### Relay

Time spent on Office functions by bid carriers or their replacements on routes designated as Relay Routes should be transferred to Operation Number 7360 in LDC 23. Time spent loading and delivering the relays on these routes should be attributed to Operation Number 7350 in LDC 23.

**Combination**

Time spent on Office functions by bid carriers or their replacements on routes designated as Combination Routes should be transferred to Operation Number 7380 in LDC 23. Time spent loading and delivering the parcels and relays on these routes should be attributed to Operation Number 7370 in LDC 23.

Auxiliary assistance given to city delivery routes by dedicated Combination Routes, even if the assistance given was to relieve the route by delivering parcels, is not part of LDC 23. That assistance is still part of the carrier's Street Time and is part of the carrier's route time. It must, therefore, be attributed to LDC 22.

**Carrier Drivers**

Time spent in the office by bid carriers or their replacements on routes designated as Carrier Driver Routes should be transferred to Operation Number 7400. Time spent loading and/or driving between destinations on these routes should be attributed to Operation Number 7390 in LDC 23.

**Express Mail Delivery**

Time utilized by city delivery carriers assigned to deliver Express Mail Delivery that is not part of their regular route assignment should be attributed to Operation Number 7670 in LDC 23.

**Conclusion**

All work hours should be assigned to the functions where the work is actually performed. By providing this information and these guidelines, Headquarters Delivery Operations is requesting that they be utilized to assist in assigning hours to the proper operational function. We are also requesting that this information be utilized to assist in making accurate and appropriate work hour assignment decisions.



# Proper recording of auxiliary assistance and labor distribution codes

**I**n its accounting system, the Postal Service uses various labor distribution codes (LDCs) to identify employee duty assignments and to associate the many work functions to the proper operation. On May 10, NALC received notification from the Postal Service of a recently developed document entitled “Guidelines for the Use of LDC 23 and LDC 24.” These guidelines made some changes to the LDCs used in the city letter carrier craft and clarified the proper use of these codes.

Prior to these changes, the following LDCs were used to differentiate among city letter carrier craft functions:

- LDC 21—office time.
- LDC 22—street time.
- LDC 23—time not directly attributed to office or street time.

As the Postal Service states in the guidelines, the use of LDC 23 has often been used by USPS managers as a catchall LDC for any time that could not be directly attributed to office, street or collection hours. When quantities of time could not be assigned to other functional LDCs, or when units did not want to attribute the hours to LDC 21 (office time) or LDC 22 (street time), the hours were assigned to LDC 23, which is known as “Other City Delivery” hours.

**Proper recording of work hours is very important for a few reasons. First, it allows the Postal Service to determine the true costs of the delivery of the various items assigned to routes. Second, it accounts for the time spent casing and delivering the route so that letter carriers are properly credited for the work associated to their assignment, even when they are receiving auxiliary assistance. This is especially important during route evaluations and adjustments because improper crediting of time could have a major impact on the route’s evaluation. If a route receives auxiliary assistance and this time is coded under the wrong LDC, the data will not reflect a true representation of the time worked on the route, therefore resulting in a negative effect on the evaluation.**

Although LDCs 21 and 22 have remained unchanged, the guidelines clarify that LDC 23 should only be used for time spent actually delivering a dedicated parcel post route, time spent performing the duties of a relay route or combination route, or time spent by a letter carrier transporting mail from one office to another. This code should also be used when a carrier is delivering Priority Mail Express.

**LDC 23 should never be used when a route is receiving auxiliary assistance via parcel help, even if the assistance is being provided by a carrier who normally performs the duties of a parcel post route.** The guidelines state:

## Parcel Post

Time spent on Office functions by bid carriers or their replacements on routes designated as Parcel Post Routes should be transferred to Operation Number 7340 in LDC 23. Time spent loading and delivering the parcels on these routes should be attributed to Operation Number 7330 in LDC 23.

**Auxiliary assistance given to city delivery routes by dedicated Parcel Post routes, even if the assistance given was to relieve the route by delivering parcels, is not part of LDC 23. That assistance is still part of the carrier’s Street Time and is part of the carrier’s route time. It must, therefore, be attributed to LDC 22.**

**The same goes for any other carrier who is providing auxiliary assistance to a route by delivering parcels. The letter carrier providing this assistance should record this time on LDC 22. This is important so that the time spent delivering these parcels is properly recorded.**

**“If a route receives auxiliary assistance and this time is coded under the wrong LDC, the data will not reflect a true representation of the time worked on the route, therefore resulting in a negative effect on the evaluation.”**

**While there is a relationship between LDCs and operation codes that are entered into the Time and Attendance Control System (TACS) on the badge reader, it is important not to confuse the two. When a carrier enters an operation number into the reader and swipes their badge, the TACS code entered determines which LDC the work will be assigned to.**

For example, if a carrier on a residential motorized route needs auxiliary assistance and management has another carrier deliver parcels to provide that assistance, the carrier providing the assistance clocks to TACS operation code 721 on that route. Their time would  
*(continued on next page)*

## Contract Administration Unit

Brian Renfroe, Executive Vice President  
Lew Drass, Vice President  
Christopher Jackson, Director of City Delivery  
Manuel C. Peralta Jr., Director of Safety and Health  
Ron Watson, Director of Retired Members

# Proper recording of auxiliary assistance and LDCs (continued)

then be coded under LDC 22, which is the correct code and means the time spent by the carrier providing assistance would be credited to the correct route. However, if the carrier providing assistance clocks to, or is moved

by management to, a TACS code that is covered under LDC 23 or LDC 24, the time would not be credited to the correct route.

In addition to clarifying how LDC 22 and LDC 23 should be used, the Postal Service also created LDC 24 to be used to track the work performed during Sunday parcel delivery and Fresh grocery delivery. The TACS codes associated with LDC 24 are 723 for Sunday parcel street time, 724 for Sunday parcel office time, 725 for Fresh street time, and 726 for Fresh office time. These codes should only be used when carriers are engaged in these duties.

**The table at left lists** each operation number to which letter carriers should be clocked to when performing the corresponding duties described for each.

If a route is being provided street auxiliary assistance to deliver parcels, shop stewards should ensure that this time is being coded properly under LDC 22 and not another code, such as Sunday Parcel delivery or Parcel Post. Contract enforcers should remain diligent at monitoring these codes.

“Guidelines for the Use of LDC 23 and LDC 24” has been placed in NALC’s Materials Reference System (MRS) on the NALC website. The document, labeled M-01885, can be found at [nalc.org/mrs](http://nalc.org/mrs).

LDC	Operation Number	Description
21	354	Standby-Delivery Service
21	613	Stewards-Carriers
21	622	Travel-Delivery Services
21	632	Meeting Time-Delivery Services
21	714	VIM Route-Office
21	716	2-Trip Business-Office
21	718	1-Trip Business-Office
21	720	Residential Foot-Office
21	722	Residential Motor-Office
21	724	2-Trip Mixed Foot-Office
21	726	2-Trip Mixed Motor-Office
21	728	1-Trip Mixed Foot-Office
21	730	1-Trip Mixed Motor-Office
21	744	PM – Carrier Office Time

LDC	Operation Number	Description
22	715	2-Trip Business-Street
22	717	1-Trip Business-Street
22	719	Residential Foot-Street
22	721	Residential Motor-Street
22	723	2-Trip Mixed Foot-Street
22	725	2-Trip Mixed Motor-Street
22	727	1-Trip Mixed Foot-Street
22	729	1-Trip Mixed Motor-Street

LDC	Operation Number	Description
23	733	Parcel Post-Street
23	734	Parcel Post-Office
23	735	Relay-Street
23	736	Relay-Office
23	737	Combination-Street
23	738	Combination-Office
23	739	Carrier Drivers-Street
23	740	Carrier Drivers-Office
23	767	Express Mail Delivery

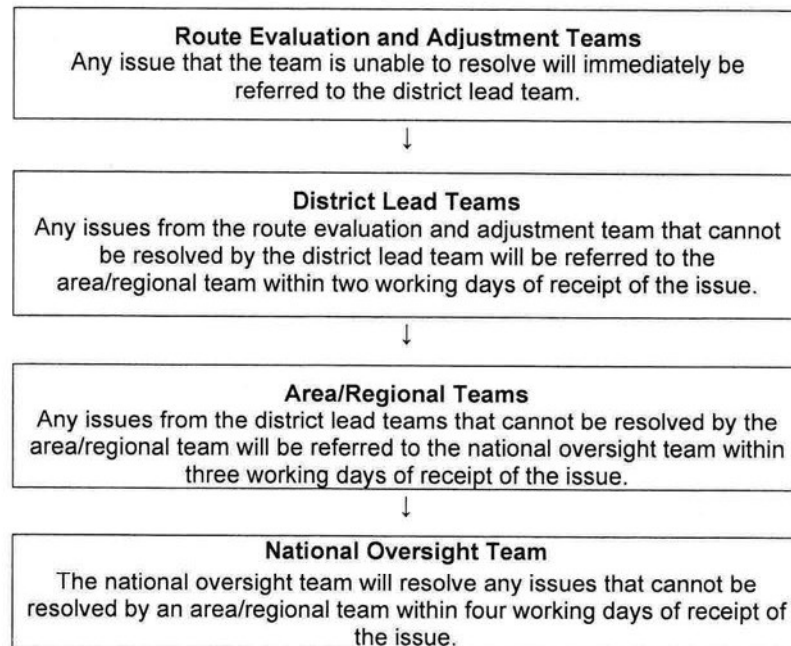
LDC	Operation Number	Description
24	723	Sunday Parcel-Street
24	724	Sunday Parcel-Office
24	725	Fresh-Street
24	726	Fresh Office

- 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:





## 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:

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

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 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.

Actual Average Office Time	
Estimated Office Standard	
Fixed Office Time	
Base Fixed Office Time	
Actual Average Cased Letters	
Actual Average Cased Flats	
Actual Average 8 Week Street Time	
Actual Average Live Week Street Time	

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 \_\_\_\_\_