

# **ROUTE EVALUATIONS AND ADJUSTMENTS**

# **CITY DELIVERY STANDARD OPERATING PROCEDURES**

## **TACTIC—Establish the Duties and Responsibilities to Ensure Effective Route Evaluation and Adjustments are Performed in Compliance with Postal Service Regulations**

With approximately 30.1% of the workhours being used in the city delivery function and the Postal Service continuing to have possible delivery growth and increases in Delivery Point Sequencing (DPS) letters, route maintenance is essential.

In order to help control our costs and ensure consistent customer service the Postal Service must continually review and evaluate the structure of the city delivery routes and make any necessary adjustments. The Postal service has established procedures for evaluating and adjusting the routes through the Mail Count and Inspection and Minor Adjustment processes. The Areas and Districts must take a more active roll in properly implementing the standardized approaches for identifying, conducting and monitoring their route evaluations and adjustments.

The District Manager determines district policy regarding program direction through vertical alignment of programs' personnel and the responsibilities for those personnel with guidance from the Area office. These decisions are central to consistent application of USPS policy and the achievement District, Area and National goals for delivery.

The following includes those duties and responsibilities necessary for the delivery team to manage an effective route evaluation and adjustment program:

### **Area Manager, Delivery Programs Support:**

- Establish an Area policy regarding Route Evaluation and Adjustment program
- Communicate the policy with their Districts
- Ensure that the Districts have proper training for the route evaluation and adjustment process
- Monitor District compliance to policy

### **District Manager, Customer Services:**

- Ensure that the Area policy for Route Evaluation and Adjustment has been communicated and is understood by the appropriate managers within the District
- Ensure that the proper management structure is in place for the Route Evaluation and Adjustment process
- Ensure that the proper resources are approved and available

### **Manager, Operations Program Support (MOPS)**

- Responsible for the management and adherence to Route Evaluation and Adjustment process
- Manage growth in delivery units through the Route Evaluation and Adjustment process
- Responsible for maintaining the route structures and stability within the District by work with the Managers, Post Office Operations (MPOOs), Postmasters, Manager Customer Service Operations, Station/Branch Managers, Route Examination and Adjustment Team Leaders
- Responsible for ensuring that the planning of route evaluations and adjustments is accomplished with input from the appropriate managers through the Route Examination and Adjustment Team Leaders
- Responsible for ensuring that the Route Examination and Adjustment Team Leaders understand their role and has the resources needed
- Detail responsibilities for cross functional groups to report information to Route Examiner and Adjustment Team Leaders.

### **Manager, Post Office Operations (MPOO), Manager Customer Service Operations (MCSO)**

- Work with MOPS, Route Examination and Adjustment Team Leader to identify and prioritize the delivery units for evaluation and adjustments
- Work with MOPS, Route Examination and Adjustment Team Leader to ensure that delivery managers (supervisors, station managers, postmasters) are trained and qualified in the Mail Count and Inspection process
- Make qualified human resources available when needed for Mail Counts and Inspections
- Understand the evaluation and adjustment policy and strategy for the District and Area
- Understand the Mail Count and Inspection process
  - The units responsibilities prior to the start of a Mail Count and Inspection
    - Unit/Route review, AM-SOP compliance
    - Union notification
  - What happens during a Mail Count and Inspection
    - The resources needed.
    - The collection of information
    - The evaluation of the information
    - The adjustment process
    - How/why a Mail Count and Inspection might be cancelled

**Manager, Post Office Operations (MPOO), Manager Customer Service Operations (MCSO) (cont.)**

- After the routes have been evaluated
  - Carrier consultations
  - Approval process
  - Reporting changes (District/Area/National)
- Implementation and beyond
  - Casing equipment and configuration changes
  - Bidding issues
  - Vehicle changes (+/-)
  - Continual monitoring of the adjustments
  - Minor adjustments as needed

**Route Examination and Adjustment Team Leader**

- Responsible for the management and adherence to the Area and National policies related to the Route Evaluation and Adjustment process
- Clear understanding of Mail Count and Inspection and Minor Adjustment processes
- Responsible for the managing multiple teams consisted of site team leaders and route examiners
- Responsible for the managing and monitoring of all aspects of the route evaluation and adjustment process (pre-evaluation through post-evaluation follow-up)
- Responsible for the development of the route evaluation plans for the District with input from the appropriate managers (MOPS, MPOOs, Postmasters, MCSO, Station/Branch Managers)
- Work with other functional groups to get their cooperation and commitment into the process
- Serve as a primary point of contact for questions regarding mail count and inspections
- Understand the cost comparison analysis for the different types of delivery (Rural vs. City vs. HCR)
- Prepare cost benefit analysis for types of delivery (Rural vs. City vs. HCR) when needed
- Responsibilities prior to the start of the Mail Count and Inspection season
  - Contact delivery units selected for route evaluation
  - Ensure Unit/Route review, AM SOP audit has been scheduled and completed and deficiencies corrected before as per the M-39

## **Route Examination and Adjustment Team Leader**

- Ensure that route inspection training is conducted for:
  - Site Team Leaders
  - Route Examiners
  - Postmasters, Station/Branch Managers (overview training for selected units)
  - Delivery Supervisors (overview training for selected units)
  - MPOO, MCSO (overview training)
  - COR
- Establish route inspection schedule
- Determine how many examiners and teams are needed
- Establish route inspection teams with MPOO, MCSO
- Notify team of their selection and schedule for inspections
  - Provide schedule
  - Provide site information
- Ensure Unions have been notified
  
- Responsibilities during a Mail Count and Inspection
  - Ensure site team leader has the resources needed
    - Inspection team
    - Forms
    - DCDs
    - Computer
  - Reporting that route inspection or minor adjustment has begun (NATRAS)
  - Monitor the inspection through the site team leader
  - Make periodical visits to inspection sites
  - Monitor the adjustment process
  - Make final decision with MOPS and MPOOs input if a Mail Count and Inspection should be cancelled
  
- Responsibilities after the routes have been evaluated
  - Ensure carriers receive the appropriate forms prior to the consultations
  - Review adjustments and make recommendation to the MOPS, MPOOs for final decision
  - Report adjustment results (District/Area/National)
  - Contact appropriate functional groups (scheme committee) of purposed changes
    - AMS
    - Vehicle Operations
    - Processing Operations
  
- Responsibilities with implementation and beyond
  - Ensure the local management has plans in place for:
    - Casing equipment and configuration changes
    - Bidding routes
    - Vehicle changes (+/-)
  - Continually monitor site for compliance to the adjustments
  - Propose minor adjustments as needed

### **Site Team Leader**

- Responsibilities during a Mail Count and Inspection
  - Ensure inspection team has the resources needed
    - Forms
    - DCDs
    - Computer
  - Accurate information is collected
  - Act as the liaison between the inspection and the District Team Leader
  - Work with the local management to ensure effective inspection
  - Monitor the inspection
  - Identify if the Mail Count and Inspection should be cancelled
- Responsibilities after the routes have been evaluated
  - Adjustment are made
  - Carrier consultations take place

### **Postmasters, Station/Branch Managers, Supervisor Customer Services**

- Responsible for monitoring the delivery unit to ensure that the daily DOIS data is recorded accurately prior to the evaluation in order to provide the evaluation team to have valid information to work with
- Responsible for ensuring that any items identified in the unit review, AM-SOP audit are addressed as per the M-39
- Responsible for information flow to the Route Examination and Adjustment Team Leader prior to the evaluation begins
- Responsible for ensuring carriers maintain their edit books throughout the year
- Understand the evaluation and adjustment policy and strategy for the District and Area
- Understand the Mail Count and Inspection process
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  - Continual monitoring of the adjustments
  - Minor adjustments as needed
- Responsibilities prior to the start of a Mail Count and Inspection
  - Unit/Route review, AM-SOP compliance
  - Union notification
  - District Route Examination and Adjustment Team Leader has the information needed to provide site team leaders and examiners
    - Location of the facility
    - Possible hotel locations if needed
    - Street management records
    - Local MOU
    - Local SOP
  - Be involved in the Dry-run
  - Be involved in the Day-to-Day operations and Mail Count and Inspection or Minor Adjustment of the unit during the process.

### **Manager, Address Management Systems**

- Preparing AMS files for use before and during the evaluation and adjustment process (DCD, COR)
- Responsible for reviewing the adjustment packages to ensure proper reporting of effected changes to the routes
- Responsible for accurate and timely reporting of new delivery routes
- Responsible for generating carrier case labels for delivery units
- Understand the evaluation and adjustment policy and strategy for the District and Area
- Scheme change notification to In-plant Support

### **Manager, Vehicle Services**

- Vehicle management for changes to existing route structure that requires modifications of vehicle type
- Manages vehicle inventory for changes in routes (+/-)

### **Manager, In-plant Support**

- Responsible for implementation of updated sort plans based on route structures

### **Manager, Maintenance**

- Responsible for moving or installation carrier casing equipment (where applicable)

### **Manager, Labor Relations**

- Provide guidance to the District Route Examination and Adjustment Team Leaders
- Responsible handling any grievances that may occur from the route evaluation and adjustment process
- Work with the Managers, Post Office Operations (MPOOs), Postmasters, Manager Customer Service Operations, Station/Branch Managers, Route Examination and Adjustment Team Leaders when Article 12 may be invoked