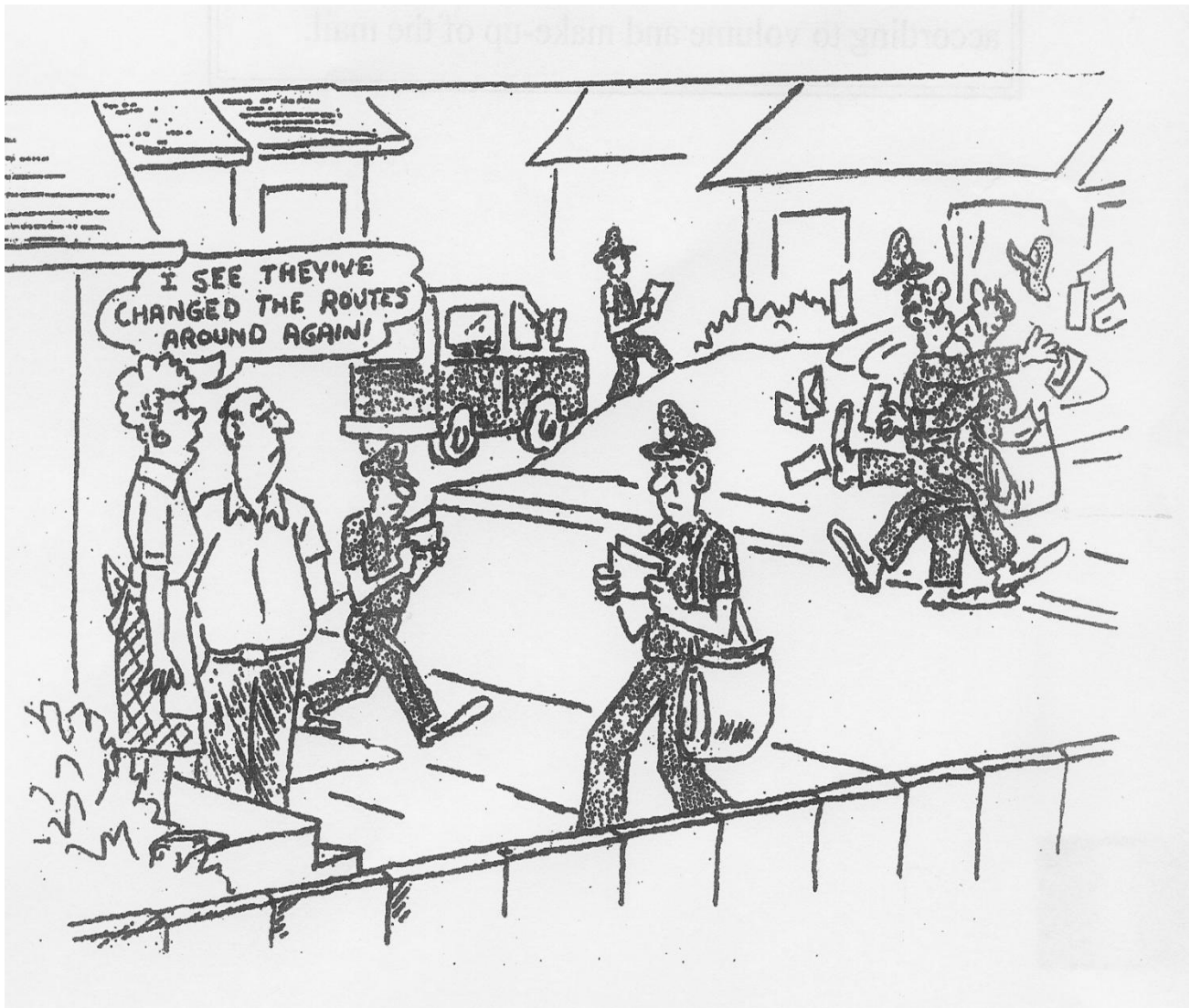


ROUTE COUNT AND INSPECTION

Steward's Guideline



Prepared by Gloria Moore

DRAW LOTS FOR 7 RANDOM WEEKS

Within 4 weeks prior to the week of Count and Inspection, the local union representative will make a random drawing of numbered lots 1 through 4 to be used in determining the 7 random weeks to be selected for the 1840-B (M -39 Section 242.323). This is normally as simple as taking four pieces of paper, marking the first 1, the second 2, the third 3 and fourth 4, placing them in a hat, and then having the union president draw them one at a time. The order in which the numbers are drawn becomes the random lots selection order.

Drawing random lots is important because the times thus developed may be used for street time evaluations and adjustments. After the random lot drawing, corresponding weeks in up to 7 months preceding the month of the Count (excluding June, July, August, and December) are selected. For example, if the random lot selection order is 2, 3, 1, 4 and the count week is in October 2005, you count back 7 months excluding June, July, August, and December. You then apply the selected order beginning with the “oldest” month as follows:

<u>Count Months Back</u>	<u>Month</u>	<u>Apply Selected Order</u>
(7)	Nov. 2004	2nd week
exclude	Dec. 2004	exclude
(6)	Jan. 2005	3rd week
(5)	Feb. 2005	1st week
(4)	Mar. 2005	4th week
(3)	Apr. 2005	2nd week
(2)	May 2005	3rd week
exclude	June 2005	exclude
exclude	July 2005	exclude
exclude	Aug. 2005	exclude
(1)	Sept. 2005	1st week
	Oct. 2005	Count month

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

The first week of a month begins with the first Saturday of the month (M-39 Section 242.323c). If the count week falls in 2 months, the later month will be considered the count month for the purpose of selecting the 7 random weeks (M-39 242.323d). If the regular carrier was not serving the route on at least one of the days of a week so selected, the next available week in which the carrier so served at least 1 day shall be used for the 7 weeks period (M-39 Section 242.323d). The street times of the regular carrier and auxiliary street assistance provided on days the regular carrier worked during the seven weeks will later be averaged with the street times from the week after the Count and Inspection and recorded on the 1840-B.

Prior to the Week of Count and Inspection

The following must be completed **prior** to the week of Count and Inspection:

Management must share the results of the reviews with the regular carriers serving any routes that require adjustment (M -39 Section 211.1 and Section 214).

Steward Checklist

1). Conduct Unit and Route Review

On at least an annual basis, management is required to make a route and unit review consisting of an analysis of at least the following items (management may, but is not required to, review the items listed in M-39 Section 213):

- _ Scheduled reporting and leaving times relative to the arrival of the mail at the unit and transportation schedules
- _ Adequacy of carrier case equipment and condition of case labels
- _ Volume of preferential mail received prior to carrier leaving times
- _ Amount of missent/misthrown mail distributed to carriers
- _ Whether all approved segmentations of mail are efficient
- _ Handling of accountable and signature mail by carriers
- _ Carrier Route Book (1564A, 1564B, 1621) and Forms 3982
- _ DPS handling procedures
- _ Workhours
- _ Volumes
- _ Possible Deliveries

2). Share Results of the Unit and Route Review with the Union/Carriers

Management is required to share the results of the Unit and Route reviews with the local NALC President, or designee (M-39 Section 211.1 and Section 214). Branch presidents (or their designees) should remain alert to, and enforce, this requirement. If local management has not been doing at least annual Unit and Route Reviews, advise them of the requirement and compel them to begin doing so. If local management has been doing them but has not been sharing the results with the local union, advise them of that requirement and begin enforcing it. If Count and Inspections have been scheduled, but no Unit and Route Review results have been shared, investigate and grieve if necessary.

The specific items that must be reviewed include processes that can have a significant impact on letter carriers' working conditions. For instance, casing equipment or labels may be inadequate or in poor condition. If so, the Unit and Route Review should bring the situation to management's attention in a formal way. Therefore, do not allow management to simply go through the motions and pretend that they are notifying the union of the results. Require management to actually perform the reviews and provide the results in a meaningful manner.

This may involve written reminders from the branch president to the postmaster, or information requests, or even formal use of the grievance procedure.

In addition to the requirement to share the results with the union president, management must share the results of the reviews with the regular carriers serving any routes that require adjustment (M-39 Section 211.1 and Section 214).

3). Schedule the Count and Inspection Period in Advance

Management is required to determine the period selected for the Count and Inspection as far in advance as possible. To the extent possible, planning for the inspection should normally be completed before annual leave bidding begins in the unit (M-39 Section 211.2 and Section 211.4).

4). Notify the Union of the Schedule

Management must notify the union of the advance schedule for the period selected for the Count and Inspection. If management later changes the period, the local union should be notified of the revised schedule as far in advance as practicable (M-39 Section 211.2).

5). Complete Annual Leave Exclusion Procedures, if Applicable

Management may block out vacation time in order to perform route inspections provided that the dates in question are blocked out prior to vacation selection.

6). Draw Lots for the 7 Random Weeks

(See separate sheet explaining the process of drawing lots)

7). Review and Analyze Carrier Control Forms (including 1840-B)

Three or four weeks prior to the scheduled period of the Count, management is required to review and make an analysis of the following forms:

1571 Undelivered Mail Report
1813 Late Leaving and Returning Report
3996 Carrier Auxiliary Control
1840-B Carrier Time Card Analysis
3968 Daily Mail Collection Record
3997 Unit Daily Record
3921 Daily Delivery Unit Volume Recording Worksheet
(M-39 Section 213 & Section 242.351)

Note: The required review of the 1840-B will necessarily be a partially completed 1840-B, containing only information from the 7 randomly selected weeks. The 1840-B is not fully completed until data from the week after count is available. A 1840-B with entries for the 7 random weeks is found in the appendix of this chapter on pages A- 3 through 6.

8). Review the Operating Procedures

All operations at the delivery unit must be reviewed (and any unsatisfactory conditions corrected – see below) before the commencement of the count. At a minimum, the review should include:

- _ Scheduled reporting and leaving times relative to the arrival of the mail at the unit and transportation schedules
- _ Adequacy of carrier case equipment and condition of case labels
- _ Volume of preferential mail received prior to carrier leaving times
- _ Amount of missent/misthrown mail distributed to carriers
- _ Whether all approved segmentations of mail are efficient
- _ Handling of accountable and signature mail by carriers
- _ Carrier Route Book (1564A, 1564B, 3982, 1621) and Forms 3982
- _ DPS handling procedures

(M -39 Section 214)

Note: The above list coincides with some of the items required in the Unit and Route Review (see pages 2 - 16 and 2 - 17).

9). Correct Unsatisfactory Conditions

The language in M-39 Section 214 explicitly requires management to correct any unsatisfactory conditions that are identified by the review of operating procedures (M-39 Section 214). Branch officials should remain alert for unsatisfactory conditions, such as inadequate carrier cases, inordinate amounts of missent/misthrown mail, improper, incomplete, or outdated information in carrier route books, etc. Failures to correct such conditions should be investigated and grieved, if necessary.

Any operational changes affecting the entire unit must be placed into effect before the dry run, continue through the week of Count and Inspection and thereafter until conditions require further modifications (M-00745).

10). Agree on Template

The definition of letter size mail has not changed. It includes all mail that can be cased into the normal evenly spaced 6-shelf letter separation without bending or folding (M-41 Section 922.411 & M-39 Section 121.12). In the past, when 6 shelf cases were the norm, it was a simple matter to determine if a mailpiece was letter size by placing it in a shelf. With the advent of 4 shelf and 5 shelf cases, that determination became more difficult.

The parties signed the Case Configuration Memo in 1992. It provides that in offices where mail is cased into 4 and/or 5 shelf cases, management must meet with the local union prior to the dry run training to determine an efficient means to verify mail of questionable size during the week of Count and Inspection. The memo suggests two possible methods to verify mail size – a measuring strip on each case, or the use of a template as a reference point. However, it does not restrict the local parties to the two methods suggested. They are free to agree to other methods (M-01306, pages 6-8 & 58).

This is another procedure that requires the active participation of the union. It is important because most trays of letter size mail include pieces that should be recorded as other size. Proper recording is important because counting other size mail as letter size mail will reduce a carrier's "Standard Office Time". As an example, 100 pieces of other size mail that is improperly recorded as letter size mail will result in a carrier being cheated out of 7 minutes of "Standard Office Time."

11). Conduct the Dry run

The purpose of the dry run is to teach carriers how to accurately complete the Form 1838-C.

Management is required to review the count procedures with all carriers within the 21 day period prior to the start of the Count and Inspection. The dry run consists of several required elements:

- _ Issue the dry run materials, including sample items and Form 1838-C
- _ Provide an instruction period
- _ Provide a period for the carriers to enter the sample mail-count and time-used items on the 1838-C
- _ Review each completed dry run form for accuracy, error, and omissions
- _ Discuss and explain any inaccuracies, errors or omissions to the carrier involved
- _ When necessary, require a second completion of the form to assure that the carrier is thoroughly familiar with completing the 1838-C (M-39 Section 217 and M-41 Section 917)

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

12). Post the Notice of Scheduled Count and Inspection

A notice must be posted at the delivery unit in advance of the scheduled Count and Inspection, showing the beginning date of the count for each route and the day and date each route is scheduled for inspection. This notice must be posted at least five working days prior to the start of the Count and Inspection. If a decision is made to inspect on days other than the scheduled date, one day's advance notice must be given (M-39 Section 215.1 and M-41 Section 913).

13). Post Carrier Schedule for Earlier Start Times for Week of Count

Not later than the Wednesday preceding the count week, carrier schedules shall be posted for those routes requiring an earlier starting time to count the mail (M-39 Section 215.2). The Postal Service and the NALC have agreed that during the week of inspection on the days when the carrier counts the mail, management may require a carrier not on the overtime desired lists to work overtime on his/her own route for the amount of time used to count the mail (M -41 Section 921.23 and M-01106). Moreover, the parties agree that, preceding the count week, carrier schedules shall be posted requiring an earlier start time to count the mail (M-01088).

14). Ensure Adequate Count and Inspection Forms Supply

Management must ensure that enough mail Count and Inspection forms and other needed supplies are on hand (M-39 Section 212.2). This requirement includes duplicate 1838-Cs, as required by M-39 Section 222.1.

During the Week of Count and Inspection

Management must comply with certain procedures and requirements during the week of Count and Inspection.

Steward Checklist

1). Route Inspector Qualifications

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

Shop stewards should use the M-39 Section 216 language to hold managers accountable. Almost every grievance protesting a specific violation of Count and Inspection procedures should also include an argument that management has violated M-39 Section 216. For instance, if the route examiner instructs a letter carrier not to take a comfort stop, the shop steward would grieve the instruction and cite M-39 Section 232.1b (Route examiner must not suggest or forbid any rest or comfort stops). In addition, the shop steward would cite M-39 Section 216.1 arguing that this examiner was obviously not thoroughly familiar with that inspection procedure and should be held accountable for its failure(s).

2). Six Consecutive Days of Count

The count of mail on all letter delivery routes, regular and auxiliary, must be for 6 consecutive delivery days. Routes with abbreviated or no delivery on Saturday are counted on 5 consecutive delivery days, exclusive of Saturday. It is not mandatory that mail counts begin on Saturday and continue through Friday so long as they are made on consecutive delivery days (M-39 Section 221.11 M-41 Section 921.21).

3). Use of Forms—Hand-held Computers

Hand-held computers that are used on the day of inspection by the examiner must be synchronized with the carrier's time clock rings for begin tour, leave for street, return from street, and end tour, as appropriate (M-39 Section 221.123 and Section 221.124).

4). Carrier Counts and Records Mail

The carrier counts and records the mail every day except on the day of inspection when the mail must be counted and recorded by a manager. When management performs the mail count, it is highly recommended that the carrier serving the route verify the mail count (M-39 Section 221.131).

Chapter One of the Route Protection Program (page 1-38) contains discussion on the definitions of letter size and other size (flat) mail. It also contains information regarding joint selection of the method for determining mail size (see also pages 2 -27 and 2 -28 of this chapter).

Stewards should also ensure that managers properly count the mail on the day of inspection.

Stewards should make every attempt to immediately investigate any discrepancies so that the correct mail count can be determined.

5). Replacement Carriers

Replacement carriers assigned to regular, full-, and part-time routes must count the mail and enter the data on the prescribed forms in the same way as the full-time carrier (M-39 Section 221.132 and M-41 Section 921.12). While the data generated by a replacement carrier is recorded on the 1840, it is not used in the evaluation or adjustment of the route. On the 1840 the letter "R" is placed immediately to the left of the day(s) on which the route was served by a replacement carrier (M-39 Section 241.32).

6). No Changes to Normal Distribution

There should be no changes in normal distribution procedures or clerical schedules during the period of mail counts. The normal cutoff time for distribution should be observed (M-39 Section 221.133). Additionally, operational changes affecting an entire unit should be effected no later than the dry run. They should remain in effect through the week of Count and Inspection and thereafter until conditions require further modifications (M-00745). As an example, in a unit where carriers historically traveled to a designated location to sign for accountables, it would be improper for management to use a portable cart to bring the accountables to the carrier only during the week of Count and Inspection.

7). No Accumulation of Mail

There must be no accumulation of curtailed mail on the day preceding the beginning of the count, and no mail may be curtailed on the last day of the count except in EPM offices (M-39 Section 221.134, M-00258).

Carriers must not be allowed to case any mail upon their return to the office on the day preceding the first day of the count period. However, if a carrier is regularly scheduled throughout the year to case mail on return from the street, the carrier must continue to do so during the count period.

Carriers must not case any mail for delivery after returning from the street on the last day of the count period until they have clocked off the Form 1838-C Worksheet for the day except in EPM offices (M-39 Section 221.135). All mail distributed to the carriers up to the normal established cutoff time will be delivered every day of the count week (M-39 Section 221.136, M-00258).

8). Overtime

If necessary, overtime may be used to enable the regularly assigned carrier to complete delivery during the days of the count week (M-39 Section 221.137). The overtime provisions of Article 8 and the associated memorandums remain in full force and effect during the week of Count and Inspection except:

On the day during the week of inspection when the carrier is accompanied by a route examiner, management may require a carrier not on the OTDL to work overtime on his/her own route in order to allow for completion of the inspection.

On the other days during the week of inspection when the carrier counts mail, management may require a carrier not on the OTDL to work overtime on his/her own route for the amount of time used to count the mail (M-01106).

Absent these two exceptions, shop stewards should monitor and grieve, when appropriate, Article 8 violations that occur during the week of inspection.

9). Auxiliary Assistance

Only in very unusual circumstances or emergencies when excessive late delivery would result should auxiliary assistance be granted the regularly assigned carrier during the week of the count (M-39 Section 221.138). Therefore, auxiliary assistance should only be provided in these very unusual circumstances, or emergencies, or when required in order to comply with Article 8 (notwithstanding the two exceptions above).

10). Examiner Conduct and Responsibilities

The role of the examiner is to observe and accurately record data. Shop stewards should be alert for any behavior beyond this role. One common error occurs on the day of inspection when the examiner removes the plastic wrap and/or straps in order to count the mail and fails to record a Line 15 entry. Another common mistake is the improper designation of Line 21 Items as Line 22. Yet another example, is when examiners count and record other size mail as letter size mail.

Examiner conduct is also discussed at length in Chapter One pages 1 -111 through 1 -115.

11). Canceling the Mail Count

When the continuation of any inspection would serve no useful purpose, the inspection may be cancelled at management's discretion. A cancellation may apply to an entire delivery unit or to one or more routes of a group of routes being inspected. Any cancellation made must be discussed with the carrier concerned, giving the reasons. When the cancellation is for the entire unit, the discussion must be with the unit steward (M -39 Section 233).

12). Inspecting on Days Other Than the Scheduled Date

A notice must be posted at the delivery unit in advance of the scheduled mail counts showing the day and date each route is scheduled for inspection. This notice must be posted at least 5 working days before the start of the count period. If a decision is made to inspect on days other than the scheduled date, 1 day's advance notice must be given (M-39 Section 215.1).

13). 3999

The front of Form 3999 includes 26 questions with Yes/No check boxes that must be completed by the examiner. No discipline may be issued, nor time deductions made, based solely on those checked boxes. Stewards may find it necessary to review 3999s to ensure that the street time values entered on the reverse side of the 1840 to transfer territory are accurate. Additionally, the 3999 may contain examiner comments relevant to management's proposed adjustments to the base street time selected. When requesting to review a Form 3999 stewards should also request any associated Form 3999-As.

□ 14). Daily Completion of Forms to Detect Errors

Letter carriers might not receive their duplicate copy of the day's 1838-C Worksheet until the next morning because the manager is required to review the form for errors and irregularities. Any errors or irregularities on the form must be discussed with the carrier before the next day's count so the mistake will not be repeated. Shop stewards should remain alert to violations of the M-39 Section 221.122. If a steward determines that management may have incorrectly identified an error on a Form 1838-C Worksheet, he/she should investigate and grieve when necessary. At a minimum the investigation must include obtaining copies of the 1838-C Worksheet, 1838 Summary, and 1840. In addition, the steward should interview not only the manager who made the determination, but also the letter carrier involved.

If the steward determines that any claimed error, correctly identified or not, was not discussed with the carrier involved, an additional grievance should be filed if appropriate.

Documentation Needed for Route Check Grievances

Stewards may have to file grievances on some of the issues covered in the Steward Checklist. It is extremely important to include all relevant documentation in the grievance file. Most route examination related grievances will require copies of at least the following items:

- a). Form 1838-C Worksheet for each day of count week.
- b). Form 1838 Summary for each day of the count week.
- c). Form 1840, both front and back sides with proposed adjustments and carrier's disagreements/recommendations/comments as recorded by PM/designee, plus analysis sheet.
- d). Form 1840-B (8-week time card analysis, including 3996's for the same periods.
- e). Form 3999 from count week (both sides) with remarks of examiner/ supervisor.
- f). DCD Printout
- g). Route examiner's comments and all notes on all forms (official and unofficial).
- h). Carrier's statement of events.
- i). Any and all notes/comments/attachments/documentation relevant to this route examination, whether or not changes are or are not proposed to this route.
- j). Workhour/Workload Reports for week of count and inspection.
- k). Assignment Sheets for week of count and inspection and for 8- week analysis period.



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NOV 25 1992

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

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

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

Dear Mr. Hutchins:

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

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

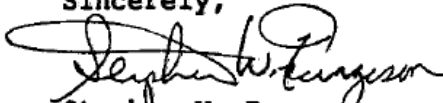
During our discussions, we mutually agreed that:


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

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

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

Sincerely,


Stephen W. Furgeson
General Manager
Grievance and Arbitration
Division


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

11/24/92
Date

Enclosure



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NOV 25 1992

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

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

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

Dear Mr. Hutchins:

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

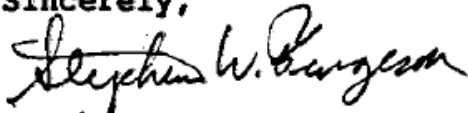
The issue in these cases is whether management violated the National Agreement by requiring a carrier who was not on the overtime desired list to work overtime during the week of count and inspection.

During our discussions, we mutually agreed to the following:

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

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

Sincerely,



Stephen W. Furgeson
General Manager
Grievance and Arbitration
Division



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

11/24/92
Date

Enclosure