

# 2 Mail Counts and Route Inspections

## 21 Advance Preparations

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### 211 **Selecting Period for Mail Counts and Route Inspections**

- 211.1 In order to achieve and maintain an appropriate daily workload for delivery units and routes, management will make at least annual route and unit reviews consisting of an analysis of items listed in section 214, and workhours, volumes, and possible deliveries. Items listed in section 213 may also be utilized in the review. These reviews will be utilized to verify adjustments which have been taken by management, or need to be taken by management, in order to maintain efficient service. The results of the review will be shared with the local NALC President, or designee, and the regular letter carrier(s) serving the route(s) that require adjustment. In some units it may be necessary to proceed with mail counts and route inspections on one or more routes. These inspections will be conducted between the first week of September and May 31, excluding December.
- 211.2 The period selected for the mail count and route inspections should be determined as far in advance as possible, and the local union should be notified of this schedule. If it is necessary to change the period, the local union should be notified of the revised schedule as far in advance as practicable.
- 211.3 In selecting the count period, remember that all route adjustments must be placed in effect within 52 calendar days of the completion of the mail count, and no major scheme changes should be made between the period November 15 and January 1. Exceptions must be approved by the district manager in accordance with the Memorandum of Understanding dated July 21, 1987, related to Special Count and Inspection — City Delivery Routes. The local union will be notified promptly of any exception(s) granted. An important item to consider when granting an exception is the different types of relief laid out in section 243.21b.
- 211.4 Absences, for other than emergencies, will not be granted during the week of count and inspection. If it can be anticipated that there will be a count and inspection of the carrier routes at an installation, to the extent possible, planning for that inspection should normally be completed before annual

leave bidding begins. This will enable management to exclude from leave charts the week selected for count and inspection.

## 212 **Responsibility for Advance Preparations**

- 212.1 The postmaster or designee is responsible for seeing that advance preparations are made for mail counts and route inspections and that they are coordinated with all managers concerned.
- 212.2 Arrangements must be made to see that enough mail count and inspection forms and other needed supplies are on hand.

## 213 **Review and Analysis of Carrier Control Forms**

Three or four weeks prior to the scheduled period of formal mail counts and route inspections, an analysis should be made of:

- a. Form 1571, *Undelivered Mail Report* (see exhibit 126.2, *Analysis of Curtailed Mail (From Form 1571)*).
- b. Form 1813, *Late Leaving and Returning Report — First Carrier Delivery Trip*, or PSDS printout (see exhibit 126.42, *Analysis of Late Leaving (From Form 1813 or PSDS Printout)*).
- c. Form 3996, *Carrier - Auxiliary Control* (see exhibit 131.222).
- d. Form 1840-B, *Carrier Time Card Analysis* (see exhibit 213d (p. 1, 2, 3, and 4)).
- e. Form 3968, *Daily Mail Collection Record* (see exhibit 213e). Used for collection routes only.
- f. Form 3997, *Unit Daily Record* (see exhibit 126.3).
- g. Form 3921, *Daily Delivery Unit Volume Recording Worksheet*.

Exhibit 213d (p. 1)  
**Form 1840-B**

## Instructions

### General

Select timecards or PSDS Carrier Report Printouts for carriers assigned to each route for a seven-week period prior to the count and inspection week per instructions in Sec. 242.323, Handbook M-39. Do not use weeks during the months of June, July, August, or December. Do not include time of leave replacement carriers. Special Instructions: For carriers serving two trips routes, use a separate Form 1840-B for each trip.

1. Group same day of the week together; all Saturdays, Mondays, Tuesdays, etc., and show the day of the month in the "Day of Week" column.
2. Enter the scheduled begin, return, and end times; the scheduled morning and afternoon office time; the scheduled street time, and the total time above each day of the week.
3. From the timecards or PSDS Carrier Report Printouts, enter the actual begin, leave, return and end times for each day. Only the days the regular carrier served the route are to be recorded on Form 1840-B.
4. Compute and record the morning and afternoon office time, street time, and total time used each day.
5. From Form 3996, enter the approved overtime and auxiliary assistance used each day, as indicated in Item K of the Form, less any travel time.
6. Enter the amount of time used to provide auxiliary assistance to other routes.
7. Enter the appropriate volume count by mail type.
8. Total the morning and afternoon office time, street time, overtime, and auxiliary assistance (office/street) for each day.
9. The eighth week to be recorded is the week following the week of count and inspection. The regular carrier must serve the route at least one day during this week, or the week is not to be recorded. No future weeks are to be used under any conditions.
10. Divide the total for each item by the number of days the assigned carrier worked on each group of Saturdays, Mondays, Tuesdays, etc.
11. From Form 1840, enter the street time, office time (AM & PM combined), total, and auxiliary assistance (office/street) used on the comparable day of the week during the count period. Circle in black the day of inspection total.

### Analysis

Before the count period:

1. Compare the actual time used with the scheduled time to determine whether:
  - a. Carrier adhered to schedules.
  - b. There was excessive late leaving and/or returning.
  - c. There was excessive office time used on return from delivery trip.
  - d. A regular pattern on certain week days has formed to indicate an adjustment in schedule is necessary.
2. Circle in red time entries and totals where irregular practices occurred or schedule was not maintained.

After the count period:

1. Compare average time used on each day during analysis period with the same day during the count.
2. Determine whether office time and street time is more or less for comparable days. If the office time or street time during the count period is more than the analysis period, discuss with the carrier to determine the reason.
  - a. When the time used during the count and inspection period is substantially greater than the analysis period, the supervisor must compare the mail volume for the periods where available.
3. When the supervisor concludes that the time used during week of count and inspection does not truly represent the time required to serve the route as substantiated by the comparative analysis, appropriate corrective action must be taken.

**IMPORTANT:** In making this comparative analysis, be sure all factors are considered. Where the performance during the count period varied from that during the comparative period, include the comments of the carrier's supervisor in the space provided.

PS Form **1840-B**, November 1997 (Page 1 of 4)

Exhibit 213d (p. 2)  
Form 1840-B

United States Postal Service						Post Office				Delivery Unit						
Carrier Time Card Analysis						Hometown				Bryan Station						
Route No.		Carrier's Name				Period Used				Date						
1318		K Gallo				From 3/17/79 To 3/18/80				3/10/80						
Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.	Transfer Time	Delivery Volume				
Schedule	6.00	8.83	2.83	14.33	5.00	14.50	.17	8.00		OFF	STR	Ltr	Flt	Seq	DPS	
3/17/79	Sat	6.00	9.53	3.53	13.93	3.90	14.03	.10	7.53			.50	680	483	832	
4/28/79	Sat	6.00	9.68	3.68	13.98	4.30	14.10	.12	7.60			1.00	583	414	713	
5/12/79	Sat	7-6														
9/11/79	Sat	6.02	8.71	2.69	13.51	4.30	13.61	.10	7.09				659	460	482	
10/20/79	Sat	0							0							
11/24/79	Sat	6.05	9.12	3.07	14.08	4.46	14.20	.12	7.65			1.00	745	529	911	
1/12/80	Sat	6.00	8.85	2.85	13.60	4.25	13.68	.08	7.18				659	460	805	
3/1/80	Sat	0							0							
TOTAL	Days			15.82		21.21		.52	7.05			2.50	3326	2346	482	4066
Average				3:10		4:14		:06	7:30			:30	665	469	96	813
Comparable Day (Form 1840)					3:50			Off Time Total 2:45	6:35				712	482	897	
Schedule	6.00	8.83	2.83	14.33	5.00	14.50	.17	8.00								
3/19/79	Mon	6.00	8.85	2.85	13.89	4.54	13.99	.10	7.49			.50	724	518	884	
4/30/79	Mon	6.00	8.83	2.80	13.83	4.50	13.91	.08	7.38				680	483	832	
5/14/79	Mon	6.02	8.83	2.81	13.83	4.50	13.91	.08	7.39				680	483	852	
9/3/79	Mon	6.00	8.90	2.90	13.96	4.56	14.01	.08	7.54			.50	702	506	858	
10/22/79	Mon	7-6														
11/26/79	Mon	Holiday														
1/14/80	Mon	0							0							
3/3/80	Mon	0							0							
TOTAL	Days			11.36		18.10		.34	7.80			1.00	2786	1990	3426	
Average				2:50		4:32		:06	7:25			:15	697	497	857	
Comparable Day (Form 1840)					4:38			Off Time Total 2:47	7:25				752	518	907	
Schedule	6.00	8.83	2.83	14.33	5.00	14.50	.17	8.00								
3/20/79	Tue	6.00	8.70	2.70	13.70	4.50	13.80	.10	7.30				659	472	805	
5/1/79	Tue	6.00	8.67	2.67	13.73	4.56	13.81	.08	7.31				720	460	720	
5/15/79	Tue	6.05	8.83	2.78	13.87	4.54	13.95	.08	7.40				680	483	767	
9/4/79	Tue	6.00	8.75	2.75	13.73	4.48	13.81	.08	7.31				670	472	793	
10/23/79	Tue	6.00	8.65	2.65	13.67	4.52	13.77	.10	7.27				648	460	792	
11/27/79	Tue	7-6														
1/15/80	Tue	6.00	8.83	2.82	13.72	4.40	13.95	.23	7.45				680	483	753	
3/4/80	Tue	6.00	8.75	2.75	13.73	4.48	13.81	.08	7.31				670	472	818	
TOTAL	Days			19.12		31.48		.75	51.35				4727	3301	5447	
Average				2:44		4:30		:07	7:21				675	472	778	
Comparable Day (Form 1840)					4:35			Off Time Total 2:53	7:28				724	503	841	

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Exhibit 213d (p. 3)  
Form 1840-B

Schedule	Day of Week	Begin	Leave	Office Time PM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.		Transfer Time	Delivery Volume				
											OFF	STR		Ltr	Flt.	Seq	DPS	
		6.00	8.83	2.83	14.33	5.00	14.50	.17	8.00									
3/21/79	Wed	7-6																
5/2/79	Wed	0																
5/16/79	Wed	0																
9/11/79	Wed	6.00	8.83	2.83	13.93	4.60	14.08	.15	7.58					691	483		845	
10/24/79	Wed	6.00	8.95	2.95	13.89	4.44	13.99	.10	7.49					713	506		871	
11/28/79	Wed	6.05	8.90	2.85	14.04	4.64	14.12	.08	7.57					691	495		845	
1/16/80	Wed	6.02	8.87	2.85	13.92	4.55	14.04	.12	7.52					697	527		839	
3/5/80	Wed	6.00	8.89	2.89	13.99	4.60	14.09	.10	7.59					702	495		858	
TOTAL	Days			14.37		22.83		.55	37.75					3494	2505		4258	
Average				2.52		4.42		.07	7.33					699	501		852	
Comparable Day (Form 1840)						4.42		Off. Time Total 2:50	7:32					737	529		876	
Schedule		6.00	8.83	2.83	14.33	5.00	14.50	.17	8.00									
3/22/79	Thu	6.00	9.78	3.78	14.85	5.07	15.00	.15	8.50	.50			1.00	918	656		1122	
5/3/80	Thu	7-6																
5/17/79	Thu	6.00	8.82	2.82	14.30	4.98	14.40	.10	7.90					680	483		832	
9/6/79	Thu	6.00	8.83	2.83	14.33	5.00	14.50	.17	8.00					443	311	482	540	
10/25/79	Thu	6.04	8.85	2.81	14.15	4.80	14.27	.12	7.73					680	483		832	
11/29/79	Thu	6.00	8.95	2.95	14.20	4.75	14.30	.10	7.80					475	334		581	
1/17/80	Thu	6.00	8.83	2.83	13.90	4.57	14.10	.20	7.60					691	483		845	
3/6/80	Thu	6.00	9.00	3.00	14.12	4.62	14.20	.08	7.70					734	518		898	
TOTAL	Days			21.02		33.79		.92	53.73				1.00	4622	3266	964	5650	
Average				3.00		4.50		.14	8.04				.12	660	467	138	807	
Comparable Day (Form 1840)						4.58		Off. Time Total 3:12	8:10					685	512	482	843	
Schedule		6.00	8.83	2.83	14.33	5.00	14.50	.17	8.00									
3/23/79	Fri	6.00	9.52	3.52	14.27	4.25	14.50	.23	8.00			.75		853	610	482	1043	
5/4/80	Fri	0																
5/18/79	Fri	6.02	8.58	2.58	14.30	5.22	14.50	.20	7.98		.50			626	449	482	766	
9/7/79	Fri	6.00	9.03	3.03	14.54	5.01	14.75	.25	8.25	.25	.50			734	518	482	898	
10/26/79	Fri	6.00	8.75	2.75	14.28	5.03	14.50	.22	8.00					842	598	482	1030	
11/30/79	Fri	0																
1/18/80	Fri	0																
3/7/80	Fri	6.00	8.86	2.86	14.02	4.66	14.22	.20	7.72		.50			778	552	482	950	
TOTAL	Days			14.74		24.17		1.10	39.01		1.00	1.25		3834	2726	2410	4686	
Average				2.56		4.50		.13	8.00		.12	.15		767	545	482	937	
Comparable Day (Form 1840)						5:45		Off. Time Total 3:18	9:03					781	552	482	919	

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Circle in Black day of inspection

Circle in Red

Exhibit 213d (p. 4)  
 Form 1840-B

From 2/23/80		To 2/29/80		Day of Week	Average Street Time
Random Lot Selection 3      4      2      1				Saturday	4:14
Random Weeks Beginning (Show Saturday dates for the first seven weeks selected and the date for the first delivery of the eighth week.)				Monday	4:32
Week Number	Year	Month	Date	Tuesday	4:30
1	1979	Mar.	3/17/79	Wednesday	4:34
2	1979	Apr.	4/28/79	Thursday	4:50
3	1979	May	5/12/79	Friday	4:50
4	1979	Sep.	9/01/79	TOTAL	27:30
5	1979	Oct.	10/20/79	Average Daily Street Time	
6	1979	Nov.	11/24/79	4:35	
7	1980	Jan.	1/12/80		
8	1980	Mar.	3/01/80		
Comments					
<p><i>Saturday provides office assistance because of closed business deliveries. Monday and Fridays requires assistance on a regular basis. Friday office and street time of count week considerably more than comparable day of analysis period. Mail volume records show comparable workloads during the analysis period and count week, discussed with carrier inconsistent performance and he was unable to give a satisfactory explanation. Carrier was issued a Letter of Warning.</i></p>					
Supervisor's Printed Name B Kaplan			Supervisor's Signature B. Kaplan		Date 3/10/80
PS Form 1840-B, November 1997 (Page 4 of 4)					



## 214 Review of Operating Procedures

All operations at the delivery units should be reviewed and any unsatisfactory conditions should be corrected before the count is commenced. The review should include at least:

- a. Letter Routes
  - (1) Scheduled reporting and leaving times in relation to arrival time of mail at the unit and public transportation schedules.
  - (2) Adequacy of carrier case equipment and condition of carrier case labels (see exhibit 126.5, *Review of Carrier Case and Work Area*).
  - (3) Volume of preferential mail received on each dispatch prior to the carrier's leaving time.
  - (4) Amount of missent/misthrown mail distributed to carriers.
  - (5) Whether all approved segmentations of mail are being made up in the most efficient manner practicable.
  - (6) Handling of accountable and signature mail by carriers at central markup offices. At the largest installations receiving a large volume of accountable and signature mail for delivery, local managers may make an exception allowing carriers to mark up this mail if accountable clerks are unable to expedite rehandling of the pieces in clearing carriers of proper responsibility.
  - (7) Review of Carrier Route Book to determine if:
    - (a) Form 1564A — all items completed.
    - (b) Forms 1564-B and 3982 — posted on a current basis (see exhibit 126.5).
    - (c) Edit Book and/or Form 1621 — completed to show current number of deliveries (see exhibit 128.21, *Delivery Management Report*).
  - (8) Review DPS Handling Procedures.
- b. Parcel Post and Combination Services Routes
  - (1) Scheduled reporting and leaving time of carriers in relation to scheduled receipts and distribution of incoming mail.
  - (2) Adequacy and efficiency of relay service.
  - (3) Adequacy of sack rack equipment and rack labels.
  - (4) Whether intra- and inter-city trips to carrier-based stations are scheduled to provide dispatch of maximum volume of all preferential mail on the first trip.
  - (5) Whether excessive errors in distribution are made.
  - (6) Observation of office and street procedures, such as:
    - (a) Loading vehicles at dock. (If sack routing is used, the first sack separation only will be dumped.)
    - (b) Line of travel in serving route. (Managers should be very familiar with the routes and the territory they cover.)



- c. Collection Routes
  - (1) Whether collector is maintaining identity of customer-separated mail.
  - (2) Problems at platform; i.e., congestion, lack of equipment, etc.
  - (3) Vehicles — procedures used to obtain, return, and to report malfunctions. (See Handbook M-41, parts 831, 841, and 842.)
  - (4) Issuance of special instructions to collector.
  - (5) Collectors' duties. (See Handbook M-41.)

## 215 Posting Notice of Scheduled Mail Count and Inspection

- 215.1 A notice must be posted at the delivery unit in advance of the scheduled mail counts and route inspections, 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 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.
- 215.2 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.

## 216 Managers' Assignments and Responsibilities

- 216.1 Any member of the management team may be used for the inspection of routes. They 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.
- 216.2 Each manager who will be engaged in conducting mail counts and route inspections should be furnished in advance of the start of the count:
  - a. List of the numbers of the routes assigned to the examiner.
  - b. Day and date selected for the inspection of each route.
  - c. Reporting times of the carriers on the routes scheduled for inspection.
  - d. Transportation information.
  - e. Arrangements for lunch on the routes to be inspected.
  - f. Copy of Standard Operating Procedures (flow charts, special instructions) for the unit.
- 216.3 All available city delivery managers must be assigned to participate in this work so that the counts and inspections may be completed at each unit in the shortest possible time.
- 216.4 In stations and branches, managers and/or their assistants and delivery supervisors must be included as members of the route inspection team. However, when their unit is being inspected they should conduct normal office and street management activities, and analyze route inspection data and correct any deficiencies noted.

## 217 Dry-Run Count

- 217.1 A review of the count procedures will be made within 21 days prior to the start of the count and route inspection to teach the carrier how to accurately complete count forms (1838-C and 1838-A) during the period of count and inspection. An actual count of mail or recording of time used will not be kept on the day the dry run is made.
- 217.2 The sample dry-run count items, forms, and completion instruction must be furnished each carrier concerned in time to allow for completion and review prior to start of the period of count and inspection (see exhibits 217.2 (p. 1, 2, and 3)). Overtime or auxiliary assistance should not be used for the completion of the dry run. Therefore, a lighter volume day should be selected. Use only the appropriate data (EPM/Non-EPM) for the unit being inspected.
- 217.3 An instruction period should be held following the issuance of the dry-run materials but before the completion of the dry-run exercise.
- 217.4 The carrier must be furnished a sample list of mail-count items and time-used items. The carrier must enter these items on a *dry-run* form. A manager must review each completed dry-run form for accuracy, error, and omissions, and they must be discussed and explained to the carrier. When necessary, the manager may require a second completion of the form to assure that the carrier is thoroughly familiar with completing the form to be used.

Exhibit 217.2 (p. 1)

**Instructions to Carrier for Dry-Run Count on Form 1838-C**



Our Ref: \_\_\_\_\_ DATE \_\_\_\_\_  
 Subject: Instructions to Carrier for Dry Run on Form 1838-C  
 Carrier's Count of Mail — Letter Carrier Routes Worksheet  
 To: All Carriers Concerned

A mail count and inspection is scheduled for your letter delivery route within a few days. In order that you might be more familiar with the accurate completion of Form 1838-C, a "Dry Run" count will be conducted in which you will complete the worksheet portion of the form to familiarize yourself with the procedures in its completion.

Record pieces and time items shown below on the worksheet in the proper spaces. Every carrier scheduled for route inspection (regular, carrier technician T-6, part-time flexible, and casual) is to complete a "Dry Run" form. Return the worksheet to your manager, who will review it and assist you when it appears there may be a misunderstanding in the correct method in making necessary entries. Review Chapter 9 of your Handbook M-41 for detailed instructions.

Count Items	Non-EPM Routes Pieces	EPM Routes AM	EPM Routes PM
Letter size	1,489	731	747
All other sizes – papers, flats, small parcels	361	95	266
Letter size – markups	121	41	80
All other paper for flat markups	24		24
Registered and certified	6	6	
Postage due	6	6	
Change of address	1		1
Parcels	18	18	
Sequenced and collated mail	400		400
DPS volume	963	963	

Actual Time Items	Non-EPM Routes Minutes	EPM Routes AM	EPM Routes PM
Show a beginning and ending time for each item.			
Inspecting vehicle	:03	:03	
Withdrawing mail	:06	:03	:03
Counting and filling out Form 1838-C	:36	:12	:12
Sequencing and collating by-pass mail	:13		:13
Registered, certified, keys, etc.	:04	:02	:02
Waiting for mail	:05	:05	

\_\_\_\_\_  
 Manager (Signature)

**Note:** Local manager should develop an "Answer" Form 1838-C worksheet to assist in prompt review of the "Dry Run." Dry Run Forms 1838-C should be so endorsed to avoid their being confused with actual mail count forms.

Exhibit 217.2 (p. 2)

**Instructions to Carriers for Dry-Run Count on Form 1838-A**

Our Ref:

Date:

Subject: Instructions to Carriers for Dry Run Count on Form 1838-A  
Carrier's Count of Mail—Parcel Post and Combination Services  
Worksheet/Management Summary

To: All Carriers Concerned

A mail count and inspection is scheduled for your parcel post and combination services route shortly. To ensure the accurate and uniform completion of Form 1838-A, a "Dry Run" count will be conducted in which you will complete the worksheet of the form to familiarize yourself with the procedures in completing the form.

Every carrier scheduled for route inspection (regular, carrier technician T-6, part-time flexible, and casual) performing parcel post and combination services on the route being inspected is to complete a "Dry Run" Form 1838-A by entering the following items in the proper spaces on the worksheet. Review Chapter 9 of your Handbook M-41 for detailed instructions.

Lower Portion of Form 1838-A Worksheet

Enter the trip numbers, time recordings, type of service and odometer readings.

Trip	B	L	R	E	Type of Service	Odometer	
						Beginning	End
1	700	712	782	786	1	10.0	16.5
2	786	808	888	892	R-C-F	16.5	21.8
3	892	912	1542	1566	P	21.8	32.9

Office time on Trip 3 includes time to complete worksheet.

Top Portion of Form 1838-A Worksheet

Record the following parcel post information.

Sack No.	No. of Work Sacks	Number of Pieces	No. of Truck Stops	No. of Deliveries
1	2	8 ordinary, 2 registered, 2 direct	7	9
2	2	10 ordinary, 1 COD, 1 direct	6	8
3	1	4 ordinary, 1 customs, 1 direct	3	5
4	1	5 ordinary, 1 registered	4	6
5	2	9 ordinary, 1 customs, 1 direct	5	8
6	1	6 ordinary	3	6
7	1	7 ordinary	5	6
8	1	6 ordinary, 1 registered	4	7
9	2	11 ordinary, 1 COD	7	10
10	1	5 ordinary, 1 direct	4	5

Exhibit 217.2 (p. 3)

**Instructions to Carriers for Dry-Run Count on Form 1838-A**

-2-

Enter the following inter and intra-city relays, collection and firms items:

Trip 1	-	1 truck stop	and	1 inter and intra-city delivery
Trip 2	-	8 truck stops	and	6 relay deliveries
				6 firm deliveries
				5 collection pickups
Trip 3	-	parcel post delivery		

Show sub-totals and totals for parcel post and relay, collection, firms, inter and intra-city.

When you have completed the entries on the worksheet, return it to your manager for review and assistance, if necessary.

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Manager (Signature)

**Note:** Local manager should develop an "Answer Sheet" Form 1838-A worksheet with the above entries and compare with carriers' dry run forms to determine if they are being completed properly. Dry run Forms 1838-A should be so endorsed to avoid confusion with actual mail count forms.

## 218 **Estimating an Office Time for DPS Planning Purposes**

When Delivery Point Sequencing is to be implemented in a delivery unit, the following methodology will be used to estimate the impact on the affected city delivery routes:

- a. Determine the percentage of letter-sized mail targeted to be received in DPS order on the date when the adjustments will be implemented;
- b. Multiply percentage determined in step "a" by the average letter-sized mail received during the week of count and inspection (from Form 1840, column 1) to determine the number of letters for each route, targeted to be received in DPS order;
- c. Divide letters targeted to be received in DPS order (as determined in step "b") by 18;
- d. Divide letters targeted to be received in DPS order (as determined in step "b") by 70;
- e. Add results of steps "c" and "d" to determine estimated impact;
- f. For routes where the carrier was under standard time during the week of count and inspection, multiply results of step "e" by percentage of standard office time used during the week of count and inspection; the result is the estimated impact.

## 22 **Conducting the Count of Mail**

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### 221 **Schedules and General Rules Governing Count**

#### 221.1 **Letter Routes**

##### 221.11 **Schedule**

The count of mail on all letter delivery routes, regular and auxiliary, must be for 6 consecutive delivery days on one-trip routes and for 5 consecutive delivery days, exclusive of Saturday, on two-trip routes or one-trip routes with abbreviated or no delivery on Saturday. It is not mandatory that mail counts begin on Saturday and continue through Friday so long as they are made on consecutive delivery days.

##### 221.12 **Use of Forms**

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

221.122 All count forms should be completed daily in their entirety by the manager who is also required to post daily from Form 1838 the time items for columns A through G and the volume items for columns 1 through 7 on Forms 1840 for his or her group of routes. This is required to detect errors or irregularities on forms so that the manager may immediately discuss the matter with the

carrier and, if necessary, initiate corrective action before the next day's count so that the mistake will not be repeated.

- 221.123 Hand-held computers may be used to input data from the Form 1838-C worksheet and used to record office activities, mail volumes, possible delivery counts, and street delivery times by block face or ZIP+4 sector/segments of a route. The hand-held computer is not a new work measurement system but only a new and improved method of collecting information currently recorded manually on various route inspection forms.
- 221.124 Hand-held computers that are used on the day(s) of inspection by the examiner must be synchronized with the carrier's timeclock rings for begin tour, leave for street, return from street, and end tour, as appropriate. When hand-held computers are used, manually prepared Forms 1838, *Carrier's Count of Mail — Letter Carrier Routes (Mngt. Summary)*; 3999, *Inspection of Letter Carrier Route*; 3999-A, *Deliveries/Inspection Record — Worksheet*; and 3999-X, *Deliveries/Inspection Record — Worksheet*, are not required. Computerized facsimiles will be produced in lieu of these manually prepared forms.
- 221.125 Computers and software programs used in the mail count and route inspection process must be approved by the Delivery Policies and Programs at Headquarters, and conform to procedures outline in this handbook.

#### 221.13 **General Rules for Making Count**

- 221.131 The carrier should count and record the mail every day except on the day of inspection when the mail must be counted and recorded by a manager. On one or more days during the count week, each route will be inspected by a manager. When management performs the mail count the carrier serving the route, upon request, may verify the mail count. Where hand-held computers are used on the day(s) of inspection, the route examiner will complete entries on Form 1838-C in the usual manner, except for line item elapsed time totals and mailpiece count totals by category. The calculations remain the same as previously performed manually. The carrier will continue to make timeclock entries on Form 1838-C for beginning, leaving, returning, and ending times. Total mail counts and times will be provided to the carrier on a computer generated facsimile of Form 1838, *Carrier's Count of Mail — Letter Carrier Routes (Mngt. Summary)*.
- 221.132 Replacement carriers assigned to regular, full-, and part-time routes must count the mail and enter the data on the prescribed forms in the same way as the full-time carrier.
- 221.133 There should be no changes in normal distribution procedures or clerical schedules during the period of mail counts. The normal cutoff time for distribution should be observed.
- 221.134 There must be no accumulation of curtailed mail on the day preceding the beginning of the count, and no mail may be curtailed on the last day of the count. (For exceptions, see 144, *Expedited Preferential Mail Delivery Program*.)

- 221.135 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 for the day. (For exceptions, see Chapter 1, Part 144, *Expedited Preferential Mail Delivery Program*.)
- 221.136 All mail distributed to the carriers up to the normal established cutoff time will be delivered every day of the count week except as required by 221.134 and 221.135.
- 221.137 If necessary, overtime may be used to enable the regularly assigned carrier to complete delivery during the days of the count week.
- 221.138 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.
- 221.139 Each manager engaged in mail counts and route inspections is required to make unannounced selective checks on other than the route he or she is inspecting to verify the accuracy of the mail counts and all entries recorded by the carriers on Form 1838-C, *Carrier's Count of Mail — Letter Carrier Routes Worksheet*.

## 221.2 Parcel Post and Combination Services Routes

### 221.21 Schedule

The count of mail for parcel post or combination services routes must be conducted for 5 scheduled delivery days during a basic workweek. (Exception: In offices with 6-day delivery, a 6-day count must be made.)

### 221.22 Use of Forms

- 221.221 The count data must be recorded daily on Form 1838-A and Form 1838-B and summarized daily on Form 1840-A. This is required to detect errors or irregularities in the forms so that the manager may immediately discuss the matter with the carrier and, if necessary, initiate corrective action before the next day's count so that the mistake will not be repeated. (Chapter 9 of Handbook M-41 contains details on preparation of forms by carrier.)
- 221.222 A physical inspection of the route must be made on one or more days during the count week by a route examiner who must accompany the carrier during a full tour. No separate form is used in making a physical inspection of a parcel post or combination services route.
- 221.223 The route examiner must complete Form 1838-A, in duplicate, in its entirety and Form 1838-B, in duplicate, on the day the examiner inspects the route. A manager must also make a selected check of mail count time entries made by the carrier of Form 1838-A worksheet on other days during the count and inspection week.



**221.3 Collection Routes**

The count of mail for collection routes must be conducted for 1 day, on the day of inspection only, using Form 3999-B, *Inspection of Collection Route*, and completed by the examiner.

**222 Completion of Forms 1838, 1838-A, 1838-B, and 1838-C****222.1 Worksheets**

The carrier completes (in duplicate) the *Worksheet* side of Form 1838-A, and Forms 1838-B and 1838-C. Delivery managers are to refer to Handbook M-41 for detailed instructions on completion of worksheets. (See exhibit 222.1, pp. 1–5.)

Exhibit 222.1 (p. 1)  
**Form 1838-C, Carrier's Count Mail — Letter Carrier Routes Worksheet**

United States Postal Service <b>Carrier's Count Mail - Letter Carrier Routes Worksheet</b>				Post Office <i>Mytown</i>		Delivery Unit <i>Main Office</i>		Route No. <i>1357</i>		
AM		PM		Carrier Marked-up	CFS	Actual Time Entries				
1. Letter-Size	<i>743</i>			<i>3</i>	<i>85</i>	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME	
	<i>218</i>			<i>3</i>	<i>85</i>		E			
	<i>112</i>						B			
	<i>1073</i>						E			
							B			
2. Mail of All Other Sizes	<i>484</i>				<i>17</i>		E			
	<i>315</i>				<i>17</i>		B			
	<i>72</i>						E			
	<i>871</i>						B			
3. Accountable and Signature Mail							E			
Registered/Certified	<i>5</i>						B			
COD/Customs	<i>1</i>						E			
Postage Dues							B			
Express Mail							E			
5. All parcel Post over 2 lbs.	<i>19</i>			<i>1</i>		<i>23</i>	E	<i>2:58</i>	<i>1</i>	
							B	<i>2:57</i>		
6. Sequenced and Collated	<i>425</i>					<i>14</i>	E	<i>2:57</i>	<i>2</i>	
Letter Size							B	<i>2:55</i>		
							E			
Other Size						<i>21(b)</i>	E	<i>8:55</i>	<i>3</i>	
							B	<i>8:52</i>		
						<i>21(a)</i>	E	<i>8:25</i>	<i>3</i>	
							B	<i>8:22</i>		
9. 2nd-Class Marked up (exclude Form 3579)						<i>23</i>	E	<i>8:20</i>	<i>4</i>	
							B	<i>8:16</i>		
10. Mail with Form 3579 attached						<i>15</i>	E	<i>8:16</i>	<i>1</i>	
							B	<i>8:15</i>		
12. Change of Address Recorded	<i>3</i>					<i>23</i>	E	<i>7:40</i>	<i>7</i>	
							B	<i>7:33</i>		
13. Insured Receipts Turned In						<i>15</i>	E	<i>7:32</i>	<i>3</i>	
							B	<i>7:29</i>		
						<i>14</i>	E	<i>7:28</i>	<i>3</i>	
							B	<i>7:25</i>		
						<i>23</i>	E	<i>6:21</i>	<i>17</i>	
							B	<i>6:04</i>		
Enter Line Number in Explanation Column		LINE	DPS Volume Pieces: (7a) To be added to line 7a on PS Form 1838		<i>943</i>	<i>19</i>	E	<i>6:04</i>	<i>4</i>	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments			Begin Here	B	<i>6:00</i>	<i>4</i>	
Withdrawal of mail		15	<i>Line 21(a) - Official communications with window clerk related to general delivery</i> <i>Line 21(b) - Trip to throwback case</i>			TOTAL		<i>48</i>		
Sequencing and collating By-Pass Mail		16			Time Clock Rings		E			
Actual Strapping out time		17			R					
Break (local option)		18			L					
Vehicle inspection		19			B					
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21			E	<i>15.00 WE</i>				
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22			R	<i>14.84 WE</i>				
Counting mail and filling out form 1838 worksheet		23			L	<i>09.68 WE</i>				
					B	<i>06.00 WE</i>				
Signature of Carrier (or Examiner)					Day of Week		Date	Reg. - Repl.		Lunch
<i>K. Andrew</i>			<i>Wed.</i>		<i>4/2/96</i>	<i>Reg</i>		From	To	
			I certify the above information recorded by me is correct.					<i>11:40</i>	<i>12:10</i>	

Exhibit 222.1 (p. 2)  
**Form 1838-C, Carrier's Count Mail — Letter Carrier Routes Worksheet**

United States Postal Service <b>Carrier's Count Mail - Letter Carrier Routes Worksheet</b>				
Post Office <i>Hometown</i>		Delivery Unit <i>Applegate Station</i>		Route No. <i>1357</i>
AM		PM	Carrier Marked-up	CFS
1. Letter-Size				
621				
271				
892		142	2	45
2. Mail of All Other Sizes				
378				
66		315		28
444				
3. Accountable and Signature Mail				
Registered/Certified		8		
COD/Customs		2		
Postage Dues		1		
Express Mail		1		
5. All parcel Post over 2 lbs.			1	
12				
6. Sequenced and Collated				
Letter Size				
Other Size				
9. 2nd-Class Marked up (exclude Form 3579)				
10. Mail with Form 3579 attached				
12. Change of Address Recorded				
13. Insured Receipts Turned In				
Enter Line Number		DPS Volume Pieces: (7a)		
In Explanation Column		To be added to line 7a on PS Form 1838		987
LINE		Comments		
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		
Withdrawal of mail		15		
Sequencing and collating By-Pass Mail		16		
Actual Strapping out time		17		
Break (local option)		18		
Vehicle inspection		19		
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21		
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22		
Counting mail and filling out form 1838 worksheet		23		
Signature of Carrier (or Examiner)		I certify the above information recorded by me is correct.		
<i>S Lynn</i>		Day of Week	Date	Reg. - Repl.
		<i>Fri.</i>	<i>4/4/96</i>	<i>Repl.</i>
		Lunch		
		From <i>12:15</i> To <i>12:45</i>		
		TOTAL		56
		Time Clock Rings		
		E		
		R		
		L		
		B		
		E		15.52 FR
		R		14.72 FR
		L		09.94 FR
		B		06.00 FR

Exhibit 222.1 (p. 3)

**Form 1838-B, Parcel Post Firm Delivery Worksheet**

U.S. Postal Service PARCEL POST FIRM DELIVERY WORKSHEET									
INSTRUCTIONS									
1. Enter name of Post Office and Delivery Unit; check the proper box to show Regular Route or Auxiliary Assistance, and indicate the Route Number. 2. Circle the day(s) of the week on which the inspection was made. 3. Enter the sack or hamper separation number, firm name and address (include Apt./Suite No.), and number of parcels received each day for all firms that received 5 or more pieces.									
Post Office <b>Hometown</b>		Delivery Unit <b>Lakes Station</b>			<input checked="" type="checkbox"/> Regular Route <input type="checkbox"/> Auxiliary Assistance		Route No. <b>1317</b>		
Sack Hamper No.	Firm Name	Street Address	Days of Week						
			Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	
			Number of Parcels						
<b>3</b>	<b>Richman Bros.</b>	<b>1118 Main St</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>1</b>	No Delivery
<b>5</b>	<b>Brooks</b>	<b>100 1st Ave</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>		
<b>6</b>	<b>Hall Clothes</b>	<b>531 Broadway</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>9</b>		
<b>9</b>	<b>Frank's Hardware</b>	<b>818 Clark</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>5</b>		
<b>11</b>	<b>Smith Finance</b>	<b>610 5th Ave</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>		
Comments (Use reverse if additional space is needed)  <div style="text-align: center; font-size: 1.2em;">Establish direct sacks for 3 firms</div>									
ID No. <b>61</b>		Carrier's Signature <i>James Murphy</i>					Date <b>4/7-12/97</b>		

PS Form 1838-B, Jan. 1984

Exhibit 222.1 (p. 4)

Carrier's Count of Mail — Parcel Post and Combination Services Worksheet/Management Summary

CARRIER'S COUNT OF MAIL-PARCEL POST AND COMBINATION SERVICES WORKSHEET										Post Office Hometown		Delivery Unit Lakes Station		I.D. No. 61	Route No. 1317				
Number of Stops, Deliveries, etc. (Use / or X to tally)										Type of Route (Check) <input checked="" type="checkbox"/> Regular Route <input type="checkbox"/> Auxiliary Assistance <input type="checkbox"/> Bus. <input type="checkbox"/> Res. <input checked="" type="checkbox"/> Mixed		Signature of Carrier or Examiner Jack Murphy James Wiener		Day and Date Thurs 3/20/97					
TRIP NUMBER	STOPS	RELAY	COLLECTION	FIRMS	INTER-CITY	Route Examiner Use Only		Parcel Post						Lunch		Break			
						Beginning	Ending	Sack Hamper Number	Ord.	Reg. etc.	COD Cust.	Directs	Out-sides	Rtnd. Parcels	From	To	Break	Break	
On day of inspection show beginning and ending time of each separation.										Record sack or hamper number in upper triangle. Where sack separation is NOT used, record hamper number or area (N.E., S.W., etc.). Record number of sacks per sack separation or hampers in lower triangle. Include outside pieces in each parcel category.									
										Number of Pieces						For Parcel Post		Delivery Only	
										Ord.	Reg. etc.	COD Cust.	Directs	Out-sides	Rtnd. Parcels	No. of Truck Stops		No. of Deliveries	
1	1																		
2	1	1	1	1		9:17	9:31	1	1	6		1				3	6		
	1	1				9:32	9:58	2	2	11	2					8	12		
	1			11		9:59	10:19	3	2	8	2		1			6	9		
	1	1	1			10:30	10:36	4	2	8	2	1				7	9		
	1	1				10:37	10:57	5	2	10		1		1		7	9		
	1	1	1			10:58	11:16	6	2	9		1	2	1		5	8		
	1	1	1			11:18	11:32	7	2	9			1			4	6		
	1					11:33	11:48	8	1	6	1		1			6	8		
3	(Began Parcel Post delivery 9:17 with Sack No. 1)					11:49	11:58	9	1	5		1				4	4		
						11:59	12:20	10	2	11	1					6	10		
						12:52	1:06	11	1	7			1	1		5	7		
						1:07	1:29	12	2	12			1			6	11		
						1:30	1:43	13	1	7						4	7		
						1:44	2:05	14	2	12	1			1		6	10		
						2:08	2:25	15	1	7				1		4	7		
Sub-Total	9	6	5	6		2:35	2:37	16	1	5		1				3	6		
						2:38	2:53	17	1	6						4	6		
Total Trucks Stops and Relay, Firm Deliveries & Collection Pick-ups										18	2	10			1	3	5	10	
Carrier Time for Completing Worksheet								Mins	0	18	28	149	9	4	7	10	5	93	145

<sup>1</sup> When a stop is made for more than one service, count as one truck stop only. Draw a line under each trip to separate recording by trip.  
<sup>2</sup> Indicate type of service by the following symbols: "T" for Travel Time; "R" for Relay; "C" for Collection; "I" for Inter-Intra-City; "P" for Parcel Post; "RCF" for Relay-Collection-Firms.  
<sup>3</sup> Elapsed Time and Elapsed Miles columns computed by Manager.

Trip No.	Type Service <sup>2</sup>	Elapsed Time <sup>3</sup>	Clock Rings	Time In Minutes (Net)																
				Garage	Office	Street	Office	Street	Office	Street	Office	Street	Office							
1	T	6.5	10.0																	
2	RCF	5.3	16.5																	
3	P	11.1	21.8																	
4	T		32.9																	
			21.8																	
			16.5																	
			10.0																	
			484																	
			10																	
			42																	
			48																	
			20																	
			348																	
			16																	
			42																	
			48																	
			10																	
			10																	
			7.00																	

Exhibit 222.1 (p. 5)  
**Carrier's Count of Mail — Parcel Post and Combination Services Worksheet/Management Summary**

U.S. Postal Service <b>CARRIER'S COUNT OF MAIL—PARCEL POST AND COMBINATION SERVICES</b> Management Summary						Instructions: When auxiliary assistance is provided, use separate Form 1838-A for each route. Item 28 shall reflect actual auxiliary time used for Parcel Post, Collection, Relay, etc.	Verified by (Units. & Date) <i>TA 3/21/97</i>
Parcel Post (Pieces)	Trip Number				Totals	Comments	
	1	2	3	4			
1. Ordinary Parcels	38		107		145		
2. Registered, Insured, Certified, Postage Due (And COD's Returned), Express Mail	3		7		10		
3. COD-Customs	4		4		8		
4. Direct Sacks/ <del>Tramp</del>	1		3		4		
5. Total Pieces for Delivery	46		121		167		
6. No. of Work Sacks/ <del>Tramp</del>	8		20		28		
7. No. of Outsides (Include in Lines 1, 2 & 3)	2		5		7		
8. No. of Parcels Returned	2		1		3		
9. No. of Deliveries	39		101		140		
10. No. of Truck Stops	27		80		107		
Relay, Collection, Firms and Inter-Intra-City	14. No. of Truck Stops		8		8		
	15. Number of Relay, Firm, Inter-Intra-City Deliveries and Collection	Relay		11		11	
		Collection		2		2	
		Firms		3		3	
	Inter-Intra-City						
13. & 17. Miles Traveled		Office	Street	Mileage			
19.—26. Elapsed Time-Net							
Parcel Post		37	371	15.2			
Relay-Collection-Firms		14	48	5.3			
Collection							
Inter-Intra-City							
18. Garage-Office Office-Garage		25		13.8			
27. Totals		76	419	343			
28. Auxiliary Time Used		Trip 1	Trip 2	Trip 3	Trip 4	Totals	
29. Time Used in Completing Worksheet		Trip 1	Trip 2	Trip 3	Trip 4	Totals	
				5			

PS Form 1838-A, Oct. 1981

222.2 **Summaries**

222.21 **Letter Routes — non-EPM and CMU**

(See exhibit 222.21.)

Exhibit 222.21  
**Form 1838, Carrier's Count of Mail — Letter Carrier Routes (Mngt. Summary)**

United States Postal Service <b>Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)</b>			Delivery Unit and ZIP Code				Route No.						
Post Office <i>Mytown</i>			<i>Main Office 20260-2802</i>				<i>6057</i>						
Description			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			(h)			
			Router	Prior PM 1 Trip	Today AM 2 Trip		Today PM 3 Trip	Prior PM 1 Trip	Today AM 2 Trip				Today PM 3 Trip
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS													
1. Letter-Size Mail	Marked-Up	Carrier		1073									
		CFS		3									
				85		985	60						
2. Mail of All Other Sizes	Marked-Up	Carrier		871									
		CFS		-		854	109						
				17									
3. Accountable and Signature Mail				6									
	Marked-Up			-		6							
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2, & 3 Minus Carrier MarkUps)				1947		1845	28						
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier		19									
		CFS		1		18							
				-									
6. Sequenced Mail	Letter-Sized			425		425							
	Other-Sized			-									
7. Total Delivered Pieces			DPS Pieces	943		3231							
8. Separating all Carrier Mark-Ups (lines 1,2,3, & 5)													
9. 2nd-Class Marked-Up (Exclude form 3579)													
10. Mail with For 3579 Attached													
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)													
12. Changes in Address Recorded				3			6						
13. Insured Receipts Turned In													
14. Registered-Certified-COD-Customs-Post. Due- Keys Form 3868-Signing For, Returning Funds and Receipts							* 6						
15. Withdrawing Mail							4						
16. Sequencing and Collating By-Pass Mail													
17. Actual Strapping Out Time													
18. Break (Local Option)													
19. Vehicle Inspection							4						
20. Personal Needs, etc.													
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)							* 9						
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis. (Use Comments Section)													
23. Counting Mail and Filling Out Form 1838-C Worksheet							26						
24. Totals (exclude Lines 22 and 23)							231						
Comments			Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations										
			Lines 16	Mins.	Comments								
			17										



222.211 Description Block. Check Non-EPM Route box on Form 1838.

222.212 Columns (a), (b), and (c) — Trip Data (Number of Pieces)

- a. *Line 1, Letter-Size Mail (ordinary letters, cards, circulars).* Transfer the total number of letter-size pieces of each trip from Form 1838-C to appropriate trip column.

**Note:** Carrier markups are recorded in the designated spaces of lines 1, 2, 3, and 5. Mismatched mail must not be included unless deliverable from another unit when this is known by the carrier and is so marked with the carrier's initials and route number. Delivery Point Sequence letter mail should not be included in these columns but indicated on the DPS volume line 7a of the 1838 and 1838-C.

- b. *Line 2, Mail of All Other Sizes.* Transfer the total number of other than letter-size pieces on each trip from Form 1838-C to the appropriate trip column.
- c. *Line 3, Accountable and Signature Mail (Registered, Certified, COD, Customs, Express Mail, and Postage Due).* These are accountable and signature items and the total pieces handled should include any carrier markups.

**Note:** At installations receiving a large volume of accountable and signature mail for delivery, local manager may allow carriers to mark up mail if accountable clerks are unable to expedite rehandling of pieces in clearing carriers of responsibility. Certified and ordinary postage due mail identified by the carrier while performing street duties will have a Form 3849 completed at the delivery point, to ensure proper recording of these items when the carrier returns to the office. The carrier should attempt delivery and have these items listed upon return to the office. Transfer the totals of all pieces from Form 1838-C to appropriate trip column.

- d. *Line 4, Computing Cols. (a), (b), (c); Strapping Out (Lines 1, 2, 3, and 6 Minus Carrier Markups).* Add the volumes on lines 1, 2, and 3, minus carrier markups, plus the volume on line 6 (only when line 6 volume is cased), and place the total on line 4. The total entered on line 4 is the total piece count to be used to compute the strapping-out time for each trip. (For exception, see line 17.) The same time credit (70 pieces per minute) is allowed motorized carriers for placing their mail in trays as is allowed foot carriers or park and loop carriers for strapping out their mail. Do not include on line 4 any sequenced or simplified address mail handled as a separate bundle and not requiring strap out; and do not include on line 4 any sequenced mail that is collated and strapped out on line 16.
- e. *Line 5, All Parcel Post Over 2 Pounds.* Transfer the total number of parcels over 2 pounds, including insured, from Form 1838-C to appropriate trip column.
- f. *Line 6, Sequenced Mail.* Transfer the total number of pieces in each category, of sequenced mailings taken out for delivery as second or third bundles from Form 1838-C to the appropriate trip column.

- g. *Line 7, Total Deliverable Pieces.* Transfer the total number of pieces into column (a), DPS Pieces from Form 1838-C. Do not complete columns (b) and (c).
  - h. *Line 8, Separating All Carrier Markups* (for Forwarding or Return). Show total number of pieces of mail separated for forwarding and return.
  - i. *Line 9, Periodical Marked Up (Exclude Form 3579).* Transfer the total number of pieces carrier marked up, exclusive of pieces for which Form 3579 was prepared, from Form 1838-C to the appropriate trip column.
  - j. *Line 10, Mail with Form 3579 Attached.* Transfer total number of Forms 3579 completed and attached from Form 1838-C to appropriate trip column.
  - k. *Line 11, Total Markups (Except second-class and Form 3579).* Enter on this line the total carrier markups recorded on line 8 *minus* the totals of lines 9 and 10.
  - l. *Line 12, Changes of Address Recorded* (Form 3575, *Change of Address Order*, Including Form 3546, *Forwarding Order Change Notice*). Transfer the total number from Form 1838-C to appropriate trip column.
  - m. *Line 13, Insured Receipts Turned In.* Transfer total pieces from the Form 1838-C to appropriate trip column.
- 222.213 Column (d) (Total Number Pieces Minus Markups). Subtract number of carrier and CFS markups on each of the lines 1, 2, 3, and 5 from total mail count shown on the same line and record the difference in column (d). The total of lines 1, 2, and 3 in column (d) should be entered on line 4, column (d). Add lines 4, 5, and 6 of column (d) and the DPS Pieces in line 7(a), and enter at line 7, column (d).
- 222.214 Columns (e), (f), and (g), (Minutes)
- a. *Lines 1 through 13*
    - (1) *Line 1.* Record 1 minute for the routing of each 18 pieces of letter-size mail in the standard 6-shelf case. Where joint agreement in accordance with the September 1992 Memorandum of Understanding has been made to utilize a four (4) or five (5) shelf letter case, the definition of a letter will remain the same (see Section 121.12) and the standard of 18 per minute will not change.
    - (2) *Line 2.* Record 1 minute for the routing of each 8 pieces of other size mail in the standard 6-shelf case.
    - (3) *Line 4.* Record 1 minute for the strapping out of each 70 pieces of mail, with a minimum of 3 minutes.
    - (4) *Lines 8-13.* Record the appropriate time allowance based on the standards set forth in exhibit 222.214a(4).

Exhibit 222.214a(4)

**Time Allowances for Carrier Office Work**

**TIME ALLOWANCES FOR CARRIER OFFICE WORK**

Form 1838		Pieces Per Minute	
Line No.	Work Function	1-Trip	2-Trip
1	Routing letter-size mail. ....	18	18
2	Routing all other size mail. (Use Notice 26, Maximum Time Allowance for Routing Mail, to convert pieces to minutes.) ....	8	8
<b>Minutes</b>			
4	Strapping mail in bundles or placing in trays, preparing relays and placing mail into satchels; for each 70 pieces regardless of character (minimum allowance 3 minutes). Strapping mail in bundles for markup at computerized forwarding unit. Lines 1-2-3 combined mail volume (strapping out pieces and markup pieces) is used in determining time allowance at 70 pieces per minute. ....		1
8	For each 10 pieces of all classes of mail separated for forwarding or return. ....		1
9	Periodicals marked up (for each 2 pieces handled for forwarding or return). ....		1
10	For each Form 3579, Undeliverable Periodical, Standard A & B or Controlled Circulation Matter. ....		2
11	For each 4 pieces marked up (mail marked Deceased, Temporarily Away, Refused, Vacant (Occupant mail of obvious value) or No Mail Receptacle). ....		1
12	For each change of address, including Form 3546, recorded on Forms 1564-B and 3982. ....		2
13	Insured receipts turned in. ....		1
14	Registered, Certified, COD, Express Mail, Customs and Postage-Due; Keys, Form 3868, signing for, returning funds or receipts, and for partial completion of Form 3849 (name or address for identification). Base minimum allowance is 6 minutes. ....		*
15	Withdrawing mail where applicable (from distribution cases, trays, sacks, and/or hampers). Base minimum allowance is 5 minutes. ....		*
16	Sequencing and collating by-pass mail. (Representative time in minutes will be allowed for work function.)		
17	Strapping out time (when mail must be placed in order of delivery) see 922.51d. (Representative time in minutes will be allowed for the work function.)		
18	Break (local option).		
19	Vehicle inspection see 922.51f. Base minimum allowance is 3 minutes. ....		*
20	Personal needs, etc. (Time allowances are printed on the form for each trip, and must not be changed.)		
21	Office work not covered by form. (Work functions must be identified and approved as being necessary and of a continuing nature.) (Use "Comments" section.) Base minimum allowance is 9 minutes. ....		*
22	Waiting for mail (office) and all other office activities <u>not</u> performed on a continuing basis which are excluded in computing net office time. (Use "Comments" section.)		
23	Counting Mail and filling out Form 1838-C worksheet.		

**Note:** For piece items, grant the next higher allowance in minutes for fractional units. Use actual times for Lines 14 through 19 and Lines 21 through 23 when those functions are performed.

\* Computing Standard Office Time Under Columns (e), (f), and (g) on Form 1838:

If the actual time for each of Lines 14, 15, 19, and 21 is less than the base minimum and the carrier performs the function the base minimum must be entered for the Line Item in the appropriate column. If the actual time exceeds the base minimum, an adjustment to that time cannot be shown which is less than the base minimum.

(5) *Lines 3, 5, 6, and 7.* Make no time entries on these lines.

**Note:** Managers must use Notice 26, Maximum Time Allowance for Routing Mail, in computing office time allowances for lines 1, 2, and 4. (See exhibit 222.214a(5).)

b. *Lines 14 through 23*

(1) The entries on lines 14 through 23 (except line 20) are obtained from carriers' recorded time on Form 1838-C.

**Note:** Items on lines 14 through 23 are work functions for which actual time is recorded and the recordings are in minutes. Total entries in the *Elapsed Time* column on Form 1838-C for each function, and transfer to columns (e), (f), and (g) as appropriate (on Form 1838).

(2) There shall be established for each letter route a base minimum time allowance for each of line functions 14, 15, 19, and 21 of Form 1838, where applicable. Those base minimum times shall be fixed at 6 minutes for line 14; 5 minutes for line 15; 3 minutes for line 19; and 9 minutes for line 21. If during the week of count and inspection, the carrier's average actual time for any of those line items exceeds the base minimum for the function, the carrier shall be credited with the average actual time, unless an adjustment to that time can be supported by appropriate comments on Forms 1838 or 1840 or any attachments thereto. In no event may the standard time for these functions be below the base minimum.

(3) Comments such as "excessive time," "too much time," "...adequate or sufficient for this function," "...used on day of inspection," "too slow pace," and others similar thereto by themselves are not appropriate comments for the purpose of supporting any such adjustment. To be considered appropriate, those comments must set forth the reasons for the conclusion that less than the average actual time recorded is sufficient for the carrier to perform that function. Be guided by the following:

Exhibit 222.214a(5)

**Maximum Time Allowance For Routing Mail**

Column (A): Letter-size (ordinary letters, cards, and circulars). Column (B): Mail of all other sizes and insured.

1 and 2 Trip routes			1 and 2 Trip Routes			1 and 2 Trip Routes			Strapping All Mail	
(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	Pieces	Time (Min.)*
18	1	8	864	48	384	1710	95	760	70	3*
36	2	16	882	49	392	1728	96	768	140	3*
54	3	24	900	50	400	1746	97	776	210	3
72	4	32	918	51	408	1764	98	784	280	4
90	5	40	936	52	416	1782	99	792	350	5
108	6	48	954	53	424	1800	100	800	420	6
126	7	56	972	54	432	1818	101	808	490	7
144	8	64	990	55	440	1836	102	816	560	8
162	9	72	1008	56	448	1854	103	824	630	9
180	10	80	1026	57	456	1872	104	832	700	10
198	11	88	1044	58	464	1890	105	840	770	11
216	12	96	1062	59	472	1908	106	848	840	12
234	13	104	1080	60	480	1926	107	856	910	13
252	14	112	1098	61	488	1944	108	864	980	14
270	15	120	1116	62	496	1962	109	872	1050	15
288	16	128	1134	63	504	1980	110	880	1120	16
306	17	136	1152	64	512	1998	111	888	1190	17
324	18	144	1170	65	520	2016	112	896	1260	18
342	19	152	1188	66	528	2034	113	904	1330	19
360	20	160	1206	67	536	2052	114	912	1400	20
378	21	168	1224	68	544	2070	115	920	1470	21
396	22	176	1242	69	552	2088	116	928	1540	22
414	23	184	1260	70	560	2106	117	936	1610	23
432	24	192	1278	71	568	2124	118	944	1680	24
450	25	200	1296	72	576	2142	119	952	1750	25
468	26	208	1314	73	584	2160	120	960	1820	26
486	27	216	1332	74	592	2178	121	968	1890	27
504	28	224	1350	75	600	2196	122	976	1960	28
522	29	232	1368	76	608	2214	123	984	2030	29
540	30	240	1386	77	616	2232	124	992	2100	30
558	31	248	1404	78	624	2250	125	1000	2170	31
576	32	256	1422	79	632	2268	126	1008	2240	32
594	33	264	1440	80	640	2286	127	1016	2310	33
612	34	272	1458	81	648	2304	128	1024	2380	34
630	35	280	1476	82	656	2322	129	1032	2450	35
648	36	288	1494	83	664	2340	130	1040	2520	36
666	37	296	1512	84	672	2358	131	1048	2590	37
684	38	304	1530	85	680	2376	132	1056	2660	38
702	39	312	1548	86	688	2394	133	1064	2730	39
720	40	320	1566	87	696	2412	134	1072	2800	40
738	41	328	1584	88	704	2430	135	1080		
756	42	336	1602	89	712	2448	136	1088		
774	43	344	1620	90	720	2466	137	1096		
792	44	352	1638	91	728	2484	138	1104		
810	45	360	1656	92	736	2502	139	1112		
828	46	368	1674	93	744					
846	47	376	1692	94	752					

\* Minimum allowance 3 Minutes

- (a) *Line 14, Registered — Certified — COD — Express Mail — Customs — Postage-Due — Keys — Form 3868 — Signing For, Returning Funds and Receipts.* Record the combined time for travel from the carrier case to the place within the work unit where registered, certified, postage-due, COD, and customs mail is obtained unless articles are brought to the carrier; to sign for these items and make returns of receipts or funds; and to return to the carrier case or, where local conditions warrant return to vehicle from this location. Include in the total on this line the time for obtaining and returning keys. If accountable mail is delivered to the carrier at his or her case, record the actual time for the carrier to accept and sign for the articles. If accountable mail is identified while performing street duties, whether it is delivered or returned, the carrier will receive the actual time for clearance of the piece.
- (b) *Line 15, Withdrawing Mail.* So far as possible, mail must be withdrawn from distribution cases and placed on carriers' desks by clerks or mailhandlers, especially that mail received early in the morning. If it is necessary for the carrier to withdraw mail from distribution cases or remove mail from sacks, trays, or hampers, the actual time must be recorded. Two withdrawals of letter mail and one of papers for each trip, with a final pull just prior to leaving time, generally are sufficient. In units where local policy requires the carrier to withdraw Delivery Point Sequence mail while on office time, the time to actually withdraw this mail will be recorded. On the day of inspection, record the actual time used by the examiner in withdrawing mail, if the carrier normally pulls his or her own mail.
- Note:** The actual time used by the examiner for withdrawal of mail must be added to the carrier's net office time on the day of inspection.
- (c) *Line 16, Sequencing and Collating By-Pass Mail.* Letter routes which receive on 3 or more days during count and inspection period sequenced by-pass mailings that have to be collated with other mail while tying-out shall receive the additional representative time required to perform such work identified and added to the fixed office time. When any portion of by-pass mail, prepared in delivery sequence is rehandled and placed in delivery order or collated with additional bundles, actual time for performing this function is recorded. If the mail is collated and strapped out on line 16, do not compute strap-out credit for that mail on line 4.
- (d) *Line 17, Actual Strapping-Out Time.* Line 17 is to be used on those motorized curb delivery routes where the majority of the case separations contain *more* than two addresses per separation. In these instances, the carrier records the actual time to place the mail in the exact sequence of

delivery instead of 1 minute for each 70 pieces. Consistent with the efficiency of the operation, mail must be placed in delivery sequence in a bundle(s) during strapping out. (Make no entry on line 17 if line 4 is used.)

- (e) *Line 18, Break (Local Option)*. Enter the scheduled office break period, if applicable.

**Note:** At the option of the local union, the carriers at the delivery unit will receive one 10 minute break period in the office (rather than two such 10 minute breaks on the street). Such break will be scheduled by the employer.

- (f) *Line 19, Vehicle Inspection*. Time is recorded only for those routes assigned a Postal Service or commercial contract vehicle. Vehicle inspection time is not to be allowed those carriers who have drive-out agreements or drive their own vehicles under contract. If the vehicle inspection is made during the morning office time, enter it at this item. However, if the carrier picks up the vehicle at the garage and makes the vehicle inspection at that point, it would become part of the garage time and would not be entered.

- (g) *Line 20, Personal Needs, Etc.* An allowance of 5 minutes is permitted on the first trip for personal needs, obtaining hat and coat from wall racks before leaving office, visiting swing room to obtain rain gear from locker, etc. An additional 2 minutes is allowed on the second trip of a two-trip route.

**Note:** This is an office function and must not be taken on street time.

- (h) *Line 21, Recurring Office Work not Covered by Form*. (Use *Comment* section to identify each activity.) Necessary time must be recorded for miscellaneous office activity not included on any of the lines 1 through 20. This would include miscellaneous review or other work that may require the carrier's time relating to handing of undeliverable mail. Describe activity performed and time spent. Each time entry is to be verified and initialed by a manager if it is authorized as a recurring carrier office work activity.

**Note:** Entries erroneously indicated as line 21 activities should be lined out and the correct line activity shown on Form 1838-C and initialed. For example, a line 21 entry for conversations pertaining to route inspection forms, etc., should be changed to line 22. The carrier must also be instructed as to proper recording of work functions at this time.

- (i) *Line 22, Waiting for Mail (Office) and All Other Activities Not Performed On a Continuing Basis*. Use *Comment* section to identify each activity. Time shown on line 22 is deducted

from the carrier's total office time. Carriers must be made aware of its purpose and impressed with the fact that a slowdown in office work to avoid waiting for mail will adversely affect the results of the count and/or inspection and may result in a showing of a poor office time record. The proper recording of time waiting for mail, including time waiting for redistributed mail, will pinpoint faulty schedules or the need for attention to distribution during carrier's scheduled office time. *Activities that are not part of the carrier's normal routine cannot become a part of the office time. These items are included on this line for deduction purposes.*

- (j) *Line 23, Counting Mail and Filling Out 1838-C Worksheet.* Enter only the time required to count the mail and complete Form 1838-C. The time recorded on line 23 is deducted from the carrier's total office time. Carrier's schedules should be advanced only as needed during count period. On the form used on day of inspection, the notation "counted by route examiner" should be entered on line 23 through columns (e), (f), and (g). If the time recorded by carrier appears unrealistic — inflated or deflated — the matter should be discussed with the carrier and adjusted to a realistic time.
  - c. *Line 24, Totals.* Enter totals of columns (e), (f), and (g) — excluding entries on Lines 22 and 23.
- 222.215 Two Trip Routes — Columns (f) and (g). Allowable office time for trip 2 must be determined in the same manner as for trip 1, using entries in columns (b) and (c), respectively and lines 14 through 23, columns (f) and (g), respectively.
- 222.216 Column (h) (Consolidation)
- a. *Total Office Time.* Record in hours and minutes. The following information is required.
    - (1) Timeclock Rings. (See chapter 9 of Handbook M-41.)
    - (2) Total Office Time. Office time is the total time spent in the office before and after serving the route.
  - b. *Waiting for Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis, and Counting Time.* Obtain from lines 22 and 23, columns (e), (f), and (g).
  - c. *Net Office Time Used (Item A).* Deduct time recorded on lines 22 and 23, from total office time, column (h).
  - d. *Standard Office Time (Item B).* This must agree with the totals at the bottom of columns (e), (f), and (g), line 24.
  - e. *Minutes Over or Under Standard (Items C and D).* Enter the difference between time recorded on item A and item B. Circle appropriate item.



- f. *Total Street Time*. This is the total time spent outside the office during the day, exclusive of lunch period. Travel to and from the garage will be included in the total street time.
- g. *Waiting Street Time*. Enter in *Waiting Street Time* block, the time used on the street waiting for any reason. This time is recorded by the carrier on the worksheet Form 1838-C in the *Carrier's Comments* section. In the *Relays* block, enter time used on the street waiting for relays. If breakdown occurred on a motorized route, the time used incident to the breakdown must be reported in the *Other* block. In the *Transportation* block enter the time waiting for transportation.
- h. *Net Street Time Used (Item E)*. Deduct the time shown in *Waiting Street Time*, column (h), from *Total Street Time*, column (h).
- i. *Actual Auxiliary Time Used (Item G)*. This is the total of auxiliary assistance given on any day during the week of the count and inspection. Street time assistance should be taken from Form 3996, *Carrier - Auxiliary Control*. Office time assistance should be taken from Form 1838-C prepared by the employee providing assistance. Indicate whether street time (ST) or office time (OT). If street time, show on the form the street and block numbers of the territory served by the auxiliary person. (This applies only to routes normally receiving auxiliary assistance.)
- j. *Net Total Time Used (Item F)*. This is the total office and street time and must equal the total of item A and item E.
- k. *Verified By*. Initials of manager verifying the entries and computations, and date.

#### 222.22 Letter Routes — EPM with CFS

(See exhibit 222.22.)

- 222.221 Description Block. Check EPM Route and CFS boxes on Form 1838.
- 222.222 Prior PM — Column (a). On the first day of the count week, the carrier counts the mail in the case on reporting for work and enters the number of pieces of letter-size mail and mail of all other sizes in the *Carrier's Comments* section of Form 1838-C so these figures can be transferred by the manager to column (a) on Form 1838. Where the inspection is scheduled on the first day, this count is made by the manager assigned to inspect the route. These entries are for developing the *Strapping Out* time for the volume recorded under column (d), line 4, and daily volume analysis.
- 222.223 Today AM — Columns (b) and (f)
  - a. Transfer all AM volume and markups (carrier and for CFS) recorded on Form 1838-C to the appropriate line numbers of column (b).
  - b. Transfer time recordings for *Actual Time Entries* on Form 1838-C to the appropriate line numbers, 14 through 23 (except 20) of column (f). Complete item 23 same as for non-EPM route.
  - c. Compute allowable office time for entries on lines 1 through 13, except lines 3, 5, 6, and 7 where standards apply, and record under column (f).

- 222.224 Today PM — Columns (c) and (g)
- a. Transfer all PM volume and markups (carrier and for central markup unit) recorded on Form 1838-C to the appropriate line numbers of column (c).
  - b. Transfer time recordings for *Actual Time Entries* on Form 1838-C to the appropriate line numbers, 14 through 23 (except 20) of column (g). Complete item 23 the same as for non-EPM route.
  - c. Compute allowable office time for entries on lines 1 through 13, except lines 3, 5, 6, and 7 where standards apply, and record under column (g).
- 222.225 Totals
- a. Compute strap-out allowance for pieces entered on lines 1, 2, and 3, columns (a) *Prior PM* and (b) *Today AM*, minus only carrier markups, plus line 6 when appropriate as required under 222.212d, and totaled on line 4, column (d). (This includes all mail handled by the carrier whether cased or for markup.) The volume on line 4, columns (a) and (b) are totaled in column (d). This gives piece credit for mail prepared by the carrier for the central markup unit in computing the strap-out allowance.
  - b. Obtain total deliverable pieces (lines 1, 2, 3, 5, and 6) by adding column (a) *Prior PM* and column (b) *Today AM*, minus carrier markups and that mail for CFS and the DPS pieces in Line 7(a), and enter in line 7, column (d).
  - c. Volumes recorded and markups (carrier and for CFS) on lines 1 and 2, under column (c), *Today PM* are transferred to column (a) *Prior PM* or the Form 1838 (EPM). These figures will be used for entering the count data on the following data to compute strap-out time.
  - d. Total entries in columns (f) and (g) excluding entries on lines 22 and 23 and enter in spaces provided at bottom of each column on line 24. (This total provides the allowable office time for the day.)
  - e. For time data, column (h), follow procedure outlined for Non-EPM routes. See 222.216.

Exhibit 222.22  
**Form 1838, Carrier's Count of Mail — Letter Carrier Routes**

United States Postal Service		Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)						Route No.			
Post Office <i>Mytown</i>		Delivery Unit and ZIP Code <i>Main Office 20260-2802</i>						<i>6057</i>			
Description		Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Other		
		Routier	Prior PM 1 Trip	Today AM 2 Trip		Today PM 3 Trip	Prior PM 1 Trip	Today AM 2 Trip	Today PM 3 Trip	Street Time	Other
Check Appropriate Block(s) <input checked="" type="checkbox"/> EPM Route <input type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			168	892	142						
1. Letter-Size Mail	Marked-Up	Carrier		2							
		CFS		45				50	8		
2. Mail of All Other Sizes	Marked-Up	Carrier		-							
		CFS		28				56	40		
3. Accountable and Signature Mail	Marked-Up			12							
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2, & 3 Minus Carrier MarkUps)			483	1346	457	1829		27			
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier		12							
		CFS		1							
6. Sequenced Mail	Letter-Sized										
	Other-Sized										
7. Total Delivered Pieces		DPS Pieces	987			2754					
8. Separating all Carrier Mark-Ups (lines 1,2,3, & 5)				3				1			
9. 2nd-Class Marked-Up (Exclude form 3579)											
10. Mail with For 3579 Attached											
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)				3				1			
12. Changes in Address Recorded				1				2			
13. Insured Receipts Turned In					2				1		
14. Registered-Certified-COD-Customs-Post. Due- Keys Form 3868-Signing For, Returning Funds and Receipts								3	3		
15. Withdrawing Mail								5	0		
16. Sequencing and Collating By-Pass Mail											
17. Actual Strapping Out Time											
18. Break (Local Option)											
19. Vehicle Inspection											
20. Personal Needs, etc.											
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)											
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis. (Use Comments Section)											
23. Counting Mail and Filing Out Form 1838-C Worksheet											
24. Totals (exclude Lines 22 and 23)								161	54		
Comments		<i>Line 22 (4minutes) carrier's comment noted. Dispatch late.</i>						Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations			
		Lines	Mins.		Comments						
		16									
		17									

**222.23 Parcel Post and Combination Services Routes**

(See exhibit 222.1 (p. 4 and 5).)

- 222.231 Form 1838-A. Following is a line-by-line description of entries to be made in Trip Number columns 1, 2, 3, and 4, and Totals column. (Each time the carrier is scheduled to leave and return to the office or change from one service to another is considered a trip.) The Totals column must reflect the total volume of each category of mail and truck stops and deliveries made by the carrier for the day involved. Under Comments, indicate any pertinent factors or unusual conditions on day involved that will assist in evaluating the route. Be guided by the following in transferring mail volume, time, and mileage entries from designated columns on the Carrier's Worksheet to appropriate lines on Form 1838-A, Summary side:
- a. *Line 1.* Record actual number of ordinary and unnumbered insured parcels in working sacks or hampers, including outside parcels.
  - b. *Line 2.* Record actual number of registered, numbered insured, Express Mail, certified, CODs returned, and postage-due parcels.
  - c. *Line 3.* Record actual number of CODs and customs' parcels for delivery.
  - d. *Line 4.* Record number of direct sacks or hampers; e.g., firms, schools, stores.
  - e. *Line 5.* Total lines 1, 2, 3, and 4.
  - f. *Line 6.* Record the number of working sacks or hampers from which parcels are withdrawn for delivery. On day of inspection only, route examiner or manager must show beginning and ending time of delivery for each sack or hamper separation on the Form 1838-A worksheet.
  - g. *Line 7.* Record number of outside parcels. (Those too large to be placed in a sack or hamper or those of a fragile nature). Include in lines 1, 2, and 3.
  - h. *Line 8.* Record all parcels returned (included in count, but not delivered), such as refused, misthrown, left notice, etc.
  - i. *Line 9.* Record total number of parcel post deliveries made for the pieces shown on line 5.
  - j. *Line 10.* Record number of truck stops made to deliver mail shown on line 5.
  - k. *Line 14.* Record number of actual truck stops made to effect relays, collections, firm deliveries, and inter- and intra-city service.
  - l. *Line 15.* Record actual number of relay, firm, inter- and intra-city deliveries and collection pickups made.
  - m. *Lines 13 and 17.* Enter miles traveled.
  - n. *Line 18.* Record the time and miles for traveling to and from the garage. These entries are transferred to line 18, Form 1840-A. (The garage-office and office-garage time must not be considered as part of the total office time for the route.)
  - o. *Lines 19 through 26.* Route examiner will:

- (1) Compute daily from recordings in *Elapsed Miles* and *Elapsed Time* columns of Form 1838-A worksheet and record results in appropriate spaces on the worksheet provided for all mileage entries and for all office street time entries covering relay-collection-firms, parcel post, collection and inter-intra city services and garage-office and office-garage.
  - (2) Transfer these results to the designated blocks of the *Management Summary* side of Form 1838-A, *Miles Traveled* and *Elapsed Time (Net)* headings.
  - (3) Deduct lunch time from street time when it is taken during street time and enter remainder in the *Elapsed Time* column.
  - (4) Initial each entry made on the carrier worksheet.
- p. *Line 27.* Record sum of all entries for office time, street time and mileage for the route.
- q. *Line 28.* Actual time used by an auxiliary carrier to assist on a route or routes will be recorded on a separate Form 1838-A for each route and will be transferred to Form 1838-A of regular carrier by the manager.
- r. *Line 29.* Actual time used by carrier to complete worksheet will be recorded in minutes. This time will be deducted from the total time for the day and the time item from which deducted indicated by asterisk.
- 222.232 Form 1838-B. (See exhibit 222.232.)
- a. Enter post office, delivery unit, route number (check whether regular route or auxiliary assistance), signature, I.D. number and date.
  - b. List the firms that receive 5 or more pieces by sack or hamper number, firm name, and address, and the number of pieces. Enter the number of pieces for each day. One Form 1838-B may be used for the entire week. If more space is needed, use additional Forms 1838-B.

#### 222.24 **Collection Routes**

Count will be made on day of inspection only, using Form 3999-B. (See subchapter 23.)

### 223 **Disposition of Forms 1838, 1838-A, 1838-B, and 1838-C**

#### 223.1 **Forms 1838 and 1838-C**

Forms 1838 and 1838-C including duplicate copies must be retained in the delivery unit while the carrier is on the street. Carriers may use a separate sheet of paper to record street comments for transfer to Form 1838-C. A designated place should be provided to receive Forms 1838-C (original and duplicate copies) on carrier's completion of duty.

#### 223.2 **Forms 1838-A and 1838-B**

A designated place should be provided to receive these forms (original and duplicate copies) on carrier's completion of duty.

Exhibit 222.232  
**Form 1838-B, Parcel Post Firm Delivery Worksheet**

U.S. Postal Service PARCEL POST FIRM DELIVERY WORKSHEET								
INSTRUCTIONS								
1. Enter name of Post Office and Delivery Unit; check the proper box to show Regular Route or Auxiliary Assistance, and indicate the Route Number. 2. Circle the day(s) of the week on which the inspection was made. 3. Enter the sack or hamper separation number, firm name and address (include Apt./Suite No.), and number of parcels received each day for all firms that received 5 or more pieces.								
Post Office <b>Hometown</b>		Delivery Unit <b>Lakes Station</b>		<input checked="" type="checkbox"/> Regular Route <input type="checkbox"/> Auxiliary Assistance		Route No. <b>1317</b>		
Sack No.	Firm Name	Street Address	Days of Week					No. Delivery
			Mon.	Tues.	Wed.	Thurs.	Fri.	
Number of Parcels								
<b>3</b>	<b>Richman Bros.</b>	<b>1118 Main St</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>6</b>	 No Delivery 
<b>5</b>	<b>Brooks</b>	<b>100 1st Ave</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>	
<b>6</b>	<b>Hall Clothes</b>	<b>531 Broadway</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>9</b>	
<b>9</b>	<b>Frank's Hardware</b>	<b>818 Clark</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>5</b>	
<b>11</b>	<b>Smith Finance</b>	<b>610 5th Ave</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>	
Comments (Use reverse if additional space is needed)  <div style="text-align: center; font-size: 1.2em;">Establish direct sacks for 3 firms</div>								
ID No. <b>61</b>		Carrier's Signature <i>James Murphy</i>				Date <b>4/7-12/97</b>		

PS Form 1838-B, Jan. 1984

## 23 Conducting the Route Inspection

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### 231 General

- 231.1 The inspection of a route is the observation by a manager of the carrier's office and street work for one or more days and includes counting and recording the mail handled and the time used for each function.
- 231.2 If examiner rides in the same vehicle as the postal driver, he/she must inspect and determine that any temporary seat to be used during the route inspection is secure and safe and has seatbelts. Seatbelts must be worn and vehicle doors kept closed at all times the vehicle is in motion. Only authorized passengers are permitted to ride in postal-owned, GSA-owned, rental, or contract vehicles (including employees' privately owned vehicles when used in postal operations). All passengers must use seatbelts. Where conventional passenger seats have not been provided in the vehicle, an approved auxiliary seat, facing forward, and equipped with a backrest and seatbelts must be used. Sitting in other than an approved seat or standing in a postal vehicle while such vehicle is in motion is prohibited. The examiner must see that any temporary seat is removed at end of inspection.
- 231.3 The examiner must report before the carrier's scheduled reporting time on letter routes. Sufficient mail must be counted before the carrier reports to avoid interfering with the carrier's normal routine.
- 231.4 The examiner must consult the delivery unit map for the location of the assigned route; develop a mental picture of the route location in relation to delivery unit boundaries, delivery limits, and other routes; and obtain an adequate supply of all required forms and needed supplies.
- 231.5 The route examiner must inform the carrier that he/she intends to make a fair and reasonable evaluation of the workload on the route and that in order to do so the carrier must perform duties and travel the route in precisely the same manner as he/she does throughout the year. The examiner should impress the carrier with the fact that management is just as anxious and desirous of obtaining an accurate count of mail and inspection of the route as the carrier is, so that a fair and equitable evaluation of the workload on the route may be made.

### 232 Conduct of Route Examiner

- 232.1 The route examiner must:
- a. Not set the pace for the carrier, but should maintain a position to observe all delivery points and conditions.
  - b. Not suggest or forbid any rest or comfort stops but should make proper notations of them.
  - c. Not discuss with the carrier on the day of inspection the mail volume or the evaluation of the route. These matters must be discussed with the carrier at a later date when all data has been reviewed and analyzed.

- d. Make notations on the day of inspection on the appropriate form or separate sheet of paper of all items that need attention, as well as comments on the day of inspection. Also list any comments or suggestions for improving the service on the route, as well as suggestions or comments made by the carrier during the course of the inspection for improvement in delivery and collection service.
  - e. Make comments and suggestions clearly, and in sufficient detail for discussion with the carrier and for decision-making purposes. The manager who will actually discuss the results with the carrier must have enough facts and figures to reach a final decision on any necessary adjustments to the route.
- 232.2 See 222.214b regarding evaluation by route examiner as to representative time required for the carrier to perform those office activities for which actual time is recorded.

### 233 **Cancelling Inspection**

- 233.1 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.
- 233.2 Following are some items which could bring about consideration for cancellation:
- a. Natural disasters or extreme weather conditions.
  - b. Unscheduled extended absence of the full-time carrier coupled with the absence of a qualified replacement. (To the extent reasonable and practicable, the regular carrier assigned to the route shall undergo the inspection.)
  - c. Unrealistic mail volume, either abnormal or subnormal, which could prohibit a fair evaluation of the route.
  - d. Unavailability of public transportation where normally used by carriers.
- 233.3 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.

### 234 **Record and Evaluation**

#### 234.1 **Letter Routes**

(See exhibit 234.1 (p. 1, 2, and 3).)

#### 234.11 **Describing Forms Used**

The route examiner will use Form 3999 to record all pertinent information concerning the carrier's office and street performance. Form 3999-A is an optional worksheet that is provided to tally the deliveries that must be recorded on Form 3999. (On day of inspection, examiner also completes Form 1838 and 1838-C in duplicate.)



**234.12 Completing Upper Portion of Form 3999**

- 234.121 Complete upper front portion of Form 3999 from data on Forms 1838 and 1564-A. Time and mileage entries are made in the following manner: Use trip numbers 1 and 2 for bicycle routes and foot routes that are not motorized and for mileage entries on motorized routes and foot routes where drive-out agreements are authorized.
- 234.122 Beginning at the bottom of the Time column Trip 1, enter the exact time opposite each item and compute the Elapsed Time. Each trip is recorded separately and the total for each trip is entered on Totals line in Elapsed Time column. Enter the total time for all trips on Total All Trips line. Do not include lunch period and time used for waiting for mail and/or relays in total time.
- 234.123 Enter the public transportation schedule to and from the route on Public Transportation Schedule line under appropriate trip column. To list Time Out to the route, enter in Elapsed Time column the scheduled time the public transportation leaves the boarding point to travel to the route. To list Time Return from the route, enter in the Elapsed Miles column the scheduled time the public transportation leaves the boarding point for return from the route.

Exhibit 234.1 (p. 1)  
**Form 3999, Inspection of Letter Carrier Route**

United States Postal Service <b>Inspection of Letter Carrier Route</b>										
Office <i>Hometown</i>		Delivery Unit <i>My Station</i>		Route No. <i>6002</i>		No. of Trips <i>1</i>		Truck Type <input type="checkbox"/> LHD <input checked="" type="checkbox"/> RHD		Capacity <i>220</i>
Vehicle No. <i>5142420</i>		Carrier's Name <i>S.L. Gallo</i>		ID No. <i>6002</i>		Age <i>47</i>		Length of Service <i>24 years</i>		Length of Service on Route <i>14 years</i>
Type of Route <input type="checkbox"/> Business <input type="checkbox"/> Delivery <input type="checkbox"/> Res. <input type="checkbox"/> Mixed <input type="checkbox"/> Foot <input checked="" type="checkbox"/> Park & Loop <input checked="" type="checkbox"/> Non-EPM <input type="checkbox"/> EPM <input type="checkbox"/> Bicycle <input type="checkbox"/> Motorized <input type="checkbox"/> Dismount						Type of Transportation <input type="checkbox"/> Public <input type="checkbox"/> Drive Out <input checked="" type="checkbox"/> Vehicle <input type="checkbox"/> Contract				
Description	Trip 1				Trip 2					
	Time	Elapsed Time	Odometer	Elapsed Miles	Time	Elapsed Time	Odometer	Elapsed Miles		
End Garage										
End Office	<i>2:08</i>	<i>.06</i>								
Arrive Office	<i>2:02</i>	<i>.07</i>	<i>919.6</i>	<i>0.5</i>						
Trans- portation	Leave	-								
	Board	-								
Last Delivery	<i>1:55</i>	<i>2:05</i>	<i>919.1</i>	<i>3.2</i>						
End Lunch	<i>11:50</i>		<i>915.9</i>	<i>0.4</i>						
Start Lunch	<i>11:20</i>	<i>2:25</i>	<i>915.5</i>	<i>2.6</i>						
First Delivery	<i>8:55</i>	<i>.05</i>	<i>912.9</i>	<i>2.2</i>						
Trans- portation	Leave	-								
	Board	-								
Leave Office	<i>8:50</i>	<i>2:50</i>	<i>910.7</i>	-						
Report Office	<i>6:00</i>	-	<i>910.7</i>	-						
Report Garage	-									
Totals		<i>7:38</i>		<i>8.9</i>						
Total All Trips *	<i>7:38</i>									
Public Transportation Schedule	Time Out	-	Time Return	-	Time Out	-	Time Return	-		


\* Minus lunch period and time spent waiting for mail.

Yes	No	Item	Yes	No	Item
<input checked="" type="checkbox"/>		Does carrier wear regulation uniform and present a neat appearance?	<input checked="" type="checkbox"/>		Office Break Option <i>8:33 to 8:43</i>
<input checked="" type="checkbox"/>		Does carrier perform work and conduct himself or herself in a business-like manner?	<input checked="" type="checkbox"/>		Is vehicle capacity adequate?
<input checked="" type="checkbox"/>		Is carrier's book up to date?	<input checked="" type="checkbox"/>		Does carrier operate the vehicle in a safe manner?
<input checked="" type="checkbox"/>		Are address changes properly maintained on Form 3982?	<input checked="" type="checkbox"/>		Is the line of travel the safest possible?
<input checked="" type="checkbox"/>		Are Forms 1776 and 1778 (Hazard & Dog Warning Cards) used?	<input checked="" type="checkbox"/>		Is the best mode of transportation used?
	<input checked="" type="checkbox"/>	Are computerized case labels used (C.L.A.S.S.)?	<input checked="" type="checkbox"/>		Are travel pattern, relay, and park points set up efficiently?
<input checked="" type="checkbox"/>		Should case labels be replaced?	<input checked="" type="checkbox"/>		Is there compliance with postal regulations concerning mail receptacles?
	<input checked="" type="checkbox"/>	Is the carrier case and drawer free of personal effects and extraneous matter?	<input checked="" type="checkbox"/>		Does carrier take enough mail at each relay or park point?
	<input checked="" type="checkbox"/>	Does the carrier leave the case unnecessarily?	<input checked="" type="checkbox"/>		Does carrier finger mail between deliveries?
<input checked="" type="checkbox"/>		Does the carrier talk unnecessarily with other employees?	<input checked="" type="checkbox"/>		Are collection receptacles properly maintained, anchored and schedules legible?
<input checked="" type="checkbox"/>		Does the carrier have a sufficient supply of forms?	<input checked="" type="checkbox"/>		Does carrier take obvious short-cuts?
<input checked="" type="checkbox"/>		Does the carrier have a valid driver's license?		<input checked="" type="checkbox"/>	Can changes be made to reduce travel time and deadheading?
<input checked="" type="checkbox"/>		Is a last withdrawal of preferential mail made before leaving the office?	<input checked="" type="checkbox"/>		Is DPS mail taken directly to the street without casing?

Remarks

*1) Carrier cased Registered mail with letter size and had to return to vehicle to obtain Form 3849 (M-41, 262.2) caused 5 minutes additional time.*

*2) Criss-cross pattern used on 100 block of Rex St., 100 block of Cotton Ln., and 1200 block of Riverside Ave. By looping these blocks, deadhead travel time to beginning of blocks is eliminated, improving street efficiency by 7 minutes daily, carrier safety would also be improved.*

Route Inspected By (Signature and Title)  <i>Bryan Albert</i> Customer Service Analyst		Day and Date <i>Thursday 5/19/96</i>
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PS Form 3999, November 1997

Exhibit 234.1 (p. 2)  
**Form 3999, Inspection of Letter Carrier Route**

Leave Office - Show Line of Travel				Line of Travel to and from Lunch Place <sup>a</sup>												Det. PO Box or NPU
Via - Price St to intersection of Queen and Rex St.				Via - Rex St to 901 Orange St. park behind A&B Cafeteria. Return via - Orange St. to Cotta Lane.												
Delivery Methods <sup>b</sup>	Block Number and Street Name	Travel Pattern <sup>c</sup>	Time Enter Block	Actual Time Used	Residential					Business						
					Delys. Poss. Other	Delys. Poss. Curb	Delys. Poss. NDCBU	Delys. Poss. Oth-Cen.	Delys. Made	Delys. Poss. Other	Delys. Poss. Curb	Delys. Poss. NDCBU	Delys. Poss. Oth-Cen.	Delys. Made		
	Load Time		8:43	7												
	Travel to Route		8:50	4												
P	S. E. Corner - Queen and Rex St.		8:54	1												
L	900 Queen St	E	8:55	5	8					5	1				1	
	1000 Queen St	E	9:00	14	10			(Retrace 5 minutes)		7	3				3	
	1099 Queen St	O	9:14	5	9					6	1				1	
	999-901 Queen St.	O	9:19	10	28					23	3				3	
	Move Vehicle		9:29	1												
P	S. E. Corner - Marion and Grace Rd.		9:30	1												
L	100 Rex St	X	9:31	22			50			38						
V	900 Grace Rd	E	9:53	2		2				2						
V	1000 Grace Rd	E	9:55	4		6				5						
V	1200 Grace Rd	E	9:59	5		8				6						
V	1200 Grace Rd	O	10:04	8		14				10						
V	1000 Grace Rd	O	10:12	3		7				4						
V	900 Grace Rd	O	10:15	5		9				7						
P	N. E. Corner - Marion and Rex St.		10:20	1												
	Marion and Rex		10:21	2					(collection Box - 10 letters and 1 flat)							
L	200 Rex St	E	10:23	8			32			29						
	200 Grace Rd	O	10:31	7			20			14						
	Move Vehicle		10:38	1												
P	S. E. Corner - Plum and Rex St.		10:39	1												
L	900 Plum St	E	10:40	10			21 (Parcel 1 minute)			18						
	1000 Plum St	E O	10:50	14		20				20						
	100 Peach Way	E O	11:04	5		14				10						
	200 Peach Way	E O	11:09	3		12				7						
	900 Plum St	O	11:12	8		20				13						
	Lunch - Harvey's Broiler		11:20	30												
P	N. W. Corner - Orange and Cotta Ln		11:50	2												
L	1000 Orange St	O	11:52	20		37				30	1				1	
	1000 Orange St	E	12:12	19		36				33						
	100 Cotta Ln	X	12:31	6		14				10						
	1200 Orange St	X	12:37	6		16				11						
	Move Vehicle		12:43	1												
P	N. E. Corner - Orange and Pace Rd		12:44	1												
	Back - In vehicle		12:45	10												
L	1100 Pace Rd	E O	12:55	46			37			30						
	Relay - vehicle (Parcel)		1:41	1												
	100 Bermuda Rd	E	1:42	8		21		(Parcel 1 minute)		21						
	100 Bermuda Rd	O	1:50	5		18				18						
	Last Delivery 101 Bermuda Rd		1:55	2												
	Leave Route		1:57	3												
	Arrive Parking Lot		2:00	2												
	Arrive Office		2:02	2												
Return Office - Show Line of Travel			Totals		284	46	182	-	415	9	-	-	-	9	-	
Via - Orange St to Price St.																

<sup>a</sup> Complete only if carrier is (1) reimbursed for driving his own vehicle; (2) furnished bus fare or its equivalent; (3) provided transportation in a Postal Service Vehicle; or (4) assigned to a Postal Service or contract vehicle.  
<sup>b</sup> P - Park; L - Loop; V - Vehicle; D - Dismount  
<sup>c</sup> E - Even O - Odd X - Crisscross

PS Form 3999, November 1997 (Reverse)



Deliveries/Inspection Record-Worksheet

Delivery Method	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential Deliveries					Business Deliveries					Det. P.O. Box or NPU	New Construction
					Delys. Poss. Other	Delys. Poss. Curb	Delys. Poss. NDCBU	Delys. Poss. Other Central	Delys. Made	Delys. Poss. Other	Delys. Poss. Curb	Delys. Poss. NDCBU	Delys. Poss. Other Central	Delys. Made		
(b)	Loading Time		8:43 to 8:50													
	Odometer Reading Parking Lot		910.7													
	Price St - Intersection Queen + Rex St.		Travel Time to Route	8:50	4											
	Odometer Reading		912.9													
P	S.E. corner Queen + Rex St		8:54	1												
L	900 Queen St	E	9:55	5							1				1	①
	1000 Queen St	E	9:00	14							1				1	③
	1000 Queen St	O	9:14	5							1				1	①
	900 Queen	O	9:19	10							1				1	③
	" " "		-	-							1					③
	Move Vehicle		9:29	1												
P	S.E. corner Marion + Grace Rd		9:30	1												
L	100 Rex St	X	9:31	22												⑥
	Heart Apts		-	-												
			-	-												
V	900 Grace Rd	E	9:53	2												
	1000 Grace Rd	E	9:55													
	Last delivery 101 Bermuda Rd		1:55	2												
	Leave route		1:57	3												
	Arrive P.O. Parking lot		2:00	2												
	Clock-in office		2:02		②⑧④	④⑥	①⑧②		④①⑤	④	-	-	-	④	-	⑧

On the bottom of final worksheet after the last delivery, record time and odometer reading from last delivery or park point to Post Office parking space, including unload time to clock-in at office.  
 (b) P-Park L-Loop V-Vehicle D-Dismount (c) E-Even O-Odd X-Cross Cross  
 PS Form 3999-A July 1989 (Previous edition not usable)

**234.13 Completing Lower Half of Form 3999**

The lower half of the face of Form 3999 contains questions to be answered by the route examiner. Some of these questions require attention in the office while the carrier is casing the mail and the others require attention on the street. The examiner should comment, as appropriate, on at least the following:

**a. In the Office**

- (1) Does the carrier wear the regulation uniform?
- (2) How well does the carrier know the case?
- (3) Does the carrier route letter-size mail efficiently and accurately?
- (4) Does the carrier route other size mail efficiently?
- (5) Does the carrier talk unnecessarily with other employees?
- (6) Does the carrier leave his or her case unnecessarily?
- (7) Does the carrier maintain the route book in good condition?
- (8) \* Does the carrier record promptly change of address orders in route book on Forms 1564-B and 3982?
- (9) \* Does he or she markup all First-Class Mail and return it to the throw-back case prior to leaving for the street?
- (10) \* Does he or she use proper endorsements on undeliverable mail?

\*Offices with EPM, see Chapter 1, Part 144.

- (11) Does the carrier strap out or tray mail properly?
- (12) Does the carrier carry enough forms?
  - (a) 3849-A, *Delivery Notice or Receipt*.
  - (b) 3849-B, *Delivery Reminder or Receipt*.
  - (c) 3811, *Domestic Return Receipt*.
  - (d) 4314, *Consumer Service Card*.
  - (e) Notice 8-A, *Change of Address Kit*.
  - (f) Notice 11, *Information for Apartment House Customers*.
- (13) Is the carrier case and drawer free of personal effects and extraneous matter?
- (14) Are case labels in good condition and are relay points shown?
- (15) Are special orders on Form 1564-B indicated by a colored dot or symbol on the case labels?
- (16) Are sufficient separations provided for letters and flats so that the carrier does not need to use the top of the case?
- (17) Does the carrier make too many trips to the distribution cases to withdraw mail?
- (18) Is the carrier's scheduled reporting time proper?
- (19) Does the carrier have to wait for mail?
- (20) Is the carrier serviced promptly with accountable items?

- (21) Does the carrier prepare an excessive number of relays?
- (22) Does the carrier properly inspect vehicle?
- (23) Is all space on the case properly utilized?
- b. *On the Street*
  - (1) Does the carrier properly load vehicle and leave promptly for the route following loading?
  - (2) Is the best and most economical method of transportation used?
  - (3) Is the route laid out so that it begins and ends at the closest possible point to the delivery unit, or may it be changed to eliminate the need for transportation?
  - (4) Could the line of travel be changed to reduce the distance between segments of the route?
  - (5) Has deadheading been eliminated wherever possible?
  - (6) On a motorized route, has every effort been made to make the line of travel as safe as possible?
  - (7) Are excessive vehicle moves made on park and loop routes?
  - (8) Is the present travel pattern followed by the carrier the most advantageous for both the carrier and the delivery service?
  - (9) Are all collection and relay boxes anchored and is the paint in good condition?
  - (10) Are all collection boxes provided with legible schedules?
  - (11) Are all mail receptacles in good condition?
  - (12) Are house numbers prominently displayed?
  - (13) Are building directories properly maintained?
  - (14) Does the carrier have to wait for relays?
  - (15) Does the carrier take enough mail when leaving the office to avoid waiting for relays?
  - (16) Does the carrier have mail ready for deposit into the mail receptacle as it is approached, or does the carrier wait to finger the mail at the box?
  - (17) Does the carrier talk too much with customers?
  - (18) Has all mail been routed for efficient delivery or does the carrier sort the other size mail in delivery sequence at the relay box?
  - (19) Does the conduct and attitude of the carrier conform as outlined in Subchapter 110 of Handbook M-41?
  - (20) If a drive-out agreement is in effect, is Form 1311, *Carrier Transportation Agreement*, on file? Route examiner must determine the mileage to and/or from the route and between segments of the route and verify that it is properly recorded on Form 1311.

**234.14 Completion of Reverse of Form 3999**

The reverse of Form 3999 is used by the route examiner to record loading time, lines of travel to and from the route/lunch place, time spent by the carrier in each block, and the number of possible deliveries and the number that actually received mail on the day of inspection. In completing this portion:

- a. Enter all pertinent comments that may assist in the proper evaluation of the route. The spaces next to the time entries may be used to identify information such as the carrier's pace, lines of travel, etc., as they occur. If additional space is needed, use a separate sheet.
- b. Show lunch, comfort, and break stops taken by the carrier and the time used. The line of travel to and from the route should also be recorded.
- c. In the *Delivery Methods b* column place a (P) to indicate park points/locations on park and loop segments; place (L) to indicate a loop of a street by the carrier; place (V) to indicate a portion of the route where the carrier uses the vehicle for delivery rather than park and loop type of delivery; and a (D) to indicate dismount deliveries. Indicate travel pattern of each block, placing the appropriate symbol in the *Travel Pattern c* column: symbols are O for odd numbers, E for even numbers, and X for crisscross. The use of a red pencil may be helpful for those items which you feel particular attention is needed.
- d. In *Time Enter* block, record the *actual time* the carrier clocks out to load, travel time to route, and actual time carrier enters *each* block or segment of a block, time of last delivery, time leave route for office, and time of arrival at office.
- e. In *Actual Time Used*, show the difference between the time entered any given block and the time entered in the succeeding blocks.
- f. In *Deliveries* column record possible deliveries and deliveries made under the appropriate headings of residential and business.
- g. To indicate *new construction*, write the following information in the Block Number and Street Name column, using red ink or otherwise setting it off visibly from the other listings: the words New Construction, the actual street name and block number, the number and type of deliveries being built, and the estimated completion date. If the exact number of new deliveries is unavailable, indicate the approximate number and type of deliveries. If street names, address information, or approximate completion date are unavailable, record this information and inform the unit manager.
- h. The possible deliveries for new construction, if known, are transferred to Form 1840, *Carrier Delivery Route — Summary of Count and Inspection*.
- i. Do not include new construction deliveries in the Residential columns or business columns of Form 3999 because the new deliveries will be recorded in the Edit Book and/or on Form 1621, *Delivery Management Report*, when delivery begins to those addresses.
- j. Under *Delys. Poss. Curb.* (deliveries possible curblines), record the number of curblines installed in each block served by the carrier.

- k. Under *Delys. Poss. Central*, enter number of possible deliveries for receptacles located in clusters of two or more except Neighborhood Delivery and Collection Box Units (NDCBUs), where the carrier has access to more than one individual customer's mail receptacle by opening only one door, or a single Arrow lock. Do not include any curb deliveries on this line.
- l. Enter the location of collection points under *Block Number and Street Name* column and the time collected in the *Time Enter Block* column.
- m. Total each column and enter in the proper spaces at the bottom of the form.
- n. Deliveries made are those actually with a delivery of mail on the day of inspection. Record all businesses, offices, schools, hospitals, and churches as business deliveries. When mail for both a family and a business is received, record as residential if delivery to a home, and record as a business if delivery is to a structure designed primarily for business use. Verify possible delivery totals with those shown in the Edit Book and/or on Form 1621 and reconcile any discrepancies to assure a proper and accurate count.

## 234.2 Parcel Post and Combination Services Routes

### 234.21 Preparing Forms

The examiner shall complete Forms 1838-A (including worksheets) and 1838-B in their entirety on the day of inspection. No separate form is used in making the physical inspection. See Chapter 9 of Handbook M-41 for completing Form 1838-B and *Worksheet* side of Form 1838-A. See Part 222 of this handbook (M-39) for completing the *Management Summary* side of Form 1838-A. (Also use Form 3999-B when inspecting combination collection routes to record collection information.) On Form 1838-B route examiner will observe directions in item 2 under *Instructions*. Combination services and parcel post routes shall be entitled to breaks in the same manner as letter routes. See 222.214b(3)(e) and 242.341.

### 234.22 Observation and Evaluation

- 234.221 If the time items recorded appear unrealistic — inflated or deflated — discuss items with the carrier in making adjustments. Enter reasons for adjustments in Comment portion of Form 1840-A.
- 234.222 Observe the workload for the day and determine if it covers the entire route or more or less than the route. Determine how the workload is allocated.
- 234.223 Observe the carrier's work in the office, including but not limited to:
  - a. Does carrier start at scheduled time?
  - b. Is mail secured properly?
  - c. Is service prompt at the finance cage? Does the carrier travel a long distance to the finance cage?
  - d. Does the carrier wait for mail or for relays?



- e. Is loading done efficiently? Observe how relays are loaded and arranged in vehicle. Can parcels be loaded at the same time?
  - f. Is only one sack separation dumped where sack routing system is used?
  - g. Must the carrier pull down sacks, thereby performing clerical/mailhandler work?
  - h. Does the carrier carry enough forms?
- 234.224 The carrier must be instructed to serve and travel the route in the same manner as any other day. Observation on the street includes, but is not limited to:
- a. The carrier's knowledge, conduct, attitude and contact with customers.
  - b. Whether carrier proceeds promptly from the office to the first delivery stop and moves the vehicle a minimum number of times when deliveries are close together.
  - c. Whether carrier does not wait an excessive amount of time for a customer when attempting delivery; and, with accountable items, is preparing forms while waiting for customer to come to the door.
  - d. Whether unwarranted relays, firm deliveries or trips are being made.
  - e. Whether more than one carrier with a vehicle serves the same building or block. Whether parcels and other mail are delivered to more than one delivery point for a firm.
  - f. Whether carrier dumps firm direct mail rather than leaving the mail and sack and picking up the sacks the next day.
- 234.225 Determine whether carrier is handling parcels properly to avoid damage and is endorsing damaged parcels properly.

### 234.3 Collection Routes

#### 234.31 Purpose of Combined Count and Inspection

- 234.311 The purpose of the combined count and inspection is to determine adequacy of service, mail volume, changes in number of boxes or box locations, revision of pickup schedules, and whether route adjustments are needed. Personal observation affords the route examiner an opportunity to obtain information that will enable the examiner to evaluate conditions of the route and detect wasteful practices and unauthorized procedures.
- 234.312 Mail volume collected and the travel time of the collector over the route on any particular trip will determine if an increase or decrease in the length of the collection trip is warranted. The basic consideration is the timely receipt of collection mails at the mailhandling unit to permit processing and connecting with the principal outgoing dispatches. When inspecting collection routes and when recommending adjustments, the route examiner should keep this primary consideration foremost in mind.
- 234.313 To accomplish the objective of rapid and timely movement of mails from collection points to the post office or other mail processing unit, the route examiner should be familiar with the principles of using shuttle trucks and

relay points for mail collected by foot or motorized collectors, and the possibilities of advancing mail by dividing collection trips.

### 234.32 **Observation of Collector's Work**

Observe the collector's work, including but not limited to:

- a. Procedure used to obtain and return vehicle. (See Subchapter 560 and Part 633 of Handbook M-41.)
- b. Obtaining collection schedules by the collector.
- c. Practice followed in obtaining and returning all accountable items such as keys, barcode or similar scanning devices, etc.
- d. Practice followed in obtaining the required collection equipment.
- e. Practice followed in utilizing barcode or similar scanning device with components affixed at collection points.
- f. Practice followed in keeping mail separated as required.
- g. Practice followed in utilizing barcode or similar scanning devices with appropriate components regarding collection box appearance and physical condition, anchors, mail volume, etc.
- h. Depositing of collection mail in proper places.
- i. Appearance and dress of collector.
- j. Possession of valid state driver's license.
- k. Safe and courteous operation of Postal Service vehicle.
- l. Recording trip information on Form 3968, *Daily Mail Collection Record*.

### 234.33 **Preparing Form 3999-B — Inspection of Collection Route**

Use Form 3999-B (see exhibit 234.33 (p. 1 and 2)) in the inspection of collection routes to record data pertaining to the collector's work performance and to obtain any other information that will enable the examiner to evaluate the condition of the route. Fill in upper portion of Form 3999-B and complete as follows:

- a. *Time and Volume Entries*
  - (1) Enter the number of the trip in the space provided at the top of the groups of columns marked *Trip No.*
  - (2) In the *Location* column, enter the location of each box in the order collected.
  - (3) In the *Type Box* column, enter the type of each box. Use the symbols shown at the upper portion of Form 3999-B, after the asterisk (\*).
  - (4) Enter the time each box is collected in the *Time Arrive* column.
  - (5) Enter the time each box is scheduled for collection in the *Scheduled Time* column.
  - (6) Count and enter in the *Pieces* column the pieces collected from each box, if 10 pieces or less. If more than 10 pieces, the number should be estimated.

- (7) In the *Total Pieces* and *Total Stops* spaces enter the total pieces and stops per trip in the spaces provided for each at the bottom of the form.
- Note:** Form 3999-B provides four trip columns, two on the face and two on the reverse of the form. Use an additional copy of Form 3999-B as a continuation sheet to record data for additional trips if necessary. (See exhibit 234.33, page 2.)
- (8) Make time entries in the spaces provided at the bottom of the form. Make the entries using a time clock, if available, or in handwriting. Time entries in the *Clock Rings* column begin at the bottom and proceed upward for each trip. Spaces to record travel time from the garage are listed respectively at the bottom and top of the *Clock Rings* column. Include also in *Garage to Office* space the time used by the collector to make required vehicle inspection. The time for *Office* and *Street* work is computed for each trip and entered in the *Elapsed Time* column in the appropriate space. The total time in minutes for travel time (*Gar.-Off.* and *Off.-Gar.*), office time (the total of all office time entries in the trip spaces), and *Street Time* (the total of all street time entries in the trip spaces) is entered in the *Total Time* space below clock ring portion of form.
- b. *Question Portion of Form 3999-B.* Answer the questions appearing on the reverse of the form, and enter under *Comments* (use additional sheet for comments, if necessary) any suggestions which will improve the service, affect the safety of the carrier and equipment, or reduce the cost of operations.
- c. *Observing Conditions on the Route.* Observe the condition of the collection boxes and schedules, making appropriate comment on Form 3999-B, if the following deficiencies exist:
- (1) Collection time schedule
    - (a) Incorrect collection time schedules are shown.
    - (b) Labels are weather-worn, or improperly located.
    - (c) Time entries are illegible.
    - (d) Incorrect labels are being used.
  - (2) Collection Boxes
    - (a) Doors do not open or close properly.
    - (b) Box requires painting.
    - (c) Box is not painted in regulation color scheme.
    - (d) Box is not securely anchored to sidewalk, ground, post, or side of building. (If box is attached to utility pole, remove and relocate box.)
    - (e) Locks are not in good working condition.
    - (f) Box capacity is inadequate for volume of mail received.
    - (g) Condition of collection box insert is not good.

- d. *Recommendation for Changes in Type and Location of Collection Boxes.* Careful observation by the route examiner of the mail volume collected from, and the particular location of each collection box, will disclose the need for changes that will improve the service and assist the collector in serving the route more efficiently. Some of the changes which, if practical, should be considered are:
- (1) Installing motorist courtesy boxes (supply items 1170 and 1177).
  - (2) Installing collection boxes designated for different levels of service or co-op mailing racks for customer separation of mail.
  - (3) Installing box for metered mail.
  - (4) Installing collection box inserts to improve efficiency in collection of mail from high volume boxes.
  - (5) Change in trip frequency.
  - (6) Relocating boxes to avoid hazards to the collector or interference with normal traffic patterns or adjacent to open gratings and similar places where wind could blow mail while collector is emptying the boxes.
  - (7) Relocating or removing boxes presently grouped too close together.
  - (8) Removing low-volume boxes.
- e. The examiner will comment on the following for those routes utilizing barcode or similar scanning devices:
- (1) Is the carrier familiar with the use of the barcode or similar scanning device?
    - (a) Is the carrier recording the arrival at the first collection point as part of the barcode or similar device scanning procedure?
    - (b) Does the carrier scan with the barcode or similar device the affixed component at the collection point prior to collecting mail in an efficient manner?
    - (c) Where applicable, does the carrier scan the appropriate components containing information regarding the collection box appearance and physical condition, anchors, mail volume, etc.?
    - (d) Does the carrier scan on/off collection to reflect lunch, break, comfort stops or intermittent relay, parcel post or Express Mail delivery, or other duties?
    - (e) Do comments from the carrier or the supervisor indicate that the barcode or similar scanning devices used by the carrier, and scanning components affixed at the collection points, are regularly maintained and in good working condition?
    - (f) Is a log maintained at the originating office to indicate accountability of the barcode or similar scanning device for the carrier and/or assignment?
    - (g) *Date and Signature.* The manager or route examiner must sign and date the form in the space provided.

Exhibit 234.33 (p. 1)

**Form 3999-B, Inspection of Collection Route**

United States Postal Service														
<b>Inspection of Collection Route</b>														
Office <i>Hometown</i>				Work Unit <i>Lakes Station</i>				Day and Date <i>Wed 3/19/97</i>						
Name of Carrier <i>C. Fisher</i>				I.D. No.		Age <i>25</i>		Length of Service <i>2 years 3 months</i>		Length of Service on Route <i>1 year</i>				
Route No. <i>1301</i>		Route Classification <input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Aux.		Office Break Option <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Truck No. <i>323032</i>		Capacity <i>114 RAD</i>						
Type of Route <input type="checkbox"/> Foot <input checked="" type="checkbox"/> Motorized <input type="checkbox"/> Business <input type="checkbox"/> Residential <input checked="" type="checkbox"/> Mixed								Approved Mileage						
* Type of Box: P=Post; C=Comb; CMP=Cooperative Mailing Point D=Dual; M=Motorist; CH=Receiving (Mail Chute)														
Stops	Location	Type box	Trip No.				Stops	Location	Type box	Trip No.				
			Mileage	Time Arrive	Scheduled Time	Pieces				Mileage	Time Arrive	Scheduled Time	Pieces	
1	Seldenright Bldg.	ch	910.1	12:18	12:23	1000	1	Union Trust Bldg.	cmr	935.7	2:10	2:10	2360	
2	Biddle & Northline	c	913.2	12:41	12:40	45	2	First National Bank	pick-up	937.6	2:24	2:25	540	
3	Biddle & Poplar	c	913.8	12:45	12:44	50	3	Woodard & 19th	c	939.2	2:27	2:27	20	
4	Poplar & 4th	c	914.5	12:46	12:46	15	4	Lewis & North	c	940.6	2:30	2:30	25	
5	Superior & 4th	c	915.2	12:52	12:49	525	5	North & 21st	p	941.4	2:33	2:32	5	
6	Endinger Bldg.	ch	915.9	12:53	12:50	410	6	North & 25th	p	942.5	2:34	2:34	6	
7	River View Hotel	ch	916.9	1:00	12:58	100	7	Capital & 30th	c	944.2	2:40	2:39	43	
8	Oak & Biddle	c	917.8	1:06	1:05	50	8	Capital & 31th	sspc	944.9	2:42	2:40	1000	
9	Elm & Biddle	c	919.1	1:09	1:08	20	9	Council & 36th	c	946.2	2:50	2:50	60	
10	Davis Bldg.	d	920.7	1:13	1:10	600	10	Main Post Office	-	948.4	3:00	3:00	-	
11	Elm & 2nd	m	924.2	1:23	1:20	75	11	(UNLOAD)						
12	Ward Bldg.	ch	925.6	1:29	1:25	105	12							
13	7th & Pine	p	927.1	1:35	1:32	10	13							
14	10th & Pine	p	928.5	1:38	1:35	15	14							
15	Elm & Pine	c	929.9	1:42	1:38	60	15							
16	Elm & 13th	c	931.4	1:46	1:42	43	16							
17	Oak & Court	c	931.4	1:46	1:42	43	17							
18	7th & Pine	p	927.1	1:35	1:32	10	18							
19	10th & Pine	p	928.5	1:38	1:35	15	19							
20	Elm & Pine	c	929.9	1:42	1:38	60	20							
21	Elm & 13th	c	931.4	1:46	1:42	43	21							
22	Main Post Office	c	932.9	1:53	1:50	210	22							
23	O.O. Unload			1:54	1:51		23							
24							24							
25							25							
26							26							
27							27							
28							28							
29							29							
30							30							
Total Pieces						3364	Total Pieces						4109	
Total Stops						18	Total Stops						9	
			Time Totals		Garage to Office		Garage to Office		Garage to Office		Garage to Office		Garage to Office	
					Office to Garage	Office to Garage	Office to Garage	Office to Garage	Office to Garage	Office to Garage				
Total Time			Street Time		Office Time		3-10-3:15 Break Option		Total Time		Street Time		Office Time	
4:03			197		23		5		4:03		197		23	
					8		10							
					Minutes									
					E 12:15 WE		B 12:00 WE							
					E 12:25 WE		B 12:15 WE							
					E 14:06 WE		B 14:06 WE							
					E 15:25 WE		B 15:25 WE							
					E 15:00 WE		B 15:00 WE							
					E 14:12 WE		B 14:12 WE							
					E 14:06 WE		B 14:06 WE							
					E 13:92 WE		B 13:92 WE							
					E 15:25 WE		B 15:25 WE							
					E 15:00 WE		B 15:00 WE							
					E 14:12 WE		B 14:12 WE							
					E 14:06 WE		B 14:06 WE							
					E 13:92 WE		B 13:92 WE							
					E 15:25 WE		B 15:25 WE							

PS Form 3999-B, November 1997

Exhibit 234.33 (p. 2)  
**Form 3999-B, Inspection of Collection Route**

Check One		Description	Check One		Description								
Yes	No		Yes	No									
<input checked="" type="checkbox"/>		1A. Is the carrier in uniform?		<input checked="" type="checkbox"/>	5A. Is a rough cull made on the street?								
<input checked="" type="checkbox"/>		1. Does the carrier make a satisfactory appearance?	<input checked="" type="checkbox"/>		6. Should changes be made to the schedule, route layout, or box type?								
<input checked="" type="checkbox"/>		2. Does the carrier apply themselves to their work in a businesslike manner?	<input checked="" type="checkbox"/>		6A. Are boxes anchored properly?								
<input checked="" type="checkbox"/>		3. Does the carrier make the required vehicle inspection and operates the truck in a safe and satisfactory manner?	<input checked="" type="checkbox"/>		7A. Is a current collection route schedule available in the post office?								
<input checked="" type="checkbox"/>		4. Does the carrier possess a valid state driver's license?	8. State below the condition of receiving (Mail Chute) boxes and collection boxes.										
<input checked="" type="checkbox"/>		5. Is mail protected from theft and weather?	Paint <i>North &amp; 21st</i> <i>North &amp; 25th</i>	Locks <i>OK</i>	CMS Used <i>Yes</i> Schedule Labels <i>North &amp; 21st</i>								
Stops	Location	*Type box	Trip No.				Stops	Location	*Type box	Trip No.			
			Mileage	Time Arrive	Sched-uled Time	Pieces				Mileage	Time Arrive	Sched-uled Time	Pieces
1						1							
2						2							
3						3							
4						4							
5						5							
6						6							
7						7							
8						8							
9						9							
10						10							
11						11							
12						12							
13						13							
14						14							
15						15							
16						16							
17						17	<i>Comments Trip #2</i>						
18						18	<i>Post boxes (stops 5&amp;6) need</i>						
19						19	<i>repair and should be considered</i>						
20						20	<i>for removal after volume</i>						
21						21	<i>survey is done.</i>						
22						22	<i>Change times as appropriate on</i>						
23						23	<i>labels for all stops.</i>						
24						24							
25						25							
26						26							
27						27							
28						28							
29						29							
30						30							
Total Pieces						Total Pieces							
Total Stops						Total Stops							
For Route Supervisor Only						Adjustments Made							
Recommended Adjustment:	Relief	Addition	Total			Relief	Addition	Total					
	<i>21</i>		<i>3:42</i>			<i>21</i>		<i>3:42</i>					
Deficiencies, Recommendations, Comments						Comments							
<i>Assign LLO and combine Trips 1&amp;2. Mail from trip #1 was not worked by mail processing before 3:00PM. Take break on street between trips.</i>						<i>Adjustments discussed with carrier and he agrees with changes</i>							
Route Inspected By and Date						Route Adjusted By and Date							
<i>S. Curran Wednesday, March 19, 1997</i>						<i>M. Spates 4/12/97</i>							

PS Form 3999-B, November 1997 (Reverse)

## 24 Analysis and Adjustments — Letter Routes

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### 241 Summary of Count and Inspection

(Form 1840 — exhibit 241 (p. 1 and 2).)

#### 241.1 Purpose

Form 1840, *Carrier Delivery Route — Summary of Count and Inspection*, provides for consolidating and completing the evaluation of data recorded on Forms 1838 of the count and inspection period. It provides also for comments by the examiner inspecting the route and by the postmaster or designated manager making the adjustments. Where additional space is needed, attachments may be used. (The form also provides a record of adjustments made, and the adjusted route. See Part 243.)

#### 241.2 Coverage

241.21 A Form 1840 must be made for each regular and auxiliary letter delivery route, summarizing the data from the Forms 1838 for each day of the count.

241.22 A Form 1840 must be prepared for each carrier technician covering the routes he or she served during the count week.

241.23 If a full time or part time replacement carrier served a group of routes during the count week, a Form 1840 must be completed covering his or her performance.

#### 241.3 Preparing Form 1840

241.31 The top portion of the form must be completed in its entirety.

241.32 The *Inclusive Dates From:* and *To:* columns on the extreme left must be completed to show the inclusive dates of the count period and under *Day*, each day of the week. Enter the letter R immediately to the left of the day on which the route was served by a replacement carrier, the letter T on the day the carrier technician T-6 served the route. Circle the day on which the route was inspected.

241.33 Bracket [ ] the time entries in columns A, B, C, D, and E for the days on which the route was served by a replacement carrier or carrier technician T-6 because these figures are to be excluded when entering the figures on the total line for columns A, B, C, D, and E.

241.34 The examiner who inspected the route or a designee must analyze the office and street time entries for all days shown and make appropriate comments in the space provided for this purpose or on a separate paper which is to be attached to the Form 1840. Any additional recommendations concerning any needed adjustment may also be made in this space. This information is needed by the manager who will make the actual adjustments of the route.

- 241.35 Complete remaining items as follows:
- a. *Column A, Net Office Time Used.* To column A, transfer hours and minutes, from total *Net Office Time Used*, item A, column (h), Form 1838. Do not include the time waiting for mail, time used for other office activities not performed on a continuing basis, or time used counting mail and completing forms. It is not contemplated that a regular carrier will be granted assistance during the count and inspection period. However, when auxiliary office assistance (column G — Form 1840) is granted, merely enter auxiliary office assistance and identify, but do not include in net office time used.
  - b. *Column B, Standard Office Time.* To column B, transfer *time* from item B, column (h), Form 1838, recorded in hours and minutes.
  - c. *Columns C and D, Over or Under Standard Office Time.* Enter the difference between the hours and minutes recorded in columns A and B for each day time is recorded. If the amount in column A is greater than in column B, enter the *over standard* in column C. If the amount in column B is greater than that in column A, enter that *under standard* in column D. If the amount in columns A and B is equal, make no entry in column C or D.
  - d. *Column E, Net Street Time Used.* Transfer the total *net street time* from item E, column (h), Form 1838, recorded in hours and minutes. When auxiliary street assistance is given, add to the regular carrier's street time the actual time that it took him or her to deliver that same portion of the route on the day of inspection. Do not use the replacement's street time. Obtain actual time from Form 3999. A record of any unusual wait for transportation or other conditions that would cause an unusual variance in street time, must be noted under *Route Examiner's Comment* portion of the form with actual time used identified for clarification to assist in route analysis.
  - e. *Column F, Net Total Time Used.* Add the daily entry for each line in columns A and E.
  - f. *Column G, Actual Auxiliary Time Used.* Transfer to this column the time from item G, column (h), Form 1838. This is the actual time used by an employee other than the regular assigned carrier to assist on the route. Do not include it in column A or E. Indicate O.T. for office time and S.T. for street time. Do not record auxiliary time used to count the mail.
  - g. *Column 1, Number of Letter-Size Pieces.* Transfer to this column the count from line 1, column (d), Form 1838 and the Delivery Point Sequenced mail from the comment section of the Form 1838.
  - h. *Column 2, Mail of All Other Sizes.* Transfer to this column the count from line 2, column (d), Form 1838.
  - i. *Column 3, Accountable and Signature Mail.* Transfer to this column the count from line 3, column (d), Form 1838.
  - j. *Column 5, Parcel Post Over Two Pounds.* Transfer to this column the count from line 5, column (d), Form 1838.
  - k. *Column 6, Sequenced Mail.* Transfer to this column the count from line 6, column (d), Form 1838.



- l. *Column 7, Total Pieces Delivered.* Obtain the total number of pieces of all classes delivered each day by adding the figures in columns 1 through 7a on Form 1840 for each day.
- Note:** Do not deduct from *pieces delivered* any items taken out for delivery but returned as undeliverable at the end of the day.
- m. *Totals Line.* Enter on this line the totals of columns A, B, C, D, E, F, and G, excluding the time shown for replacement carrier or carrier technician in columns A, B, C, D, and E. The difference between the totals of columns A and B must equal the difference between the totals of columns C and D. Enter on *Totals* line (under *Total Pieces Delivered*) totals of columns 1, 2, 3, 5, 6, and 7 for all days.
- n. *Averages Line*
- (1) Divide the totals for columns A and B by the number of days for which time is recorded for the regular carrier in each column.
  - (2) Compute average *under* or *over standard office time* for regular carrier by dividing the difference between the totals of columns C and D by the number of days on which the route was served by the regular carrier. Do not include *over* or *under standard time entries* for services performed by replacement carrier or carrier technician.
  - (3) If the total *over standard* is greater than the total *under standard*, the resulting average will be *average over standard* and must be entered in column C. If the total *under standard* is greater than the total *over standard*, the resulting average will be *average under standard* and must be entered in column D. Following is an example of how to compute averages when both over and under time exists: 2:24 (under standard) less 37 (over standard) equals 1:47 or 107 minutes divided by 5 (number of days) equals 21 minutes average *under standard*. Enter in column D.
  - (4) Divide the total hours and minutes recorded under *Net Street Time Used*, column E, by the number of days for which time is recorded, exclusive of bracketed time used by replacement carrier or carrier technician to obtain the average daily street time used.
  - (5) Divide the total hours and minutes recorded under *Net Total Time Used*, column F, by the number of days for which time is recorded to obtain the average daily net time used. This figure is used in computing data on Form 3998, *Unit Summary of City Delivery Assignments*.
- Note:** All entries are averaged in column F.
- (6) Divide the totals for columns 1, 2, 3, 5, 6, and 7 by the number of days mail was counted to obtain the average daily volume.
- o. *1840-B Average Street Time.* Enter on this line the *Average Daily Street Time* from Form 1840-B shown in the *Composite Week* section.
- p. *Item H. Deliveries on the Day of Inspection.* Transfer total *Residential* and *Business deliveries possible*, and *deliveries made*, and the *New*

*Construction* possible deliveries from Form 3999. These items are tabulated by the route examiner on the day of inspection. Compute and enter in the *Percent Made* column the percent *Deliveries Made*. For two-trip routes, show the number of deliveries possible on each trip. Following is an explanation of *deliveries possible* and *deliveries made*:

- (1) The total *deliveries possible* is the sum of the *Deliveries Possible* in the *Residential* and the *Deliveries Possible* in the *Business* columns from Form 3999.
  - (2) The total *deliveries made* is the sum of the *Deliveries Made* column under *Residential* and the *Deliveries Made* under the *Business* columns from Form 3999.
- q. *Analysis of Office Work Functions and Actual Time Recordings.* Transfer from applicable lines on Form 1838 the times recorded for lines 16 and 17 to the item numbers of *Analysis of Office Work Functions and Actual Time Recordings* on the lower left face side of Form 1840. Also transfer to Form 1840 the time recorded by the route examiner in the lower right of Form 1838 on inspection day.
- r. *Signature and Date.* The examiner must sign and date in space provided.

#### 241.4 **Providing Carrier With Summary**

A completed copy of the front of Form 1840 — reflecting totals and averages from Forms 1838, day of inspection data, route examiner's comments, and analysis of office work functions and actual time recordings — will be furnished the carrier at least 1 day in advance of consultation. Completed copies of Form 1838 will be given to the carrier at least 5 calendar days prior to consultation.

Exhibit 241 (p. 1)  
 Form 1840, Carrier Delivery Route — Summary of Count and Inspection

United States Postal Service <b>Carrier Delivery Route - Summary of Count and Inspection</b>										Post Office <b>HOMETOWN</b>				Delivery Unit <b>MATT OFFICE</b>				Carrier Name <b>R. J. Rose</b>						
Route No. <b>1318</b>										<input type="checkbox"/> EPM Rte. <input checked="" type="checkbox"/> Non EPM <input checked="" type="checkbox"/> Reg. <input type="checkbox"/> Aux.				No. of Trips <b>1</b>				<input type="checkbox"/> Foot <input type="checkbox"/> Bus. <input checked="" type="checkbox"/> Res. <input type="checkbox"/> Mixed <input type="checkbox"/> Bicycle <input type="checkbox"/> Motorized <input type="checkbox"/> Curb Delivery <input checked="" type="checkbox"/> Park and Loop <input type="checkbox"/> Dismount						
Type of Vehicle <input type="checkbox"/> LHD <input checked="" type="checkbox"/> RHD										Age <b>45</b>				Length of Service <b>20 years</b>				Length of Service on Route <b>10 years</b>						
Inclusive Dates From: <b>3/19/97</b> To: <b>3/14/97</b>	A		B		C		D		E		F		G		I		1	2	3	5	6	7a	7	
	OFFICE TIME										NUMBER OF PIECES DELIVERED													
	Net Time Used		Standard		Over Standard		Under Standard		Net Street Time Used		Net Total Time Used		Actual Auxiliary Time Used		Miles Driven		Letter Size	Mail of All Other Sizes	Accountable and Signature Mail	All Parcel Post Over 2 Pounds	Sequenced Mail		DFS Mail	Total Pieces Delivered
Day	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins	Hrs	Mins							Letter	Other		
Sat	2	59	3	10					11	4	35	7	34			7.1	1322	440	6	8			674	2450
Mon	3	11	3	30					19	4	29	7	40			6.9	1034	656	2	7			517	2216
Tue	3	22	3	40					18	4	17	7	39			7.2	1299	597	8	10			637	2551
[Wed.]	[2	[50]	[3	[09]					[19]	[4	[42]	[7	[32]			[7.3]	1370	351	4	19			575	2319
Thu	2	54	3	26					32	4	44	7	38			6.8	1297	424	8	14	385	674	2802	
Fri	3	26	3	39					13	4	19	7	45			7.1	1617	377	5	8			825	2832
Totals	15	52	17	25			1	33	22	24	45	48			35.1	7939	2845	33	66	385	3902	15170		
Averages	3	10	3	29				19	4	29	7	38			7.0	1323	474	6	11	64	650	2528		
1840-B Average Street Time									▶ 4 30															
Analysis of Office Work Functions and Actual Time Recordings. Lines:										Route Examiner's (Office and Street)										H. Day of Inspection				
Day	14	15	16	17	18	19	21	22	23	<b>Office Time - Letter mail volume for Do All Research Corp. counted by route examiner Saturday through Thursday, and average was 179 pieces per day. Recommend establishment of firm holdout on distribution cases for this firm.</b> - On 3/13/97, accountable clerk received phone call and delayed the carrier 2 minutes. (see 1838)										Coverage	Possible Deliveries	Deliveries Made		
Sat	5	4	-	-	10	3	11	-	21	<b>Street Time</b> - Carrier eased Registered mail with letter size. Used 5 minutes of additional time returning to vehicle to obtain Form 3849. - Criss-cross delivery pattern used on 100 block of Rex St., Cotta Lane and 1200 block of Orange St. By looping these blocks deadhead travel to beginning of blocks is eliminated, improving street efficiency by an estimated 7 minutes daily; at the same time, carrier safety is improved.										Trip 1	521	415		
Mon	6	5	-	-	10	4	9	-	18											Trip 2				
Tue	6	3	-	-	10	3	12	-	20											Percent Made		80%		
Wed	7	4	-	-	10	5	10	-	24											New Const.	8			
Thu	6	5	-	-	10	4	9	4	-											Date Adjustments Made				
Fri	6	5	-	-	10	3	9	-	26											4/26/97				
Rep. Times	6	5	-	-	10	3	9	-	-															
Route Examiner and Date <b>C Fisher 3/13/97</b>										Delivery Service Manager (Signature and title) <b>T Gallo, Station Manager</b>														

Exhibit 241 (p. 2)  
 Form 1840, Carrier Delivery Route — Summary of Count and Inspection

Adjustments Approved by Postmaster or Designee			Record of Office and Street Adjustments Made											
Item	Hours and Minutes	New Const. (Minutes)	Relief (R) Addition (A)		Numbers		ZIP + 4 Sector/Segment		Transferred To or From Rte. Number	Delys.	Office Time	Street Time	Adjusted Route	
					Begin	End							Item	Hours and Minutes
Office Time	2:50	:03	(A)	Grace Rd (Construction)	800	898	34 34	41 42		8	+:03	+:04	Office Time	3:07
Street Time	4:20	:04	(A)	Persimmon Tree Rd	800	899	34 34	47 48	1316	26	+:09	+:13	Street Time	4:52
Total Time	7:10		(A)	Drake Drive	900	999	34 34	52 53	1315	30	+:05	+:15	Total Time	7:59
Router													Router	
Addition													Possible Deliveries	585
Relief														
										64	TOTAL +:17	TOTAL +:33		

COMMENTS

- Office break option chosen  yes  no
- Base time selected for route evaluation purposes from Form 1840B is 4:30 (hours and minutes).
- Street time selected for adjustment 4:20 (hours and minutes).
- Reasons for selection of street time: *Mail volume for R7, 1318 show comparable workloads for 1840-B Timecard analysis period and week of count and inspection. Carrier's street performance during count week was inconsistent with workload and normal performance. Analysis of operations and street management records indicate the 1840-B average street time is a reasonable base time for most days of the week under normal conditions. Base time reduced by 10 minutes (4:30-:10=4:20) for the following reasons: Delivery pattern revised as suggested by R7, examiner for savings of 7 minutes per day; collection box at Marion & Rex removed from service for savings of 1 minute per day; first swing to start from Marion & Grace for daily savings of 1 minute; retrace (5 minutes) on 3/13/97 for 1 minute average savings per day.*
- Office method for transfer: *\* Office time of count week was materially greater than comparable days of analysis period. Delivery volume records and form 1840 confirm that high volume days are normally Thursdays and Fridays. On the highest volume day of count week ( day of inspection), carrier used 2:54 net office time. That compares to average times from form 1840-B on low volume days, i.e. Sat., Mon., Tue., and Wed. office time during count week was materially greater on Sat., Mon., Tue., and Fri., than comparable days of the analysis period. Excluding high volume days Thu. and Fri., 1840-B average office time is 2:55 and approximately the same time used Thu., 3/13/97, day of inspection. Base office time of 2:55 is considered just for this carrier under normal conditions.  
 \* Office time adjustment includes mail withheld on distribution cases for Do All Research Corp., which replaces Jackson Medical Co. net difference of 88 pieces daily (179-91) compares to 5 minutes per day allowable office time for casing. (2:55-:05=2:50 office time).  
 \* Rt. evaluation reviewed by R. J. Rose and he agrees that the addition to the route is an equitable adjustment.*

## 242 Evaluation and Analysis

### 242.1 General

#### 242.11 Importance of Route Adjustments

Route adjustments are a very important part of the city delivery service and the promptness and efficiency with which they are made depends directly on the use made of mail count records and route inspection reports. Careful analysis of the data developed will assist the delivery service manager in determining poorly laid out routes and areas for service improvement. In addition, the route adjustments play a prominent part in maintaining regularity of deliveries and in conserving workhours. If minor adjustments have been made throughout the year as needed, few adjustments will be required after each count and inspection period.

#### 242.12 Basic Standards

242.121 Work schedules of carriers must be in conformity with the *National Agreement*. The ideal route begins and ends as near as practicable to the delivery unit, with the greatest volume of mail delivered on the first part of the route. Auxiliary assistance or overtime should be necessary only on extra heavy days. The mail should be delivered with least possible amount of handling and travel.

242.122 The proper adjustment of carrier routes means an equitable and feasible division of the work among all of the carrier routes assigned to the office. All regular routes should consist of as nearly 8 hours daily work as possible.

242.123 Routes should normally be adjusted entirely within the ZIP Code area they serve even though there may be more than one ZIP Code area in the same delivery unit.

#### 242.13 Information Available to Manager

The following items must be available for the manager who is to make the adjustments:

- a. Carrier route map showing streets served by each route.
- b. Forms 1838, 3999, and 1840 from the last inspection in order that the data for the current inspection period may be compared with the previous inspection.
- c. Forms 3997 or PSDS Printout.
- d. Present schedules of all routes in the unit.
- e. Public transportation schedules, if applicable.
- f. Information on type of transportation used if other than public transportation.
- g. Comparative mail volume data.
- h. Form 1840-B, *Carrier Time Card Analysis*, on *all* routes. (See exhibit 213d, pages 1 through 4, and 242.32.)
- i. Form 1571, *Undelivered Mail Report*. (See exhibit 126.2.)

- j. Form 1813 or PSDS Printout, *Analysis of Late Leaving (From Form 1813 or PSDS Printout)*. (See exhibit 126.42.)
- k. Form 3996, *Carrier-Auxiliary Control*. (See exhibit 131.222.)
- l. A Form 1627 showing a comparative analysis of office and street time for the count and inspection this year and prior years. (See exhibit 242.13l.) Route adjustments should not be based solely on the figures appearing on Forms 1838, 3999, and 1840 because these figures do not tell the entire story. By correcting improper operational procedures or bad working habits, it is possible to adjust the time on a route without actually transferring territory to or from the route.

## 242.2 Analysis of Irregular Performance

### 242.21 Office Time

- 242.211 If the actual office is *under standard* on some days and *over standard* on other days during the count week, the carrier must be interviewed to determine the reason for the irregular performance. The causes of slow and irregular performance and the corrective action taken should be indicated under *Comments* on Form 1840.
- 242.212 Using basic knowledge of work functions and the day of inspection as a guide, along with comments and suggestions of the route examiner, the manager must determine if the entries recorded on lines 14 through 21 on Form 1838 truly represent the times required to efficiently perform these duties. After all pertinent data have been evaluated, enter representative time where appropriate in line provided on the lower left portion of Form 1840. This information is then used in arriving at total office time adjustments.
- 242.213 After the manager has full knowledge of all pertinent facts relating to the office time, he must enter the office time allowance.
- 242.214 An exception may be made for carriers who have served continuously for 25 years or more or are over 55 years of age. Before making an exception, determine that the carrier cannot meet the standard office time and that his or her conduct and performance are otherwise satisfactory. The office time allowed for an exempted carrier must be reasonable and be determined by management.

### 242.22 Street Time

- 242.221 If there are large variances in the carrier's street performance from day to day during the count week that do not appear justified, the manager must determine the cause and enter the findings under the *Comments* section of Form 1840 and the corrective action taken, if any is warranted.
- 242.222 In making a fair appraisal of the street time, consider the carrier's comments, the manager's knowledge of normal mail volume, and percent of coverage in connection with the information developed. The base street time must be identified as defined in 242.321 and shown in item 2 under *Comments* on the reverse of Form 1840. The street time selected will then be entered in the space provided on the reverse of the form.

Exhibit 242.131  
**Comparative Analysis of Form 1840**

POST OFFICE					DELIVERY UNIT					DATES		
<i>Hometown</i>					<i>Lakes Station</i>					1979 <i>10/13 to 10/19</i>		
										1980 <i>2/23 to 2/29</i>		
COMPARATIVE ANALYSIS OF FORM 1840												
Rte No.	OFFICE TIME				Street Time	Total Time	Dels	% of Dels	Vol.			Pcs per Possible Delivery
	Year	Net	Std	+/-								
1	1979	2.10	2.16	-6	6.22	8.32	358	97	961			2.68
	1980	3.01	3.06	-5	6.18	9.19	354	97	1301			3.67
			+51	+50	-1	-4	+47	-4		+340		
2	1979	2.06	2.14	-8	5.58	8.04	372	97	985			2.64
	1980	2.42	2.55	-13	6.31	9.13	369	97	1411			3.82
			+36	+41	+5	+33	+1.09	-3		+426		
3	1979	2.36	2.46	-10	6.23	8.59	436	83	1056			2.42
	1980	3.09	3.23	-14	6.42	9.51	440	92	1425			3.23
			+33	+37	+4	+19	+52	+4		+369		
4	1979	2.38	2.56	-18	5.18	7.56	480	82	1159			2.41
	(S) 1980	3.01	3.04	+3	5.21	8.22	505	82	1182			2.34
			+23	+8	-15	+3	+26	+25		+23		
5	1979	2.59	3.41	-42	5.15	8.14	647	78	1273			1.96
	1980	2.46	3.51	-65	5.34	8.20	651	98	1588			2.43
			-13	+10	+23	+19	+6	+4		+315		
6	1979	3.06	3.13	-7	5.00	8.06	520	69	1201			2.30
	1980	2.56	3.12	-16	5.05	8.01	524	81	1304			2.53
			-10	-1	+9	+5	-5	+4		+103		
7	1979	2.49	3.15	-26	5.20	8.09	587	90	1293			2.20
	1980	2.56	3.11	-15	5.27	8.23	614	87	1348			2.19
			+7	-4	-11	+7	+14	+27		+55		
<b>OFFICE SUMMARY</b>												
Total	1979	18.24	20.21	-1.57	39.36	58.00	3400		7928			2.33
Total	1980	20.31	22.42	-2.11	40.58	61.29	3457		9559			2.76
		+2.07	+2.21	+1.14	+1.22	+3.29	+57		+1631			
Total of average street time - Form 1840 - 1980 - 40.02												
Pieces increase ÷ 7 routes = Average increase of pieces per route 233												

PS Form Oct. 1972 **1627**

### 242.3 Evaluating the Route

#### 242.31 Office Time

242.311 Under normal conditions, the office time allowance for each letter route shall be fixed at the lesser of the carrier's average time used to perform office work during the count period, or the average standard allowable office time.

242.312 No mail volume adjustments will be made to carrier office work (casing and strapping out functions) or street work evaluations unless the mail volume for the week of count and inspection is at least 13% higher or lower than the average mail volume for the period between the most recent regular and the current inspection (excluding the months of June, July, August, and December).

#### 242.32 Street Time

242.321 For evaluation and adjustment purposes, the base for determining the street time shall be either:

- a. The average street time for the 7 weeks random timecard analysis and the week following the week of count and inspection; or
- b. The average street time used during the week of count and inspection.

242.322 The manager will note by explanatory *Comment* on the reverse of Form 1840 or attachments thereto why the base street time allowance for the route was established at the time selected. The manager's selection of the street time allowance cannot be based on the sole criterion that the particular time selected was the lower.

242.323 Selection of the 7 weeks for the random timecard analysis shall be based on the following:

- a. Within 4 weeks prior to the week of count and inspection, the local union representative will make a random drawing of numbered lots from 1–4 to be used in determining the 7 random weeks to be selected for all routes at the delivery unit.
- b. From that random lot selection, corresponding weeks in up to 7 months preceding the month of the count (excluding June, July, August, and December) will be selected. For example, if the random lot selection is 2, 3, 1, 4 and the count week is in October 1978, then the weeks selected will be as shown in the "7 month" example below.
- c. If only 2 or 4 months are available for the timecard analysis, the random lot numbers must be reversed after the first 4 weeks selection; i.e., 2, 3, 1, 4 used for the first 4 weeks of the available months, then 4, 1, 3 for the remaining 3 weeks of the available months. (See "4 month" example below.) *The first week of a month will begin with the first Saturday of the month.*



**Example**

<b>1977</b>	<b>7 Month</b>	<b>4 Month</b>
Nov.	2nd Week	--
Dec.	xxx	xxx
<b>1978</b>		
Jan.	3rd Week	--
Feb.	1st Week	--
Mar.	4th Week	2nd Week 4th Week
Apr.	2nd Week	3rd Week 1st Week
May	3rd Week	1st Week 3rd Week
June	xxx	xxx
July	xxx	xxx
Aug.	xxx	xxx
Sep.	1st Week	4th Week
Oct.	Count month	Count month

- d. Should the count week fall in 2 months, the later month will be considered the count month for the purpose of selecting the 7 weeks random timecard analysis. If the regular carrier was not serving the route on at least one of the days of a week so selected or, if conditions during a week were obviously abnormal so as to justify that week being excluded from the 7 weeks random timecard analysis, the next available week in which the carrier so served at least 1 day shall be used for the 7 weeks period. If 7 such weeks do not exist, the maximum number of such weeks available will be used for the random timecard analysis of street time.
- e. Once the appropriate 7-week (or less if necessary) period is selected, the average street time for a composite week (i.e., average of actual time used on all Mondays, all Tuesdays, etc.) will be recorded on Form 1840-B.

242.324 The average street time for the week following the week of count and inspection (including only the days the regular carrier served the route) shall then be recorded on Form 1840-B, and averaged into the 7 weeks random time analysis to obtain an 8 week composite week average. If the regular carrier did not serve the route on at least one of the days of the week following inspection, that week will not be used in computing the street time allowance for the route. The average weekly street times for those weeks will then be transferred to Form 1840.

242.325 The base time selected under 242.321 may be adjusted where appropriate provided the reasons for such adjustment are documented on Form 1840 or attachments thereto.

**242.33 Office Time Allied Work Rules**

- 242.331 All CFS and throwback mail will be transported to its designated location by the carrier.
- 242.332 No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards.

**242.34 Street Time Allied Work Rules**

- 242.341 The carriers at the delivery unit will receive two 10-minute break periods. The local union may annually opt to have either (a) both breaks on the street or (b) one of the 10-minute breaks in the office and one break on the street. If two 10-minute breaks are taken on the street, they will be separate from each other. Breaks must be separate from the lunch period. The carrier shall record on Form 1564-A, *Delivery Instructions*, the approximate location of the break(s). Reasonable comfort stops will not be deducted from the carrier's actual time.
- 242.342 Fingering of mail between delivery points will be done only in accordance with Article 41, Section 3.I of the *National Agreement*.
- 242.343 The crossing of lawns will be done only in accordance with Article 41, Section 3.N of the *National Agreement*.
- 242.344 If during the route inspection, the supervisor notes that the letter carrier fails properly to finger mail or to take proper short cuts, and that those failures were sufficient enough to warrant a time adjustment for the route, a reinspection will be made after the letter carrier has been instructed regarding the proper procedures to be used. Every effort will be made to conduct such reinspection prior to the implementation of the adjustments in the delivery unit.
- 242.345 Any time adjustment to a carrier's base street time due to identified improper practices or operational changes (such as, but not limited to, the elimination of relay or park points, or travel pattern changes), must be documented by appropriate *Comments* on the reverse of Form 1840 or attachments thereto. Such adjustments must be discussed with the carrier at the time of consultation concerning the route evaluation. If the carrier, at the time of the consultation, notes the absence of such documentation in writing on the Form 1840 or attachment thereto, and initials and dates the Form 1840 or attachments thereto, and management does not supply such documentation within 1 week, with a copy to the carrier, the time adjustment shall be disallowed.
- 242.346 Any claim that conditions during the 8 week timecard analysis period or the week of count and inspection were not normal so as to justify not including such day or days in the base street time computation, must be documented. Such adjustments are to be discussed with the carrier at the time of consultation concerning the route evaluation. If the carrier, at the time of consultation, notes the absence of documentation in writing on the Form 1840 or attachments thereto, initials and dates the Form 1840 or attachments

thereto, and management does not supply such documentation within 1 week, with a copy to the carrier, the time adjustment shall be disallowed.

242.347 All time disallowances and related comments will be noted on Form 1840 or attachments thereto, and furnished the letter carrier at least 1 day prior to consultation.

242.35 **Carrier Timecard Analysis, 8 Week Comparison**

(Form 1840-B, exhibit 213d (pages 1 through 4)).

242.351 Before the Count and Inspection Period

- a. Compare the actual time used with the scheduled time to determine whether:
  - (1) Carriers adhere to schedules.
  - (2) There was excessive late leaving and returning.
  - (3) There was excessive office time used on return from delivery trip.
- b. Determine whether:
  - (1) Incoming mail is distributed sufficiently early to be available to carrier. An analysis of incoming mail will disclose if clerk schedules should be adjusted to make more mail available to carriers and thereby advance delivery of this mail by 24 hours.
  - (2) Carrier has an insufficient amount of work and requires additional territory.
  - (3) Carrier is curtailing mail on first trip and distributing it on return.
  - (4) A regular pattern on certain weekdays has formed to indicate an adjustment in schedule is necessary. Circle in red time entries and totals where irregular practices occurred or schedule was not maintained.

242.352 After the Count and Inspection Period

- a. Compare average time used on each day during analysis period with the same day during the count. Determine whether office time and street time is more or less for comparable days. If the office time or street time during the count period is more than the analysis period, discuss with the carrier to determine the reasons and record the reasons given under *Comments* on Form 1840-B. When the time during the count and inspection period is substantially greater than the analysis period, the manager must compare the mail volume for the periods where available. If there has been no substantial increase in mail volume, it is possible the carrier has regulated his or her performance, and time during the count must then not be allowed.
- b. When the manager concludes that the time used during the week of count and inspection does not truly represent the time required to serve the route as substantiated by the comparative analysis, corrective action must be taken concerning the carrier's performance. Consideration must be given to factors disclosed and whether a special count and inspection is necessary.

#### 242.4 **Comparative Analysis With Preceding Count and Inspection (exhibit 242.13I)**

Use Form 1627, *General Purpose Ruled Form*, to make a comparative analysis of data on Form 1840. This analysis considers pertinent factors necessary for an equitable adjustment and is presented in comparative form eliminating the need for jumping from one form to another. It provides data which enables an intelligent review of the route and the carrier's performance, and is helpful when discussing the route with the carrier.

Prepare Form 1627 as follows:

- a. Complete the upper portion of the form showing the post office; delivery unit; and the inclusive dates of each count period compared.
- b. Provide column headings for route number; under *Office Time*, the net, standard, and increase or decrease; street time; total time; deliveries; percent of deliveries; volume; and pieces per possible delivery.
- c. Enter on the first line the data of the previous count period from Form 1840. Enter on the second line data from the current count period when completed. On the third line, enter the difference between the two count periods, using plus or minus to indicate increases or decreases. If the same carrier served the route both years, enter (S) below the route number.
- d. Determine if there has been an increase or decrease in the net and standard office time and office performance of the carrier. The net and standard are the averages shown on Form 1840. In exhibit 242.13.I, you will note that route 4 served by the same (S) carrier both years had 8 minutes of additional work in 1979 (2:56 to 3:04 based on standards) but it took him 23 minutes more to accomplish it (2:38 to 3:01). This indicates a drop in efficiency of 15 minutes in 1979. The office performance of carrier 5 improved by 23 minutes. He performed 10 minutes additional work in 13 minutes less office time.
- e. Determine if the street and total time have increased or decreased, considering the increase or decrease in mail volume, pieces per possible delivery, deliveries, and percentage of possible deliveries made. The street time entered is the time established as a result of the route analysis. In exhibit 242.13.I, the increase of 19 minutes in street time for route 5 appears justified because (1) approximately 25 percent more mail was handled (although there were only 4 additional deliveries) and (2) on the day of inspection 20 percent more deliveries were made. Route 1 used 4 minutes less street time with a 36 percent increase in mail.
- f. After entering data from all routes in delivery unit on the form or forms, total the several columns for each year and show the difference between the yearly totals for the entire delivery unit. Total the averages of the street time on Form 1840 and compare with the total of the street time shown on the analysis form. Exhibit 242.13.I shows that the street time is 40:58 and the total of average 40:02. This is for checking purposes to determine the amount the street time selected exceeds or is below the average street time. The totals for the entire office

discloses whether the performance of all carriers has improved or dropped since the last inspection. For example, there were 2 hours, 21 minutes more office work in 1980 than in 1979; but it required only 2 hours, 7 minutes to perform the work or 14 minutes improvement in performance. One hour, 22 minutes more street time was used to serve 57 additional deliveries with an average increase of 233 pieces of mail per route.

## 242.5 **Review**

### 242.51 **Comparative Factors**

242.511 Some of the items considered by the manager are comparative:

- a. Mail volume.
- b. Pieces per delivery.
- c. Net against standard office time.
- d. Street time in relation to total time.
- e. Deliveries.
- f. Curtailed mail, late leaving, auxiliary assistance, overtime used, comparison of hours used on the same weekday for the selected 7 weeks preceding the count of mail period, and comments of managers and carriers.

242.512 Example: See exhibit 242.13.I. Comparison of route 7 is as follows: The office work was 4 minutes less in 1980 than in 1979 but the carrier took 7 minutes more time. This represents an 11 minutes reduction in performance. The carrier used 7 minutes more street time covering 27 more deliveries, with a 3 percent drop in delivery.

### 242.52 **Carrier's Office Time**

Following are some points to consider in analyzing the carrier's office time:

- a. The maximum amount of mail possible should be at or near the carrier's case before the carrier reports for work.
- b. The carrier should not have to wait for mail.
- c. The route's scheduled leaving time should not force the carrier to wait for transportation nor delay departure of other carriers.
- d. Carrier should not be delayed in receiving or accounting for registers, CODs, certifieds, keys, etc.
- e. Changes in case layout may assist carrier in reducing office time. (See 117.2, *Determine Carrier Case Requirements*.)
- f. A large amount of office time on return from the route may indicate improper scheduling (except at EPM offices).
- g. The carrier should not move mail from place to place, on or adjacent to the case, nor engage in any other time-wasting habits before placing mail in the proper separation.
- h. The carrier's office schedule should be adequate to efficiently perform the work and leave on schedule.

- i. Comparison of current and previous count and inspection data.
- j. Comparison of like days from Form 1840-B.
- k. Time entries on lines 14 through 23 of Form 1838.

#### 242.53 **Transportation**

Following are some points to consider in reviewing transportation data:

- a. Carrier must take the most direct line of travel to the beginning of the route.
- b. If the carrier's private vehicle could be used to advantage, and the employee is agreeable, suitable arrangements should be made.
- c. Transportation time may be reduced by riding a relay truck. (Safety procedures must be followed.)
- d. Feasibility of motorization or demotorization if alternative exists.
- e. Adequacy of vehicle where assigned.

#### 242.54 **Street Time**

Following are some points to consider in analyzing street time:

- a. The route should begin and end as near as possible to transportation and the delivery unit.
- b. The heaviest volume of mail should be delivered first.
- c. The carrier must use the correct travel pattern.
- d. The number of deliveries served on each loop of a park and loop route.
- e. Deadheading should be eliminated.
- f. Carrier should not have to wait for relays.
- g. Correct scheduling of carrier's street time by observing proper leaving and returning time.
- h. Comparison of current and previous count and inspection data.
- i. The efficient use of vehicle on motorized routes.

### 243 **Adjustment Procedures**

#### 243.1 **Preliminary Plans**

When adjustments are being planned for a unit which will be receiving DPS mail within 18 months a decision must be made about the way the letter carrier routes will be adjusted to accommodate automation, there are two choices:

#### 243.11 **Unilateral Method**

Management may decide to plan unilaterally for automation and the reconfiguration of the letter carrier routes. The unilateral planning is governed by the Memorandum of Understanding resolving the outstanding Hempstead issues dated September 17, 1992, and should also utilize the following:

- a. After considering all factors, the postmaster or designated manager shall decide the tentative amount of relief or addition required, to place

the route on as nearly an 8-hour daily basis as possible. The carrier should now be consulted concerning any proposed relief or addition recommended for the route and the reasons for the adjustment. The comments and recommendations of the carrier and whether there is agreement or disagreement with the adjustments along with reasons should be entered on Form 1840. The carrier should not be required to sign a statement; items mentioned should merely be entered on the form as a record. Promptly after consultation, if the carrier requests that the reverse of his or her copy of Form 1840 be completed, the carrier must immediately give the copy to the manager for completion and return no later than 7 calendar days.

- b. After a tentative amount of relief or addition for each route has been determined and recorded on Form 1840, in the *Adjustments Approved by Postmaster or Designee* column, the postmaster or designated manager must plan the actual adjustments in terms of ZIP+4 sectors and segments to be added or taken from the route. A route adjustment must not result in the splitting of a segment. (See Section 243.231c.)
- c. The postmaster or designee must consider the comments of the individual who inspected the route, consult with the manager of the delivery unit, and consider suggestions from the carrier serving the route.
- d. New construction, records of mail curtailed, auxiliary assistance, overtime used, and Form 1840-B should be analyzed and the data used in considering the adjustment. These considerations are essential in making a fair appraisal of the route and before placing the adjustments into effect. Except in unusual circumstances, adjustments should not be made to cross delivery unit boundaries.

#### 243.12 **X-Route Alternative**

The X-Route alternative approach requires joint agreement and continuous efforts by both parties to discuss, plan, exchange information and ideas, and work together to make a success of the changes that automation will bring. The X-Route alternative planning is governed by the Memorandum of Understanding concerning X-Route issues dated September 17, 1992, and should also utilize the items in section 243.11a–d.

#### 243.2 **Providing Relief to Routes**

##### 243.21 **Routes of More than 8 Hours**

If, after correcting improper practices, a route still shows a total daily time consistently in excess of 8 hours on most days of the week, plan to provide permanent relief by transferring the workload or providing temporary relief on heavy days, as follows:

- a. Temporary relief must be provided in the most efficient and economical manner, either by using auxiliary assistance in the office or on the street or by authorizing necessary overtime.
- 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:

- a. Implementation of new programs.
- b. Whether the adjustments should be:
  - (1) Entirely within regular routes only.
  - (2) Transferred from established auxiliary routes to regular routes.
  - (3) 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.

243.24 **Avoiding Excessive Overtime or Undertime**

A suggested method to determine whether amount of relief or addition given will not result in excessive under or overtime on other days of the week is described as follows:

Apply the proposed relief or addition to the net total time used by the carrier each day. This may reveal the amount of over or undertime on the majority of days which would result if the proposed relief or addition actually has been applied.

243.3 **Record of Office and Street Adjustments Made (Form 1840 — exhibit 241, page 1).**

243.31 **Completing Reverse of Form 1840**

Record office and street adjustments, on the reverse of Form 1840 or on a separate sheet of paper, as follows:

- 243.311 **Transferring Territory from One Route to Another.** A tentative selection of the block or blocks that can be most efficiently transferred should be made, using a map of the territory. The time used to deliver the mail on each block will be found on the reverse of Form 3999 covering the current inspection of the routes.
- 243.312 **Relief and Addition Columns.** Enter an (R) if deliveries are relief and an (A) if deliveries are addition.
- 243.313 **Street, Blockface Numbers, and Sector/Segment Columns.** Enter the street name, beginning and ending blockface numbers, and the ZIP+4 sector/segment number for the blockface. Refer to the ZIP+4 printout to obtain the correct sector/segment number to ensure that no segment is split (see 243.231c).
- 243.314 **Transferred To or From Route Number Column.** Enter the route number to or from which the block and street is to be transferred.

- 243.315 Deliveries Column. Enter the number of deliveries involved in each block being considered for transfer.
- 243.316 Office Time Column
- a. Enter the number of minutes used or estimated for deliveries on segment being considered for transfer to and from the route and for new construction. Precede entry with (-) for the minutes covering transfer from route, and (+) for addition to route.
  - b. The character of the route more or less governs the method of computing the office time for the territory being transferred between routes. Following are some methods which may be used:
    - (1) If the deliveries on the route are similar in character, the following simple formula for determining the amount of office time for the deliveries transferred may be used: Divide the average office time of the inspection period appearing on Form 1840 for the route from which territory is being transferred by the total number of possible deliveries. For example: a route has 400 possible deliveries and the average office time for inspection period was 120 minutes: 120 divided by 400 equals .3 minutes per delivery. The total number of deliveries being considered for transfer should be multiplied by minutes or fraction of minutes per delivery.
    - (2) 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 mailpieces delivered in a segment can be calculated to determine the office time allowance for each segment to be transferred between routes. To calculate the office time allowance when transferring particular route 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.

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

243.317 Street Time Column

- a. Enter the number of minutes needed to deliver the mail on each segment being considered for transfer to and from the route and for new construction. Consideration must be given to the abilities of carriers involved, possible changes in modes of transportation, elimination of unnecessary deadheading, and retracing. Precede entry with (-) for the minutes covering transfer from route and (+) for addition to route.
- b. Allowance for new construction street time should generally follow the procedures in 142, *Extension of City Delivery Service*.

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

243.319 Adjusted Route Column

- a. Compute the office time by taking the approved office time adjustment (including time for new construction) and adding or deducting minutes used or estimated for deliveries transferred to and from the route.
- b. Compute the street time by taking the approved street time adjustment (including time for new construction) and adding or deducting minutes needed for deliveries transferred to and from the route.
- c. Total the adjusted office and street time. The adjusted total time should result in a workday as near a full 8 hours as possible. Consideration must be given to the preceding instructions in determining the proportionate amounts of street and office time to be added or subtracted in arriving at the 8-hour total. Also, consider whether the carrier was over the standard on 1 or more days as this overage is in the new total time.
- d. Enter number of possible deliveries on the adjusted route.

### 243.32 Signature and Date

The delivery service manager responsible for making the adjustments must sign and date Form 1840 in the spaces provided.

### 243.4 Tabulation of Overall Relief or Additional Time Required

Tabulate overall relief or additional time required for the unit to determine if the manager's objectives have been met (see exhibit 243.4). From the analysis in exhibit 243.4, it is noted that with the regular routes needing a total of 46 minutes additional work each day, Auxiliary Route 823 must be reduced by approximately that amount of time. Since the total value of the auxiliary route will be reduced to less than 7 hours each day, Auxiliary Route 823 cannot be recommended for conversion to regular status. This situation calls for an adjustment of the workload among the regular routes in the amount of 46 minutes and a reduction of the workload in like amount of the auxiliary route.

Exhibit 243.4

#### Recap of Regular Routes for Adjustment From Form 1840

Route No.	Office Time	Street Time	Total Time	Adjustments Approved by Postmaster or Designee		Record of Office and Street Adjustments Made	
				Relief	Addition	Relief	Addition
801	2:43	5:22	8:05	:05	—	:05	—
810	3:06	4:47	7:53	—	:07	—	:07
812	3:18	4:52	8:10	:10	—	—	—
814	2:30	5:30	8:00	—	—	—	—
821	2:35	5:10	7:45	—	:15	—	:20
822	2:49	5:00	7:49	—	:11	—	:06
826	3:22	4:25	7:47	—	:13	—	:13
827	2:40	5:04	7:44	—	:18	—	:10
829	2:40	5:10	7:50	—	:10	—	:10
830	2:53	5:36	8:29	:29	—	:15	—
			TOTAL	:44	:74	:20	:66
		Net Additions			:30		:46
823(Aux.)	2:52	4:26	7:18	—	—		

**NOTE:** Form 1627, *General Purpose Ruled Form*, may be used for this purpose. Do not reproduce a form. Whenever Forms 1840 are sent to the District office, this tabulation should be prepared from data in the columns headed "Adjustments Approved by Postmaster or Designee" and "Record of Office and Street Adjustments Made" and submitted with forms.

### 243.5 Scheme Changes

(Exhibit 243.51).

243.51 Changes to distribution schemes should be made promptly. A worksheet similar to exhibit 243.51 is a valuable source document for scheme changes in addition to providing a record of adjustments made. Arrangements should

- be made for the carrier receiving mail for territory transferred to segregate and pass it to the new carrier during the period the clerks become acquainted with scheme changes.
- 243.52 In working out adjustments, delivery officials must coordinate all plans with the officials responsible for distribution schemes and ZIP Code numbers to ensure elimination of all conflicts. After changes have been approved and an effective date has been set, the carrier cases must be relabeled to conform with the new lines of travel.
- 243.53 Notify the CFS manager when scheme changes are to be initiated so that preparation is made to transfer information on COAs among affected routes.
- 243.54 Have carriers receiving mail for addresses they formerly served identify removals by separating them from other mishrwn pieces.
- 243.55 CFS supervisor or responsible employees will:
- a. Inform all affected employees concerning imminent scheme changes.
  - b. Provide employees with the information supplied by the delivery unit manager and other data incident to route adjustments.
  - c. See that all COA information is transferred for gains and losses between routes.
  - d. Instruct markup clerks in CFS to make spot checks as mail is processed to ensure all index cards have been properly transferred.
  - e. Instruct markup clerks to (1) bundle, (2) identify by route number, and (3) return for 1 week all mail for which no change is on file in the markup unit.
- 243.56 Delivery managers must assure that all Change of Address Orders are transferred to the receiving route and all pertinent information transferred from the Edit Book and/or Form 1621, Forms 1564-A, 1564-B, and 3982. Complete Form 1623 for collection boxes transferred between routes and or schedule changes.

Exhibit 243.51  
Form 1627

POST OFFICE		DELIVERY UNIT		ROUTES CHECKED FROM: THRU:			ADJUSTMENTS COMPLETED DATE		
WORK SHEET FOR ROUTE ADJUSTMENTS									
Route No.	STREET	NUMBERS		STREET	RESIDENTIAL		BUSINESS		FROM ROUTE NUMBER
		FROM	THRU	TIME	DELIVERIES	DELIVERIES	DELIVERIES		

PS Form 1627  
Oct. 1972

## 243.6 Evaluation of Adjustments

### 243.61 General Requirements

- 243.611 After the adjustment of routes has been placed in effect, the manager must carefully study and analyze Forms 3997, 3997-B, 1813, street management records, volume recording data, and carrier's time records to see that the objective has been met, especially for those routes where extensive changes have been made.
- 243.612 After route adjustments are implemented or when travel patterns are changed on a motorized route, the delivery unit manager or designee must determine the new length of route by using the most practical means:
- a. Record the correct mileage and travel times on Form 3999.
  - b. Record on Form 3999 the date and name of the individual who certified the new mileage for the route.
- 243.613 When route adjustments or changes are implemented, complete a new Form 3999 to reflect the current authorized route travel pattern and schedules, etc.
- 243.614 Under Delivery Point Sequencing (DPS), within 60 days of implementing the planned adjustments for future automated events, the parties will revisit those adjustments to ensure that routes are as near to 8 hours daily as possible. If it is determined that the route(s) are not properly adjusted, the adjustments will be made in accordance with the September 1992 Memorandum of Understanding.

### 243.62 Time Records

Review the carrier's time records for the periods following adjustment. The frequent use of overtime or auxiliary assistance on adjusted routes may indicate that the basis used was not sound and should be examined.

### 243.63 Form 3997, Unit Daily Record, or PSDS Printout

Review Form 3997 or PSDS printouts to determine whether an excessive amount of auxiliary assistance is being used daily for the maintenance of schedules on one or more routes. Determine if carrier technicians (T-6) and carriers serving auxiliary routes exceed the time allowed for the routes.

### 243.64 Form 3923, Daily Delivery Operations Analysis

Review this form to determine if the unit is operating efficiently.

### 243.65 Form 1813, Late Leaving and Returning Report — First Carrier Delivery Trip, or PSDS Printout

Review this form to determine if carriers are frequently leaving and/or returning late. Carriers who leave or return late may also be working overtime or receiving auxiliary assistance on routes. In other cases, this may indicate that starting, leaving, and returning schedules are not proper. Also, an indication of possible improper scheduling and/or adjustment would be consistent early leaving by carriers.

**243.66 Street Management Records**

Review street management records to determine if carriers are using proper methods on the street, following prescribed lines of travel, taking short cuts, fingering mail, etc.

**243.67 Volume Record Data**

Review Form 3921 to determine whether there has been an unusual increase or decrease in volume which would affect the carrier's performance.

**243.68 Corrective Action**

243.681 If the route is found to be adjusted properly, this must be brought to the carrier's attention and the carrier given an opportunity to improve his or her performance.

243.682 If the route is found to be too heavy, relief should be granted, and conversely if found to be light, work should be added. If the carrier frequently uses overtime or receives auxiliary assistance, determine if the route is in adjustment or if the carrier is not serving it efficiently, a special inspection may be in order.

**243.7 Disposition of Forms 1840**

Original of Forms 1840 should be sent to the office of the manager in charge of delivery service and one copy retained at the delivery unit.

## 25 Analysis and Adjustments — Parcel Post and Combination Services Routes

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**251 Summary of Carrier's Count of Mail, Parcel Post, and Combination Services**

(See exhibit 251 (p. 1 and 2).)

**251.1 Description**

Form 1840-A summarizes the mail volume and regular and auxiliary assistance time items developed on Form 1838-A for a period of 1 week, beginning on a Monday if possible. Since the size of each parcel post route is based on the volume of mail the carrier can handle during the assigned tour of duty, the information on Form 1840-A is used to determine if the workload should be adjusted on a daily basis. Therefore, only the factors of mail volume, relay and collection stops, intra- and inter-city stops, and time usage for normal days of delivery must be considered. A normal delivery day is one on which the parcel post carrier serves regularly assigned territory without auxiliary assistance and without any idle time.



**251.2 Completing Form 1840-A****251.21 Top of Form**

The designated manager must complete the general information items on the top of the form, obtaining this data from office records or from the carrier. The determination of the type of route (business, residential, mixed) must be made by the manager based on the manager's observation and knowledge of the territory served by the route. Circle the day of inspection. Indicate the days the route was served by a replacement carrier (R).

**251.22 Time and Mail Volume Portion of Form**

Transfer time in minutes and mail volume items by regular and auxiliary assistance daily from Forms 1838-A Summary to the proper columns and lines of the corresponding day on Form 1840-A as follows:

- a. Lines 1 through 10. Transfer from *Totals* column of corresponding lines 1 to 10.
- b. Line 11. Compute and enter the pieces delivered per hour. Divide total pieces for delivery (line 5) by street time (line 22). Multiply by 60.
- c. Line 12. Compute and enter the minutes per delivery. Divide street time (line 22) by the number of deliveries (line 9).
- d. Line 13. Transfer total miles traveled for parcel post delivery from mileage column.

**251.23 Relay, Collection, Firms, Inter- and Intra-City Service**

Transfer the following information daily from Form 1838-A, Summary:

- a. Line 14. Transfer total number truck stops from line 14.
- b. Line 15. Transfer the total of the delivery and collection items from line 15.
- c. Line 16. Compute and enter the minutes per delivery. Divide street time (lines 20 + 24 + 26) by number of deliveries and collection (line 15).
- d. Line 17. Transfer total miles traveled for relay, collection, firms, and inter-intra city service from mileage column.
- e. Lines 18 through 27 (Time in Minutes). Transfer from lines 18 through 27. Exception: Transfer garage office and office-garage miles to upper portion of line 18.

**251.24 Totaling and Average Columns**

- 251.241 Indicating Normal Delivery Days. Bracket the days of the week that may be considered normal delivery days. Normally, do not include Monday and days after nondelivery days.
- 251.242 Average of Normal Delivery Days. Total the figures for the days selected as the normal delivery days (bracketed) of the regular carrier. Divide the total of each line (bracketed) by the number of normal delivery days and enter the figures in Average Normal Days column.

**251.25 Reverse Side of Form 1840-A**

(See exhibit 251, page 2.) Under *Average and Allowable Time; Average Mail Volume — Normal Days; Relay-Collection-Firms, Inter- Intra-City*: enter time, volume, truck stops, and deliveries figures of average of normal mail volume days from face of form. Also, enter allowable time. Any time entries adjusted should be explained in *Comments*. The manager completing the upper portion of Form 1840-A will sign it, indicating title and date.

**252 Consultation With Carrier**

When the *Average and Allowable Time, Average Mail Volume — Normal Days, Relay-Collection-Firms, Inter- Intra-City, Verification, and Comments* sections of the reverse of Form 1840-A have been completed, consultation with the carrier must take place. The carrier will be given a copy of Form 1840-A, including these entries, as well as copies of Forms 1838-A and 1838-B not less than 1 day prior to consultation date.

**253 Office and Street Adjustments**

- 253.1 The *Record of Office and Street Adjustments Made* portion of Form 1840-A is completed after adjustments to the route have been put into effect. When determined, enter adjustments made in route as applicable to *sack or hamper separations, relay, collection or firm stops/deliveries, or inter- and intra-city runs*. Enter the number of changes by category made; indicate relief (r) or additions (a); and show time in minutes for office, street, and total time.
- 253.2 Under *Adjusted Route* column, show office, street, and total time for the route after adjustments. The carrier may review and record the data placed on the reverse of Form 1840-A after the manager has completed the analysis.
- 253.3 The delivery service manager responsible for making the adjustments will sign and date Form 1840-A in the spaces provided.

**254 Comments**

Comments on any pertinent factors and/or unusual conditions that will be of assistance in analyzing and evaluating the route and the performance and appearance of the carrier must be entered on the reverse side of the Form 1840-A. Also, include comments of the carrier.

**255 Verification of Mail Count and Time Items**

On the reverse of Form 1840-A, enter the day and date mail count and time items were verified on other than the day of inspection, together with the name and title of the manager.

**256 Disposition of Forms 1840-A**

Original of Forms 1840-A should be sent to the supervisor in charge of delivery service and one copy retained at the delivery unit.

Exhibit 251 (p. 1)  
 Form 1840-A, Summary of Carrier's Count of Mail — Parcel Post and Combination Services

U.S. POSTAL SERVICE														
SUMMARY OF CARRIER'S COUNT OF MAIL — PARCEL POST AND COMBINATION SERVICES														
NAME OF CARRIER			AGE	LENGTH OF SERVICE		LENGTH OF SERVICE ON ROUTE		I.D. NO.		ROUTE NO.				
JAMES A. MURPHY			49	19 YEARS		4 YEARS		61		1317				
POST OFFICE		DELIVERY UNIT		INCLUSIVE DATES				TYPE OF ROUTE				NO. TRIPS	NO. SACK OR HAMPER SEPARATIONS	
HOMETOWN		LAKES STATION		FROM		TO		<input type="checkbox"/> AUXILIARY <input checked="" type="checkbox"/> REGULAR <input type="checkbox"/> BUS. <input type="checkbox"/> RES. <input checked="" type="checkbox"/> MIXED		3		18		
ITEMS	MONDAY		[TUESDAY]		[WEDNESDAY]		[THURSDAY]		[FRIDAY]		SATURDAY		AVERAGE NORMAL DAYS	
	REG.	AUX.	REG.	AUX.	REG.	AUX.	REG.	AUX.	REG.	AUX.	REG.	AUX.		
1. ORDINARY PARCELS	152	51	146		153		149		155				151	
2. REG. INS. CERT. RTND, COD, EXP. MAIL AND PSTG DUE	8	3	7		5		9		6				7	
3. COD-CUSTOMS	5	1	5		4		4		3				4	
4. DIRECT WORK SACKS/HAMPERS	8	2	6		5		7		6				6	
5. TOTAL PIECES FOR DELIVERY	173	57	164		167		169		170				168	
6. NO. OF WORK SACKS/HAMPERS	29	9	26		25		28		26				26	
7. NUMBER OF OUTSIDES (Include in lines 1, 2, & 3)	12	3	8		14		10		11				11	
8. NO. PARCELS RETURNED	6	1	4		5		5		9				6	
9. NO. OF DELIVERIES	147	43	143		146		145		144				145	
10. NO. OF TRUCK STOPS	92	30	91		94		93		93				93	
11. PCS. DEL. PER HOUR (Lines 5 ÷ 22 x 60 MIN)	29.48	26.31	27.95		28.39		29.14		28.81				28.57	
12. MINUTES PER DELIVERY (Lines 22 ÷ 9)	2.39	3.02	2.46		2.42		2.40		2.46				2.44	
13. TOTAL MILES TRAVELED	10.2		11.0		11.2		11.1		11.1				11.1	
RELAY-COLLECTION, ETC.	14. NO. TRUCK STOPS	11		9		10		9		9			9	
	15. NO. OF DELIVERIES	19		17		20		17		19			18	
	16. MINUTES PER DEL. (Lines 20+24+26 ÷ 15)	4.53		5.00		4.40		5.29		4.36			4.76	
	17. TOTAL MILES TRAVELED	11.9		11.7		11.8		11.8		11.7			11.8	
TIME IN MINUTES	18. GARAGE-OFFICE AND OFFICE-GARAGE	MILES		TIME										
	19. RELAY-COLLECTION-FIRMS (Office Time)	16		14		14		16		14			14.50	
	20. RELAY-COLLECTION-FIRMS (Street Time)	46		45		47		48		44			46.00	
	21. PARCEL POST (Office Time)	18	10	15		16		20		16			16.75	
	22. PARCEL POST (Street Time)	352	130	352		353		348		354			351.75	
	23. COLLECTION (Office Time)													
	24. COLLECTION (Street Time)													
	25. INTER-INTRA CITY (Office Time)	11		10		10		10		9				9.75
	26. INTER-INTRA CITY (Street Time)	40		40		41		42		39				40.50
	27. TOTAL TIME	483	140	476		481		484		476				480

PS Form 1840-A  
 Mar. 1980

Exhibit 251 (p. 2)

Form 1840-A, Summary of Carrier's Count of Mail — Parcel Post and Combination Services

AVERAGE AND ALLOWABLE TIME				AVERAGE MAIL VOLUME - NORMAL DAYS			
		AVERAGE	ALLOWABLE				
OFFICE-GARAGE				NO. OF WORK SACKS/HAMPERS		26	
GARAGE-OFFICE				TOTAL PIECES FOR DELIVERY		168	
OFFICE TIME		:41	:40	NO. OF TRUCK STOPS		93	
STREET TIME		7:19	7:20	NO. OF DELIVERIES		145	
TOTAL TIME		8:00	8:00	PIECES DELIVERED PER HOUR		28.57	
RELAY-COLLECTION-FIRMS INTER-INTRA-CITY		NO. OF TRUCK STO	9	PIECES PER SACK (Line 5 - Line 7 ÷ Line 6)		6	
		NO. OF DELIVERIES	18				
NAME OF MANAGER <i>Jack Wiener</i>			TITLE <i>Manager, Station Operations</i>			DATE <i>1-26-80</i>	
RECORD OF OFFICE AND STREET ADJUSTMENTS MADE		NUMBER	RELIEF (R) ADDITION (A)	OFFICE TIME	STREET TIME	TOTAL	ADJUSTED ROUTE
SACK OR HAMPER SEPARATION							OFFICE TIME :40
RELAY-COLLECTION-FIRMS		TRUCK STOPS					STREET TIME 7:20
		DELIVERIES					
INTER- AND INTRA-CITY RUNS							TOTAL TIME 8:00
DELIVERY MANAGER <i>Ken Snaer</i>						DATE ADJUSTMENTS MADE <i>2/4/80</i>	
VERIFICATION OF MAIL COUNT AND TIME ITEMS OTHER THAN DAY OF INSPECTION							
DAY AND DATE <i>Tuesday 1/22/80</i>		BY <i>Richard Hanley</i>			TITLE <i>Delivery Manager</i>		
COMMENTS  <p>LOWEST DELIVERY EFFICIENCY WAS TUESDAY, THE LIGHTEST DAY. COMPARED TO AVERAGE NORMAL DAYS, PARCEL POST PIECES DELIVERED PER HOUR WERE 0.62 LESS OR AN EFFICIENCY LOSS OF 2.17%.</p> <p>ADJUSTMENTS IN SACK SEPARATIONS WILL:</p> <ul style="list-style-type: none"> <li>•ELIMINATE OUT-OF-SEQUENCE DELIVERY IN SUMTER, JONES AND RAY AREAS.</li> <li>•PROVIDE EARLIER DELIVERY IN THE OAKVIEW ELEMENTARY SCHOOL SECTION AND AT A TIME WHEN THE CARRIER WILL AVOID THE PARKED BUSES.</li> <li>•IMPROVE DELIVERY EFFICIENCY.</li> <li>•ASSURE A SAFER OPERATION IN THE SCHOOL AREA.</li> </ul> <p>NO CHANGES MADE TO ROUTE AT THIS TIME BUT IT WILL BE KEPT UNDER OBSERVATION TO DETERMINE WHETHER A SPECIAL INSPECTION SHOULD BE SCHEDULED. INSPECTION RESULTS DISCUSSED WITH CARRIER AND HE IS IN AGREEMENT WITH THIS ACTION.</p>							

## 26 Analysis and Adjustments — Collection Routes

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### 261 Evaluation

#### 261.1 Basic Principles

In the study of Form 3999-B, *Inspection of Collection Route*, and for the purpose of making adjustments, the basic principles outlined in the section dealing with letter route adjustments apply.

#### 261.2 Elimination of Improper Practices

Before collection stops are taken from any route or trip, close study must be made of the office time to eliminate the following:

- a. Collector transporting collections excessive distances from point of unloading.
- b. Practices that would cause congestion at unloading points or that would prevent vehicles from being unloaded promptly on arrival.
- c. Walking excessive distance to obtain and return keys.
- d. Excessive time required in obtaining necessary collection equipment.

#### 261.3 Recommendations of Route Examiner

(See exhibit 234.33, page 2.)

The entries made in the *Relief* and *Addition* spaces at the lower left corner on the reverse of Form 3999-B will be in minutes. They represent the route examiner's recommendation for relief or addition to the route to place it in conformity with an 8-hour tour of duty (in case of regular routes). Also, adjustments must provide a returning time to the post office convenient for processing the mail to connect with principal outgoing dispatches or delivery trips (whether regular or part-time routes). In addition to the amount of adjusted time recommended for the present time schedule, changes in the number of boxes and their locations or other physical changes to the route must be entered in the *Deficiencies, Recommendations, Comments*, space on the reverse of the form or on a separate sheet attached. Include comments and recommendations of the carrier.

### 262 Adjustments

The manager who makes the adjustments must enter the amount of relief or addition to the route under *Adjustment Made* column on the reverse of Form 3999-B. He or she must also enter any pertinent comments, sign, and date the form.

### 263 Consultation With Carrier

Before changes are actually or tentatively made, consult the carrier and obtain his or her views on the proposals.

**264 Disposition of Form 3999-B**

Retain the forms at the work unit.

## 27 Special Route Inspections

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**271 When Required**

Special route inspections may be required when one or more of the following conditions or circumstances is present:

- a. Consistent use of overtime or auxiliary assistance. (When the X-Route process is utilized, routes may be "built up" to no more than 8 hours and 20 minutes during the interim period, see Memorandum of Understanding dated September 17, 1992.)
- b. Excessive undertime.
- c. New construction or demolition which has resulted in an appreciable change in the route.
- d. A simple adjustment to a route cannot be made.
- e. A carrier requests a special inspection and it is warranted.
- f. Carrier consistently leaves and/or returns late.
- g. If over any 6 consecutive week period (where work performance is otherwise satisfactory) a route shows over 30 minutes of overtime or auxiliary assistance on each of 3 days or more in each week during this period, the regular carrier assigned to such route shall, upon request, receive a special mail count and inspection to be completed within 4 weeks of the request. The month of December must be excluded from consideration when determining a 6 consecutive week period. However, if a period of overtime and/or auxiliary assistance begins in November and continues into January, then January is considered as a consecutive period even though December is omitted. A new 6 consecutive week period is not begun.
- h. Mail shall not be curtailed for the sole purpose of avoiding the need for special mail counts and inspections.

**272 Manner in Which Conducted**

When special inspections are made because of conditions mentioned in 271, they must be conducted in the same manner as the formal count and inspection.