Chapter 6 - Daily Workload

Workload Structuring

A tour of duty may consist of one or more different MSC duties, but the total daily workload shall not exceed 480 minutes. For full time Parcel delivery routes the daily workload shall not be less than 360 minutes or more than 600 minutes. The total structured weekly workload of a full time MSC assignment shall be 40 (forty) hours on a fixed weekly schedule.

Where an assignment has different work schedules on different days of the week, a separate 106 form is produced for each day or grouping of days.

Daily Workload Definition

The workload for a tour is summarized on the MSC Daily Workload form 33-082-106. Forms 33-082-101, -102, -103, -108, and -109 are to be attached when the tour contains the work described on those forms (see description below).

All Forms will be provided to CUPW as stipulated in the collective agreement and upon request as it relates to the verification of a route's workload assessment.

> **Note:** *Forms 104, 105, 110, and 112 relating to parcel delivery rates and / or commercial pickup and delivery service times assigned to a MSC route will be given to CUPW observers as per the Chapters 4 and 5 of the Manual.*

Route	Forms required
Shuttle Duties	-101, -102 – (see Chapter 1)
Mobile Delivery Duties	- as per a Letter Carrier route (see Chapter 2)
Commercial Pickup and Delivery duties	- 108, -109,. Forms –104, -110, and –112 (see note above) Chapter 5
Parcel Delivery duties	-–104, -105 and –109 (see note above) (see Chapter 4)
Relay and/ or Street Letter Box duties	-103 (separate form for SLB and relay routes), -109 (see Chapter 3)

Mail Service Courier Daily Workload, form 33-082-106

Headings   The following information is required:

Depot Name	Name of depot
City	Name of city
Region	Name of region
Delivery/Collection Function	Name of function
Date	Date of calculations
Assignment Includes: Enter the corresponding tour number into the appropriate box.	
Shuttle Duties	Enter the Shuttle tour number, if applicable
Commercial Pickup / Delivery Duties	Enter the commercial pickup / delivery tour number, if applicable
Relay Duties	Enter the relay tour number, if applicable
SLB Duties	Enter the SLB tour number, if applicable
Parcel Delivery Duties	Enter the loop and tour number, if applicable
Parcel Route Type	Enter one of the route types described in Chapter 4 applicable to the assigned delivery area on the day or grouping of days described on that 106 form

Data Capture   The following is the information required to produce the aforementioned form:

Line	Function	Information Required
1	Obtain/dispose keys and travel to/from parked vehicle	As applicable, enter the amount of time required.
2	Conduct vehicle safety check	Five minutes as per CPC/CUPW Urban Operations collective agreement, clause 33.23
3	Assessed value - Shuttle	Time required to perform Shuttle duties as per 101 form
4	Assessed value - Mobile	Time required to perform Mobile delivery duties, as per 080 form
5	Assessed value - Relay	Time required to perform Relay delivery duties, as per 103 form
6	Assessed value - SLB	Time required to perform SLB clearance duties, as per 103 form
7	Assessed value –	Time required to perform Commercial Pickup and

	Commercial Pickup / Delivery	Delivery duties, as per 108 form. Time required for actual pickup and delivery. Operational Flexibility Time Unused Scheduled Time
8	Assessed value – non-delivery driving, fueling, sub-delivery	Time required to perform sequencing, verification, loading, and unloading duties as per 109 form, as applicable to the tour. Time required for non-delivery driving (related to parcel delivery). Time allocated for sub-delivery functions. Determine the fuelling time allowance by multiplying the total average distance traveled while performing all duties on the route by the fuelling standard for the vehicle assigned to the route. For the purposes of calculating the fuelling time allowance, determine the average distance travelled (km) by the route as follows: **For shuttle, relay, SLB, and commercial pickup tours, and for non-delivery driving time and time to obtain and dispose of the vehicle**, use the distances (km) corresponding to the driving time structured into each of these duties on the route. These distances would have been obtained from the mapping software, or from the actual on-street verification. **For parcel tours**, multiply the number of structured parcel delivery stops by the "kilometers per stop rate" on the 105 form corresponding with the route type and parcel delivery rate for the route (Line #10). Calculate a separate fuelling time allowance for each separate parcel delivery profile, as the number of delivery stops will vary. *See Chapter 7 for standards.*

9	Daily allowance – Lunch, rest, wash-ups, information book & official communications	Indicate the appropriate time allowance.
10	Other duties as required	Specify the duties and the times required for each separate duty, as applicable
11	Total time accountable	Total of lines 1 to 10
12	Actual Delivery Time (ADT) available for delivery of parcels	The total structured hours assigned to the route for the day or for each day in a grouping of days that will be structured identically, in minutes, less Item 11 above.
13	Average Delivery Rate per stop	The average time to make an attempt or complete a delivery per stop including the drive time between stops.
14	Sub-delivery rate per stop	The amount of time per stop to perform additional delivery activities (example. Scan items, obtain signature, etc.) Divide the "Sub-Delivery value" on line #8 by line #17
15	Parcel Delivery Stop Rate (PDR) per hour	The parcel delivery rate calculated from the variable delivery rate formula for the day or grouping of days. (see Chapter 4)
16	Delivery Stop Rate per hour (all in)	The calculated delivery rate with the sub-delivery time allowance included. (see Chapter 4)
17	Calculated daily parcel load (in delivery stops)	ADT ÷ 60 x PDR to nearest full number.

Note: *Provide the following information in IRMA in an electronic format (or a paper format upon request as stipulated in the collective agreement and upon request as it relates to workload assessment):*

- *a breakdown of the time required for each segment of non-delivery driving*
- *a breakdown of the numbers of bar coded, signature, and funds collection stops assigned to the route, and the carding and safe drop rate applied to the route.*
- *the average number of items associated with the daily parcel load used to determine the carding and safe drop time value and the verification and/ or sequencing time value, as applicable on line #8.*
- *A breakdown of all of the distances travelled that were used to calculate the fuelling allowance for the route*

CANADA POSTES POST CANADA

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MSC Daily Workload — **Somme de travail quotidien du C.S.P.**

Depot Name Nom du Dépôt	City / Cité
C308	Scarborough
Delivery Collection Function Fonction de livraison / levée	Date
East Transportation	2010-12-17

Assignment / Assignation: 110 - Duty Days:Tue,Wed,Thu,Fri / Horaire:mar,mer,jeu,ven

Shuttle Route Number	No. itinéraire de navette	Comm. Pickup / Del. Route No.	Itinéraire de ramassage et livraison commercial no.	Relay Route No.	No. itinéraire de armoire à relais
		MB0110			

SLB Route Number	No. itinéraire de B.L.P.	Parcel Post Route Number	No. itinéraire de colis	P.P Route Type	Type d'itinéraire de colis
MB0110	17:00	**MB0110**		**RC**	

Item/Envois	Function/Fonction	Task/Tâche	Time/Temps	
1	Obtain/dispose and travel to/from parked vehicle (as applicable)	Obtenir/disposer les défs du véhicule et voyager du/au véhicule stationné (selon le cas)	9.66	min.
2	Conduct Vehicle safety check (5 min eac occasion)	Effectuer l'inspection du véhicule (5 min chaque fois)	5.00	min.
3	Assessed Value - Shuttle Route	Temps prévu - Itinéraire de navette		min.
4	Assessed Value - Mobile route	Temps prévu - Itinéraire de distribution postale motorisée		min.
5	Assessed Value - Relay Route	Temps prévu - Itinéraire armoire de relais	0.00	min.
6	Assessed Value - S.L.B. Route	Temps prévu - Itinéraire B.L.P.	84.22	min.
7	Assessed Value - Commercial Pickup / Delivery	Temps prévu - Ramassage et livraison commercial	24.79	min.

Delivery/Commercial Pickups / Livraison/ramassage commerciaux: 21.98

Operational Flexibility Time / Temps de flexibilité des operations : 2.81

Unused Scheduled Time / Temps prévu inutilisé : 0.00

8	Assessed Value - Non delivery driving, fuelling value and sub delivery functions	Temps prévu - temps de conduite hors livraison, temp pour faire le plein et fonctions auxiliaires de livraison	64.30	min.

Non Delivery Driving / Temps de conduite inutile : 14.88

Sub Delivery Value / Temps de fonctions auxiliares : 37.59

Sequence, Verify, Load, Unload (as applicable) / Tri séquentiel, vérifier, chargement, déchargement (selon le cas) : 1.89

Unload Carded / décharger ADL : 6.94

Fueling / Temps pour faire le plein : 3.00

9	Daily allowance - Lunch, rest, wash-up, information book & official communications	Allocation journalière - pause-déjeuner, repos, lavage de mains, lecture du livre d'information et communications officielles	62.20	min.
10	Other duty as required (specify)	Autres tâches exigées (précisez)	0	min.
11	Available Delivery Time for delivery of parcels	Temps disponible pour la livraison des colis	208.83	min.
12	Total time accountable	Total du temps mesuré	459.00	min.
13	Average Delivery Time Per Stop	Temps moyen de livraison par arrêt	3.55	min.
14	Sub-delivery Rate Per Stop	Taux d'arrêt de fonctions auxiliaires	0.64	min.
15	Delivery Stop Rate per hour	Taux d'arrêt de livraison à l'heure	16.92	stops arrêts
16	Delivery Stop Rate per hour (all in)	Taux d'arrêt de livraison à l'heure (tous dedans)	14.32	stops arrêts
17	Calculated daily parcel load (line 11 divided by line 13 - to nearest full number)	Charge quotidienne de colis (ligne 11 divisé par ligne 13 - nombre arrondi)	59.00	stops arrêts

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