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Report on **Appendix KK**

Canadian Union of Postal Workers
Syndicat des travailleurs et travailleuses des postes

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REPORT OF THE APPENDIX “KK” PERCENTAGE OF COVERAGE AND THE MAIL VOLUME INDEX

In the 2018–2019 round of bargaining, CUPW was seeking an adjustment of the percentage of coverage formula because it no longer represented the workload of urban letter carriers by assigning time values for delivering mail to fewer points of call (POCs) than are serviced daily. CUPW has also attempted to correct the mail volume index (MVI), which currently does not distinguish between mail sorted manually by letter carriers and machine-sequenced mail, while sorting values are assigned to manually sorted mail but not for sequenced mail.

In her decision, Arbitrator MacPherson did not grant the Union the desired remedies but instead wrote a new appendix into the collective agreement to analyze and re-examine all aspects of the percentage of coverage formula. The objective of this project is to update the existing formula or establish a new one that determines more accurately the number of POCs delivered. The project will also analyze and review the calculation of the MVI for machine-sequenced and manually sorted mail.

The Union and the Employer agreed to use the same model as in Appendix “AA” by creating a working group and a steering committee.

Following a call for nominations, the National Executive Board selected Sister Lisa Peterson and Brother Tony Rogers to represent the Union on the working group, and Brothers Carl Girouard and Martin Champagne on the steering committee.

The working group meetings with the employer began in early 2021.

Mail Volume Index

In 2021, the MVI formula starts at the postal facility level and includes all mail delivered through that facility via urban letter carriers, RSMCs or post office boxes.

While the objective is to separate machine-sequenced mail from manually sorted mail, the parties are in discussions to allow for a more accurate application of the index using the data normally collected.

Discussions that started in February 2021 led to an agreement and the implementation in March 2022 of a MVI by depot rather than by facility. This makes the index more accurate when only one letter carrier depot is in the volume measurement stage for a facility that includes more than one depot. Fluctuations in the volume of the other 2épôts do not affect the MVI used.

There has also been some analysis of the impact of attempting to exclude mail destined for rural and suburban letter carriers and mail destined for post office boxes.

Analyses of the volatility, accuracy and impact of using two separate indices for machine-sequenced and manually sorted mail are underway. This review is simpler for sequenced mail, as we know the exact number of mail items for each of the 48 weeks. However, the use of conversion factors that do not provide such accurate figures for other mail requires more thought if we want to reach the most representative method.

One of the insights that emerged from these analyses was the confirmation that mail is more machine-sequenced during volume counts. Hence the need to review the application of a separate MVI for machine-sequenced and manual mail. This should give us more time values for sorting.

Percentage of Coverage Formula

The current formula determines the number of POCs receiving mail regardless of the distances to travel in order to deliver the mail. Two of the Union's guiding principles regarding delivery are:

- an evaluated workload that reflects the work performed;
- a percentage of coverage formula that accurately determines the number of POCs that a letter carrier delivers on a daily basis, based on current mail volumes and product mix.

This part of Appendix “KK” of the urban collective agreement is moving more slowly.

To determine how to collect the information and provide the statistician with a sample of data that could be collected, the Union developed and tested a process for the manual capture of manually sorted mail. The Union also proposed the electronic capture of volume data that are obtained from the Champlain Depot Dynamic Routing Pilot.


The Employer has proposed photographic capture for manually sorted mail. These photos would then be processed by optical character recognition software and any errors would be corrected.

But before starting the data collection, the parties need to seek the advice of a statistician to determine the number of routes needed, the variety of POC types of a route or any other variables needed to produce a percentage of coverage formula that accurately represents the work being performed.

The parties have tried to find an expert deemed impartial to help with this task. There was a difference of opinion on the scope of expertise needed. From the Union's point of view, we need a statistician, while the Employer deems that a mathematician is sufficient. The Employer also wanted to select the expert from a list of pre-approved companies, most of which they had already used, while refusing to consider experts used by the Union as well as any company recommended by the Union.

We agreed to solicit twelve universities to participate in this study but none showed any interest.

We were then about to agree that the Employer would pay for the use of the statistician chosen by the Union. However, following the CPC financial report, the Corporation decided not to cover some of the tasks needed, which represents about half the cost. In order to correct such a key element of the route measurement system, the National Executive Board adopted a motion to cover the balance of the costs. At the time of writing, the work of the statistician has not started.



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