

## **Chapter 13**

### **Assessment of Changes and Updating of Route Workload**

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**Introduction**     This chapter outlines the need to continually update route workloads and the method employed to manually keep route assessments current.

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**In this chapter**   This chapter contains the following topics.

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**Purpose**

To ensure that letter carriers are credited correctly for all work performed, it is imperative that all letter carriers contact their supervisor to indicate any changes in the physical characteristics of the route. This information, along with that obtained during the supervisor's daily outside duties, will ensure that all route inventories are factual and updated. However, when the number of points of delivery is increased or reduced due to demolition, vacancies, ETC., An upward or downward adjustment must then be made.

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**Reporting and  
Recording a  
Change**

The supervisor is to follow the table below when a change is to be made to the physical characteristics of a route.

Step	Action
1	Prepare a "Report and Assessment on Letter Carrier Routes" card 33-082-040 (page 12), even if full particulars of the point of call are not available at the time.
2	Examine the proposed point of call and arrange for an interim service to be provided pending the actual provision of delivery by letter carrier or the discontinuance of service.
3	Complete section 2 of the 040 card and, if required at the same time, complete a "Temporary Mail Handling Instructions" card 33-082-039 (page 11), and give it to the letter carrier concerned, who will place it in the sorting case. This card indicates the service to be provided to the call on an interim basis and is to be retained in the carrier's sortation case until regular delivery service is established.
4	Retain the 040 card until regular delivery is provided, at which time the physical characteristics of the particular call will be assessed and recorded on section 3 of the card.
5	After transferring the information from the 040 card to the "Inventory of Points of Delivery" form 33-082-038, all 040 cards are to be forwarded to the Regional Delivery Services Office.

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**Procedure, continued**

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<b>Updating Routes</b>	As soon as possible after delivery begins, and not less than once every two weeks, the supervisor is to update the "Route Assessment and Letter Carrier Workload" form 33-082-080 for each route under his charge.
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<b>Report and Assessment on Letter Carrier Routes 33-082-040</b>	The information on card 33-082-040 is to be used to update the inventory of points of delivery for each LDU Provided the proper distance was used when the original inventory was taken, the new information can be entered on the existing 038 form and the totals for the various segments amended accordingly.
<hr/>	
<b>Adjusted Summary of Inventory 33-082-071</b>	Suitable amendments are to be made on form 33-082-071, for the LDUs concerned and at the totals on this form. These amendments are carried forward to the "Route Assessment and Letter Carrier Workload" form 33-082-080.

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## **Changes in Letter Carrier Workloads**

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### **Changes in a Route**

Changes in route workloads are inevitable. Route structuring changes cause a drop in productivity in the city sortation process and productivity loss is the main problem inherent in frequent changes to route boundaries. To extend the period between major route adjustments, the following remedial arrangements are to be made.

When the daily workload on a route is such that it requires the letter carrier to work overtime on a regular basis, assistance is to be provided to the extent of the overload situation in one of the following manners:

- night routers;
- day routers combined with delivery duties;
- delivery-only employees;
- under assessed letter carrier routes;
- letter carrier routes with growth allowance;
- part time letter carrier routes;
- letter carrier assistant;
- etc.

Should it not be possible to provide assistance on a regular basis, the route would be adjusted within a six-month period.

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**Form  
33-082-038**

**Inventory of Points of Delivery**

Follow the table below when delivery begins to a new point of call:

<b>Step</b>	<b>Action</b>
1	Record the new call on the “Inventory of Points of Delivery” form 33-082-038, for the LDU concerned, indicating all particulars such as the number of feet, stair steps, doors, type of receptacle, etc. This information can be readily obtained from the “Report and Assessment on Letter Carrier Routes” card 33-082-040.
2	Amend the totals of the various segments, e.g. feet, stair steps, etc., on the 038.
3	Apply the time values to the amended totals and determine the new variable and non-variable totals.

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**Form 33-082-071    Adjusted Summary of Inventory**  
**(Page 13)**

Follow the table below to amend the information recorded on the "Adjusted Summary of Inventory" form for the LDU concerned but only after the amendments have been made on the "Inventory of Points of Delivery" form:

<b>Column</b>	<b>Subject</b>	<b>To be done</b>
3	Possible Points of Delivery	Indicate the corrected number of possible points of delivery.
4	Total of Variable Values at 100 %	Enter the corrected value as indicated on the "Inventory of Points of Delivery" form.
5	Total of Variable Values at Route Coverage	1-Determine from the column marked % the percentage of coverage for the amended LDU. 2-Multiply the amended variable value entered in column 4 by the percentage of coverage determined above and enter the results in column 5.
6a	Total of Non-Variable Values (038)	Enter the corrected value as indicated on the "Inventory of Points of Delivery" form.
6b	Total of Non-Variable Values (NWP)	Enter the corrected value as indicated on the "Inventory of Points of Delivery" form.
7	Obtain and Prepare Functions	To obtain the new obtain-and-prepare functions time value for the amended LDU, multiply the corrected number of points of delivery col. 3 by the rate per call for the LDU col. 7a and enter the results in column 7b.
8	Subsidiary Delivery Functions	To obtain the new subsidiary delivery functions time value for the amended LDU, multiply the corrected number of points of delivery col. 3 by the rate per call for the LDU col. 8a and enter the results in column 8b.

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**Adjusted Summary of Inventory Form 33-082-071, continued**

Column	Subject	To be done
9	Mail Preparation Functions	To obtain the new mail preparation functions time value for the amended LDU, multiply the corrected number of points of delivery col. 3 by the rate per call for the LDU col. 9 and enter the results in column 9b.
10	Block Sortation	To obtain the new block sortation time value for the amended LDU, multiply the corrected number of points of delivery col. 3 by the rate per call for the LDU col. 10a and enter the results in column 10b.
11	Block Total Value	Determine the new total time value for each amended LDU by adding the values contained in columns 5, 6, 7b, 8b, 9b and 10b and record the new total in column 11.

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**Rates Per Call** The rates per call (column 7a, 8a, 9a, and 10a) cannot be altered between volume counts. There may be occasions when the type of call(s) changes on an LDU enough that the rates are no longer reflective of the mail received. In this case, a new area may be created using rates per point of call from another LDU that would be more representative of the new type of call(s) in the LDU until a volume count can be conducted.

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**Completing the Update** Once all the amended LDUs on a route have been completely updated, columns 3, 4, 5, 6a, 6b, 7b, 8b, 9b, 10b and 11 are to be totalled vertically, and the column 11 total transferred to the "Route Assessment and Letter Carrier Workload" form.

The sum of the amended totals found in columns 5, 6a, 6b, 7b, 8b, 9b, and 10b must equal the amended total found in column 11.

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## Transportation

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**Public Transit Systems** Time allowances for travelling between the route area and the postal installation must be adjusted whenever a permanent change is made to individual bus, subway or streetcar schedules. Temporary changes are not to be considered but should be noted to ensure that they are in fact “temporary”.

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**Special Transportation** Following changes to the number of calls served by routes using taxis or other “special” arrangements, it will be necessary to examine the resulting time allowances and to update the waiting time for those routes assigned to the same vehicle accordingly.

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**Form 33-082-080   Route Assessment and Letter Carrier Workload  
(page 14)**

Follow the table below to determine the new route assessment and letter carrier workload.


<b>Step</b>	<b>Action</b>
1	When applicable, amend the time values shown at items 1 to 12. The applicable time values will be found on the “Adjusted Summary of Inventory” form 33-082-071.
2	Ensure that the “Total daily allowance for calls now under construction” line 7 is amended accordingly when letter carrier delivery service is provided to new points of deliver for which a time allowance was originally protected. However, when the number of points of delivery is reduced due to demolition, vacancies etc., a downward adjustment than be made.
3	When a marked change is detected in mail volume, etc., following the original route sampling exercise, the complete route sampling procedure should be repeated on the route(s) in question.

**Daily  
Householder  
Allowance**

In addition to adjustments made necessary by increases or decreases in the number of calls served, a review of each individual route’s householder mailing history must be made every 6 months and the “Route Assessment and Letter Carrier Workload” form 33-082-080 must be updated accordingly.

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 Canada Post    Postes Canada	
<b>Temporary Mail Handling Instructions</b>	<b>Instructions sur le traitement provisoire à accorder au courrier</b>
<b>No delivery of mail to be made at this address</b>	<b>Aucun courrier ne doit être livré à l'adresse suivante</b>
_____	_____
_____	_____
<input type="checkbox"/> Mail to be delivered through Group Mail Box No.	<input type="checkbox"/> Livrer le courrier dans la boîte multiple n°
Located at _____	Située à _____
<input type="checkbox"/> Mail to be forwarded to:	<input type="checkbox"/> Diriger le courrier sur:
<input type="checkbox"/> General Delivery	<input type="checkbox"/> La poste restante
<input type="checkbox"/> Sub Post Office No.	<input type="checkbox"/> Le bureau auxiliaire n°
Located at _____	Situé à _____
Date _____	
Signature (Designated Supervisor) _____	Signature (fonctionnaire désigné) _____
33-082-039 (9-77)	

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<b>Report and Assessment</b> <b>Relevé et évaluation</b> <b>on Letter Carrier</b> <b>des changements à</b> <b>Routes</b> <b>un itinéraire de facteur</b>										<b>Postal Code postal</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; text-align: center;">Area Région</th> <th style="width: 50%; text-align: center;">Local Localité</th> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </table>		Area Région	Local Localité										
Area Région	Local Localité																						
<b>1 and 2</b> To be completed when development begins. <b>3</b> To be completed when delivery begins.				<b>1 et 2</b> Doit être rempli lorsque commence la transformation. <b>3</b> Doit être rempli lorsque commence la livraison.				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: left;">Address Range</th> <th colspan="2" style="text-align: left;">Tranche d'adresse</th> </tr> <tr> <th style="width: 25%;">From</th> <th style="width: 25%;">De</th> <th style="width: 25%;">To</th> <th style="width: 25%;">À</th> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </table>				Address Range		Tranche d'adresse		From	De	To	À				
Address Range		Tranche d'adresse																					
From	De	To	À																				
<b>Postal Unit</b> <b>Établissement postal</b>				<b>Route No.</b> <b>Nº de l'itinéraire</b>		<b>Block No.</b> <b>Nº de la section de rue</b>																	
<b>Address of Call</b> <b>Adresse au point de remise</b>				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; text-align: center;">New Building Nouvel immeuble</th> <th style="width: 50%; text-align: center;">Remodelled Transformé</th> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </table>		New Building Nouvel immeuble	Remodelled Transformé			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 100%; text-align: center;">Demolished Démoli</th> </tr> <tr> <td style="height: 20px;"></td> </tr> </table>		Demolished Démoli											
New Building Nouvel immeuble	Remodelled Transformé																						
Demolished Démoli																							
<b>Contractor or Owner</b> <b>Entrepreneur ou propriétaire</b>				<b>Address</b> <b>Adresse</b>																			
<b>1</b>																							
Office Building	Immeuble à bureaux	No. of Suites	Nbre de pièces	Apartment Building	Immeuble d'appart.	No. of Suites	Nbre de pièces	House	Maison	Business	Maison d'affaires												
<b>2</b>																							
Mail Received through GMB			Courrier livré dans boîtes multiples			Mail forwarded to General Delivery			Courrier dirigé vers la poste restante			Mail forwarded to Sub P.O.			Courrier dirigé vers un bureau auxiliaire								
Date form 33-82-039 completed and transferred to Letter Carrier						Date à laquelle la formule 33-82-039 a été remplie et remise au facteur						Supervisor's Initials			Initiales du surveillant								
<b>3</b>																							
No. of Paces	Nbre de pas	No. of Stair Steps	Nbre de marches	No. of doors	Nbre de portes	No. of panels	Nbre de panneaux	No. of each type of Rec.	Nbre de boîtes aux lettres et genre														
<b>Other Information</b> <b>Autres renseignements</b>																							
Date Inventory Amended								Date de modification de l'inventaire				Supervisor's Initials		Initiales du surveillant									
33-082-040 (8-80)																							
<b>Canada Post    Postes Canada</b>																							

Final may 21<sup>st</sup> 2003

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CANADA POST CORPORATION	ROUTE ASSESSMENT AND LETTER CARRIER WORKLOAD	REPORT 080
*** UPDATE ***		
Post Office <b>GAMINGORE</b> (update project)	Postal Installation <b>MAIN</b>	Date <b>1997-10-21</b>
<div style="display: flex; justify-content: space-between;"> <div> <p>4. Actual daily allowance for the sortation, preparation and delivery of mail less 7% miscellaneous allowance</p> <p>4a. Daily miscellaneous allowance less item 4 above</p> <p>5. Daily order book, rest period, official communication and wash-up allowance.</p> <p>6. Daily Allowance for transportation (a) Obtain, load and unload, dispose of vehicle (b) Duties on other routes (All routes) (c) Waiting time (All routes) (d) Actual riding time (All routes)</p> <p>7. Daily allowance for calls now under construction</p> </div> <div> <p>Route No. <b>1</b></p> <p>Type of Route <b>RSD</b></p> <p>376.57 x <math>\frac{100}{107}</math> = <b>351.93</b></p> <p><b>24.64</b></p> <p><b>32.20</b></p> <p><b>0.00</b> <b>0.00</b> <b>0.00</b> <b>5.96</b></p> <p><b>0.00</b></p> </div> <div> <p>Possible Calls <b>550</b></p> </div> </div>		
<div style="display: flex; justify-content: space-between;"> <div> <p>8. Daily Householder Allowance</p> <p>9. Daily "Special" Allowance (specify)</p> <p>10. Total Daily Route Assessment</p> <p>11. Less daily assistance</p> <p>12. Total daily letter carrier workload</p> <p>13. Expected growth</p> </div> <div> <p>Route <b>1</b></p> <p>Calls <b>517</b></p> <p>Rate <b>0.048</b></p> <p>Value <b>24.82</b></p> <p><b>6</b> <b>33</b> <b>0.092</b> <b>1.72</b></p> <p><b>26.54</b></p> <p><b>34.01</b></p> <p><b>475.28</b></p> <p><b>0.00</b></p> <p><b>475.28</b></p> </div> <div> <p>Number of Calls <b>0</b></p> <p>Number of Calls <b>6</b></p> </div> </div>		