

**Chapter 2**  
**Mail Volume Index**  
**(33-082-073/b)**

**Introduction**      The Mail Volume Index is used to adjust the lettermail and packet volume on letter carrier routes after the route sampling has been completed. The index is necessary to compensate for the fluctuation of lettermail and packet volume between different periods of the year. There are two mail volume index methods.

---

---

---

**Abnormal Conditions**      In instances where abnormal conditions, i.e. work stoppages, have distorted the mail volume statistics to the extent that their use will not provide a correct compensation for seasonal fluctuation of mail, substitute the normal weekly volume data with statistics recorded for the corresponding period during the previous year, taking into consideration any variance in overall mail volumes.

Where this involves an installation that has had letter carrier service for one year and is due for the first route sampling exercise, this sampling will be delayed until such time as normal annual mail volume fluctuation can be determined.

---

## **Method A – City/Depot Mail Volume Index**

**Procedure**      A city mail volume index (Form 33-082-073) is to be prepared and maintained on a weekly basis. This will ensure that volume statistics are up to date, and that correct indexes are applied when adjusting mail volumes in the course of assessing letter carrier routes.

Copies are to be forwarded as follows:

<b>Send...</b>	<b>To...</b>
Original	Local files
One copy	Manager Work Measurement
One copy	Local representative CUPW

---

**Information Required**      The information required to prepare a city volume index is:

The city mail volume processed each week plus bypass pre-sort mail from the individual installations, except during the first 4 full weeks of December, by:

---

- Individual offices, processing mail intended for delivery within their own delivery area only; or
- Individual installations or groups of installation included in the same machine plan.

CMVI volumes to include S/L, O/S and A/Os (parcels under 3 lbs or 200 cu. inches). In major centres, where the processing of mail for an amalgamation of post office and postal installations is done at a central plant, the “City Mail Volume Index” will be based on mail volume figures produced for the particular machine plan in which the postal installation is included, the volume manually sorted at the city final level, and the by-pass, pre-sort mail, from applicable installations.

In offices where the daily count does not include O/S items, add to the recorded number of S/L items the current percentage of oversize as determined from full volume counts.

---

**CMVI  
Window**

For calculation purposes, the 48-week period will be 48 weeks preceding and including the final week of the sampling exercise, excluding the 4 full weeks in December.

---

**Other Sections  
in the Count**

It is understood that a portion of the mail processed at the city section may be diverted to sections other than the letter carriers, i.e. lock boxes, rural routes, etc., however, because these items are not generally segregated in the city mail count, and because increases or decreases in volume is proportional, it is not necessary to make a breakdown to the various sections when collecting the volume for this index.

---


Chapter 2, page 4 of 9  
**Letter Carrier Route Restructuring System Manual**

---

**C.M.V.I. Form** Preparing the “City Mail Volume Index” form, see the end of the chapter:  
**33-82-073**

Column	Description	Information Required
1	Date	Enter the date of the end of the week for each of the proceeding 48 weeks, beginning with the final week of the route sampling, always excluding the month of December.
2	City Mail Volume Per Week	Enter the city mail volume processed each week. Obtain these figures from work measurement statistics.
3	Number of Letter Carrier Routes in Operation	Not applicable/required
4	Weekly Average Route Volume	Not applicable/required
5	Yearly Average Route Volume per Week	Total the weekly volume from column 2 and divide the sum by 48. Enter in column 5.
6	Weekly Volume Index	Multiply the weekly volumes from column 2 by 100, and divide the result by the yearly average volume per week found in column 5. This figure is to be calculated correct to 1 decimal place.

Chapter 2, page 5 of 9  
Letter Carrier Route Restructuring System Manual

<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: left;">  <p>Postes CANADA Post</p> </div> <div style="text-align: center;"> <p><b>CITY MAIL VOLUME INDEX</b> <b>INDICE DU VOLUME DE COURRIER URBAIN</b></p> </div> </div>					
Post Office at Bureau de poste d'					
1 DATE Week Ending Semaine se terminant le	2 City Mail Volume Per Week Volume du courrier urbain par semaine	3 No. of L.C. Routes in Operation Nombre d'itinéraires de facteur en service	4 Weekly Average Route Volume Moyenne hebdomadaire du volume par itinéraire	5 Yearly Average Route Volume per Week Moyenne hebdomadaire du volume de courrier par itinéraire sur une année	6 Weekly Vol.-Index Indice du volume hebdomadaire
Jan 28-94	49242			43753	112.5%
JAN 21-94	48846				111.6%
JAN 14-94	49441				
JAN 07-94	33565				112.1%
DEC 03-93	36647				
NOV 26-93	41403				
NOV 19-93	48494				
NOV 12-93	32088				
NOV 05-93	38995				
OCT 29-93	36007				
OCT 22-93	51391				
OCT 15-93	38574				
OCT 08-93	48193				
OCT 01-93	39491				
SEPT 24-93	46118				
SEPT 17-93	44461				
SEPT 10-93	40807				
SEPT 03-93	32660				
AUG 27-93	42062				
AUG 20-93	34110				
AUG 13-93	30958				
AUG 06-93	46120				
JULY 30-93	81492				
JULY 23-93	48204				
JULY 16-93	50013				
JULY 09-93	42958				
JULY 02-93	31585				
JUNE 25-93	57145				
JUNE 18-93	53106				
JUNE 11-93	40772				
JUNE 04-93	36110				
MAY 28-93	37205				
MAY 21-93	43024				
MAY 14-93	41173				
MAY 07-93	55339				
APR 30-93	46714				
APR 23-93	49877				
APR 16-93	31462				
APR 09-93	47970				
APR 02-93	39109				
MAR 26-93	48411				
MAR 19-93	50988				
MAR 12-93	48126				
MAR 05-93	45895				
FEB 26-93	42352				
FEB 19-93	45907				
FEB 12-93	38001				
FEB 06-93	37550				
GRAND TOTAL	2100161			43753	
33-82-073 (11-89)					

## Method B – Sampled Mail Volume Index

**Procedure** Each delivery workday S/L and O/S lettermail volumes for certain points of call will be counted and recorded. At the end of each week the barcoded packet (items under 3lbs and 200 cubic inches) volumes are automatically retrieved from the tracking system and stored electronically. The mail volume index is specific to a letter carrier depot.

**Point of Call Selection and Identification** The list of points of call to be sampled each day will be determined by the Urban Services group. This list will remain fixed up until the volume count. The 120 points of call will be distributed proportionately between residential and commercial points of call. For example, if 20% of the 120 points of call in the depot are commercial then 24 of the sampled calls will be commercial. Apartment calls are included in the calculation of the residential-commercial split, but are not part of the sample unless the individual suites are identified on the sequencing case and on the 038. This is due to difficulty in segregating mail for one suite from the rest of the building floor. The points of call will be chosen randomly. They will be identified and listed in the computer system and on the letter carrier case.

---

**Information Required** S/L Lettermail: Count the S/L lettermail volumes for delivery for the pre-selected sample of points of call (120 POCs) in the depot every delivery day. These numbers will be summed for the week to make a weekly total. When determining what constitutes a S/L lettermail piece, refer to Chapter 3 of this manual. This information must be manually counted each day. Where a sampled point of call becomes vacant or moves outside of the depot, its sampled data will be removed for the entire 48-week period.

O/S Lettermail: Count the O/S lettermail and non-barcoded volumes for delivery for the pre-selected sample of points of call (same sample as for S/L) in the depot every delivery day. These numbers will be summed for the week to make a weekly total. When determining what constitutes an O/S lettermail piece, refer to Chapter 3 of this manual. This information must be manually counted each day. Where a sampled point of call becomes vacant or moves outside of the depot, its sampled data will be removed for the entire 48-week period.

Funds Required Items (including customs): The weekly volume of items where the collection of funds is required. This includes any item in the tracking system that requires the letter carrier to collect of funds (including credit card, cheque, etc...). This information is collected electronically and can be retrieved as needed.

---

Chapter 2, page 7 of 9  
**Letter Carrier Route Restructuring System Manual**

**Signature Items:** The weekly volume of signature items. Signature items include any item in the tracking system for which there is a signature required, but no collection of funds. This information is collected electronically and can be retrieved as needed.

**Barcoded Items:** The weekly volume of bar coded items. Barcoded items include any item in the tracking system for which there is no signature or money collection required. This information is collected electronically and can be retrieved as needed.

**CMVI  
Window**

---

For calculation purposes, the 48-week period will be 48 weeks preceding and including the week of the sampling exercise, excluding the 4 full weeks in December.

---

**MVI Form  
33-82-073b**

Preparing the Mail Volume Index form

Column	Description	Information Required
1	Date	Enter the date of the end of the week for each of the proceeding 48 weeks, beginning with the final week of the route sampling, always excluding the month of December.
2	S/L Mail Weekly Volume	Enter the S/L lettermail volume counted for the sampled points of call for the week.
3	O/S Mail Weekly Volume	Enter the O/S lettermail volume counted for the sampled points of call for the week.
4	Collection of Funds Weekly Volume	Enter the number of items where a collection of funds is required as reported by the tracking system for delivery by letter carrier for the week.
5	Signature Item Weekly Volume	Enter the number of signature items reported by the tracking system for delivery by letter carrier for the week
6	Barcoded Item Weekly Volume	Enter the number of barcoded items reported by the tracking system for delivery by letter carrier for the week
7	PCI Weekly Volume	Enter the sum of columns 4, 5, & 6.

[illegible]



Chapter 2, page 9 of 9  
Letter Carrier Route Restructuring System Manual

120 POC Daily Count

				Québec Ancienne Lorette 120 POC Daily Count - Compte journalier des 120 PDR											
Cost Centre / Centre de cout: 050563															
POC PDR	Route NO	Address Adresse	FSA LDU RTA UDL	POC Type PDR	Mon / Lun		Tue / Mar		Wed / Mer		Thu / Jeu		Fri / Ven		
					S/L - C/L	OS - GOP	S/L - C/L	OS - GOP	S/L - C/L	OS - GOP	S/L - C/L	OS - GOP	S/L - C/L	OS - GOP	
1	31114	RUE DE NOTRE-DAME-DES-VI	G2G1J2	R											
2	3187	RUE MALRAUX	G2G1V2	R											
3	31171	RUE SAINT-YVES	G2G1J5	R											
4	3123	RUE ZOLA	G2G2J4	R											
5	321944	RUE DE CHANTILLY	G2G1W3	R											
6	321622	RUE DU CREPUSCULE	G2G2A6	R											
7	32573	RTE JEAN-GAUVIN	G2G1P7	R											
8	322048	AV SAINTE-FAMILLE	G2G1N1	R											
9	331420	RUE BELLEVUE	G2E3K5	R											
10	331372	RUE DE LA COLLINE	G2E5H2	R											
11	331560	RUE DU PARC	G2E1S9	R											
12	331453	RUE DU PLATEAU	G2E2C3	R											
13	331370 - A	RUE NOTRE-DAME	G2E3A6	R											
14	331528	RUE SAINT-CYRILLE	G2E3G9	R											
15	331542	RUE SAINT-PAUL	G2E2A4	R											
16	341658	RUE ALFRED	G2E3J1	R											
17	341340	RUE DU DOMAINE-DU-MOULI	G2E4N1	R											
18	341550 - B	RUE NOTRE-DAME	G2E3B3	R											
19	341618	RUE SAINT-AIME	G2E3A3	R											
20	341663	RUE SAINT-CYRILLE	G2E3H5	R											
21	341571	RUE SAINT-MICHEL	G2E2V4	R											
22	351789	RUE LAFORTUNE	G2E4M2	R											
23	351826	RUE NOTRE-DAME	G2E3C7	R											
24	351448	RUE SAINT-ALPHONSE	G2E1J9	R											
25	351418	RUE SAINT-GEORGES	G2E1J1	R											
26	351398	RUE SAINT-JACQUES	G2E2X2	R											
27	361903	RUE AUBRY	G2E3Y4	R											
28	361408	RUE CHAMPLAIN	G2E1C5	R											
29	361492	RUE DES METAIRIES	G2E4J6	R											
30	361905	RUE NOTRE-DAME	G2E3E1	C											
31	361416	RUE SAINTE-MADELEINE	G2E1E2	R											
32	361948	RUE SAINT-EXUPERY	G2E4Y1	R											
33	371412	RUE CANTIN	G2G1S5	R											
34	371466	RUE DES FOUGERES	G2G2J8	R											
35	371463	RUE DES LUPINS	G2G1Y8	R											
36	372459	AV NOTRE-DAME	G2G1A2	R											
37	371405	RUE SAINT-MARC	G2G1S1	R											
38	381456	RUE BAUDELAIRE	G2E4G1	R											
39	381402	RUE BUFFON	G2E4X4	R											
40	382297	RUE CHATEAUBRIAND	G2E4C6	R											
41	381426	RUE DIDEROT	G2E4S6	R											
42	381428	RUE MARTEL	G2E1A8	R											
43	381470	RUE SAINT-MAURICE	G2E1C3	R											
44	391265	AV BORDUAS	G2E4N4	R											
45	391484	RUE FALARDEAU	G2E2Z6	R											
46	391230	RUE LAROUSSE	G2E4V4	R											
47	392135	AV NOTRE-DAME	G2E3E8	R											
48	391423	RUE PIERRE-GOUGE	G2E5L5	R											
49	401351	RUE BEAUSOLEIL	G2E3W3	R											
50	401221	RUE DE LA DETENTE	G2E3Y6	R											
51	401351	RUE DES MONTAGNAIS	G2E3V1	R											
52	401302	RUE DES PINS	G2E1G2	R											
53	411065	RUE CHAPMAN	G2E3Z1	R											
54	41941	RUE CURIE	G2E1M1	R											
55	411079	RUE DE L'AMITIE	G2E5J7	R											
56	41975	RUE DECA	G2E1N8	R											
57	41993	RUE PANNETON	G2E5G4	R											
58	421233	RUE DE LA GALETTE	G2E1T3	R											
59	421009	RUE DE L'AVENIR	G2E3R1	R											
60	421015	RUE DES FORGES	G2E1L2	R											
61	421682	RUE GRANDBOIS	G2E2R2	R											
62	422123	RUE SAINT-JEAN-BAPTISTE	G2E1S2	R											