

Chapter 1 - 1 of 4
Mail Service Courier Workload Structuring System

Chapter 1 - Shuttle Routes

Basis for Structuring

Shuttle routes will be laid out and structured on the basis established through past practice, under the direction of a route measurement officer.

Route measurement officers will determine the line-of-route and the functions to be performed on individual routes, giving due consideration to the time required to travel and perform the assigned functions on a regular basis.

Verification

A route verification is to be conducted where there is reasonable evidence of appreciable work overload/underload or to justify the workload of a newly structured shuttle route.

In the event an employee has reasonable justification for complaint of an overburdening situation or where management has reasonable justification to make adjustments to reduce unproductive time and where there is difficulty identifying the required adjustments, a shuttle route verification will be conducted.

5 Day Check

The verification consists of a 5 day check of all functions performed on the route. For each day of the check, the following forms are to be completed.

form 33-082-101	"Scheduled Detail of Duty" (Exhibit 1-1)
form 33-082-102	"Detail of Actual Time on Duty" (Exhibit 1-2)

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Mail Service Courier Workload Structuring System

Chapter 1 - Shuttle Routes (continued)

Procedure

Prior to the verification, a "Scheduled Detail of Duty" 33-082-101 is to be completed using information available from the existing route schedule. A route measurement officer will accompany the employee during the complete tour of duty, for five consecutive days. For the purpose of objectivity, it is of course essential that the courier be fully familiar with the work involved (i.e. regular courier or experienced relief courier).

During the verification, a representative of the CUPW may participate as an observer provided he/she does not interfere with the normal functions of the employee.

The route measurement officer will record the actual time the employee reports for duty at the garage or vehicle storage area and the starting and elapsed time of each successive function performed during the course of the day, on the "Detail of Actual Time on Duty" form 33-082-102.

**Corrective
Action**

Following the verification, the results are to be reviewed and where a problem is identified, the adjustments required to remedy the situation will be made.

Prior to implementation, the local CUPW representatives will be invited, through the consultation process, to review the results of the test(s) and be advised of intended remedial action wherever applicable.

NOTE: Verification exercises are not to be conducted during periods of extreme climatic conditions.

CANADA POSTES
POST CANADA

M.S.C Shuttle Route Verification

Post Office Bureau de Poste
Centreville

District Name

Route No.	Itinéraire No.
9	

Weekly Tour	Tournée hebdomadaire
Mon - Fri	

Region Name	Région
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Date	9-1-78
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Horaire détaillé

Scheduled Starting Time
05:15

Heure de départ prévue

Scheduled Finishing Time	13:45
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Heure de retour prévue

Obtention du véhicule

Time - To obtain keys etc. and travel to parked vehicle

Temps - pour obtenir les clés, etc., et se rendre au véhicule

05:00 min

Time - To conduct vehicle safety check (5 min. allowance)

Temps - pour effectuer l'inspection du véhicule (5 min.)

05:00 min

Time - Driving to prime work station

Temps - pour se rendre au poste principal de travail

10:00 min

Length of Route (1 trip)

Longueur de l'itinéraire (1 voyage)

miles


milles

Note - When it is known that a waiting period will exceed the norm by more than 15 minutes, the driver is to contact his Supervisor for direction

Note - Lorsque le chauffeur sait qu'une période d'attente dépassera la norme de plus de 15 minutes, il doit communiquer avec son Surveillant pour lui demander des directives.

January 2002, T455022

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 Exhibit 1-2									
M.S.C Shuttle Route Verification					Vérification des itinéraires de navette des C.S.P.				
Post Office Bureau de Poste Centreville			District Name		Region Région Name				
Route No. Itinéraire No. 9			Date 9-1-78						
Detail of Actual Time on Duty					Detail du temps réel - exécution du travail				
Location Endroit	Time Temps			Elapsed Écoulé		Activity Tâche	Number of Bags, Binnies, etc. Nombre de sacs, bacs, etc.		
	From	De							
	H.	M.	S.	M.	S.				
Garage	05	10	00	-	-	Reported for duty			
"	05	10	00	5	00	Obtained keys + walked to vehicle			
"	05	15	00	5	00	Conducted vehicle safety check			
Travel	05	20	00	10	00	Drive to Alta Vista Terminal			
Terminal	05	30	00	1	45	Clock in			
"	05	31	45	22	00	Load (Mech. assistance)	92		
"	05	53	45	2	30	Sign Invoices			
Travel	05	56	15	21	30	Drive to airport			
Airport	06	17	45	21	45	Unload (Manually)			
"	06	39	30	2	45	Obtain signature (C.P. Air)			
Travel	06	42	15	22	30	Drive to Alta Vista Terminal			
Terminal	07	04	45	15	00	Await dock space			
"	07	19	45	11	30	Await mail			
"	07	31	15	9	30	Load (Manually)	13		
"	07	40	45	1	00	Sign invoices			
Travel	07	41	45	23	00	Drive to airport			
Airport	08	4	45	9	15	Unload (Manually)			
"	08	14	00	1	00	Move vehicle to load			
"	08	15	00	23	45	Load (Manually)	100		
"	08	38	45	13	00	Await C.P. 74 (Coffee Break)			
"	08	51	45	12	15	Load (Manually)	54		
"	09	04	00	14	45	Await A.C. 169			
"	09	18	45	1	00	Load (Manually)	2		
Travel	09	19	45	23	30	Drive to Terminal			
Terminal	09	43	15	11	30	Unload (Manual Assistance)			
"	09	54	45	1	45	Move vehicle outside			
"	09	56	30	5	00	Wash up			
"	10	01	30	30	00	Lunch Period			
						E.T.C.			
Garage	13	35	00	6	00	Refuel + Dispose of Vehicle			
	13	41	00	-	-	Clock out			

33-082-102 (3-78)