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## Chapter 5 - Commercial Pick-up and Delivery Route

**Introduction**

This chapter outlines the pick-up and delivery methodology for structuring Commercial Routes.

**Pick-up Type**

Commercial pick-up points of call are classified into three different Pick-up Types. They are as follows:

- A **Business Industrial (BI)** call is defined as a physical location/civic address where the pick-up point is located on the ground floor.
- A **Business High-rise (BH)** call is defined as a physical location/civic address where the pick-up point is located in a multi-level building and not on the ground floor.
- A **Business Plaza (BP)** call is defined as a physical location/civic address where the pick-up point is located in a shopping complex.

  **Note:** If the pick-up point is accessible from the outside of the complex, classify this pick-up point as Business Industrial.

  **Example**: picking up from the docks at the back of the retail business or directly at the front of the business without walking through the complex.

Classify each pick-up point of call into one of the three types. Use the current pick-up information (IRMA database) and classify each pick-up point using information from the MSC or a physical site visit by the RMO or local Transportation Supervisor if necessary.

**Selection of routes to be sampled**

After classifying each pick-up point on each route in the facility, consult with the union to select the routes to be sampled. The routes selected must contain points of call representative of their pick-up type. MSC's participating in the sampling should be experienced knowledgeable drivers who are available and agree to participate.

***Note:*** *when an MSC on a selected route does not agree to participate in the sampling exercise, the local parties will consult on how to staff the route to ensure that the sampling exercise is completed.*

The sampling must include at least 100 observed scheduled pick-up points of each pick-up type. *(see Note 1 and Note 2)*

**Example:** A route with 10 Business High-rise pick-up points of call sampled on each of 5 days will have 50 observed scheduled pick-up points. Fifty (50) more observations would be required.

The routes sampled must be representative of the routes in the facility. The hours of work during which sampling is conducted must be similar to the time that the actual pick-ups are scheduled. Each selected route will be sampled for a period of 5 consecutive days.

***Note 1:*** *If there are pick-up types in the facility that are found on only one or two routes, sample each of these route(s) for a 10-day period to obtain the maximum number of sampled points of call possible.*

**Note 2:** *When the number of points of call (POC) of a pickup type are spread among many routes in the facility and to obtain 100 observations is not possible without sampling numerous routes, consult locally. Discuss the feasibility of combining these pickup points into a few routes. The driver must be given ample time to get familiar with the customers. If combining the pickup points is not feasible, select the two routes that will produce the highest number of those point of call types.*

**Best Practices Training**

Supervisors, MSC's, union observers and samplers should be trained on the correct delivery and pick up methods prior to the start of the sampling study. Refer to Chapter 4, section: *Best Practices Training for MSC's and Samplers* of this manual.

**Route Sampling and Data Collection**

The sampling exercise will be conducted during a time that is representative of normal conditions.

When sampling, stops on sampled routes will be identified as one of the following:

1. Scheduled Commercial Pick-up stops:
2. On Demand Commercial Pick-up stops: or
3. Unscheduled Delivery stops.

**On Demand Commercial Pick-ups** are unscheduled pick-ups that must be incorporated into the scheduled pick-up window on a day to day basis.

**Unscheduled deliveries** are time sensitive delivery items that are not available to be dispatched for delivery with parcels.

During the sampling exercise, service time data will also be collected for On Demand pick-ups and for Unscheduled deliveries. The data for On Demand pick-ups will not be used to develop service times. The data for Unscheduled Deliveries will be used as described below.

Identify each of the pick-ups points of call on the 104 form in the "*Delivery Stop No.*" column as C-1", "C-2", etc. Also, indicate which of the three point of call types (BI, BP, BH) each point of call is in the "POC type" column on the 104 form. Enter "1" in the "*Pick-up (Scheduled)*" column for a Scheduled Pick-up, and enter "1" in the "*Pick-up (On Demand)*" column for an On Demand Pick-up.

Record the time when the service time began and ended at each point of call as well as the elapsed time at each point of call in the "*Time per Stop*" columns on the 104 form.

For Unscheduled Deliveries, record the service time in the same manner as for the pick-ups. Enter the number of unscheduled deliveries at each point of call in the "*Unscheduled Delivery*" column on the 104 form.

The route sampling and data review is conducted as per Chapter 4, section: *Route Sampling Exercise and Data Collection.*

*The observer will be provided with copies of the original and adjusted Detailed Event Report and 104 form.*

# Route Sampling - Form 104

CANADA POSTES / POST CANADA

M.S.C. Workload Structuring System
Route Sampling
(daily worksheet)

Système d'organisation de la somme de travail des C.S.P.
échantillonnage des itinéraires
(charge de travail quotidienne)

| Depot/Function Dépôt/Fonction | Region/Région |
|---|---|
| Centreville | Name/Nom |

| Route No. Numéro d'itinéraire | Delivery Area (Loop) | Secteur de livraison (boucle) | Date |
|---|---|---|---|
| 9 | B | | March 2004 |

1. Driving time to del. area — Temps pour se rendre au secteur de livraison — from de — to à — mins.

In-route delivery function — Détails des livraisons tout au long de l'itinéraire

| Veh. Stop No. / No arrêt véhicule | FSA LDU / RTA UDL | Delivery Stop No. / No d'arrêt de livraison | Time per Stop / Temps par arrêt: From / De H | M | S | To / À H | M | S | Elapsed Time Temps écoulé M | S | Type of Parcel / Type de colis: No Barcode No Signature Sans code à barres Sans signature | Barcode No Signature Code à barres Sans signature | Signature | Funds Exchange Échange de fonds | Sub-del. Stop arrêt de fonctions auxiliaires | Carded Annoncé par carte | Safe drop Déposé en lieu sûr | Commercial Pickup / Ramassage commercial: Pick Up (scheduled) Ramassage (prévu) | Pick Up (On-demand) Ramassage (sur demande) | Unscheduled delivery Livraison non prévu | POC Type Type de pointe de remise |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 23 | K1P 8K1 | 24 | 11 | 27 | 30 | 11 | 28 | 55 | 1 | 25 | | | 1 | | | | | | | | | |
| 24 | K1P 6G2 | 25 | 11 | 31 | 10 | 11 | 32 | 10 | 1 | | | | | | 1 | | | | | | | |
| 25 | K1P 8G8 | 26 | 11 | 33 | | 11 | 34 | 44 | 1 | 10 | | | 1 | | | 1 | | | | | | |
| | K1P 8G8 | 27 | 11 | 34 | 44 | 11 | 35 | 44 | 1 | | 1 | | | | | | | | | | | |
| 26 | K1P 9G1 | 28 | 11 | 36 | 40 | 11 | 37 | 40 | 1 | | | 1 | | | | | | | | | | |
| 27 | K1P 2T8 | 29 | 11 | 38 | 20 | 11 | 39 | 15 | | 55 | Clear SLB - see 103 form | | | | | | | | | | | |
| 28 | K1P 1T5 | 30 | 11 | 40 | 55 | 11 | 42 | | 1 | 5 | 2 | | | | | | | | | | | |
| 29 | K1P 1A1 | 31 | 11 | 44 | 15 | 11 | 45 | 35 | 1 | 20 | | | 1 | | | | | | | | | |
| 30 | K1P 2A4 | 32 | 11 | 47 | 20 | 11 | 48 | 30 | 1 | 10 | | | | | | 1 | | | | | | |
| 31 | K1P 1B3 | 33 | 11 | 50 | | 11 | 51 | 10 | 1 | 10 | | 1 | | | | | 1 | | | | | |
| | | | 12 | | | 13 | | | 60 | | Lunch period | | | | | | | | | | | |
| 32 | K1P 1S9 | 34 | 13 | 10 | 30 | 13 | 11 | 40 | 1 | 10 | 1 | | | | | | | | | | | |
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| 50 | K1P 2P9 | 52 | 14 | 4 | 20 | 14 | 6 | 5 | 1 | 45 | | | 1 | 1 | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | |
| 51 | K1P 3Y8 | C - 1 | 15 | 2 | 30 | 15 | 5 | 40 | 3 | 10 | Commercial Pickup & Delivery | | | | | | | | | | 1 | BI |
| 52 | K1P 2P3 | C - 2 | 15 | 15 | 10 | 15 | 17 | 55 | 2 | 45 | Commercial Pickup & Delivery | | | | | | | 1 | | | | BI |
| 53 | KIP 2P4 | C - 3 | 15 | 24 | 5 | 15 | 27 | 25 | 3 | 20 | Commercial Pickup & Delivery | | | | | | | 1 | | | | BI |
| 54 | KIP 2P5 | C - 4 | 15 | 37 | 12 | 15 | 40 | 13 | 3 | 1 | Commercial Pickup & Delivery | | | | | | | | 1 | 1 | | BP |
| 55 | KIP 4W2 | C - 5 | 15 | 45 | 30 | 15 | 48 | 1 | 2 | 31 | Commercial Pickup & Delivery | | | | | | | 1 | | | | BH |
| | | | | | | | | | | | | | | | | | | | | | | |
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| | |
|---|---|
| Total items Carded | Total des articles annoncés par carte |
| Total items Safe drop | Total des articles déposés en lieu sûr |
| Total by Type | Total par type |
| Total Delivered (All) | Total livré (toutes catégories) |
| Total Delivery stops (All) | Total des arrêts de livraison (toutes catégories) |
| Total Pickup stops (commercial) | Total des arrêts de ramassage (commercial) |

| | | |
|---|---|---|
| Driving time, between the parcel delivery areas and next function | Temps pour se rendre du secteur de livraison de colis à l'endroit de la prochaine tâche | min. |
| (Where applicable) driving time, stn./dep. to delivery facility | (Le cas échéant) temps pour se rendre de l'installation/du poste/au centre de distribution | min. |
| (Where applicable) driving time, to vehicle storage area | (Le cas échéant) temps pour se rendre au stationnement | min. |
| Daily delivery time | Temps quotidien consacré à la livraison | min. |
| Daily pickup time | Temps quotidien consacré au ramassage | min. 14.78 |

33-082-104e (04-06)

**Develop Pick-up and Delivery Service Times**

All of the data from the sampling exercise will be used unless both the Union observer and the Route Measurement Officer agree to exclude data from one or more points of call.

**Scheduled Pick-up Service Time**

An average pick-up time per **Scheduled Commercial Pick-up** stop must be calculated for each pick-up type. The average time for each pick-up type is called the Service Time.

The **Service Time** begins when the MSC touches the parking brake after stopping at a point of call and ends when the driver touches the parking brake to place the vehicle back in motion after servicing the point of call.

Where an MSC services more than one point of call at a vehicle stop, the Service Time for the first point of call shall end and the Service Time for the next point of call shall begin when the MSC arrives at the subsequent point of call.

The driving time between points of call shall not be included in the Service Time.

**Exception:** *Where the time required to service a point of call on a sample day is more than double the average Service Time for all points of call in the sample, that data shall be removed from the sample. Calculate the Service Time for the pick-up type from the remaining data.*

For the purpose of calculating the Service Times these points of call shall be excluded from the calculation of the average. The adjusted Service Times will be calculated on the 112 form which summarizes the information from the 110 form for all the routes in the sampling exercise. The form will display both the original Service Times and the adjusted Service Times after the removal of the exceptional points of call.

**Develop Pick-up and Delivery Service Times (cont.)**

To calculate the Scheduled Pick-up Service Time, divide the total Service Time for the pick-up points of call in each of those respective pick-up types by the total number of Scheduled Pick-up Stops recorded on all 104 forms utilized during the sampling for each pick-up type. (See definitions in this Chapter, section: *Pick-up Type*)

| | |
|---|---|
| ***Total Scheduled Pick-up Service Time (by pick-up type)*** | **= Service Time per Scheduled Stop (*by pick-up type*)** |
| Divided by | |
| ***Total Number of Scheduled Pick-up Stops (by pick-up type)*** | |

The Service Times in each of these pick-up types is recorded in lines 10a, 10b, 10c & 11 of the 110 form.

Any point of call that requires more than twice the average Service Time (on the majority of the days) will be treated as an exception and will have an individual service time established by a one-day stopwatch verification. When an individual point of call has an irregular mailing pattern, additional days of verification may be required to establish an average service time.

**On Demand Pick-up Service Time**

Service Time data for On Demand Pick-up stops was collected but was not used in the calculation of the Scheduled Pick-up Service Times.

**The On Demand Pick-up Service Time** is calculated for each route, after the Scheduled Pick-ups have been assigned to a route. Divide the total Scheduled Service Time for the route by the number of scheduled pick-up stops that have been assigned to the route.

**Develop Pick-up and Delivery Service Times (cont.)**

To determine the total Scheduled Service Time for the route, multiply the number of Scheduled Pick-up Stops assigned to the route for each of the pick-up types by the Service Time per stop for each of the corresponding pick-up types. Add the results together. This result will reflect the typical mix of pick-up types for the route. Use this total to calculate the On Demand Pick-up Service Time for the route as follows:

| | |
|---|---|
| ***Total of Scheduled Pick-up Service Times for a route*** | |
| Divided by | **= Service Time per On Demand Stop** |
| ***Total Number of Scheduled Pick-up Stops For a route*** | |

This is calculated in IRMA after the Scheduled Pick-ups are assigned to each route.

## Unscheduled Delivery Service Time

Add the data captured on the 104 forms used during the sampling exercise for making deliveries at unscheduled delivery points of call. Blend all of the unscheduled delivery service time per stop data regardless of point of call type. To calculate the **Unscheduled Delivery Service Time**, divide the total blended service time for those points of call by the total number of unscheduled delivery stops recorded on the same 104 forms.

| | |
|---|---|
| ***Total Unscheduled Delivery Service Time*** | |
| Divided by | **= Service Time per Unscheduled Delivery Stop** |
| ***Total Number of Unscheduled Delivery Stops*** | |

**Service Time Allowance for Scheduled and Unscheduled Points of Call – Summary**

The number of Unscheduled Deliveries and On Demand pick-ups for each route is determined by using data from the 12 month volume base period excluding July, August and December.

Obtain the average number of On Demand commercial pick-ups during this period from the PICK system, which is used to track calls from customers.

Obtain the average number of Unscheduled Deliveries during the volume base period from the Parcel Delivery Sort and Load (PDSL) database.

When data is not available, conduct a five-day volume capture exercise at the POC level.

Calculate the time allowance for each commercial pick-up tour using the Service Times as follows:

1. Apply appropriate average Scheduled Pick-up Service Time to each Scheduled Commercial Pick-up stop assigned to the route. Use the day of the week on which that route has the maximum number of calls. Enter this total on the 108 form.

2. Multiply the average number of On Demand Commercial Pick-ups that occurred during the volume base period for the LDU's served by the commercial pick-up portion of each tour by the average On Demand Pick-up Service Time. Enter this total as "On Demand Pick-up value" on the 108 form.

   ***Note**: The On Demand Service Time is the result of dividing the number of Scheduled Pick-up stops for the route into the total scheduled service times for the route, as determined in #1 above.*

3. Multiply the average number of Unscheduled Deliveries that occurred during the volume base period for the LDU's served by the commercial pick-up portion of each tour by the average Unscheduled Delivery Service Time. Enter this total as "Unscheduled Delivery value" on the 108 form.

4. Identify any Scheduled Commercial Pick-up stops that require more than double the Service Time for the applicable pick-up type. The time applied to each one of these points of call is the specific time determined during the one-day timing verification. Enter the resulting service time adjacent to the point of call on the 108 form.

***Note:** where a one-day verification is not representative of a typical day then an additional day(s) will be required to establish the time allowance.*

# Pick-up Route Sampling – Summary (individual routes) - Form 110

CANADA POST / POSTES CANADA

M.S.C. Workload Structuring System — Système d'organisation de la somme de travail des C.S.P.
Pick-up Route Sampling — Sommaire de l'échantillonnage des itinéraires de ramassage
Summary (individual routes) — (itinéraire individual)

Test Ending / Test finissant le: March 19, 2004

| Depot/Function Dépôt/Fonction | Region/Région | Route No. / Numéro d'itinéraire | Del. Area (Loop) / Secteur de livraison (boucle) | Type of Route / Type d'itinéraire |
|---|---|---|---|---|
| Centreville | CENTRAL | 9 | A | COMMERCIAL pick-up |

| Item Article | Function | Tâche | Date | Date | Date | Date | Date | Date | Date | Date | Date | Date | Total | Average Moyenne |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Time - To sequence unscheduled deliveries | Temps - pour effectuer le tri des colis non-prévu | 2.00 | 1.50 | 1.75 | 3.40 | 2.25 | 1.13 | 2.00 | 2.25 | 1.25 | 1.00 | 18.53 | 1.85 |
| 2 | Time - To load vehicle | Temps - pour charger le véhicule | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 10.00 | 1.00 |
| 3 | Time - To unload vehicle | Temps - pour décharger le véhicule | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 50.00 | 5.00 |
| 4 | Time - To service a schedule pick-up | Temps - pour ramassage prévu | | | | | | | | | | | | |
| a | Business Industrial pick-up points of call | Points de remise commerciaux - Industriels | 18.00 | 18.00 | 18.00 | 18.00 | 18.00 | 18.00 | 18.00 | 18.00 | 18.00 | 18.00 | 180.00 | 18.00 |
| b | Business Highrise pick-up points of call | Points de remise commerciaux - Immeuble élevés | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | 80.00 | 8.00 |
| c | Business Plaza pick-up points of call | Points de remise commerciaux - Centre commercial | 10.00 | 10.00 | 10.00 | 10.00 | 10.00 | 10.00 | 10.00 | 10.00 | 10.00 | 10.00 | 100.00 | 10.00 |
| 5 | Time - To service an On Demand pick-up | Temps - pour faire un ramassage sur demande | 8.00 | 6.00 | 5.80 | 6.00 | 6.50 | 6.00 | 6.00 | 7.80 | 7.00 | 6.40 | 65.50 | 6.55 |
| 6 | Time - To service an unscheduled delivery | Temps - pour faire une livraison non prévu | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 6.40 | 33.40 | 3.34 |
| 7 | Total No. pick-up stops (scheduled) | Total des arrêts de ramassage (prévus) | | | | | | | | | | | | |
| a | Business Industrial pick-up points of call | Points de remise commerciaux - Industriels | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 60 | |
| b | Business Highrise pick-up points of call | Points de remise commerciaux - Immeuble élevés | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 20 | |
| c | Business Plaza pick-up points of call | Points de remise commerciaux - Centre commercial | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 20 | |
| 8 | Total No. pick-up stops (on demand) | Total des arrêts de ramassage (sur demande) | 2 | 2 | 1 | 2 | 4 | 1 | 2 | 3 | 1 | 2 | 20 | |
| 9 | Total No. unscheduled delivery stops | Total des arrêts de livraison non prévu | 3 | 1 | 2 | 1 | 3 | 1 | 2 | 2 | 1 | 1 | 17 | |
| 10 | Average pick-up Service Time per stop (scheduled) | | Moyenne du temps de service de ramassage par arrêt (prévu) | | | | | | | | | | | |
| a | Business Industrial Service Time | | Temps de service commercial - Industriel | | | | | | | | | | 3.00 | minutes |
| b | Business Highrise Service Time | | Temps de service commercial - Immeuble élevé | | | | | | | | | | 4.00 | minutes |
| c | Business Plaza Service Time | | Temps de service commercial - Centre commercial | | | | | | | | | | 5.00 | minutes |
| 11 | Average Unscheduled Delivery Service Time per stop | | Moyenne du temps de livraison par arrêt non prévu | | | | | | | | | | 3.26 | minutes |

33-082-110e (04-07)

## Pick-up Route Sampling – Summary (all routes) - Form 112

CANADA POST / POSTES CANADA

M.S.C. Workload Structuring System
Pickup Route Sampling
Summary (all routes)

Système d'organisation de la somme de travail des C.S.P.
Sommaire de l'échantillonnage des itinéraires de ramassage
(tous les itinéraires)

| Depot/Function Dépôt/Fonction | Region/Région | Test Ending / Test finissant le | |
|---|---|---|---|
| | | | |

| Route No. / Numéro d'itinéraire | Average Pickup Service Time per stop (scheduled) Temps moyen de ramassage par arrêt (prévu) | | | | | | Unscheduled Delivery / Livraison non prévu | |
|---|---|---|---|---|---|---|---|---|
| | Business Industrial / commercial - Industriel | | Business Highrise / commercial - Immeuble élevé | | Business Plaza / commercial - centre commercial | | | |
| | Total Service Time / Temps de service total | Total points of call / point de remise total | Total Service Time / Temps de service total | Total points of call / point de remise total | Total Service Time / Temps de service total | Total points of call / point de remise total | Total Service Time / Temps de service total | Total points of call / point de remise total |
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| **Total** | | | | | | | | |

| | | |
|---|---|---|
| Average Service Time - Business Industrial | Temps moyen de service commercial - Industriel | |
| Average Service Time - Business Highrise | Temps moyen de service commercial - Immeuble élevé | |
| Average Service Time - Business Plaza | Temps moyen de service commercial - Centre commercial | |
| Average Unscheduled Delivery Service Time per stop | Temps moyen de livraison par arrêt non prévu | |
| **Adjusted** (after removing POC with greater than double the average service time) | **Ajusté** (après avoir enlevé les PDRs ayant un taux de service supérieur à deux fois la moyenne) | |
| Average Service Time - Business Industrial | Temps moyen de service commercial - Industriel | |
| Average Service Time - Business Highrise | Temps moyen de service commercial - Immeuble élevé | |
| Average Service Time - Business Plaza | Temps moyen de service commercial - Centre commercial | |

33-082-112e (04-07)

**Sequence, Load and Unload Times**

The sequencing, load and unload times are calculated using data from sampled routes in a facility. During the sampling exercise to develop Service Times, record separately the time taken by each route sampled in a facility to perform the following:

1. Sequence the Unscheduled Deliveries.
2. Load Unscheduled Deliveries and any equipment and documents required for Scheduled and On Demand pick-ups.
3. Unload mail collected at Scheduled and On Demand pick-ups.

Record this information on the 110 form.

***Note:*** *If those activities were not observed during the service time sampling exercise, a separate sampling exercise must be conducted over a 5-day period.*

Calculate an average time for each of sequencing, loading and unloading using the data collected during the sampling exercise. Apply the results to each route performing commercial pick-up duty in that facility.

For routes that have combined activities of SLB, RPO clearances & commercial pick-ups, the load and unload times will be combined. If the majority of the work performed is commercial pick-up, record the load and unload times on form 108. If the majority of the work performed is SLB & RPO clearances, record the load and unload times on form 103.

In situations where these time allowances are not appropriate for an individual route, a 5-day verification will be conducted to establish a time allowance for that route only. Such verifications will be done during the time in which the work is normally done.

The time allowances for the activities of sequencing, loading and unloading applied to each individual route shall be recorded on form 108 or form 103 as applicable and is part of the total time on form 106:

- Line 6 (Assessed Value – SLB Route);
- Line 7 (Assessed Value – Commercial Pick-up/Delivery.

**Driving Time Allowance for Scheduled Pick-ups**

Where data exists for driving times between particular points from previous sampling exercises or from 103 forms, this data may be used if the Route Measurement Officer and union observer agree. Such data must have been collected at the time of day that the work is to be performed.

Driving time between scheduled points of call on a pick-up route will be estimated by using the .0008 min. per foot driving standard from the Tables of Application Values. Begin by plotting the location of the Scheduled stops on a commercial pick-up tour in the mapping software. Use the points of call on the day of the week with the maximum number of Scheduled Pick-up calls. Multiply the measured distance between these scheduled points of call by the .0008 minute driving standard. The result will be the driving time for scheduled commercial pick-up points of call for that route.

Record this time on the 108 form as Driving Time – Scheduled.

***Note:*** *Where the .0008 standard does not give accurate results, consult with the local union. A sampling exercise may be done to develop a time per foot rate to be applied to these exceptional situations, example: high density and high traffic areas. A sufficiently large sample size must be used. Where the parties do not agree on the sampling methodology or on how the results of a sampling are applied, verify and use the drive times through a one-day on-street stopwatch for each route affected.*

**Driving Time Allowance for On Demand Pick-up and Unscheduled Delivery**

A driving time allowance will be developed for On Demand Pick-up and Unscheduled Delivery points of call on each commercial pick-up route.

Select a 10 consecutive day sampling period excluding the months of July, August and December. This sampling period must be representative of average conditions. Consult with the local union on the scheduled sampling exercise period. . It does not have to be the same period as the sampling done to determine the Average Service Times.

Determine the number of **Unscheduled Commercial Deliveries** in each LDU that occurred on each day during the sampling period. Obtain this information from the PDSL database.

Determine the number of **On Demand Commercial Pick-ups** in each LDU that appeared each day in the records maintained by the radio dispatcher/Supervisor during the sampling period. The information is available from the PICK system.

***Note:*** *The above 10 day sampling data is used for plotting points in the mapping software to develop driving times. It is not used to determine volumes for restructuring purposes. The volume data used for the restructure is based on a 12-month volume base excluding July, August and December.*

For each day of the sampling period, plot the locations of the On Demand Pick-ups and Unscheduled Deliveries for the LDU's serviced by the tour in the mapping software:

1. Plot the Scheduled Pick-up stops for the route.
2. Measure the distance between all the points of call after the On Demand Pick-ups and Unscheduled Deliveries have been added to the Scheduled Pick-ups stops.
3. Subtract the total measured distance for the Scheduled Pick-ups from this adjusted total.
4. Add the difference calculated on each day of the sampling.
5. Multiply the total of the difference in the daily distances by the .0008 from the Tables of Application Values driving standard.
6. Divide that time by the total number of On Demand Pick-up and Unscheduled Delivery stops occurring on that route during the sampling period.

**Driving Time Allowance for On Demand Pick-up and Unscheduled Delivery (cont.)**

$$\frac{\text{(Total New Drive Time for the 10 days – Scheduled distance X 10)) X .0008}}{\text{Divided by}\quad\text{Total of Unscheduled Stops (On Demand Pick-ups and Unscheduled Deliveries)}} = \text{Average Driving Time per On Demand Pick-up and Unscheduled Delivery}$$

The result is an average driving time per On Demand Pick-up and Unscheduled Delivery point of call assigned to that route.

To apply, determine the average number of On Demand Pick-ups that are assigned to the route by taking an average of the on demand pick-ups in the LDU's assigned to the route for the 12 month volume base period excluding July, August, and December. Obtain this information from the PICK system database.

Determine the average number of Unscheduled Deliveries assigned to the route during the 12-month volume base period excluding July, August, and December. Obtain this information from the PDSL database.

Add the average number of On Demand Pick-ups and Unscheduled Deliveries for the route, as determined above. Multiply this combined average by the average driving time per On Demand Pick-up and Unscheduled Delivery point of call for the route. Record this time as "Driving Time – Unscheduled" on the 108 form.

***Note:*** *In situations where the .0008 from the Tables of Application Values driving time standards do not produce an accurate result, driving times will be verified and used through a one day on street verification. Such verifications will be done during the time in which the work is normally done.*

**Non Pick-up and Delivery Driving Time Calculation**

Driving times must be established for driving related to Commercial Pick-up and Delivery duties. Where driving data exists between two particular points, collected during the appropriate time frame, it may be used if the Route Measurement Officer and the union observer agree that it is accurate. Where driving data is not available, the .0007 min. per foot standard from the Tables of Application Values will be used.

Segments of non-pick-up and delivery driving time include:

- To the delivery/pick-up area
- To the RPO (when applicable)
- To the next delivery/pick-up area
- To and from Lunch (when applicable)
- To Next Function
- To the Unload location
- And any other drive time required

***Note 1:*** *The .0008 min. standard will be used if the RPO is in the pick-up/delivery area.*

***Note 2:*** *Where a suitable meal location is not within the delivery area, measure the distance to the location and calculate the driving time using the .0008 min. standard.*

In situations where the .0007 and .0008 (from the Tables of Application Values) driving time standards do not produce an accurate result, non pick-up / delivery driving times will be verified through a one day on-street stopwatch verification. Such verifications will be done during the time in which the work is normally done. Use these driving times to structure the route.

The times for non pick-up and delivery driving shall be recorded on 108 form and will be part of the total time on line 7 on the 106 form (Assessed Value – Commercial Pick-up/Delivery).

**Total Time Allowance for Pick-up and Delivery Routes**

The total time allocated for pick-up and delivery on each commercial pick-up tour is determined by adding:

- Unscheduled Delivery time allowance. This represents the time required to deliver to the average number of unscheduled delivery stops.

- On Demand pick-up time allowance. This represents the time required to pick-up the average number of unscheduled pick-up stops.

- Scheduled Pick-up time allowance. This represents the time required to pick-up items at each scheduled pick-up stop.

- Driving time for Scheduled Pick-ups on the tour. It is determined by calculating the drive time between scheduled pick-up stops on the route.

- The Driving Time allowance for On Demand pick-ups and Unscheduled Deliveries on tour. It is determined by multiplying the number of Unscheduled Deliveries and On Demand Pick-up stops by the driving time rate for unscheduled stops developed for each route.

- Non pick-up and delivery driving time allowance. The required driving time to and from various locations (e.g. from depot to beginning of route or from end of route to the unloading point).

- Time to sequence, load and unload the vehicle including any waiting time required.

- Unassigned Time.

**Unassigned Time**

Unassigned time is the difference between the total time allocated for Commercial pick-up and delivery activity and the time allocated for Service Time and driving time to, from, and within the pick-up area.

**Total Time Allowance for Pick-up and Delivery Routes (cont.)**

Unassigned time is calculated by subtracting the assessed times for Scheduled Pick-ups, On Demand pick-ups, Unscheduled Deliveries and non pick-up and delivery drive time from the total time within the pick-up/delivery window.

***Note:*** *The pick-up/delivery window will be determined during the restructuring process based on operational and customer requirements. The total time for the window will be greater than or equal to the sum of the time allowances listed above.*

Unassigned time is separated into two categories for each route:

1. Operational Flexibility Time; and
2. Unused Scheduled Time.

Operational Flexibility Time is any time identified between points of call that is less than the average service time for Scheduled Pick-ups. Each commercial pick-up route must have a minimum of Operational Flexibility Time that will be defined for the purposes of satisfying local operational needs.

The remaining unassigned time is the Unused Scheduled Time

**Total Time Allowance for Pick-up and Delivery Routes (cont.)**

The Unused Scheduled Time may be used on a day-to-day basis to assign the MSC to perform other duties. This time will not be part of the Available Delivery Time (ADT) on line 12 on the 106 form and will not be used to calculate the daily parcel load.

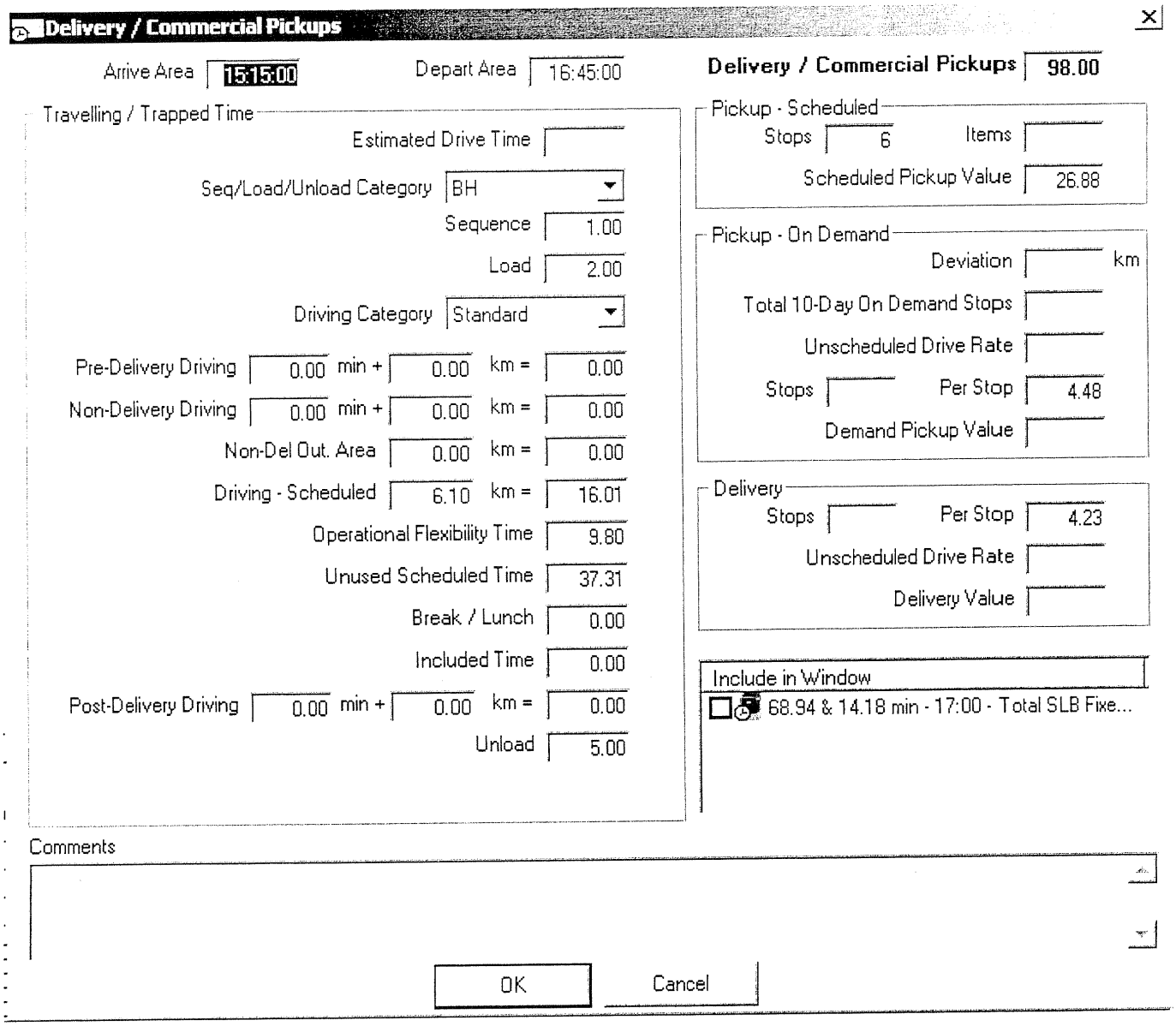
> ***Note:*** *Where the commercial pick-up route is combined with a delivery route in the same geographic area and where the time between commercial points of call exceeds 45 minutes, two separate pick-up windows will be created. The time between pick-up windows will be part of the Available Delivery Time.*

The total time allocated for pick-up and delivery on each commercial pick-up route is recorded on the 108 form and transferred to line #7 of the 106 form - "Delivery/ Commercial Pick-up".

For each commercial pick-up route, calculate a driving rate per point of call for scheduled commercial pick-ups and a driving rate per point of call for Unscheduled Deliveries and Unscheduled Pick-ups. Whenever a commercial pick-up call is added or deleted, the applicable driving rate plus the average Service Time for that pick-up type will be added or subtracted from the total commercial pick-up and delivery time assigned to the route.

***Note****: Where the above procedure results in inaccurate driving time allowance re-plot all the scheduled calls and perform a recalculation of the driving time allowance for the scheduled stops.*

## Calculation of Allowance for Pick-up and Delivery Route



## Commercial Pick-up Sheet – Form 108

CANADA POST / POSTES CANADA

Revision Date: 2004-02-25 10:13
Effective Date: 2003-07-17

### Commercial Pickup Sheet

C311 - Yonge Transportation - Parcels/Commercial Pickups : Parcel Function

**Tour 551 - Mon - Fri**

| Customer | P/U Win | Sched. | Mon | Tue | Wed | Thu | Fri | Value (min.) | Comments |
|---|---|---|---|---|---|---|---|---|---|
| Sequence | | | | | | | | 1 | |
| Load | | | | | | | | 2 | |
| Drive to: Delivery Area - M5J | | | | | | | | 6 | |
| Drive to: HARBOUR SQUARE P.O. - 47A HARBOUR SQUARE | | | | | | | | 2 | Unload any 'Call For' items for M5J |
| CAN. INDUSTRIAL REL. BOARD<br>1 FRONT ST. WEST #5300<br>TORONTO M5J2X7<br>Phone:416 973-3844<br>Customer Number: 1000537 | 15:30 to 17:00 | 15:30 | ✓ | ✓ | ✓ | ✓ | ✓ | 2.96 | RECEPTION 5TH FLOOR CLOSES 1700 |
| CANADIAN MEDIA GUILD<br>144 FRONT ST WEST 300<br>TORONTO M5J<br>Phone: 416 591-5333<br>Customer Number: 1681268 | 16:05 to 17:00 | 16:05 | ✓ | ✓ | ✓ | ✓ | ✓ | 2.96 | RECEPTION CLOSES 1700<br>Contact : Virginia |
| STANFIELDS LTD.<br>40 UNIVERSITY AVE #551<br>TORONTO M5J1T1<br>Phone: 416 598-8086<br>Customer Number: 1623484 | 16:20 to 16:30 | 16:20 | ✓ | ✓ | ✓ | ✓ | ✓ | 2.96 | RECEPTION FRONT DESK CLOSES 1630 |
| RBC DOMINION SECURITIES 200 BAY ST 6TH FLR NORTH TOWER<br>TORONTO M5J2W7<br>Phone: 416 842-8363<br>Customer Number: 4247787 | 16:40 to 17:00 | 16:55 | ✓ | ✓ | ✓ | ✓ | ✓ | 2.96 | PICKUP IN THE CAGE CLOSES 1700 |
| CLEAR P.C. BOX - UNION STATION BAY & FRONT-ROYAL BANK PLAZA<br>TORONTO M5J 2J0 | 17:20 to 18:00 | 17:20 | ✓ | ✓ | ✓ | ✓ | ✓ | 2.96 | VAULT BOX AT CONCOURSE LEVEL<br>ENTRANCE TO TTC UNION<br>STN KEY # |
| Drive to: YONGE ST DEL CENTRE - 1 YONGE ST | | | | | | | | 6 | |
| Unload: YONGE ST DEL CENTRE - 1 YONGE ST | | | | | | | | 10 | |

This tour sheet provides a routine for daily activities. Operational requirements may necessitate adjustments or additional related duties. MSC must immediately contact the supervisor should any delay/difficulties occur, as well as at the start of unassigned time.

**Periodically check with dispatcher for any on demand pickups**

| | |
|---|---|
| Driving Time - scheduled | 18.68 |
| Driving Time - unscheduled | 13.62 |
| Unscheduled delivery value: | 33.00 |
| On Demand pickup value: | 5.92 |
| Operational Flexibility Time: | 12.93 |
| Available Unused Scheduled time: | 30.00 |
| Value - Commercial Pick-up & Delivery: | 152.95 |

Print Date: 2004-02-25 10:13

Form no. 33-082-108e(04-03)

## Chapitre 6 – Somme de travail quotidien

**Organisation de la somme de travail**

Une tournée peut comprendre une ou plusieurs tâches des CSP, pourvu que la charge de travail quotidienne ne dépasse pas 480 minutes. Dans le cas d'itinéraires à temps plein pour la livraison des colis, la charge de travail quotidienne ne doit pas être inférieure à 360 minutes ni supérieure à 600 minutes. La charge de travail hebdomadaire totale structurée d'une affectation de CSP à temps plein doit être de 40 (quarante) heures selon un horaire hebdomadaire fixe.

Lorsqu'une affectation comporte des horaires de travail qui diffèrent selon la journée de la semaine, on doit remplir un formulaire 106 distinct pour chaque journée ou série de journées.

**Définition du travail quotidien**

La charge de travail quotidienne pour une tournée est récapitulée sur le formulaire 33-082-106, *Somme de travail quotidien du CSP.* Il faut joindre les formulaires 33-082-101, -102, -103, -108 et -109 quand la tournée contient le travail décrit sur ces formulaires (voir la description ci-après). Par exemple :

> **Nota :** *Les formulaires 104, 105, 110 et 112 sur les taux de livraison des colis et/ou un temps de service de ramassage et de livraison commerciaux assignés à un itinéraire des CSP seront remis à des observateurs du STTP, tel qu'énoncé aux chapitres 4 et 5 du Manuel.*

Tous les formulaires seront fournis au STTP conformément aux dispositions de la convention collective et sur demande dans le cadre d'une vérification de l'évaluation de la charge de travail sur un itinéraire.

| Itinéraire | Formulaire requis |
|---|---|
| Tâches – Navette | -101, –102 (chapitre 1) |
| Tâches – Livraison motorisée | - Selon l'itinéraire de facteur (chapitre 2) |
| Tâches – Ramassage et livraison commerciaux | –108, –109. Formulaires –104, –110 et –112 (voir le Nota ci-haut) (chapitre 5) |
| Tâches – Livraison des colis | –104, –105 et –109 (voir le Nota ci-haut) (chapitre 4) |
| Tâches – Armoires de relais et boîtes aux lettres publiques | -103 (utilisez un formulaire distinct pour les itinéraires d'armoires de relais et de boîtes aux lettres publiques), –109 (chapitre 3) |