



STEP B DECISION

Step B Team: McClintock/Ramsey

Decision: **RESOLVED**

USPS Number: E06N4EC12293108

Grievant: Class Action

Branch Grievance Number: KC3012-517

Branch: 30

Installation: Kansas City MO

Delivery Unit: Raytown Station

State: MO. 64133

Incident Date: 07/06/12-ongoing

Date Informal Step A Initiated: 08/18/12

Formal Step A Meeting Date: 09/07/12

Date Received at Step B: 09/14/12

Step B Decision Date: 09/27/12

Issue Code: 19.0000

NALC Subject Code: 100033

Original Step B Received Date: NA

Date Sent to Assisting Team: NA

District: Mid America

**Formal Step A Representatives are responsible for disseminating
this Step B Decision back to the Informal Step A Designees**

ISSUE:

Did management violate Article 19 (PO-610-2007-1), M-01664 by not properly counting letter mail and not counting SPRS, and if so, what is the appropriate remedy?

DECISION:

The Mid America District Dispute Resolution Step B Team has **RESOLVED** this grievance by determining a violation had occurred. Management is required to accurately measure and record all mail volumes.

EXPLANATION:

The file presented demonstrates that the union alleges management is not accurately counting all the letter mail and not counting SPRS as mail volume or recording all available mail in DOIS.

The union contends that management is responsible for accurately counting the mail volume; mail volume is recorded in DOIS then used to determine the amount of office time earned by each carrier.

The union contends there are no current agreements pertaining to the use of DOIS, it is a management tool used to determine their idea of how productive a carrier is and has been used in the past to adjust carrier routes. The union contends the Supervisor Customer Service (SCS) stated he has been instructed the first 1.5 inches of letters are not counted and when asked the Manger Customer Service (MCS) reiterated the same instructions. The union contends the first 28 letters of every route are not being counted on a daily basis.

The union contends carriers are required to case 18 letters and 8 flats per minute and not counting the first 28 letters will short each carrier 2 minutes of office time and 1 minute of pull down time. The union contends management admitted during the Formal A meeting they do not count SPRS (small parcels) pieces. The union contends this could add up to more than 10 minutes per day of office time. The union contends the carriers are constantly being told they are using more office time based on the inaccurate mail count.

The union contends PO-610-2700-1 instructs management to stage SPRS in separate bins so mail counts will be accurate. The union contends carriers are supposed to receive flat count for SPRS and they must case 8 SPRS per minute. The union contends many routes at the Raytown Station receive 20-40 SPRS. The union contends that PS Form 1838 provides a SPRS (small parcel) piece count to carriers during a mail count. The union contends management should provided the same SPRS count daily and then record the volume appropriately.

The union contends on page 4 of PO-610-2007-1 it states mail may be measured in inches and consolidated before recording. The union contends if there isn't enough to measure 1.5 inches, management must consolidate then record the volume later. The union contends Handbook M-41, City Carrier Duties and Responsibilities lists the forms for to be used consolidation of mail volumes (PS Forms 1627 or 3921). The union contends the supervisor has stated they do not use either of these forms.

The union contends on page 5 of PO-610-2700-1, Management Instruction for Piece Count Recording System, it states the consolidated mail volumes will be rounded to the nearest quarter-foot increment. The union contends management has taken this to mean they may round down to zero.

The union contends the M-41 and PO-610-2700-1 are both clear about the importance of accurate mail count being central to managing the workload. The union contends management at the Raytown Station is starting carriers in the hole on mail count. The union contends carriers should be given proper credit for the work being performed.

Management contends during the Formal A meeting they explained that management records mail volume according to the Western Area Customer Service Operating Instruction (CSOI). Management specifically presented the

union Formal A with a copy of the "CSOI-Volume Review/Audit" as well as reviewed a copy of the section in the "Management Instruction - Piece Count Recording System Volume Recording" (PO-610-2007-1) that explains mail volumes will be measured in inches and rounded to the nearest quarter-foot increments.

Management contends Raytown Station management actually records mail volume according to the Western Area CSOI instructions. The purpose is to establish standardized measurement methods for all Post Offices, Station, and Branches to ensure accurate volume recording.

Management contends mail is recorded in inches and rounded to the nearest quarter foot, then entered in inches into DOIS. Management contends the instructions do not state mail volume will be rounded "up" to the nearest quarter foot increment. Management contends DOIS is a daily tool used by management to assess carrier's workload and for carrier's assignment purposes. Management contends measuring mail and recording in DOIS assists in projecting workload so they can effectively budget, staff, and schedule the unit. Management further contends the policy for recording mail gives managers the workload information necessary to manage delivery and customer service operations more effectively.

Management contends that the union ultimately must shoulder the burden of proof to support management did in fact violate Article 19 of the National Agreement or any other provisions. Management contends in this case the union has not provided enough evidence for burden of proof and the case should be denied.

The case file demonstrates at the Raytown Branch some portion of letter mail and/or SPR mail may not be included in the daily count of mail and properly recorded in the DOIS system.

Handbook M-41 Carrier Duties and Responsibilities states:

12 Basic Carrier Duties

121 Office Duties

121.1 Time Allowances

121.11 Route or case all classes of mail (exception, DPS mail will be cased only when management requires) in sequence of delivery along one or more established routes (see Exhibit 121.11 for maximum time allowances). The accurate and speedy routing of mail is one of the most important duties of a carrier; you must be proficient at this task.

121.12 Time standards for carrier office work (see Exhibit 121.12) represent the minimum acceptable performance standards.

The minimum case standards for carriers are listed in the M-41 and based on 18 letters and 8 flats a minute. The recording of casing volumes for carrier's mail needs to be accurate to determine the workload for carriers and staffing needed.

The nationally recognized instruction for counting mail is:

Management Instruction (MI) - PO-610-2001-1

Piece Count Recording System

This management instruction (MI) establishes the national policies and procedures for recording and reporting daily mail volume within Post Offices, and station and branch operations.

MI PO-610-2001-1 states in part:

When necessary withdrawals of mail are authorized by management, this mail can be linearly measured in inches and consolidated before recording. PS Forms 1627 or 3921 can be used as a worksheet to record these volumes by route. The consolidated mail volumes measured in inches will be rounded to the nearest quarter-foot increments, (e.g., 3 inches = .25, 6 inches = .50, 9 inches = .75) and recorded with the final dispatch of mail to the carriers. This will help ensure the accuracy of mail volumes, which is central to effectively managing workload. These worksheets will be maintained in the unit as a historical record and for management analysis.

When consolidation of these volumes are normally less than .25 feet, management may use PS Form 1627 or 3921 to track these volumes by piece. The consolidated pieces will be reported with the final dispatch of mail to the carriers. (emphasis added)

Other Types of Mail

Irregular Parcels and Pieces/Small Parcels and Rolls (IPP/SPRs)

Individual piece counts must be made of Irregular Parcels and Pieces/Small Parcels and Rolls (IPP/SPRs). These volumes must be entered for each route in DOIS.

Local mailers, Business Mail Entry Unit (BMEU), or ADVANCE mailing information must be used in lieu of a linear measurement. When a mailer facing slip is attached to each bundle, that information is used to determine the amount of credit for each route. This data provides the most accurate piece count information by route in a unit and should be entered directly into DOIS or onto PS Form 3921.

Under no circumstances should IPP/SPRs be counted using a linear measurement. This practice does not accurately reflect mail volume or workload.

City Routes

The delivery unit manager should use daily piece counts for units, individual routes, or router assignments to determine if variances in the daily workload or work hours require management action. The counts are also used for effectively planning, scheduling, and budgeting employee workhours.

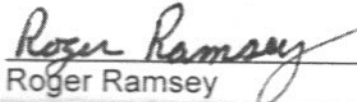
MI PO-610-2001-1 states if the volume is less than .25 feet, the volume should be recorded in pieces and credited to the carriers as a part of the daily workload for management evaluation. MI PO-610-2001-1 states SPRs are not linearly

measured and instead counted by piece and recorded as such to accurately reflect mail volume or workload.

Based on the facts of the file, the file demonstrated a violation of the National Agreement. Management is required to accurately measure and record all mail volumes.



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