



Base Data Verification Form

There are many specific issues involved in the national level grievance initiated by the NALC on management's Delivery Operations Information System (DOIS). We are continuing to meet with representatives from the Postal Service in an effort to resolve each issue in the grievance.

As letter carriers are painfully aware, management uses DOIS to project a letter carrier's workload on a daily basis as a "tool" for supervisors. DOIS calculates this projection based on a simple mathematical formula. There are four main components to the formula. One component is the cased volume, which varies each day. The other three main components do not change day to day, and are listed as "base data" in a DOIS report titled "Route Base Information Report." They are the "Base Street Time," "Percent to Standard," and "Fixed Office Time." Basically, DOIS divides cased letters by 18 letters per minute, divides cased flats by 8 flats per minute, divides total cased letters and flats by 70 pieces per minute pull down time, and then adds the three resulting numbers together to get the total standard case and pull-down time. It then multiplies this time by the percent to standard, and adds in the fixed office time to calculate the total office time for that day. DOIS then uses the base street time to calculate the projected leaving, return and end tour times for the route.

One of the major problems in the field results from supervisors who have allowed DOIS to replace their ability and/or responsibility to make decisions and instead rely solely on the projected times generated by DOIS. This clearly conflicts with management's written instructions from their operations department.

Some of the issues in the national level grievance have to do with the accuracy of the daily volumes that are entered into DOIS each morning, as well as with the integrity of the "base data" in the system for each route. We also have issues with the calculations, the use of the percent to standard, the exclusion of other daily carrier functions and circumstances in the formula, and many other uses of DOIS.

Notwithstanding our disputes over many of these other issues, one of the issues being discussed is the source of the base data components described above. USPS Headquarters maintains that their base data components, including the street time, percent to standard, and fixed office time, are derived from, and can only be changed pursuant to, a full count and inspection or minor adjustment consistent with Chapter 2 or Section 141 of the *M-39 Handbook*.

They maintain that the only exceptions are offices with local route inspection/adjustment agreements pursuant to the August 4, 2004 Memorandum of Understanding.

However, the parties are aware of offices where this base data has been altered for other reasons, including the use of one-day counts and PS Forms 3999. In an effort to reveal the extent of inaccurate and/or altered base data in the field pursuant to these discussions with the Postal Service, NALC is asking each shop steward to complete a "Base Data Verification Form" that has been distributed by the National Business Agents and is also available in the City Delivery section of the NALC website at www.nalc.org/depart/citydel/index.html.

The purpose of the form is to compare for each route the base data (street time, percent to standard, fixed office time) in DOIS with the route inspection data from which it is supposedly derived.

In order to do this, it is necessary to review the front and back of PS Form 1840 for each route to find the data management says it is using, and then review the DOIS "Route Base Information Report" (RBI) to find the data management actually is using. (Keep in mind that some of the 1840 data may come from a "Summary of Minor Adjustments Worksheet" or from data derived from an agreement pursuant to the August 4, 2004 Memorandum of Understanding.) In order to complete the form, the "fixed office time" for lines 14 through 21 that *they say is used* is calculated from the lower left section on the front of the PS Form 1840. The "fixed office time" that *is used* is found in the "FOT" column of the DOIS Route Base Information Report. The "percent to standard" that *they say is used* is calculated from the "average net office time" (column A) and the "average standard office time" (column B) on the front of PS Form 1840. The "percent to standard" that *is used* is found in the "% to Std" column of the DOIS Route Base Information Report. The "street time" that *they say is used* is the street time that the route was adjusted to after the inspection, found on the upper right hand section on the back of the PS Form 1840. The "street time" that *is used* is found in the "Base Str Time" column of the DOIS Route Base Information Report.

We appreciate the effort of the shop stewards and branch officers for ensuring that this information is provided to NALC Headquarters. Hopefully we can get this issue resolved and move on to the many other DOIS-related issues facing letter carriers on a daily basis. ☒