

TIAREAP training



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On May 10, the Postal Service and NALC agreed to a new joint route evaluation and adjustment process memorialized in the Memorandum of Understanding (MOU) Re: Technology Integrated Alternate Route Evaluation and Adjustment Process (TIAREAP). Under this new memorandum, the parties have agreed to work together, in partnership, to evaluate and adjust city routes until the end of 2023.

TIAREAP contains many provisions like previous joint processes, with the added use of new, improved USPS technologies. One new USPS system being used when evaluating street time is Digital Street Review (DSR). DSR uses GPS breadcrumb data obtained

from the Mobile Delivery Device (MDD) to create a daily, virtual PS Form 3999. This data is then reviewed and interpreted by the route evaluation and adjustment teams for use in street evaluation and creation of a manual PS Form 3999-DSR. For a detailed explanation of the entire process and DSR technology, read the TIAREAP article found on page 17.

As with any new joint process, NALC and USPS conduct joint training sessions to educate the new team members. I want to use this month's column to talk about these joint training sessions.

The first TIAREAP joint training session was held June 7-9 in Fort Lauderdale, FL. The training was conducted by the National Oversight Team, the Headquarters joint route adjustment subcommittee members, the USPS DSR technology team, and four Headquarters-appointed joint route evaluation and adjustment teams. The four Headquarters-appointed teams have been instrumental in the development of the process, testing of the technology, and creation of this training. There were approximately 150 attendees at the three-day training conference. One NALC district lead team (DLT) member from each of the 50 postal districts attended the training with their USPS DLT partner. These 100 DLT participants got acquainted with their new partners and worked as a team for three full days, learning about the TIAREAP process and the innovative technology.

Each of NALC's 15 regional offices has a representative identified as part of the joint Area/Regional Team (ART). These 15 ARTs also were invited to attend and participate in the joint training. Also in attendance were USPS labor representatives and delivery operations personnel.

Each day of the training covered topics related to the joint route evaluation and adjustment process. The morning of day one included training modules explaining the TIAREAP MOU,

the guidelines developed by the parties for application of the terms of the MOU, and the structure and responsibilities of the teams at various levels of the process.

Once all participants were given an overview of the TIAREAP MOU, the USPS DSR team provided a video overview and comprehensive presentation on the new DSR system to familiarize everyone involved with the application. The DSR team provided live demonstrations of the system and explained the overall features, editing capabilities, and reports that the teams will use in the route evaluation and adjustment process. Five modules, lasting approximately six hours total, were conducted explaining in detail how DSR data is defined and compiled. Day One of the training concluded with the USPS DSR team then answering all of the questions participants posed on how the application works.

Day Two of the training began with a recap of everything from the Day One and an opportunity for the participants to ask any additional questions. After fielding all of the remaining questions, Headquarters TIAREAP facilitators began training the DLTs, ARTs and other attendees on how historical data from a variety of USPS programs and the DSR application is used in TIAREAP.

During these modules, the facilitators guided everyone through selection and compilation of the seven random weeks of historical data, communication and scheduling with route evaluation and adjustment teams (REATs) and local office contacts (LOCs), and the analysis of the historical workhour workload and DSR data. A live role-play exercise was conducted to illustrate to the teams how the communication with the LOCs might occur in a virtual environment.

After a recap of Day Two, Day Three of the training included modules that explained the Live Week of data collection, carrier consultations, adjustments, and development of the PS Form 3999-DSR. While conducting each of these modules, the participants were offered opportunities to practice with the data evaluation spreadsheets and the DSR system. Days Two and Three of training were aimed to guide the DLTs through the process of evaluating and adjusting routes from start to finish. Throughout all three days of the training, there was a great deal of open discussion and many opportunities for everyone to ask questions. Additional training sessions will be conducted for the REATs and their back-up team members.

I am very excited for this new joint venture with USPS. A special thank-you to all of the NALC and USPS subcommittee members and Headquarter teams for making this training successful. This new agreement provides NALC with equal involvement in the route evaluation and adjustment process, resulting in better adjustments for city carriers. However, as with any new process, the parties will have specific details that will need to be addressed and resolved while implementing the TIAREAP MOU. Please read my column each month in *The Postal Record* for all the latest TIAREAP updates.