Volume, office and street time verification for all routes

Workhour Workload Report (All Routes) ⟸ 1.
Delivery Unit: SOUTHPARK – 555555
Date Range: 05/05/2011 – 05/05/2011 ⟸ 2.

Route	Office Time								Street Time					Total Time				Volume					
	ACT AM	ADJ Fixed	WRQ AM	ADJ Var	ACT PM	WRQ PM	WRQ PM	WRQ Var	L&L	ACT St	ADJ Fixed	WRQ St	ADJ Var	L&L	ACT Total	WRQ Total	1038 Cancel Var	L&L	1038 Cancel Ltr	1038 Cancel Flt	DPS	FSS	SEQ	PP	1038 Dtnd Piec

Management is required to post the previous day's Workhour Workload Report (All Routes) in a convenient location in every office in the country. This includes zones that were not selected for evaluation and adjustment under JARAP 2011. This also includes offices that have/will have the Flats Sequencing System (FSS).

Enough time has passed since the signing of our agreements for management to get the word out regarding their obligation to post the Workhour Workload Report (All Routes) for your office on a daily basis. If this isn't happening at all, the wrong report is being posted, or it isn't being posted on a daily basis, ask your shop steward to get the matter corrected.

OK, now let's say we have the correct report being posted in your office. Why should you bother to look at it? The answer is simple. We all have an interest in monitoring the data recorded for our routes and nobody knows better about what happens every day on your route than you do.

The Workhour Workload Report (All Routes) reflects what was recorded for the actual time used to case and carry your route each day.

Oftentimes, the actual time figures recorded in the system have errors. Sometimes, it's as simple as receiving auxiliary assistance that isn't entered into the system. There are also many time codes that can be used that don't count as time spent working on your route.

Therefore, time recorded under certain time code numbers will not appear on the Workhour Workload Report as time worked on your route.

The Workhour Workload Report (All Routes) also reflects what was recorded for the number of pieces of mail received and delivered on your route each day.

Some of these time recording and volume entry errors could get corrected if you just look at the actual time and volume recorded for your route and compare what you see to what you remember about yesterday. Once you know how to read this report, it will take only a minute of your time to look at it each day.

Keep reading and we'll show you what the correct form looks like and explain in detail how to read it. Here's what the Workhour Workload Report (All Routes) looks like:

1. The correct report will be titled "Workhour Workload Report (All Routes)." Below the title is the delivery unit and finance number.

2. The report posted should be for a single day. Therefore, the two dates next to "Date Range:" should be identical as shown above.

To read the Workhour Workload Report (All Routes), begin by looking in the far left-hand column and finding your route number. Reading from left to right, the report displays the following information that you should check each day to monitor the time and volume data recorded for your route. ▶

Verification (continued)

	Office Time								
Route	Act AM	AM Asst	Proj AM	AM Var	Act PM	PM Asst	Proj PM	PM Var	OEI
01025	1:17	0:00	1:16	0:01	0:10	0:00	0:05	0:05	1253.10

3. 4. 5. 6.

	Street Time					Total Time			
Act Str	Str Asst	Proj Str	Str Var	SEI		Act Total	Proj Total	Total Var	TEI
7:07	0:00	6:50	0:17	66.24		8:24	8:21	0:03	65.12

7. 8.

9.

Office time

3. Act AM—Actual office time used in the morning by the letter carrier assigned to the route for the date indicated on the report.

4. AM Asst—AM office assistance time recorded for any auxiliary assistance provided in the office in the morning to the route for the date indicated on the report.

5. Act PM—Actual office time used in the evening by the letter carrier assigned to the route for the date indicated on the report. This time begins when a letter carrier makes his or her clock ring to come back in from the street and continues until he/she clocks out to end tour and go home.

6. PM Asst—PM office assistance time recorded for any auxiliary assistance provided in the office in the evening to the route for the date indicated on the report.

Street time and total time

7. Act Str—Actual street time recorded for the letter carrier assigned to the route for the date indicated on the report.

8. Str Asst—Actual street time recorded for any auxil-

iary street assistance provided to your route for the date indicated on the report.

9. Act Total (Actual AM Office Time + AM Office Assistance + Actual PM Office Time + PM Office Assistance + Actual Street Time + Auxiliary Street Assistance = Actual Total Time recorded for the route).

Volumes

10. Volumes—total cased letters, total cased flats, total DPS volume, total FSS volume, (Seq) total sequenced pieces, (PP) number of parcels and total delivered pieces recorded for the date indicated on the report.

Check your actual AM office time, office assistance, actual PM office and PM assistance time to see if they resemble what really occurred on the route for the previous day. If you clocked on at 7:30, left for the street at 9:30, worked on your route the whole time, and didn't run out of work, then the report should say 2:00 for actual AM office time.

Check your actual street time and street assistance to see if they resemble what really occurred on the route for the previous day. If you remember leaving the office at 9:00, working straight through without a lunch, and punching back in at 4:00, then the report should say 7:00 for actual street time.

Check your total volumes in each column to see if they are in line with what you remember about the volume you handled on the previous day. For example, if you delivered a full set of sequenced mail, then you should be able to look at the report and see that the sequenced volume for your route was recorded that way. ▶

Verification (continued)

What do you do if you see something recorded that is different from what you believe should have been recorded for your route on a given day?

Notify your supervisor of any errors you notice and make a note of what the error(s) was/were. If your supervisor isn't willing to correct the error(s), ask to see your shop steward and report the matter to him/her.

Projected times

There are also projected office and street times for each route on this report. Please be advised that as far as the NALC is concerned, these figures are meaningless. The intent of the parties at the national level in making an agreement to post the Workhour Workload Report (All Routes) report is to attempt to ensure that volumes and actual office and street times that are entered aren't fictional. Time will tell about how effective this effort will be.

The reason we don't agree with projected times is that they are totally bogus. If you want to see for yourself, just look at the projected times for your route on the Workhour Workload Report (All Routes) that is being posted in your office each day. You'll see that the projected street time credit for your route doesn't change regardless of real life factors such as extra DPS (and now FSS in some places), weather, percent-age of coverage, number of parcels and/or accountables, etc.

If you look at your PM office time projection each day, you'll notice that it never changes, either. It will almost always be five minutes. Management projects that almost every route in the country will have five minutes of PM office duties every day.

If you look at your AM office time projection each day, you'll see the estimated piece count of mail. This estimated piece count is given a projected time credit by using the 18 letters and eight flats cased per minute standard plus the 70 pieces per minute pull-down standard. This amount of time credit is then reduced by different amounts of time using something called percent-to-standard. The end result is usually that they want you out sooner than your workload dictates.

These are just some of the reasons the NALC will never buy into, accept or agree to projected times. Another reason is that this matter has been previously settled. The parties at the national level have previously agreed to a national level settlement (M-01664) on this very issue that states in relevant part, "DOIS projections are not the sole determinant of a carrier's leaving or return time, or daily workload." ✉

Volumes						
Total Cased Ltr	Total Cased Flt	DPS	FSS	Seq	PP	Total Dlvd Pcs
62	527	1461	0	0	7	2050

10.