

# City Delivery Route Alternative Adjustment Process (CDRAAP)

The new joint route evaluation and adjustment process, the City Delivery Route Alternative Adjustment Process (CDRAAP) 2014-2015, has two components designed to help ensure that the data used to evaluate and adjust routes is accurate: posting the Workhour Workload Reports (All Routes) daily in each office, and the PS Form 3999 Process. These two components allow letter carriers to be directly involved with correcting any data problems they identify while reviewing what information is recorded for their assignments. Both are explained in detail on the following pages.

## Reading the Workhour Workload Report (All Routes)

The parties' mutual understanding of the Memorandum of Understanding Re: City Delivery Route Alternative Adjustment Process – 2014-2015 (M-01845) includes a renewal of the Workhour Workload Report (All Routes) posting requirement, which allows letter carriers an opportunity to verify on a daily basis the correct recording of times and volumes for their assignments. The NALC initially negotiated this procedure in the 2011 Joint Alternate Route Adjustment Process to help identify any problems with the daily recording of data and get them corrected quickly.

The reason for posting and reading this report is simple. CDRAAP uses this information to determine an actual office and street times, as well as a standard office time determined by the volume of cased letters and cased flats, plus a fixed office time. Also, the CDRAAP agreements require the regular carrier's input from the initial consultation to be considered when evaluating the office and street time for a route. The more familiar you are with your daily workload as well as your daily office and street times, the more accurate your input will be about the time necessary to complete your daily assignment.

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 requirement can be found in M-01846, which provides the mutual understanding of the national parties on issues related to M-01845. This includes every office in every zone, including offices that were not selected for evaluation and adjustment under CDRAAP.

Enough time has passed since the signing of our agree-

ments for management to get the word out regarding its obligation to post the Workhour Workload Report (All Routes) for offices in a convenient location on a daily basis. If this isn't happening, if the wrong report is being posted, or if it isn't being posted on a daily basis, notify your shop steward.

We all have an interest in monitoring the data recorded for our routes, and no one knows better what happens every day on your assignment than you do. The Workhour Workload Report (All Routes) reflects what was recorded for the actual time used to case and carry your route and the volume recorded each day.

The recorded volume determines standard office time, which may be used to evaluate your office time. Therefore, if the volume recorded for your route is inaccurate, you could lose office time during the evaluation.

There are instances when 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 do not show up as time spent working on your route. Therefore, time recorded under certain time-code numbers will not appear on the Workhour Workload Report (All Routes) as time worked on your route.

Some of these time-recording and volume-entry errors can be corrected if you look at the actual time and volume recorded for your route and compare them with what you remember about the previous work day. Once you know how to read this report, it will take only a minute of your time to look at it each day.

Reviewing the Workhour Workload Report (All Routes) each day and asking management to correct any errors you may find will help you ensure that all the time you spend working on your assignment is properly recorded and that all letters, flats and parcels are accounted for. This will help the route evaluation and adjustment team assigned to your office make sound decisions when evaluating and adjusting your route.

The Workhour Workload Report (All Routes) looks like this:

**Workhour Workload Report (All Routes)** ← .  
**Delivery Unit: Anytown – 55555**  
**Date Range: 10/15/2014 – 10/15/2014** ← .

Route	Office Time									Street Time					Total Time				Volumes						
	Act AM	AM Asst	Proj AM	AM Var	Act PM	PM Asst	Proj PM	PM Var	OEI	Act Str	Str Asst	Proj Str	Str Var	SEI	Act Total	Proj Total	Total Var	TEI	Total Cased Ltr	Total Cased Flt	DPS	FSS	Seq	PP	Total Divd Pcs

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

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- 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.

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	0:00	0:00	0:10	0:00	0:00	0:00	1205:10

- Act AM**—Actual office time used in the morning by the letter carrier assigned to the route for the date indicated on the report.
- 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.
- 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 clocks back to office time after coming back in from the street and continues until he or she clocks out to end tour and go home.
- 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.

+ actual street time + auxiliary street assistance = actual total time recorded for the route.

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

Volumes						
Total Cased Ltr	Total Cased Flat	DPS	FSS	Seq	PP	Total Divd Pcs
62	527	1461	0	0	7	2050

There are generally three things you should check daily:

- Check your actual a.m. office time, a.m. office assistance time, actual p.m. office time and p.m. office assistance time to see if they resemble what really occurred on the route for the previous day. If you clocked in at 7:30 a.m., clocked to the street at 9:30 a.m., worked only on your route the whole time, and did not properly clock to another function (such as waiting time), the report should say 2:00 for actual a.m. 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 a.m., taking a 30-minute lunch and punching back into the office at 4:30 p.m., 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.

So 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 errors were. If your supervisor isn't willing to correct the errors, ask to see your shop steward and report the matter.

**There are also projected office and street times for each route on this report.** In the example in this article, we have drawn an “X” through the columns that are related to projections. Please be advised that as far as the NALC is con-

STREET TIME AND TOTAL TIME

Street Time					Total Time			
Act Str	Str Asst	Proj Str	Str Var	SEI	Act Total	Proj Total	Total Var	TEI
7:07	0:00	0:30	0:17	00:24	8:24	8:24	0:00	00:12

- Act Str**—Actual street time recorded for the letter carrier assigned to the route for the date indicated on the report.
- Str Asst**—Actual street time recorded for any auxiliary street assistance provided to your route for the date indicated on the report.
- Act Total**—Actual AM office time + AM office assistance + Actual PM office Time + PM office assistance

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cerned, these figures are meaningless. Pay no attention to them. 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 recorded are accurate.

NALC has never bought into, accepted or agreed to projected times. These projections have been the subject of multiple national-level grievances over the years. The parties at the national level have previously agreed on two national-level settlements (M-01664 and M-01769) on this very issue that very clearly state that these projections are not the sole determinant of carrier's leaving or return time or daily workload.

## The PS Form 3999 Process

Also renewed with the signing of M-01845 is the PS Form 3999 Process. This process is outlined in the parties' jointly developed document, M-01846, which provides the mutual understanding of the national parties on issues related to the MOU.

The PS Form 3999 is used to record all data on the day a manager goes out on your route with you. Form 3999s can still be completed manually, but most of the time they are done electronically, so we will focus on the electronic version in this section. The times on this form are used to determine the time value of territory transferred from one route to another. Most of the time you spend on the street not delivering mail, but doing other tasks related to mail delivery, is recorded as what is called "allied time."

The City Delivery Route Alternative Adjustment Process has two provisions dealing with 3999s that we believe will put you in a better position to ensure a fair adjustment of your route.

The first provision requires that where multiple 3999s have been done on a route since the last time it was adjusted, the 3999 closest to the evaluated street time for the route will be used to determine the time value of territory transferred from one route to another route. If you had multiple 3999s done on your route since the last time you had an adjustment, you should point this fact out at your initial consultation and, if you can, tell the local office contacts how many 3999s were done on your route.

The second provision requires a manager to discuss the 3999 with you within three days after it is done. The manager is required to show you any nonrecurring time recorded for your route and explain why the time was recorded that way. You then have the right to write comments about the time recorded as nonrecurring, the route examiner's written or oral comments, mail volume, etc. from the day the 3999 was performed. You also are entitled to a copy of the comments you write. *Don't forget to ask for a copy if it isn't automatically provided.* All of this information is forwarded to the route evaluation and adjustment team in CDRAAP-selected zones.

This new 3999 process is to be followed for *any and all 3999s* conducted after Sept. 23, 2014, (whether or not your office or zone is in CDRAAP). The term *any and all 3999s* means exactly what it says.

We're going to begin by showing you how to read a 3999. Then we'll explain the various terms used to record street time in the three allied time categories.

**Once you learn how to read one 3999, you'll be able to read any 3999 you'll ever see.** Every line on the 3999 will have either an allied time function listed or actual deliveries. The actual deliveries are listed by what are called "sector segments." A sector segment will list a number range and a street name. The PS Form 3999 also will show the types of deliveries, how many possible deliveries are within the sector segment, how many deliveries were made, and how much street time credit was given for each sector segment.

The top of every page of a 3999 will look like this:

Delivery Methods	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Box or NP U
					Delys. Poss. Other	Delys. Poss. Curb	Delys. Poss. NDCBU	Delys. Poss. Oth-Cen.	Delys. Made	Delys. Poss. Other	Delys. Poss. Curb	Delys. Poss. NDCBU	Delys. Poss. Oth-Cen.	Delys. Made	
	VEHICLE LOAD		10:00:00	0:07:30											
	TRAVEL TO		10:07:30	0:08:51											
O	1000 - 1098 OAK ST	E	10:16:21	0:02:38	11				9						
O	1100 - 1198 OAK ST	E	10:18:59	0:03:13						12				10	
	WAITING OTHER		10:22:12	0:02:36											
O	1101 - 1199 OAK ST	O	10:24:48	0:00:36						3				3	
O	1001 - 1099 OAK ST	O	10:25:24	0:08:47	14				8						

Refer to the example 3999 above while reading the explanations below.

You should begin reading this form by looking at the second column from the left. This column is called "Block Number and Street Name." This is where you will see the allied function entry or the street name and block range that is included for the sector segment you're looking at. For

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example, the first entry on the form above is for the allied time function “Vehicle Load.” The first sector segment entry on the example form above is located on the third line from the top. The sector segment is “1000-1098 OAK ST.”

Now go back over to the first column on the left. This column is called “Delivery Methods.” It shows you the delivery method used for each sector segment. This column will be blank for allied time entries because these entries do not involve delivery of mail. On the example form, you see the letter “O” in this column beside the sector segment “1000-1098 OAK ST.” This means that the delivery method for this sector segment listed is “Other.” This column will have one of the delivery methods listed below.

- P—Park
- L—Loop
- V—Vehicle
- D—Dismount
- O—Other

The third column from the left is called “Travel Pattern.” This column shows you whether the sector segment contains only even-numbered deliveries, only odd-numbered deliveries, or both. Look at the “1000-1098 OAK ST” sector segment. The letter “E” in this column tells you that this sector segment contains only even numbered deliveries. This column will have one of the travel patterns listed below:

- E—Even
- O—Odd
- X—Crisscross

If a sector segment contains only odd-numbered addresses, you will see an “O” in this column. If it contains both even and odd numbered addresses, you will see an “X” in this column.

The fourth column from the left is called “Time Enter Block.” This is the time of day that delivery of the sector segment or the allied time function began. On the example form, the very first entry is the “Vehicle Load.” The “Time Enter Block” column shows that the vehicle load began at 10:00:00. Look at the “1000-1098 OAK ST” sector segment again. You can see that this letter carrier began delivering this sector segment at 10:16:21. The times on the form are listed in hours: minutes: seconds.

The fifth column from the left is called “Actual Time Used.” This is the actual time used for the entry. On the Vehicle Load entry, you can see that this letter carrier took 00:07:30 (seven minutes and 30 seconds) to load the vehicle and for the “1000-1098 OAK ST” sector segment, you can see that it took 00:02:38 (two minutes and 38 seconds) to deliver this sector segment. If you add the “Actual Time Used” to the “Time Enter Block,” you always should come

up with the total that appears in the “Time Enter Block” for the function on the next line.

The rest of the columns contain delivery information for sector segment entries only. You will not see any information in these columns for allied time entries.

These columns are broken into two main categories: residential and business. These categories then are further broken down into five sub-categories providing information on the type of deliveries within the sector segment and how many deliveries were made on the day the 3999 was conducted. These sub-categories are the same for both residential and business deliveries. The number listed is the number of deliveries for each category. The sub-categories are:

- **Delys Poss Other**—The number listed is the amount of possible deliveries in the sector segment serviced by foot, park and loop, or dismount.
- **Delys Poss Curb**—The amount of possible curblin deliveries.
- **Delys Poss NDCBU**—The amount of possible NDCBU deliveries.
- **Delys Poss Oth-Cen**—The amount of possible other centralized deliveries.
- **Delys Made**—The amount of deliveries that the carrier actually made for that sector segment on the day the 3999 was conducted.

Look back at 1000-1098 Oak St sector segment on the example 3999. You can now read this as meaning that the letter carrier delivered that sector segment using an “other” travel pattern, serviced the even side of the street, started the segment at 10:16:21, and that it took two minutes and 38 seconds to deliver nine out of 11 possible residential deliveries.

**Allied time is street time work that is part of the route,** but separated from the actual delivery of regular letter and flat mail when management goes with you on your route. Street functions known as “allied time” are recorded on PS Form 3999 under three categories: nonrecurring street time, function analysis street time and other street time.

Once you understand what tasks are recorded under each function, you will be in a better position to write comments about the data and comments recorded by a manager or route examiner on the day he or she goes with you on your route.

**Note:** Nonrecurring street time is nothing more than a category where management records many allied time street functions. Don’t let the term “nonrecurring” trick you into thinking that it’s OK to automatically deduct time recorded in the nonrecurring category from your route. You should review any time deduction made to your route



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and write comments where you believe time deductions shouldn't have been made.

An explanation of each work function that is listed in the USPS computer system as nonrecurring street time follows:

- **Backtracking**—This function is used for a letter carrier to return to a prior delivery to deliver a piece of mail that was missed. For example, if you have a situation where you are instructed on a normal basis to go back and deliver mis-sequenced pieces of DPS or FSS mail, this is where the time spent would be recorded. In this example, this time should not be deducted from your street time.
- **Animal Interference**—Time spent dealing with an animal attack or avoiding animals. An example would be when a letter carrier is required to walk an extra distance away from a house to avoid an animal. If this happens on a recurring basis, this time should not be deducted from your street time.
- **Waiting for Relays**—This is time spent waiting for mail to be delivered to a relay box on a foot route. If a letter carrier gets to a relay box and the mail for the next relay is not in the box and this happens on a recurring basis, the time spent waiting for the mail to arrive should not be deducted from your street time.

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- **Waiting for Transportation**—This is time spent waiting for transportation. For example, if a letter carrier is required to use public transportation on the route, the time waiting for such transportation where it occurs on a regular basis should not be deducted from your street time.
- **Waiting Other**—All nonrecurring waiting time not covered by any of the other functions is covered under “Waiting Other.” Managers must take notes regarding reasons for placing letter carriers on this function. You should review the route examiner’s comments and match the time of day written in the comments with the time of day shown on the 3999.

Then write your own comments about any of the time that is recorded under the “Waiting Other” function. Your comments can tell why this time should not be deducted from your street time.

- **Temporary Detail**—This function is used for any duties that are performed on the day of the PS Form 3999 that are not part of the route. For example, time spent performing work on another route on the day of inspection would be recorded here. In this example, the time would be deducted from your street time.
- **Management Time**—This is time spent away from your normal street duties due to the needs of the examiner performing the PS Form 3999. For example, if the supervisor receives a phone call to return to the office and you have to drive him or her back to the office, this is where the time spent would be recorded. Time should be deducted only when a letter carrier completely *stops* working for no other reason than the route examiner’s needs.
- **Accident**—In the unfortunate event of an accident, time spent waiting due to the accident is recorded under this function. You should expect this time to be deducted from your street time.
- **Miscellaneous Other**—This function is used to cover anything not covered under any of the other functions mentioned. Managers must take notes regarding reasons for placing letter carriers on this function. You should review the route examiner’s comments and match the time of day written in the comments with the time of day shown on the 3999. Then write your own comments about the time that is recorded under “Miscellaneous Other.” Your comments can tell why this time should not be deducted from your street time.
- **Replenish**—This is time spent moving mail into position for delivery; for example, taking a tray of mail from the back of the vehicle and moving it to the front onto the tray for delivery. Time spent under this function should not be deducted from your street time.

An explanation of each specific work function that is listed in the USPS computer system as function analysis street time follows:

- **Relay Time**—This is time spent preparing mail for delivery for the next loop on a park-and-loop route or foot route. Relay time could include loading mail into the satchel, gathering DPS or loading parcels for the next loop. Time spent replenishing mail on a mounted/curbside/riding route is *not* relay time.

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- **Travel To**—Travel To time begins when the vehicle departs from the office and ends when the first delivery is reached.
- **Travel From**—Travel From time begins after the letter carrier has completed delivering the route and begins to travel back to the office. It ends when the vehicle has been parked and the Vehicle Unload function begins.
- **Vehicle Load**—Vehicle Load time begins when the letter carrier moves to street time and ends when the vehicle is loaded and he or she departs from the office to head out for the route.
- **Vehicle Unload**—Vehicle Unload time begins when the vehicle is parked after returning to the office. This function continues while the vehicle is being unloaded and ends when the letter carrier pushes the empty equipment into the post office and swipes his or her badge at the clock to move back to office time.

An explanation of each work function that is listed in the USPS computer system as other street time follows:

- **Travel Within**—Travel Within is time recorded when driving from one park point to another while not delivering mail on a park-and-loop route. Time spent traveling from one geographic area (neighborhood) to another without delivering mail on a mounted/curbside/riding route is also recorded as Travel Within. *Time spent traveling from one mounted/curbside/riding, cluster box or dismount delivery to another along your route is not Travel Within; it is delivery time.*
- **Accountable Delivery**—Time spent delivering accountable mail on the street, such as Registered Mail, Certified Mail, Priority Mail Express, Signature Confirmation or CODs, and filling out PS Form 3849 (when appropriate) is recorded under this function.
- **Parcel Delivery**—Time spent delivering parcels and filling out PS Form 3849 (when appropriate) is recorded under this function.
- **Street Break Time**—This is the time spent on breaks on the street. Some units will have one break on the street, and some will have two. Street breaks are separate and apart from your lunch break or any comfort stops you need to take. You shouldn't be performing work of any kind while you're on your street breaks. Make sure you take your street breaks at the approximate locations stated on the PS Form 1564-A for your route. You should take no less and no more than the time you're entitled to for street breaks. Normally, you get 10 minutes for each street

break. However, there are offices that have negotiated longer break times.

- **Collection Time**—Time spent on collection duties that are a normal part of the route should be recorded under this function. Time spent on collections that are not part of the route should be recorded as Temporary Detail.
- **Deadhead Time**—Time begins when you finish the last delivery point on a sector segment and retrace past completed deliveries in order to return to vehicle or next delivery point. It is not time spent driving from park point to park point (see Travel Within).
- **Personal Needs**—You are afforded the opportunity to take comfort stops to tend to personal needs and the time used is recorded under this function (including any travel time associated with comfort stops).
- **Customer Contact**—Letter carriers talk to customers on a daily basis. This function is used to record time spent in conversation with customers about postal issues or routine items such as giving directions.
- **Gas Vehicle**—Any time spent away from the normal line of travel to fuel the vehicle is recorded under this function (including any associated travel time).