

CDRAAP updates



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As of this writing, all initial route adjustments conducted pursuant to the City Delivery Route Alternative Adjustment Process – 2014-2015 (CDRAAP) are complete. A few zones are still in the review process.

I begin by thanking the letter carrier team members—at all levels in all 67 postal districts—who participated in this process. Whether you were a member of the district lead team, a member of the route evaluation and adjustment team, or one of the local office contacts, your hard work resulted in a quality process. This work is very difficult. The NALC is fortunate to have some very talented and dedicated letter carriers

who are willing to step up to the plate. Their tireless efforts have helped letter carriers in every district and region to secure assignments as close to eight hours as possible.

Although the premise of CDRAAP was born from previous alternative route adjustment processes, each time we have negotiated a new process, the goal has always been to take what we previously learned and improve. CDRAAP 2014-2015 was no exception, and the results from this process are there to prove it.

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In my November 2014 *Postal Record* article, I introduced some new concepts incorporated into CDRAAP 2014-2015. While we worked hard to negotiate these changes because we felt sure they would improve the process, you never really know for sure until the process runs its course. Fast-forwarding to now, I can report the changes were all positive.

First, we negotiated a longer process. This change allowed for the selected zones to be scheduled for evaluation at different times throughout the year. This flexibility in scheduling facilitated the completion of all zones entered into the process.

Next, possibly the most significant change was the agreed-upon data analysis review period. For the first time during our joint adjustment processes, a random selection of seven weeks’ worth of data from up to seven calendar months (excluding June, July, August and December), plus

a jointly selected eighth week of data, was made available to the teams to evaluate. Unlike in previous processes, which used a pre-determined two-calendar-month selection period, this longer and broader selection of time allowed the teams to account for things such as seasonal weather and volume changes.

Another change concerned the evaluation of street times. In past processes, an assignment’s street time was evaluated based on consideration of the base street time from the previous adjustment, the actual average street time from the evaluation period, the PS Form 3999 street time, and the regular carrier’s input regarding the amount of time he or she felt it took to deliver the route on a normal day. The majority of disagreements that ultimately were resolved in the issue resolution process centered around this street time selection.

In CDRAAP, the considerations were the average street time from the seven randomly selected weeks plus the one jointly selected eighth week, the average street time from the jointly selected eighth week and the regular carrier’s input. Because this new process relied more on the actual average street time of the regular carrier over a longer period of time, inclusive of the carrier’s input, we were able to better evaluate the street time associated with a letter carrier’s assignment. This resulted in far fewer disputes over the selection of street time evaluation.

The final change addressed the consultation process. First, the script was reworded and simplified to encourage the most accurate input from the carrier. In addition, the route evaluation and adjustment teams conducted the initial consultations as well as the adjustment consultations. In previous processes, the local office contacts were responsible for conducting the consultations.

The intention was to put the people actually doing the evaluation and adjustment in direct contact with the letter carriers whose assignments they were evaluating and adjusting. This way the route evaluation and adjustment team could receive feedback from those letter carriers and answer any questions they might have about the evaluations or proposed adjustments. Both of these changes were widely accepted as positive.

As we look back, this process gave us the best opportunity we’ve had to adjust routes as near eight hours as possible. The increase in parcel volume, which was more significant in some places than others, made this an important time to adjust routes.

We will continue to work to negotiate a future joint process.

We continue to believe that it gives us the best opportunity to create eight-hour routes and is in the best interest of both letter carriers and the Postal Service as a whole. Thanks again to all who helped make CDRAAP 2014-2015 a success. Your efforts did not go unnoticed.