NALC ACTIVIST

A NEWSLETTER FOR BRANCH LEADERS OF THE NATIONAL ASSOCIATION OF LETTER CARRIERS

VOL. 24, NO. 2 Spring 2011

Local negotiations: Thinking Ahead

With national contract negotiations just around the corner, it's not too soon for branch leaders to begin making preparations for bargaining local memorandums of understanding (LMOU). Assuming a negotiated national agreement with USPS is reached this November, and it contains no significant changes to Article 30, the period for negotiating LMOU's could come as early as January 2012. Admittedly, this is a best case scenario. If there is not a negotiated settlement by the end of November, LMOU negotiations will be delayed. Nonetheless, there are things that can be done in the next few months to enable branches to be better prepared when the time for bargaining arrives.

Select LMOU Committees

Even though the actual negotiations are months away, now is a good time to begin setting up branch LMOU committees. How many committees you need depends upon the size of your branch and how many installations it represents. Smaller branches representing a single installation might be able to get by with one committee where a larger branch may want to establish separate committees for each of its installations.

At this point, the function of the committee is to do the important background work and information gathering that will be used to develop bargaining positions. Those chosen for these committees are not necessarily those who will actually sit at the negotiating table during the bargaining sessions, but they may be.

Committee members should be chosen carefully. Usually the branch president or executive board appoints the committees, but in some cases they are elected, or there is a combination of elected and appointed members. If practicable, each of the major stations in an installation should be represented on the committee.

Committee members should have a solid understanding of the current LMOU and the bargaining history behind it, so it may be necessary to have a few preliminary meetings to bring everyone up to speed. Once that is done, the committee can begin its work.

Gather Information

One of the keys to any successful negotiation is to have as much information as possible on the mat-

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INSIDE

JARAP 2011

The 2011 Joint Alternate Route Adjustment Process provides letter carriers more rights than ever. Inside, you'll find articles that explain those rights (p. 2), the new PS Form 3999 process (p. 7), how to check times and volumes recorded on routes each day (p. 4), and 1840 Reverse and the Adjustment Consultation (p. 10).

City Letter Carrier Rights Under JARAP 2011

All NALC representatives should read the new JARAP agreement (M-01746) in conjunction with the mutual understanding (M-01747) and the joint training document (M-01748) in order to fully understand the changes with the 2011 JARAP agreement. NALC activists need to help educate their fellow carriers of these rights. The following is a compilation of these rights listed in the order they fall within the process.

All offices

All JARAP sites and all sites not selected for JARAP

You have the right to verify mail volumes, office and street times recorded for your route using the Workhour Workload Report (All Routes) for the previous work day.

When a 3999 is conducted on your route, management will explain to you the examiner's comments and the reasons for any time recorded as nonrecurring street time, as well as any editing of the original PS Form 3999. You will have the opportunity to write your comments on an attachment to the original unedited copy of the PS Form 3999.

You have the right to a copy of any comments you make regarding the 3999.

JARAP sites

During the Evaluation Consultation

You will have an opportunity to provide your opinion of the office and street time value of your route and this information will be submitted to the adjustment team for consideration.

You will have an opportunity to provide suggestions regarding possible adjustments and this information will be submitted to the adjustment team for consideration.

You have the right to request a copy of the representative PS Form 3999. A copy will be provided to you by the adjustment team as soon as practicable.

After the Evaluation Consultation

If you have additional comments after reviewing the PS Form 3999, such comments will be forwarded to the adjustment team for consideration in the evaluation and adjustment.

You have the right to a copy of the completed Evaluation Consultation Script on the day the consultation was performed.

You will be provided the evaluated time for your route as soon as practicable after the Evaluation Consultation and in advance of the Adjustment Consultation.

Your seniority will be considered when excessive route changes are anticipated, provided such consideration does not adversely affect the efficiency or effectiveness of the adjustments.

Before the Adjustment Consultation

You must be provided the PS Form 1840 Reverse and any attachments must be provided to you for your route at least one day prior to the adjustment consultation.

After the Adjustment Consultation

Any changes made to the proposed adjustments after the Adjustment Consultation will be communicated with you in advance of implementing route adjustments.

You must be provided copies of any amended PS Form 1840's, if changes were made after the adjustment consultation by the adjustment team.

After the final adjustments are implemented, a review of the adjustments will be made to ensure that the routes are adjusted to as near eight hours as possible. (30 – 120 day review process)

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Fredric Rolando, President

COMMUNITY SERVICES

Raising the bar . . .

MDA Fundraising

Letter carriers have deep roots with the Muscular Dystrophy Association (MDA). In 1953 the NALC was the first organization to help raise funds for MDA. The *Letter Carrier March for Muscular Dystrophy* raised $3.4 million to help fund what has been a fifty-eight year crusade to deliver a cure for neuromuscular diseases.

President Rolando has pledged that "letter carriers will be with MDA until a cure is found." So many causes, issues, and needs are constantly competing to stretch the hard-earned dollars of letter carriers. It may seem impossible to hold a fund raiser or find another way to get letter carriers to reach a little deeper into their pockets. But we must. It is our cause!

NALC branches and ingenious letter carriers have found remarkable ways to make that happen even in today's tough economy. If the letter carriers before us could raise $3.4 million when they earned just $4,400 per year, we too can find ways to significantly increase our donations. Here are some highlights and ideas from the field for your branch to consider.

Hattiesburg, MS Branch 938 Letter Carrier Darlene Fortenberry can bake! Boy can she bake! The only PTF in tiny Tylertown, MS made pound cakes - 7 of them to be exact. Auctioning them off at a livestock sale, Darlene raised $1,370 for MDA. At nearly $200 per cake, Darlene's cakes must be so good, that she would be best served entering a cake making contest.

Branch 205 Fargo, ND found a way to recycle their members unwanted stuff. You know the old saying - one man's junk is another woman's treasure. Branch 205's Auctioneer and MDA Coordinator Randy Sorby collects used items from members and friends in Fargo and Branch 205 holds an auction once a year, netting between $12,000 - $15,000 - enough to win their branch size category and an annual trip to the MDA Telethon.

In Emerald Empire Branch 916, Eugene, OR the members love to play Bingo. The semi-annual game for letter carrier family and friends nets $1,300 - $1,500 per event. What a great way to earn money for MDA - looking for numbers on a card and spelling B-I-N-G-O!

From Queen City Branch 43 in Cincinnati, OH to the Antelope Valley of California, Branch 4430 - letter carriers take advantage of their 2nd Amendment rights while raising funds for MDA with a Shoot for the Cure.

What do letter carriers do best? We walk. So it's no surprise that Branch 41, Brooklyn, NY letter carriers conducted a recent "Muscle Walk" for MDA netting $2,400 doing what we do everyday.

If you want to shoot pool, don't try going up against the 8-Ball champions in Branch 86, Harford, CT - they may bust your... pool cue. One night on the tables rakes in over $1,000 for MDA.

How does a small branch like 5229, New City, NY with 45 members raise an average of $12,000 per year for MDA? They host a golf tournament for all of the letter carriers in their region. Branch President, Michael Bagarozzi makes certain that everyone who attends has a great time on the course no matter their skill level.

Superbowl Sundays appear to do more than make an NFL Championship Team. They provide a great opportunity to add to the MDA coffers with branches from Bayouland Branch 2464, Thibodaux, LA to Reading, PA selling squares that profit MDA - who wouldn't want to place that bet?!

We can all learn something from Miami, Branch 1071 who organizes a event called the "Roadblock for MDA" every March. According to Assistant Sec-

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If past letter carriers could raise $3.4 million while earning just $4,400 per year, we can find ways to increase our donations.

Volume, office and street time verification for all routes

(effective March 22, 2011 through February 28, 2012)

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 Flat Sorting 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 in a convenient location on a daily basis. If this isn't happening at all, if the wrong report is being posted, or if it isn't being posted on a daily basis, the steward or branch president will need to communicate with management and get this corrected.

Ok, now let's say we have the correct report being posted in your office. Why should we bother to look at it? The answer is simple. We all have an interest in monitoring the data that is recorded. Evaluations are based on the demonstrated times for routes and nobody knows better about what really happens on the route everyday than the letter carrier.

This is the information used as part of the evaluation of the route in the JARAP process. By checking this report daily a carrier will have a way of examining if the time and volumes are in line with what actually happened on the previous day.

The Workhour Workload Report (All Routes) reflects what was recorded for the actual time used to case and carry the route each day. Occasionally 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 codes that can be used that don't count as time spent working on the route. For example, times spent on the following codes will not appear on the Workload Workhour Report:

354 (Standby-Delivery Service) "Waiting Time"

613 (Stewards-Carriers) "Union Time"

743 (Carrier Customer Support Activities)

782 (Training-Delivery Service).

Reading the WorkHour Workload Report (All Routes)

1. The correct report will be titled "**Workhour Workload Report (All Routes)**." Below the title is the delivery unit and finance number. (For an example of the report, see Box 1 below.)

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

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.

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

	3.	4.			5.	6.				7.	8.				9.				10.						
	Office Time									Street Time					Total Time				Volumes						
Route	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 Dlvd Pcs
09002	0:47	0:01	0:46	0:02	0:11	0:00	0:10	0:02	459.18	6:14	0:00	6:21	-0:07	72.12	7:13	7:16	-0:03	62.33	114	37	1375	165	0	5	1691
09003	0:58	0:00	0:50	0:07	0:06	0:00	0:10	-0:04	379.25	7:12	0:00	6:06	1:06	55.83	8:16	7:06	1:10	48.67	95	82	1103	154	0	11	1434
09004	1:23	0:00	0:49	0:34	0:01	0:00	0:10	-0:09	335.00	5:07	0:00	6:25	-1:19	91.78	6:31	7:24	-0:53	72.04	111	86	1133	160	0	3	1490
09005	0:47	0:00	0:56	-0:09	0:11	0:00	0:10	0:01	364.58	6:05	0:00	6:25	-0:20	57.57	7:02	7:30	-0:28	49.72	114	74	1192	265	0	5	1645
09006	1:08	0:00	1:04	0:05	0:21	0:00	0:10	0:11	187.25	6:43	0:00	6:25	0:17	41.58	8:12	7:38	0:34	34.02	132	178	1280	223	0	4	1813

BOX 1: Example of the WorkHour Workload Report (All Routes)

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/her clock ring to come back in from the street 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.

7. Act Str Actual Street Time recorded for the carrier assigned to the route for the date indicated on the report.

8. Str Asst Actual Street Time recorded for any carrier(s) who provided auxiliary street assistance to the route for the date indicated on the report.

9. Act Total Actual Total of all Actual Office and Street Time including any Auxiliary Assistance recorded.

10. Volumes - Total Cased Letters, Total Cased Flats, DPS, FSS, (Seq) Sequenced, (PP) Parcel Post, and Total Delivered Pieces recorded for the date indicated on the report**.**

Projections

The Postal Service uses DOIS projections as a tool for office and street management. These projections cannot be the sole determinant of a letter carrier's leaving time, return time or workload. (See M-01664 and M-01444)

3999 process . . .

The Letter Carrier's Role

The PS Form 3999 is used to record all data on the day a manager goes out on a letter carrier's route with him/her. The times on this form are used to determine the time value of territory transferred from one route to another and any associated allied time. Most time spent on the street not delivering mail is recorded as allied time.

The total time on this form is also one of the four factors that USPS and NALC representatives consider when they determine an evaluated street time for the route in the Joint Route Adjustment Process (JARAP).

The 2011 JARAP requires a manager to discuss the 3999 with the carrier within three days after it is done. Management is required to show any nonrecurring time and explain why it was recorded that way. Nonrecurring street time is time that is not a normal part of the route and doesn't occur regularly. The carrier will then have the chance to write down any comments about the 3999. All of this information is forwarded to the route adjustment team. This process is to be followed even if the route is in a zone that has not been selected for the JARAP 2011 process.

It is important for all carriers to understand the various street functions that are used to be sure the manager records all time on the appropriate function. This will ensure that time credit is given where credit is due. Once a carrier understands what should be recorded under each function, he/she will see when a manager records something incorrectly and be able to make comments about it. If this information is not recorded correctly, bad route adjustments happen.

Street functions recorded as allied time are divided into three basic categories on the function analysis street time screen:

Nonrecurring street time,

Recurring street functions, and

Recurring other street time.

Nonrecurring street time

Generally, nonrecurring street time is a category of allied time that includes many street functions. Improperly recorded time in some of the nonrecurring time functions can result in improper time deductions taken from the time you spent on the street the day the 3999 was done. Explanations of functions used to record nonrecurring time follow.

Backtracking

This function is used for the carrier to backtrack to deliver a piece of mail that the carrier missed. If letter carriers are instructed to backtrack to deliver mis-sequenced pieces of DPS or FSS mail on a normal basis, this would be a recurring function and should not be recorded as backtracking.

Animal interference

Time spent dealing with an animal attack or avoiding animals is

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normally a nonrecurring street function. An example of an exception would be when a letter carrier is required to walk an extra distance away from a house to avoid an animal on daily basis. In this example, the time should be recorded as normal delivery time for that sector segment and not Animal Interference.

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, the time spent waiting for the mail to arrive would be recorded under this function, if it doesn't happen on a normal basis.

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 would be recorded under this function if it doesn't happen on a normal basis.

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. Be sure that any time recorded under this function is non-recurring and accurately documented.

Temporary detail

This function record any duties that are performed on the day of the PS Form 3999 that are not part of the route. For example, if the carrier is given a pivot on another route, the time spent delivering that pivot would be recorded under this function.

Management time

This is time spent away from the normal street duties due to the needs of the examiner performing the PS Form 3999. Time should be recorded under this function **only** if the carrier has to stop working and would otherwise be performing normal street duties. For example, if the carrier takes a comfort stop at a convenience store and the manager takes care of a personal need at the same time, this time should not be recorded under management time because the carrier would have taken the comfort stop regardless.

Accident

In the unfortunate event of an accident, time spent waiting due to the accident is recorded under this function.

Miscellaneous other

This function includes anything not covered under any of the other functions mentioned. Examiners should take notes so that the reasons for any time recorded under this function are identified. The carrier should look at any time recorded under this function and comment on whether it is recurring or nonrecurring.

Replenish

This is time spent moving mail into position for delivery. An example is taking a tray of mail from the back of the vehicle and moving it to the front onto the tray for delivery. Though this is a recurring function, it is listed in this section because replenish time does not normally transfer from route to route. This time should never be deducted from the total street time for a 3999.

Recurring street functions

A recurring function, as its name suggests, is one that is a normal part of the route and that occurs on a regular basis. Examples of such functions are loading the vehicle, travel to the route, and break time(s).

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 replenishing 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.

Travel to

Travel To begins when the vehicle departs from the office and ends when the first delivery is reached.

Travel from

Travel From begins after the letter carrier has finished delivering the route and begins to travel back to the office. It ends when the vehicle has been parked and vehicle unload begins.

Vehicle load

Vehicle Load begins when the letter carrier moves to street time and ends when the vehicle is loaded and he/she departs from the office.

Vehicle unload

Vehicle Unload 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 moves back to office time (clocks into the office).

Recurring other street time

Travel within

Travel Within is time recorded when driving from one park point to another park point while not delivering mail. Time spent traveling from one geographic area to another without delivering mail is also recorded as Travel Within. Time spent traveling from one cluster box to another inside the same apartment complex, between curbside or dismount deliveries (without leaving one geographic area for another), is not Travel Within, it is delivery time.

Accountable delivery

Time spent delivering accountable mail on the street such as registered mail, certified mail, express mail, signature confirmation, COD's, etc. 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 break(s) on the street. Some units will have one break on the street and some will have two. Managers are required to ensure that employees stop working during all break periods (C-08555 - National Arbitrator Britton, December 22, 1988, H4N-3D-C 9419). Therefore, a minimum of 10 or 20 minutes of break time should always be recorded on any PS Form 3999 (keep in mind that there are offices that have negotiated longer break times in their LMOU provisions).

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 (description above).

Deadhead time

Time begins when carrier finishes last delivery point on a sector segment and retraces 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 and/or routine items such as giving directions.

Gas vehicle

Any time spent away from the normal line of travel to gas the vehicle is recorded under this function.

MDA fundraising

(Continued from page 3)

retary Treasurer Billie Nutter, shop stewards organize the members from their stations to stand at 15 - 20 intersections in the Miami metro area, holding signs and wearing t-shirts that show their NALC affiliation, to collect funds from the general public for MDA. A counting party with catered food and libations is held in the afternoon to thank the members for coming out to help Deliver the Cure!

NALC's first ever Deliver the Cure - Fill the Satchel event is scheduled for **Sunday, October 2, 2011.** Look for ideas and tips in an upcoming mailing to help your branch plan a successful day of fund raising.

City letter carrier rights

(Continued from page 2)

City Letter Carriers continue to have the right to request a special inspection. (Chapter 2, Section 271 g. of the M-39)

LEADERSHIP ACADEMY

Take your activism to the next level. Remember, applications for the 2012 Leadership Academy classes can be submitted through September 30. Applications are available online, and from your NBA's office.

FSS Work Methods

A letter carrier on a park-and-loop or foot route will not be required to carry more than three bundles. This three bundle limit includes but is not limited to any combination of residual cased mail, DPS, FSS, WSS, WSH, or simplified address mailings. The agreed principle that a letter carrier serving a park and loop or foot route could not be required to carry in excess of three bundles was reaffirmed in the Memorandum of Understanding Re: Approved FSS Work Methods (M-01697).

Park and loop or foot deliveries - collating/merging bundles

On days when a park and loop or foot route with FSS mail exceeds three bundles and the route has at least one or more sets of pre-sequenced mail, the mail must be consolidated or merged into three bundles by using one of the two approved methods below:

- Case residual mail, then collate with FSS mail while in the office.
- Case residual mail, then collate with the pre-sequenced addressed mail during pull down while in the office.

Simplified Mail. When a simplified mailing is carried as a third bundle by letter carriers serving a park and loop or foot deliveries, the simplified mailing will be placed on the bottom of the appropriate bundle. In order to maintain three bundles in this circumstance, residual mail and any pre-sequenced mail delivered that day will be collated with the FSS mail.

Note. The collating of more than three bundles is a function that must be performed in the office at the carrier's case, on office time. If a letter carrier is instructed to collate on the dock, in his/her vehicle, on the street and/or on street time, this is an improper instruction and should be brought to the attention of the steward.

> Collating more than three bundles must be performed in the office at the carrier's case, on office time.

Motorized deliveries

There are no changes to current work methods for other types of deliveries. (**M-01402 - Step 4 January 24, 2000, I94N-4I-C 99216131**)

The parties agree that there is no prohibition to the number of bundles that may be carried on a mounted route. However, the parties recognize that the provisions of Handbook M-41, as written, appear inconsistent with this agreement (sections 322.12, 322.23 and 222a and b). Accordingly, we agree that management will amend Handbook M-41, as soon as feasible, to reflect the above understanding and [that these changes] will appear in the next printed version of the M-41.

Case configuration

Management is required to consult with letter carriers before case configurations are changed for FSS implementation. Any changes to cases must be consistent with the requirements/methods established in the M-39 and M-41 Handbook. Refer to Section 221.4 of the M-41 Handbook (see box below).

221.4 Letter Separations

221.41 If possible, letter separations should contain not more than two numbers of deliveries, particularly on motorized routes, so mail can be distributed in the order of delivery. This is done by placing mail for one number at the left side of separation and one at the right side.

221.42 When necessary to use three numbers per separation, mail for the middle address should protrude from the case in order to sequence without rehandling.

OWCP Communication Basics

When representing injured carriers, branch representatives often must communicate with the Office of Workers' Compensation Programs (OWCP). Such communications may occur during the initial adjudication of a claim or when issues arise later. This article will look at some basic practices that should be used when communicating with OWCP.

Authorization to represent

Before OWCP will recognize a representative, the injured carrier must designate their representative in writing. The *Code of Federal Regulations* at 20CFR10.700 states, "a claimant may appoint one individual to represent his or her interests, but the appointment must be in writing." The "Authorization to Represent and Release Information" form can be used for this purpose; it can be found on the NALC webpage (http://nalc.org/depart/owcp/releaseform.html). The claimant can designate a different representative at any time, but OWCP will only recognize one representative at a time.

OWCP claim number

Always place the OWCP claim number (if known) in the upper right-hand corner of each page of every piece of correspondence that you mail to OWCP. If the injured worker has multiple claims, but the correspondence concerns only one of them, be sure to specify the appropriate claim number of the issue being addressed. If the issue concerns multiple claims, place each claim number on every page. Placing the correct claim number on every page of your correspondence makes it easier for OWCP to route the communication to the correct claim file.

Professional, concise and polite

This goes without saying, but it is worth remembering that the process is designed to be non-adversarial. It is also important to be concise, because OWCP claims examiners have heavy workloads and certain timeframe goals. When correspondence is clear and concise, a claims examiner is more likely to make a timely response or decision.

Correspondence should also be polite because the claimant gains nothing if the representative vents his/her frustrations about the OWCP process. The majority of claims examiners are committed to fairness to injured workers and they simply apply the known facts of a case to the regulations. They are human, however, and their judgment can be clouded by negative communications.

Single subject correspondence

Try to limit each correspondence to a single subject. OWCP personnel are sometimes assigned to handle specific types of issues. When a correspondence addresses multiple issues, it might be routed to an employee who handles one of the issues and then filed as resolved, without the other issues in the letter being addressed. While it may be a little more work, it may save you a lot of work down the road.

Keep copies

Make copies prior to sending anything to OWCP and keep them available. Documents are sometimes lost in the mail or misplaced by OWCP. Keeping copies offers protection against those eventualities. Encourage the claimant to also maintain copies of all documents.

Follow up at reasonable intervals

Generally, claims examiners respond to most communications in a timely fashion. There are still some lapses, however, and follow-ups may be needed. Generally, give OWCP 30 days to respond to written correspondence. If no response is received within 30 days, send a second letter referencing the previous letter. If you again receive no response, contact your NBA

Responding to a request for information from OWCP

Always ensure that the injured carrier carefully complies with the time limits set by OWCP, and that each question posed is carefully answered. OWCP typically places a 30-day limit on a claimant's response to a request for information. Whatever response period is given, that period begins on the date of OWCP's letter and not on the date the injured carrier receives it. The end of that specified period is the date by which OWCP must receive the claimant's response, and not the date that the claimant either writes or mails the response.

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The Adjustment Consultation

The Adjustment Consultation takes place after the District Evaluation and Adjustment Team (DEAT) has developed a proposed adjustment for the zone. The letter carrier will be given a copy of the reverse side of PS Form 1840 at least one day before the adjustment consultation takes place. This form shows the territory that is being proposed to be added or taken from the route and the time values associated with that territory. Letter carriers need to be able to read and understand this form prior to the adjustment consultation. This article explains the PS Form 1840 Reverse and the adjustment consultation in detail.

PS Form 1840 Reverse

PS Form 1840 Reverse shows what adjustment (if any) is going to be made to a route. There is additional information on an 1840 Reverse generated by the Carrier Optimal Routing (COR) program if it was used to adjust the routes. The first section below covers the information found on every 1840 Reverse. At the end, the article explains the information that is unique to a COR generated 1840 Reverse. You will see images of several sections of an 1840 Reverse. Each section will be discussed.

At the very top of the form you can see the route number, zip code, date, and how many pages see 1840 Reverse will be (see Box 1 below).

On the upper left-hand side of the form (in the "Items" column) there is a line for "Office Time", a line for "Street Time", and a line for "Total Time." These are the evaluated times for the route before the adjustment. In the example below (Box 2), the route was evaluated at 01:25 office time (1 hour and 25 minutes) and 06:30 street time (6 hours and 30 minutes) for a total of 07:55 (7 hours and 35 minutes).

ITEM	HOURS AND MINUTES	NEW CONST. MINUTES
OFFICE TIME	01:25	
STREET TIME	06:30	
TOTAL TIME	07:55	
RELIEF		
ADDITION		

Box 2

Reading from left to right in the next section of the form (see Box 3 on p. 11), the fourth column is called "RELIEF (R) ADDITION (A). Each entry in this column will always be marked with an "A" or an "R." The letter "A" means addition (territory or time is being added to the route). The letter "R" means relief (territory or time is being taken from the route). On the example below, you can see that the first line has the letter "A" for addition. The next column will list the name of the street being added or taken away from the route.

The next column is called "Address Ranges." It is divided into two sub columns; "BEGIN" and "END." These two columns show the beginning number and ending number of the block range being added or removed from the route. On the example below, the first line shows 216-216 43rd ST being added to this route.

The next column over is the "ZIP +4 SECTOR/SEGMENT" column. This shows the zip code +4 for the sector segment. On the example below, 216-216 43RD ST has a zip +4 of 3202.

If you look a few columns further to the right, you see the "TRANSFERRED TO/FROM ROUTE NUMBER" column. This shows which route the territory is coming from or going to (depending on whether territory is being added or taken away). On the example below, you can see that 216-216 43RD ST being taken from C004.

The next column is called "DELYS." This shows how many possible deliveries are in the line entry being added to or taken away from the route. 216-216 43RD ST contains 24 possible deliveries.

Continuing to the right, the next two columns are called

Route: C012 ZIP 33140	RECORD OF OFFICE AND STREET ADJUSTMENTS MADE	Date: 06/01/11	Page 1 of 2

Box 1

RELIEF (R) ADDITION (A)	STREET	ADDRESS RANGE BEGIN	END	ZIP + 4 SECTOR/ SEGMENT	TRANS - FERRED TO / FROM ROUTE NUMBER	DELYS	OFFICE TIME MM:SS	STREET TIME MM:SS
A	**43RD ST**	**216**	**216**	**3202**	**C004**	**24**	**00:38**	**03:32**

Box 3

"OFFICE TIME" and "STREET TIME." These columns show the time value that is being added to the route or taken away from the route with each sector segment. On the example below, 216-216 43^{RD} ST is being added to the route for a time credit of 00:38 (38 seconds) office time and

ADJUSTED ROUTE	
ITEM	HOURS AND MINUTES
OFFICE TIME	01:27
STREET TIME	06:40
TOTAL TIME	08:07

Box 4

03:32 (3 minutes and 32 seconds) street time.

On the upper right-hand corner of the 1840 Reverse, you can see a section called "ADJUSTED ROUTE." Here you will see the office and street time for the route after the adjustment. In the example above (Box 4), this route has 01:27 (1 hour and 27 minutes) of office time and 06:40 (6 hours and 40 minutes) street time for a total route time of 08:07 (8 hours and 07 minutes).

On the last page of the form, you will see a total at the bottom of the DELYS column. This is the total number of deliveries added to or taken away from the route. You can see on the example below (Box 5) that 61 deliveries were added to this route. You will also see totals under the "Office Time" and "Street Time" columns. These show you the total amount of office and street time added to or taken from the route. You can see below that this route has 00:02 (2

DELYS	OFFICE TIME MM:SS	STREET TIME MM:SS
	HH:MM	HH:MM
61	00:02	00:10

Box 5

minutes) of office time and 00:10 (10 minutes) of street time added. Always go back and add up all the office and street time credit and relief given and be sure these totals are correct.

The lower half of the 1840 Reverse form is called the "Comments" section (see Box 6 on p. 12). Under the "Comments" section you will see:

1. Whether or not the office takes a break in the office

2. The base street time for the route from the last adjustment that was done.

3. The evaluated street time that was actually selected for the route.

4. The reason for the selection of street time. If the route was evaluated in a joint process, the team will enter the reason for the street time selected here.

At the bottom of the page in the lower left-hand corner, the mode used to transfer office time will appear.

Sometimes, if you go to the very last page, you will see that a "MANUAL TIME ADJUSTMENT" has been made to the route. This time adjustment is listed as "Relief" or "Addition" depending on if the time is added

(Continued on page 12)

Comments:
1. Office break Option chosen __X__ Yes or ____ No.

2. Base Time Route Evaluation From Form JARAP is 6:25 (Hours and Minutes)

3. Street Time for Adjustment 06:30 (hours and minutes)

4. Reasons for selection of street time: The adjustment team mutually agrees that the actual average street time from the evaluation period is most representative of the route

Office Time Mode: Demonstrated Performance by Relieved Carrier

Box 6

(Continued from page 11)

or taken away from the route. This type of time adjustment/deduction should always be supported by appropriate comments on the 1840 Reverse. Any carrier who sees this and has questions should be sure to raise the issue during the Adjustment Consultation.

PS Form 1840 Reverse generated by COR

COR is a computer program that is used as a tool to "optimize" routes when making adjustments. After optimizing routes, COR will make changes to Relay Time, Travel To, Travel Within, and Travel From times for each route. These time changes are shown on the 1840 Reverse.

The first line in the box (Box 7 below) is an addition COR made to the route by adding time for relay time. You can see the letters EXR beside the words "Relay Time." This means that 14:37 (14 minutes and 37 seconds) was the relay time on the existing route or the route before any adjustment. To the right of the EXR time, you see the letter ADJ. This is the relay time COR credits to the route after the adjustment. On the example below, the ADJ time is 17:51 (17 minutes and 51 seconds). If the ADJ time is greater than the EXR time, you will see the letter "A" in the "Relief/Addition" column because time has been added to the route. If the ADJ time is less than the EXR time, an "R" for relief will appear because COR has taken time from the route. Changes in Travel To, Travel Within, and Travel From are identified the same way. ALL changes must be explained by comments on the 1840 Reverse and validated by the adjustment team.

Further down you see "Old Relay: BREW ST, -01:33". This

(Continued on page 14)

RELIEF (R) ADDITION (A)	STREET	ADDRESS RANGE BEGIN	END	ZIP + 4 SECTOR/ SEGMENT	TRANS - FERRED TO / FROM ROUTE NUMBER	DELYS	OFFICE TIME MM:SS	STREET TIME MM:SS
A	Relay Time: EXR 14:37, ADJ 17:51	0	0			0	00:00	03:34
R	Travel Within: EXR 15:22 ADJ 12:22	0	0			0	00:00	03:00
	**							
	Old Relay: BREW ST, - 01:33	9001	9999	3239		0	00:00	00:00
	New Relay: 216 43rd St, 1:04	0	0			0	00:00	00:00
	New Relay: 4925 Todd Ave. St, 1:04	0	0			0	00:00	00:00
A	Parcel Delivery	0	0			0	00:00	02:00

Box 7

Arbitration update

Two recent Regional Arbitration awards involving overtime issues are worth a brief review.

Pivoting

First, a case out of Orange, MA [GATS No. B06N-4B-C 10205734 (C-29071)]. This case involves the pivoting of carriers to cover an auxiliary assignment of 6 hours and 30 minutes in the office. The evidence supported the fact for the past 11 years, management has scheduled carriers to work the auxiliary assignment in advance. Normally, this was done by scheduling a TE to cover the assignment. In early April 2010 the POOM sent a notice out to all Postmasters "benching" all TE's for the next three days. That meant that TE's could not be scheduled for any purpose during the cited three days. As a result of the POOM's actions, regular carriers at the Orange Post Office were required to pivot and work on the auxiliary assignment.

The union argued in this case that Section 126.3 of the M-39 Handbook requires management to schedule carriers on vacant assignments when they know in advance of such a vacancy. In sustaining the Union's grievance Arbitrator Marilyn H. Zuckerman states:

The Service violated Article 19 of the National Agreement, Section 126.3 of the M-39 when it chose not to schedule a carrier in advance to fill a vacant route on May 5, 2010 in the Orange, MA Post Office. The violation continued on subsequent dates. To remedy this violation, the Service shall cease and desist from not scheduling a carrier in advance to fill a route which is known to be vacant and make Lisa Arnot, the TE who normally covered the auxiliary route, whole for the five hours that she would have worked on each of the days.

Operational window

The second case is an operational window issue out of Brooklyn, NY [GATS No. B06N-4B-C 10113263 (C-29205)]. On January 19, 2010, Non-ODL carriers worked a total of 5 hours and 55 minutes of overtime. The USPS argued that the simultaneous scheduling of Non-ODL carriers was done to meet the 5:00 pm Window of Operations (WOO). The union argued in part that the WOO was unnecessarily early and that poor scheduling on management's part led to the unnecessary use of Non-ODL carriers in violation of Article 8.

In sustaining the union's grievance, Arbitrator Robert Tim Brown looked at a number of factors including management's history of failing to adhere to the established WOO. Further, the arbitrator finds that such a WOO be used on an infrequent basis. Arbitrator Brown states:

That language also obviously contemplates that such accommodation to the window be infrequent, because otherwise there will no longer be meaningful OTDL schemes and all Carriers will generally be assigned to work simultaneously to finish on these days that made tight by management fiat.

Arbitrator Brown continues:

First, a very significant number of Carriers at Blythbourne worked past the 5 PM window despite the WOO rule, and 229 Carriers in the Brooklyn installation throughout the borough did as well, and there have been numerous violations of this sort found in Brooklyn in the recent past.

The Arbitrator in this case found managements arguments "contrived" when in fact there was little attempt to comply with the provisions of Article 8 of the National Agreement. As a remedy, the Arbitrator ordered the Non-ODL carriers be paid Administrative Leave equal to the overtime work they performed on the day in question, and paid overtime to the ODL carriers who should have been provided the overtime work. Lastly, in the Arbitrators Award Summary on the cover page, Arbitrator Brown states:

The Union proved that scheduling changes could have avoided non-scheduled day overtime, and that based on the facts of this case and the history of the facility, the 5 PM window of operations was not a realistic objective on the day in question at that facility.

OWCP . . .

(Continued from page 9)

Advise the claimant that responses to OWCP requests for information must also be complete. To ensure completeness, when OWCP requests answers to multiple questions, the question itself should be repeated and then followed by the response to that question. A good way to do this is to type out the entire first question (indented and italicized), then type the response, followed by the second question, then the second response, and so on until all questions are addressed. Failure to respond to a request from OWCP within the stated time limits can have adverse results, including denial of the claim.

Telephone the claims examiner

Although some of the OWCP district offices' automated answering systems can be frustrating, you should not hesitate to use the telephone to communicate with OWCP. Always have the case number (if known) when telephoning OWCP and create a record of your phone calls.

OWCP district offices are well equipped to handle telephone calls. In fact, OWCP customer's pledge is that every effort will be made to return telephone messages within two business days. OWCP's latest reports indicate that their average call-back time is less than one business day. While there are many people who would argue the accuracy of that report, OWCP has definitely improved their telephone response times.

Congressional assistance

An employee also has the right to ask a member of Congress or a Senator for assistance. The injured carrier should be advised that no more than one elected official should be enlisted to help at one time. Congressional assistance does not have to be a last ditch effort, but such assistance will probably be more impactful if the injured worker can demonstrate that previous efforts have been fruitless.

The quality of communication is much more important than quantity. Be tactfully persistent.

Adjustment consultation

(Continued from page 12)

means COR deleted this relay located at Brew St. and deducted 1 minute and 33 seconds of Relay Time from the route. On the next line you see a similar entry indicating that a new relay has been added. On this example, the new relay located at 216 43rd St. resulted in a 1:04 (1 minute and 4 seconds) time credit being given to route C012.

The bottom line of this form has an entry for "Parcel Delivery". You can see the letter "A" in the "Relief/Addition" indicating that this is an addition to the route. Scroll all the way over to the "STREET TIME" column and you can see that 02:00 (2 minutes) was added to the route for this parcel delivery. Allied time entries like this will show up on the 1840 Reverse when allied time is moved to or from the route.

You should now be able to read the 1840 Reverse and understand all territory adjustments and time changes to the route. It's very important that you make any and all comments and/or ask questions about every aspect of the route adjustment during the Adjustment Consultation.

Local negotiations

(Continued from page 1)

ter you are in negotiation about. A branch will have a greater likelihood of success in local negotiations if it does some research before sitting down at the bargaining table with management.

Remember, Article 31.3, gives the union the right to "all relevant information necessary for collective bargaining… upon the request of the union, the Employer will furnish such information provided, however, the Employer may require the Union to reimburse the USPS for any costs reasonably incurred in obtaining the information. " Some items that you might request management to provide include:

Leave Records, Schedules, Workload Reports. Since the majority of the items negotiated concern the local leave program, obtaining staffing records, weekly schedules, workhour reports, FLASH reports and leave calendars, is a good place to start. This documentary evidence can be used to develop support for proposals regarding the number of carriers allowed off on leave and the duration of the choice vacation period. It can also be used to defend against management claims that the current leave program creates an "unreasonable burden." While Article 30.F requires management to prove this unreasonable burden, it doesn't hurt to have evidence in hand to counter such claims.

Future Event Documentation. Volume projections, FSS implementation schedules, withholding and excessing information are all evidence of future events that could impact bargaining. Management will likely be using them so it's important to know what they are looking at and to check it for validity.

Training Seminars & State Conventions

Listed below are the training sessions, educational seminars, and state conventions scheduled for July—December 2011 For more information, contact your business agent. Regions not listed have not reported any training scheduled for this time period.

Region 1—NBA Chris Jackson, (714) 750-2982
California, Hawaii, Nevada, Guam

Aug. 7 Region 1 Leadership Conference, Reno NV

Region 2—NBA Paul Price, (360) 892-6545
Alaska, Utah, Idaho, Montana, Oregon, Washington

Oct. 30– Nov. 4 Regional Assembly, Coeur d'Alene, ID

Region 3—NBA Neal Tisdale (217) 787-7850
Illinois

Oct. 24-26 Regional Training Seminar, Peoria, IL

Region 4—NBA Roger Bledsoe, (501) 760-6566
Arizona, Arkansas, Colorado, Oklahoma, Wyoming

Sept. 30– Oct. 1 Regional Rap Session, Colorado Springs, CO

Region 5—NBA Dan Pittman, (314) 872-0227
Missouri, Iowa, Nebraska, Kansas

Oct. 30–Nov. 1 Iowa Fall Training, Coralville, IA

Region 6—NBA Patrick Carroll (586) 997-9917
Kentucky, Indiana, Michigan

Oct. 8-10 KIM Region Seminar, Detroit, MI

Region 7—NBA Chris Wittenburg, (612) 378-3035
Minnesota, North Dakota, South Dakota, Wisconsin

Sept. 17-18 South Dakota State Convention, Deadwood, SD
Oct. 3-4 Minnesota State Convention, Brainard, MN

Region 7 (continued)
Oct. 29-30 North Dakota State Convention, Fargo, ND
Nov. 5-6 Wisconsin State Convention, La Crosse, WI

Region 9—NBA Judy Willoughby, (954) 964-2116
Florida, Georgia, North Carolina, South Carolina

July 28-30 Florida State Convention, St. Petersburg, FL
Oct. 28-30 Florida State Training, West Palm Beach, FL
Nov. 5-6 South Carolina State Training, location TBA

Region 10—NBA Kathy Baldwin, (281) 540-5627
New Mexico, Texas

Oct. 7-10 Region 10 Fall School, Albuquerque, NM

Region 11—NBA Dan Toth, (440) 282-4340
Upstate New York, Ohio

July 6-8 New York State Convention, Saratoga Springs, NY
July 22-24 Ohio State Convention, Cincinnati, OH
Sept. 17-19 Regional Training, Cincinnati, OH

Region 12—NBA Bill Lucini, (215) 824-4826
Pennsylvania, Central and South New Jersey

Sept. 22-24 Pennsylvania State Convention, Erie, PA

Region 13—NBA Tim Dowdy, (757) 934-1013
Delaware, Maryland, Virginia, West Virginia, Washington DC

Sept. 18 OWCP Training, Washington DC
Oct. 9 Delaware State Convention, Newcastle, DE
Oct. 9-11 MD/DC State Convention, Ocean City, MD

There is also information that can be obtained from the branch.

Past Bargaining Records. Hopefully your branch has kept records and notes from past LMOU bargaining sessions. The proposals, counterproposals and the final agreements from past negotiations show what each side tried to achieve, how the other side responded and what they finally were able to agree on. This information can be used to formulate the branch's proposals for the upcoming bargaining session as well as to develop strategies to deal with management's proposals.

Polling the Membership. Another early function of the committee is to find out what the membership thinks about their LMOU: what changes they would like to see, what's important to them, etc. Some branches do this by discussing it at branch meetings or by mailing out a questionnaire. Some conduct a one-on-one canvassing campaign talking to as many members as possible to get their suggestions and feedback. Getting input from those affected by the negotiations is essential for union building.

The sooner the information is obtained, the sooner the committee can start making decisions about bargaining objectives and how to achieve them. Don't wait until next fall or winter to begin preparing. Once the national agreement is reached, there will not be a lot of time to prepare for LMOU discussions, so get as much done as you can now.

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USPS BY THE NUMBERS

Operations

FY 2011 - Postal Quarter 2	Number	Change from SPLY*
Total mail volume YTD (Millions of pieces)	87, 364	0.1%
Mail volume by class (YTD in millions)		
First-Class	*38,465*	*-6.5%*
Periodicals	*3,593*	*-2.9%*
Standard (bulk mail)	*43,918*	*5.2%*
Packages	*354*	*1.1%*
Shipping Services	*774*	*2.9%*
Workhours (YTD in thousands)		
City Delivery	*201,487*	*-2.1%*
Mail Processing	*111,862*	*-4.5%*
Rural Delivery	*87,779*	*0.5%*
Customer Service/Retail	*77,206*	*-6.3%*
Other	*104,014*	*-1.5%*
Total Workhours	*582,348*	*-2.7%*

*SPLY=Same Period Last Year

Finances

FY 2011 through Postal Quarter 2 (millions)		
Operating Revenue	*$34,111*	*-2.7%*
Controllable Operating Expenses	*$34,640*	*0.4%*
Controllable Operating Income	*- $529*	
PSRHBF Expenses	*$2,750*	
Workers' Comp adjustments	*-$339*	
Net operating loss	*-$2,482*	

Employment

FY 2011 —Pay Period 10	Number	Change from SPLY*
City carrier employment	197,861	-4.7%
Full Time	*176,596*	*-5.1%*
PT Regular	*864*	*-10.9%*
PTF	*20,401*	*-3.3%*
Transitional	6,320	-6.7%
MOU Transitional	7,242	-0.9%
City carriers per delivery supervisor	17.8	
Career USPS employment	596,599	-8.1%
Non-career employment	90,166	-8.5%