

Carrier Optimal Routing-COR

A Union Official's Guide to
Understanding Management's
Latest Tool

Objective of Training

- Enhance knowledge of route adjustment procedures
- Learn how COR works
- Become familiar with COR reports
- Understand and apply the Memorandum of Understanding on COR
- Be prepared to challenge invalid time deductions due to COR

Four Areas Covered

- Route adjustment method, history and tools
- What does COR actually do?
- Pre-arbitration settlement on COR effective 9/11/2007
- COR Reports and what to look for

M-39 Section 243

- Procedures for transferring territory are contained in this section
- Any territory transfers must be in accordance with these provisions
- Article 19 of the National Agreement incorporates these provisions

What was used in the Old Days

- Pencils- lots of them
- Calculator
- Map of the zone as is
- Uncolored map of the Zone
- 3999's for each route
- 1840 Reverse

How was it done in the old days?

- It was determined whether each route in the zone needed relief or addition to make it as near as possible to 8 hours
- The map was used as a guide to the adjustor for adding or removing streets on the route
- The value of each block moved was broken into office and street time

Office Time- M-39 Section 243.316

5 methods

- 1. Divide the average office time of Form 1840 by the total number of possible deliveries
- 2. Divide the average office time by the average total time
- 3. DCD Methods- Sector Segment Count
 - A. Apply casing standards to actual # of pieces transferred
 - B. Apply the % to Standards of the carrier who serviced the route to the above
 - C. Apply the % to Standards of the gaining carrier

Street Time- Section 243.317

- The time used to deliver the mail on each block from Form 3999 generated on the Day of Inspection is what is entered on Form 1840 Reverse
- Notes were made on the side about the time used for parcels, accountables, retrace, etc. and were rarely an issue.

Look at 1840 Reverse

- Route evaluated at 9:46
- Territory was transferred to and from Route 4711
- Office Factor used was office time divided by possible deliveries
- Number of deliveries multiplied by the office factor = office time
- Street time from the 3999 for the block faces is added or deducted
- Adjusted Route Time is the total of new office and street times.

All this was done manually

- All the routes were calculated
- 1840 Reverses completed
- New zone map was colored



Age of Computers

- Various programs have been used to computerize the adjustments of routes
 - RES- Route Evaluation System
 - GEO-limited-Used a mapping tool
 - DCD- Data collection device
 - DOIS- Delivery Operations Information System



DCD's

- Hand held device for recording street times
- Supervisors identify allied times
 - Relay Time
 - Travel To
 - Travel From
 - Vehicle load/ unload
 - Other street time

Computerized 3999's

- 3999 Capture-Printout of 3999
- 3999 Data Summary
- 3999 Functional Analysis
- 3999 Audit Trail Report- Record of any edited time on the 3999

Other Street Time

- Travel within
- Accountable Delivery
- Parcel Delivery
- Street Break Time
- Collection Time
- Deadhead Time
- Personal Needs
- Customer Contact
- Gas Vehicle

Non-Recurring Street Time Detail

- Backtracking
- Animal Interference
- Waiting for Relays
- Waiting for Transportation
- Waiting-other
- Temporary Detail
- Management Time
- Accident
- Miscellaneous Other

DOIS-Route Evaluation and Adjustment Application

- Integrated with TACS
- DCD's downloaded directly into DOIS
- Isolates allied street times
- 1838c Data input Manually
- Automatically generates 1838's, 1840's, 1840B's
- No mapping capability
- Performs adjustment calculations by blockface
- Generates 1840 Reverses- by sector segments
- Accountables, parcels and relay time showed as transferred time on reverse 1840

Garbage in-Garbage Out

- Although DOIS made calculations easier when adjusting routes, the potential for hiding deducted time increased
- Editing of 3999's
- Failure to transfer allied times
- Inaccurate 3999's by overzealous examiners
- The same potential exists in a COR Environment but with added issues

COR- Carrier Optimal Routing

- Carrier Optimal Routing system is a software application that runs within Maptitude for realigning territory in a delivery zone.
- Maptitude is a geographic information system that runs on Windows.



Zone must be Prepped

- Before any delivery zone can be adjusted using COR, the data base must be validated and prepared
- Delivery locations and address matching
- Record any information affecting delivery patterns
- Verify actual beginning and end of block ranges
- Ensure existing routes are correct

How does COR work?

- The route evaluation data is imported from DOIS
 - 3999's
 - 1840 Times
 - Volumes
- DPS Volume still has to be manually input by sector segment from the day of inspection

The Magic Button

- When all the data is in place, the COR technician must make some selections
 - Select Office Time Mode
 - Select Volume Coverage
 - Select Auxiliary Location- This tells the program where to place an auxiliary route if one is needed
 - Select Vacant/ Auxiliary Routes- This identifies the routes that will be eliminated if needed.

More Choices to make

- Generate Routes
 - Create routes based on time or number of routes
 - Desired # of routes or route time
 - Use an auxiliary route
 - Add an extra route
 - Maximum Volume of Mail
 - Max Round Trip Walking Time between Service

The Button is pushed

- COR will generate new route territories
- Generate a Route Relations Summary Report
- Route Numbers can be changed at this point
- The zone can be reinitialized and changes can be made and the button pushed again



New Map

- The computer Screen will have the new map showing the territory of the adjusted routes.
- The USPS believes this program reduces inefficiencies
- NALC Reps have been known to frequently say " You have got to be kidding me"
- Even USPS Headquarters knows it must be tweaked

Territory Transfer Toolbox

- Once the zone has been realigned by the program, the adjustor use the toolbox to make changes
- The Gaining Route is identified and the streets are clicked on the computer screen
- A box will show the calculated time for the selected territory
- Clicking on the red light undoes the selection
- Clicking on the green light moves the territory

Lines of Travel-Adjustor Generates for each route

- After the routes have been realigned management will then have to generate lines of travels.
- They have to enter parameters
 - Max volume of mail per relay in pounds
 - Max Round trip walking time between service
 - Max time between opposite sides of a street
 - Generate line of travel with Priority



Line of travel Continued

- The screen will show an arrow of the travel pattern and whether it is walking or driving
- Park Points will be marked by a logo- they will try to reduce relays and times the vehicle has to be moved
- The system is designed to start and end as near to the Post Office as possible

Adjusted Route Times Change

- Remember that Allied Time on the 3999?
- Between COR generating routes and the Line of Travel, some of this time disappears
- COR recalculates driving times- Travel to and from the Route and Travel within -based on speed limits
- COR will generate reduced relays and vehicle moves based on satchel weights
- COR doesn't automatically transfer parcels and accountables

COR Generated 1840 Reverses

- After the adjustment is finalized including the Line of Travel, 1840 Reverses are printed
- Changes to Allied Times are recorded on the reverse 1840
- What if we disagree?

COR MOU- 9/11/2007-Summarized

- No components of the COR program or application of the COR process will be inconsistent with Chapter 2 of the M-39 Handbook
- The back of Form 1840 will indicate by sector segment any change in street credit from the actual street time used in sector segment including all relay, travel, allied time, etc

MOU continued

- Any adjustments must be documented and explained by appropriate comments on the reverse 1840
- Travel to, Travel From and Travel within times must be validated, documented and discussed during the carrier consultation
- The actual time should be taken from the inspection 3999 unless a new pattern is created during the route adjustment process and that must be validated
- The intent is for the letter carrier to be aware of any proposed time adjustment to the carrier's base street time and/or to the street time of the territory being transferred.

Finding the deductions

- Form 1840 Reverse
 - Any R means time was deducted
 - EXR means existing Route
 - ADJ means adjusted Route
 - Old Relays –
 - New Relays +
 - MOU Requires validation of Travel Times

Evaluation Times v. Adjustment

- COR generates an evaluated route summary and an adjusted route summary
- Any difference between the two numbers is indicative of time that was removed from the zone
- Some of the time is easy to understand, for example; 2 routes are abolished and there is no longer base minimum office times and travel to and from and vehicle load and unloading.
- What about the rest of the time?

Remaining Routes

- Each Route with travel to and from time changes must have been validated- request the documentation
- Travel within time changes must also be validated- request the documentation. Check the 3999 for the entries and compare to the new line of travel times
- Check the eliminated relays to insure these were actual relays eliminated and not errors on the 3999.
- Check whether all parcel and accountable time was transferred from eliminated routes

Useful COR Reports

- Existing Route Summary
- Route Relations Summary
- Territory Transfer Summary Report
- Adjusted Route Summary
- Route Summary Report
- Line of Travel Report
- Re-sequenced Delivery Points
- Allied Time Report

COR as a mapping tool

- COR can be used as a mapping tool for adjustments
 - The route generation mode is skipped
 - Territory Transfer Toolbox is used
 - Line of Travel is skipped with re-sequencing done through DOIS and the edit sheets
 - If this method is used, the program will not recalculate times.

COR for Minor Adjustments

- COR has been updated with a minor adjustment mode
- Evaluated times and volumes are input
- 3999's are downloaded from DOIS
- DPS volume are manually entered by sector segment
- The program spread the cased volumes proportionally by sector segment based on the DPS count.
- Adjustor chooses to use office factor or demonstrate performance for the Office Transfer Mode.

The Good

- COR can be used in a realistic and accurate way as a tool and not a substitute for human judgment.
- With the mapping capabilities, ability to calculate and visual aids for travel patterns it provides adjustors with a tool to explore multiple options when restructuring routes.

The Bad

- Any data driven computerized program will only yield results based on the accuracy of the data.
- The adjustor can choose to abdicate decision making to the program and implement the results generated by COR even if they don't make sense.

The Ugly

- Management officials can intentionally manipulate the adjustments and line of travels to accomplish preconceived results.
- Subtle changes can be made that can be difficult to find.
- Massive movement of territory makes it very tedious to find where the time went.
- The resulting street times for the zone cannot be accomplished by the carriers.

Examples of Ugly

- Manual adjustments to times without justification
- Editing 3999 times prior to downloading into COR
- Setting speed limits and satchel weights unrealistically high
- Ignoring priority delivery (business first) in line of travel
- Converting mode of delivery in COR to driving when it was park and loop.
 - Allows a reduction in relay time
 - Takes longer to deliver dismount

Knowledge is Power

- Know the M-39 Provisions for route evaluations and adjustments
- Know how the COR program works and how to read the forms and reports
- Know the COR Pre-arbitration settlement and how to apply it
- Make sure whoever is adjusting routes with COR in your office knows you know all the above