



RESOLVE



STEP B DECISION

USPS Step B:	Decision:	RESOLVE
Rose Barner	USPS Number:	G16N-4G-C 2115 0737
NALC Step B:	Grievant:	Class
Jim Ruetze	Branch Grievance Number:	421-1692-20
	Branch:	421
	Installation:	San Marcos
District:	Delivery Unit:	MPO
Rio Grande	State:	TX
	Incident Date:	12/05/2020-12/11/2020
	Informal Step A Initiated:	12/19/2020
	Formal Step A Meeting:	12/29/2020
	Received at Step B:	03/17/2021
	Step B Decision Date:	04/14/2021
	Issue Code:	65.2100
	NALC Subject Code:	600139

ISSUE: Did management violate Articles 19 (via Handbook M-32, *Management Operating Data System (MODS)*), and/or 41 of the National Agreement by instructing letter carriers to move to operation 733 when delivering parcels on letter routes ("parcel runs")? If so, what is the remedy?

DECISION: The Dispute Resolution Team (DRT) mutually agreed to **RESOLVE** this grievance. Management will adhere to the provisions of Handbook M-32, *Management Operation Data System (MODS)*, for time spent delivering parcel runs. Auxiliary assistance given to city delivery routes, even if the assistance given was to relieve the route by delivering parcels, is not part of LDC 23. That assistance is still part of the carrier's street time and total route time. It must therefore be attributed to LDC 22 by the carriers in San Marcos moving to operation 721. See the DRT Explanation below.

EXPLANATION: During the week of December 5, 2020 management instructed carriers to clock to operation 733 for time spent delivering parcel runs, instead of operation 721 during the month of December.

The union filed this grievance to protest the instruction to move to operation 733 for time spent delivering parcel runs. Unable to achieve a resolution through the Informal or Formal A steps of the grievance process, the union appealed the grievance to Step B.

The union at Formal Step A contended management violated Article 19 and 41 when they instructed carries to clock to operation 733 during the week of December 5, 2020 to do parcel runs. Route assignments at the San Marcos Post Office are city delivery routes and cannot be categorized as parcel post routes under any circumstances. The union contended to have city carriers delivering parcels on function 733 instead of using function 721 is not properly and accurately recoding the street time used on the days in question. Even though the carriers were delivering parcels only, it does not change their route assignment to a parcel post route because parcel post routes consist of more than

just delivering parcels. The union contended management is responsible for accurately recording volume and other data in DOIS (Delivery Operation Information System).

The union requested management cease and desist from instructing carriers to clock to operation 733 (or any operation other than 721) when performing street auxiliary assistance, including parcel runs, on city delivery residential motorized letter routes. The union also requested the time spent on operation 733 be properly credited to the routes on which the parcel runs were done. If this is not possible, the union requested route data on days where carriers clocked to operation 733 instead of 721 be excluded from any evaluation for purposes of route adjustments.

Management met at the Formal A Step of the grievance process; however, there were no contentions in the file.

The **DRT** reviewed the case file and determined management did not adhere to the provisions of Handbook M-32, Management Operation Data System (MODS) and the Joint Contract Administration Manual (JCAM) when requiring carriers to utilize Code 733 when making parcel runs.

Handbook M-32, (*Management Operating Data System (MODS)*), includes the following definition of Operation 733:

733 Parcel Post — Street LDC 23/20

Street work hours of carriers used for the delivery of parcel post routes. [Emphasis Added]

721 City Delivery Carriers, Residential Motorized — Street LDC 22/20

See operation 713 activities and data requirement descriptions.

713 City Delivery Carriers, VIM Route — Street LDC 22/20

Work hours of carrier employees used to deliver mail on city delivery regular and auxiliary letter routes, street hours. Do not include router hours and combination routes. [Emphasis Added]

Page 41-58 of the JCAM contains the Step 4 settlement of grievance Q01N-4Q-C 05022610 (M-01664):

The Delivery Operations Information System (DOIS) is a management tool for estimating a carrier's daily workload. The use of DOIS does not change the letter carrier's reporting requirements outlined in section 131.4 of Handbook M-41, the supervisor's scheduling responsibilities outlined in section 122 of Handbook M-39, or the letter carrier's and supervisor's responsibilities contained in Section 28 of Handbook M-41. DOIS projections are not the sole determinant of a carriers leaving or return time, or daily workload. As such, the projections cannot be used as the sole basis for corrective action. A five minute time credit for lines 8-13 will be added or when route inspection data is available for lines 8-13 the actual average information will be used for daily workload projections.

Management is responsible for accurately recording volume and other data in DOIS. Other than obvious data entry errors, route based information may only be

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changed through a full count and inspection or minor route adjustment. Additionally, the parties have previously agreed that functions in DOIS which relate to the route inspection and adjustment process must be in compliance with the city letter carrier route adjustment process in Subchapter 141 and Chapter 2 of the M-39 Handbook. Exceptions are offices that have jointly established an alternate route adjustment method. DOIS base information in such offices shall, as appropriate, comply with the alternate route adjustment method. [Emphasis Added]

Date: July 30, 2007

The DRT agreed the week in question would not have been used in any evaluations related to route adjustments because it was in December. Regardless, management must ensure office and street times are accurately recorded at all times during the year. Based on its review of the case file, the DRT agreed to the decision above.



Rose Barner
USPS Step B Representative

cc:

LR Manager, Southern Area
NALC Region 10 NBA
Rio Grande District HR Manager
Rio Grande District LR Manager
USPS Formal A Lee Walsh

Grievance File Contents

PS Form 8190
Union Contentions – 4 pgs
EER – 3 pgs
Employee Moves Report – 2 pgs
Step 4, M-01664
Steward Designation Letter – 2 pgs



Jim Ruetze
NALC Step B Representative

NALC Branch President
NALC Formal A Adam Reyna
Manager, Rio Grande District
Postmaster
DRT File

M-01885, Ltr from Alan Moore – 6 pgs
Informal Step A Meeting Request
Informal Step A Resolution Form
Formal Step A Meeting Request
Time Limit Extensions – 3 pgs
Steward Statement