



**RESOLVE**



**STEP B DECISION**

USPS Step B:  
**Rose Barner**  
NALC Step B:  
**Jose Portales**

District:  
**Rio Grande/Texas 3**

Decision: **RESOLVE**  
USPS Number: **G19N-4G-C 2135 3889**  
Grievant: **Class**  
Branch Grievance Number: **421-1648-21**  
Branch: **421**  
Installation: **San Antonio**  
Delivery Unit: **Leon Valley Station**  
State: **TX**  
Incident Date: **12/05/2020-12/11/2020**  
Informal Step A Initiated: **02/16/2021**  
Formal Step A Meeting: **08/16/2021**  
Received at Step B: **08/23/2021**  
Step B Decision Date: **08/26/2021**  
Issue Code: **65.2100**  
NALC Subject Code: **600139**

**ISSUE:** Did management violate the Interpretive Step Settlement on Delivery Operations Information System (DOIS) dated July 30, 2007 (M-01664) via Article 15 of the National Agreement by failing to accurately record time date in DOIS at the Leon Valley station? If so, what is the remedy?

**DECISION:** The Dispute Resolution Team (DRT) mutually agreed to **RESOLVE** this grievance. Management violated the Step 4 settlement M-01664 when they instructed carriers to move to operation 733 while doing a parcel run. 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 at the Leon Valley Station 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.

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 improperly recorded time in DOIS during pay period (pp) 26 week (wk) 1 at the Leon Valley Station when they altered the time records associated with this case. This resulted in less time credited to all routes at the station that was performed on these routes. Further, management improperly recorded street time in Time and Attendance Collection System (TACS) during pp26 wk1 by entering inaccurate information. Data from TACS is loaded into DOIS to generate various DOIS reports. The union asserted by improperly recording this street time data in

TACS, management violated the interpretive Step Settlement on DOIS dated July 30, 2007 (M-01664) via Article 15 of the National Agreement.

The union requested management immediately make corrections to TACS and DOIS to accurately reflect the time each letter carrier worked on each route during pp26 wk1 and cease and desist violating the Interpretive Step Settlement on DOIS dated July 30, 2007 (M-01664) via article 15 of the National Agreement. The union also requested that the affected carriers be paid a lump sum of \$50.00 to serve as an incentive for future compliance.

**Management** at Formal Step A contended on pp 26 week 1 carriers were instructed to move on the clock to 733 work function to deliver parcels for their routes. The use of operation 733 has been used for parcels in the previous years and the union was aware. The union steward claimed time is not being given to the routes, but clock rings show 733 is associated to each individual route and parcel counts are given to the individual route as well. Therefore, the time spent on 733 shows it was recorded into the routes. Management contended operation 721 is work hours of carriers used to deliver mail on city delivery regular and auxiliary letter routes and street routes. Carriers on function 733 are not delivering mail at that time, only parcels.

**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*

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*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 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. Also, the team agreed the monetary remedy requested was inappropriate at this time.

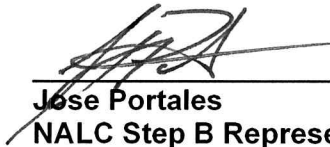
Based on its review of the case file, the DRT agreed to the decision above.



**Rose Barner**  
**USPS Step B Representative**

cc:

LR Manager, Southern Area  
NALC Region 10 NBA  
Rio Grande/Texas 3 District HR Manager  
Rio Grande District/Texas 3 LR Manager  
USPS Formal A: Juan Leal



**Jose Portales**  
**NALC Step B Representative**

NALC Branch President  
NALC Formal A: Ralph Rodriguez  
Mgr., Rio Grande District/Texas 3  
Postmaster  
DRT File

**Grievance File Contents**

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