



STREET

MANAGEMENT

# Street Management – Addressing Street Inactivity Time CRDO Focused Learn & Grow

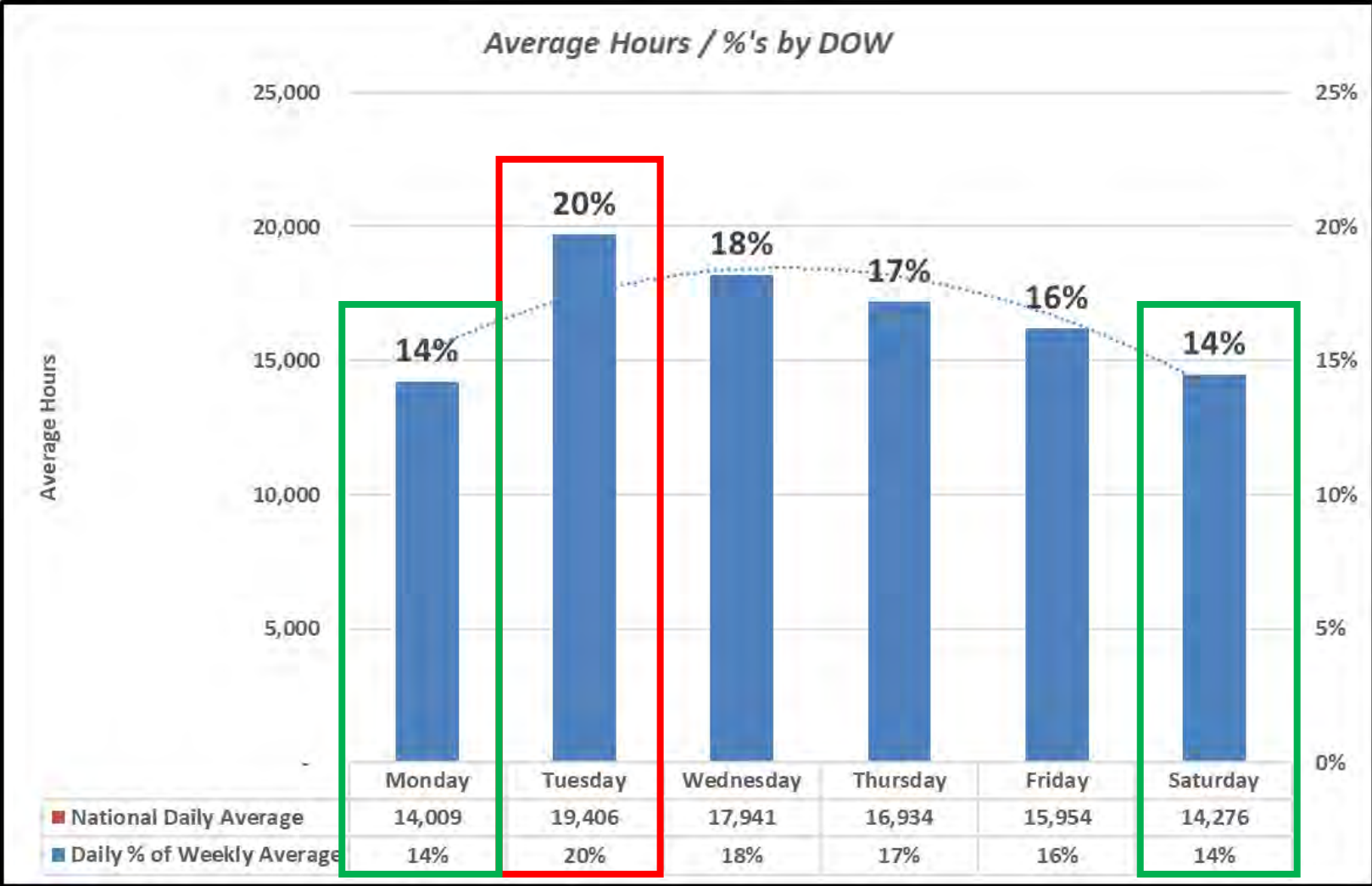
# Street Management – Impact

## Why is it important?

On average, **98,521** hours of inactive delivery time, not including lunches & breaks, during regular box delivery segments, are unaccounted for on a weekly basis nationally.

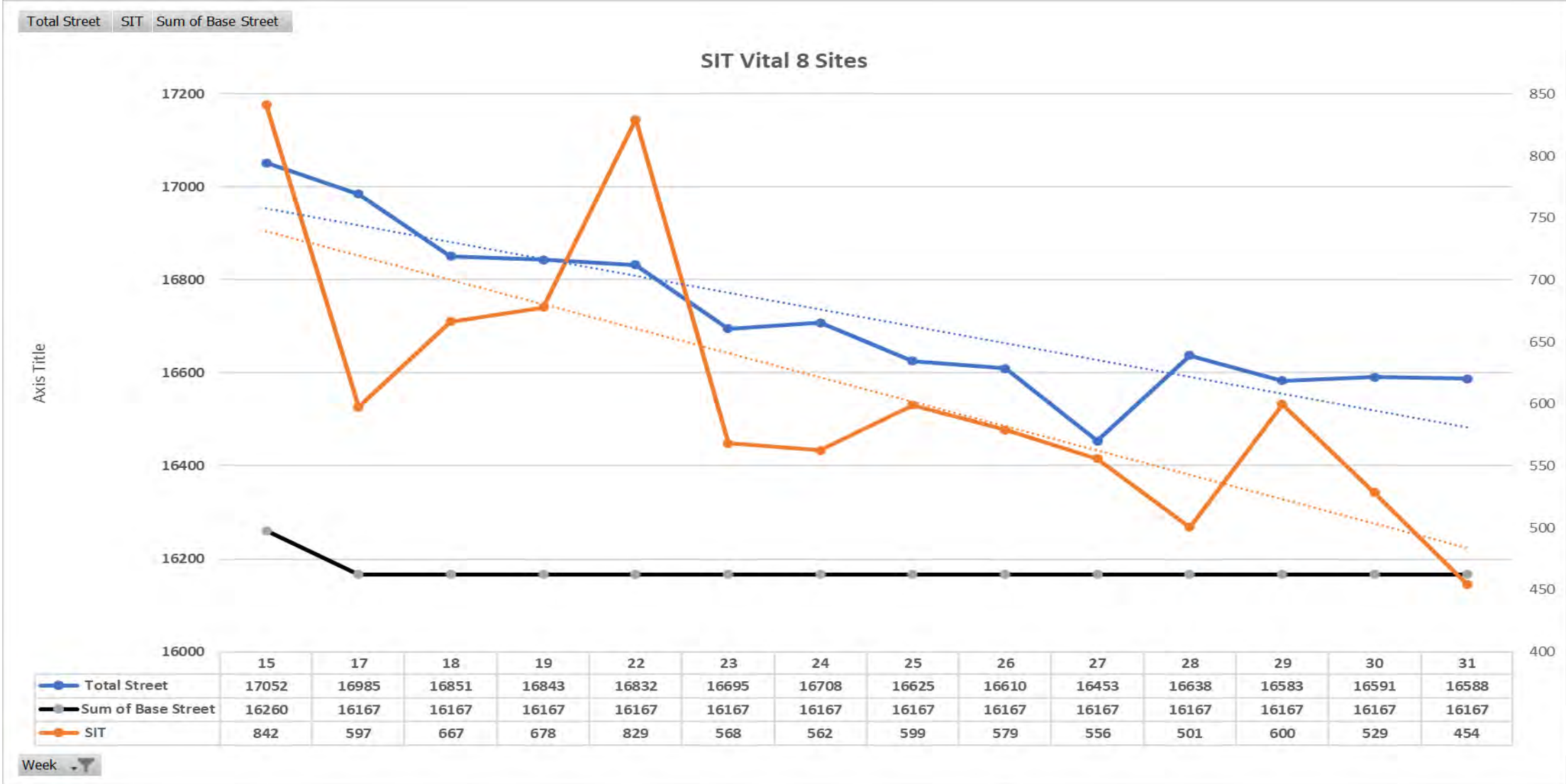
This is above and beyond the 10 min reporting in DMS

Actual FY 23 Qtr.'s II, III & IV, not including holidays / Sundays was **3,636,404** hours



\*AVG of Street Inactivity (Hours) per day – Source DMS 01/03/23 – 09/30/23

# Street Management – Periods of Inactivity during Delivery



# Street Management – Periods of Inactivity during Delivery

## Issues from the vital sites:

- **Getting units to start addressing issues**
- **Building block, fundamental street management activities completed**
  - **1564A's updated and reviewed w/carrier, SUT's given & documented etc.**
- **After identifying issues, capturing the exhibited undertime of the carriers**
- **I&I skills of the field**
- **Proper charges**
- **“Just Cause”**
- **Ensuring progression to change behavior**
- **Providing management contentions**

# Street Management – Periods of Inactivity during Delivery

## Addressing unauthorized periods of inactivity during delivery

Inactive periods of time during paid hours in a street delivery function, where no obvious patterns of “normal” delivery, nor “normal” carrier duties are being performed, as observed (Digital Observance) and determined as conduct of an improper nature.

### ROOT CAUSES:

#### Improper

- Expansion of Lunch / Break time
- Additional Lunch(s) / Break(s)
- Not carrying scanner on person
- Multiple occurrences – “dragging out”
  - As to not incur additional assignment of work hours
  - As to incur overtime work hours

#### Proper

- Centralized delivery
- Multiple package delivery and/or package pickup



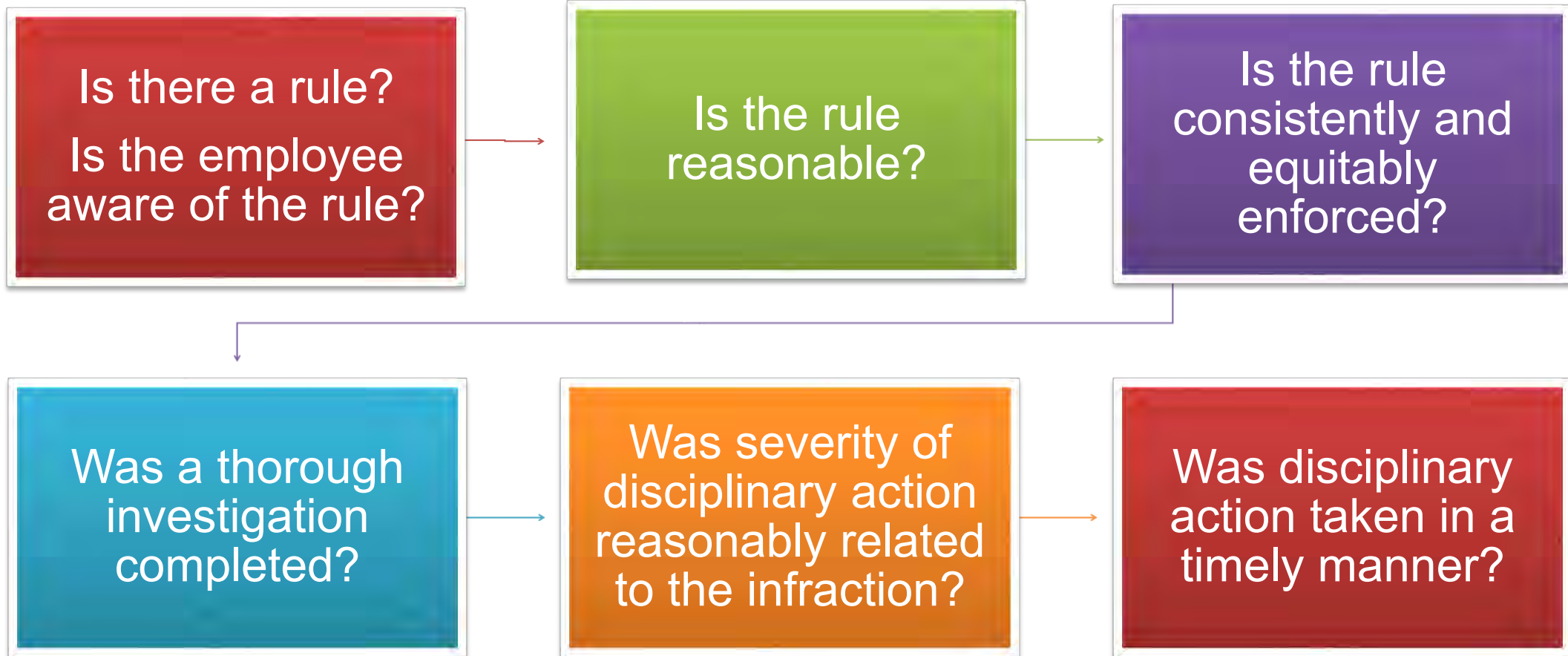
***All of which can be identified through Street Inactivity Reviews***



# Street Management - Addressing Street Inactivity

Simply put, the just cause provision requires a fair and provable justification for discipline.

**\*\* See JCAM Pgs. 16-1 thru 16-3**



# Street Management – Periods of Inactivity during Delivery

The following slides, portraying examples and reports, can assist the supervisor, when investigating elements of alleged improper conduct related to street duties.

- **Additional documents such as training records, TACS employee on the clock reports, and evidence from other systems could also be used that may not be listed.**
- **During the investigative interview, these documents and evidence should be shown to the employee and shared with their representative, if applicable, when asked about the alleged infraction.**
- **Ensure appropriate follow up questions are asked, when applicable.**

## **1. DID NOT CARRY THEIR SCANNER ON THEIR PERSON DURING DELIVERY DUTIES**

Documented MDD-TR Scanner Details service talk, discussion, DMS Exception Reporting - Street Inactivity Time Details Report (identifies event), DMS Street Management – Route Summary Report (Showing breadcrumbs at park point), NDI report (showing missed deliveries and point where scanner was left), RIMS battery usage report if needed (to show battery percentage)



# 1. DID NOT CARRY SCANNER ON THEIR PERSON DURING DELIVERY

**Street Inactivity Time - Details**  
 (Routes have been street inactivity over specified amount of time (10 minutes) with minimum scan activity)  
 (When total opportunity equals zeros, the time was included in the Total Street Variance)  
 (For rural routes, exceeded lunch is a summation of all events for a specific route that are non-centralized deliveries)

**DMS Exception Reporting - Street Inactivity Time Details report.**  
 List of all events

MDD-TR Scanner Accountability for City Letter Carriers  
 January 8, 2024

**Mandatory Stand-up Talk**  
 To All City Carriers, Supervisors, Managers and Postmasters

As information, the MDD-TR scanners utilize an Android operating system and operate on the same GPS system as the latest smartphones. The US Government commits to broadcasting the GPS signal in space with a global average user range error of 6.6 feet, with 95% probability, across all healthy satellites in constellation slots. On April 20, 2021, the global average URE across all satellites was 2.1 feet, 95% of the time. (www.GPS.gov)

The Postal Service uses this GPS technology to provide real time updates for customers, hazard, and Amber alerts for our delivery employees, and to provide managers with the location of every employee using a scanner to ensure compliance with delivery & performance expectations.

**During delivery duties, all carriers must always carry their scanner on their person (lunchrooms excluded).**

Handbook M-41 provides the following requirements for City Letter Carriers:  
 112.1 Efficient Service Provide reliable and efficient service.  
 112.2 Diligence and Promptness  
 112.23 Complete time records to accurately reflect the hours employed each day.  
 112.25 Be prompt, courteous, and obliging in the performance of duties. Attend quietly and diligently to work and refrain from loud talking and the use of profane language.  
 112.29 Return to the delivery unit immediately on completion of assigned street duties and promptly clock in on arrival. A motorized carrier unloads his vehicle and then immediately records returning time.  
 131.3 Actual Delivery  
 131.31 Do not deviate from your route for meals or other purposes unless authorized by your manager or if local policies concerning handling out of sequence mail permit minor deviations.  
 251.5 Lines of Travel  
 251.5 Lunch Information  
 This shows lines of travel to reach the beginning of the route, reach the lunch place, return to next delivery location, and return to unit.  
 251.6 Lunch Information  
 This shows time of authorized lunch, location of authorized lunch stop(s), and location where carrier is authorized to leave route for lunch. (See instructions on Form 1564-A where this applies.) Similar information for any deviation for lunch by carrier technician is entered on the Form 1564-A.

Handbook M-39 provides the following requirements for City Letter Carriers:  
 125.3 Authorized Lines of Travel  
 Carriers are required to follow their authorized lines of travel at all times. On motorized routes this includes travel to and from: the route, authorized lunch locations, break locations, refueling locations, collection boxes, and on the route.  
 126.5 b. (2) Review of Carrier Cases and Work Area - Note:  
 Authorized lunch periods, travel, and locations where the carrier is authorized to leave the route are recorded on Form 1564-A by the carrier when the USPS provides reimbursement or transportation to and from lunch places. In all cases travel time to and from the lunch place will be charged to the lunch period.

Additionally, the Employee Labor Relations Manual (ELM) also provides the following:  
 665.13 Discharge of Duties  
 Employees are expected to discharge their assigned duties conscientiously and effectively.  
 665.15 Obedience to Orders  
 Employees must obey the instructions of their supervisors.  
 665.16 Behavior and Personal Habits  
 Employees are expected to conduct themselves during and outside of working hours in a manner that reflects favorably upon the Postal Service.



ZIP Code	Route ID	Employee	Device ID	Event Start Time	Event End Time	Duration (minutes)	Ping Count	Package Scans	MSP Scans	Pick Ups	Device Transmitting	Centralized Delivery
	C006		C081A19746	11:38	11:58	20	21	0	0	0	Yes	No
	C006		C081A19746	13:07	13:41	34	35	0	0	0	Yes	No
	C006		C081A19746	14:10	14:51	41	42	0	0	0	Yes	No
	C006		C081A19746	14:52	15:39	47	48	0	0	0	Yes	No

**Street Inactivity Details Report**

Facility ZIP Code: [Redacted]  
 Delivery ZIP Code: [Redacted]  
 Route ID: C006  
 Route Type: P AND L  
 Device ID: C081A19746  
 System ID: SYS24034  
 Employee: [Redacted]  
 Employee Type: City Regular  
 Address: 1598 El Dorado Blvd  
 Coordinates: 29.57312743,-95.12457617  
 Event Date: 05-15-2024  
 Event Start: 14:10  
 Event End: 14:51  
 Duration (minutes): 41  
 Ping Count: 42  
 Packages Scanned: 0  
 MSP Scans: 0  
 Pick Ups: 0  
 Exceeded Lunch (minutes):  
 Exceeded Breaks (minutes): 21  
 Zoom to

**Carrier Delivery Indicator** | Routes Not Delivered | Weather Impacts

NDI report showing missed deliveries from scanner being left in vehicle at park point

**DMS Route Summary Report** showing multiple breadcrumb "pings" at locations identified as Street Inactivity Events. Also included are pings before and after event (showing consistency of pings)





# 1. DID NOT CARRY THEIR SCANNER ON THEIR PERSON DURING DELIVERY DUTIES

ZIP Code	Route ID	Employee	Device ID	Event Start Time	Event End Time	Duration (minutes)	Ping Count	Package Scans	MSP Scans	Pick Ups	Device Transmitting	Centralized Delivery
77705	C058	Gilder, K.	C309A15170	11:15	11:29	14	15	0	0	0	Yes	No
77705	C058	Gilder, K.	C309A15170	11:34	12:11	37	38	0	0	0	Yes	No
						17	18	0	0	0	Yes	No
						34	35	0	0	0	Yes	No
						22	23	0	0	0	Yes	No
						31	32	0	0	0	Yes	No
						41	42	0	0	0	Yes	No
						35	36	0	0	0	Yes	No
						25	26	0	0	0	Yes	No
77705	C058	Gilder, K.	C309A15170	16:22	16:41	19	20	0	0	0	Yes	No
77705	C058	Gilder, K.	C309A15170	16:42	17:01	19	20	0	0	0	Yes	No

Total Street Inactivity time, (SIT) for the day: 294 Mins



Other Delivery

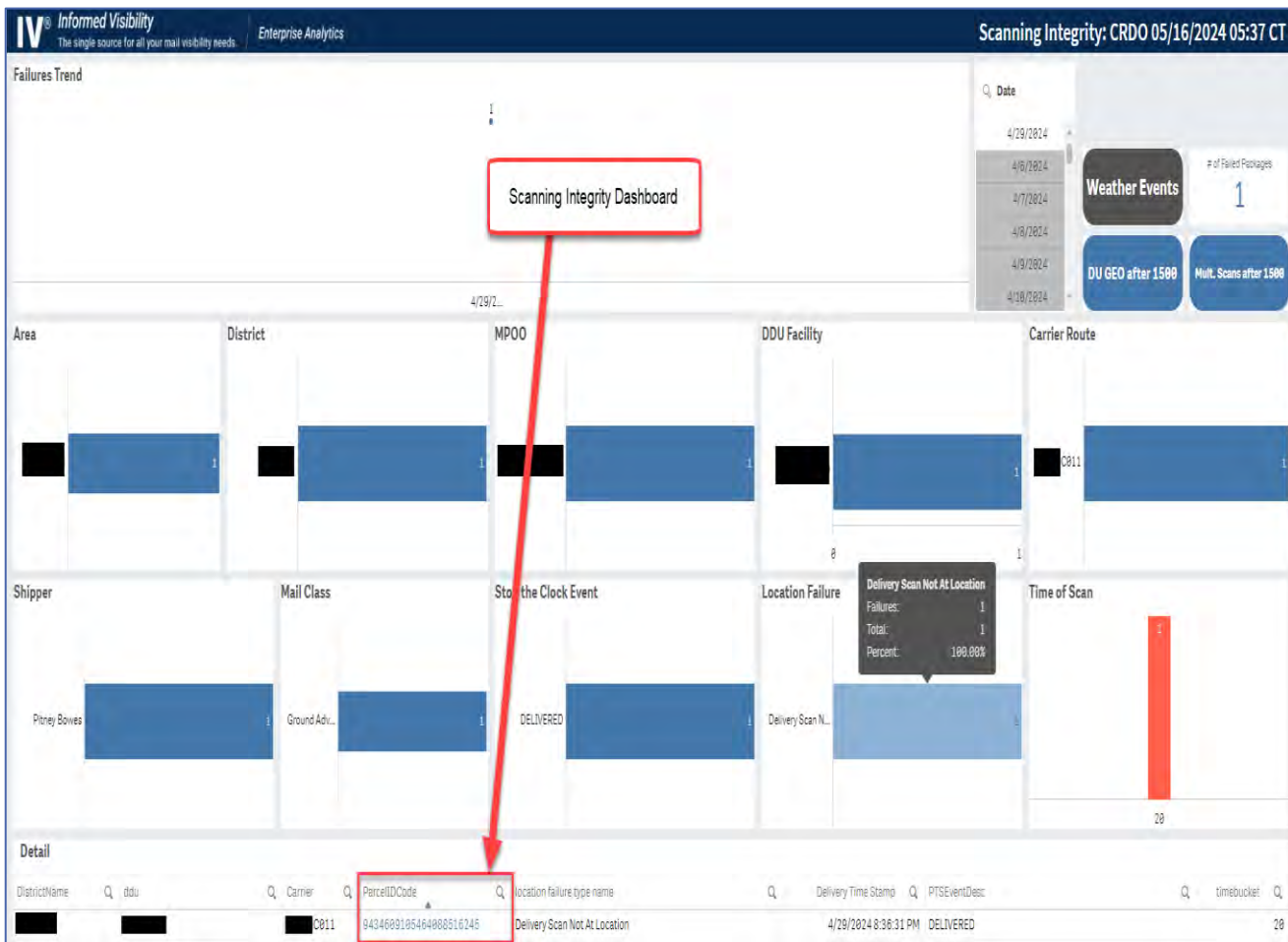
Route	Delivery %	Deliveries Made	Active	C360	Parcel Only
South End	88.41%	17,268	19,621	0	0
77705C058****	80.36%	300	497	0	N

Carrier not taking scanner with them during P&L's. Street Inactivity Time showing 294 mins. NDI showing 39.64% not delivered.

### 3. SCANNED ITEM/S AT INCORRECT ADDRESSES

#### SCANNED ITEM/S AT INCORRECT ADDRESSES

Documented service talk for accurate delivery, discussion, PTR track and confirm with GEO location of Stop the Clock (STC) event, Scan Integrity report, RIMS GEO Alert Dashboard.



PTR Track and Confirm									
Event	Event Code	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
DELIVERED, IN/AT MAILBOX	01	04/29/2024	20:36		Scanned	MDD TR C184A03206 (interface type - wireless)	Scanned by route C011	04/29/2024 20:40:04	Facility Finance Number: [REDACTED] GEO Location Data Available
ON ROUTE, LOAD TRUCK	59	04/29/2024	13:19		Scanned	MDD TR C184A03206 (interface type - wireless)	Scanned by route C011	04/29/2024 13:22:05	GEO Location Data Available
OUT FOR DELIVERY	OF	04/29/2024	11:08		System Generated			04/29/2024 11:12:10	
SORTING/PROCESSING COMPLETE	PC	04/29/2024	10:58		System Generated			04/29/2024 11:12:10	

**Class/Service**

Class/Service: USPS Ground Advantage™  
Class of Mail Code/Description: FC / First Class

**Destination Address Information**

Address: 19527 CYPRESS ROYAL DR  
City: [REDACTED]  
State: [REDACTED]  
5-Digit ZIP Code: [REDACTED]  
4-Digit ZIP Code add on: 1203  
Delivery Point Code: 27  
Record Type Code: Street Record  
Delivery Type: Residential, Sidewalk





# 4. UNAUTHORIZED LINE OF TRAVEL TO/FROM ROUTE OR TO/FROM LUNCH OR BREAK

## UNAUTHORIZED LINE OF TRAVEL TO/FROM ROUTE OR TO/FROM LUNCH OR BREAK

Documented Carrier Route Book service talk, discussion, 1564A Delivery Instructions (authorized line of travel), DMS Breadcrumbs (route summary report showing actual line of travel), additional time used (if applicable), AVUS mileage report (if applicable, showing additional mileage).

Carrier Route Book Maintenance & Case Labels January 16, 2024

### Mandatory Stand-up Talk

To All City Carriers, Supervisors, Managers and Postmasters

Last year alone, the Postal Service hired **72 thousand** city carriers and made more than **1.8 million** new deliveries nationwide. With that in mind, we have updated our Delivery Instructions, Special Orders for Delivery and Route Maps to ensure our employees successfully deliver along city routes. Additionally, ensuring all deliveries are accounted for in our edit books and case labels will help ensure that proper sortation of our letter and flat volumes are on point and that we provide stellar delivery to our customers.

Essentially, a City Route book is made up of 6 parts; (1) the 1/2" to 1", 3 ring, sturdy, hard cover binder that contains (2) 1564-A Delivery Instructions, (3) 1564-B, Special Orders, (4) Edit book and/or PS Form 1621, if necessary; (5) Route Map, and (6) Handbook M-41, City Delivery Carriers Duties and Responsibilities. When maintained properly, these books explain in detail how to deliver along the route.

**1564-A Delivery Instructions**  
PS Form 1564-A is a written roadmap of Collection points, Relay / Park and Loop points, Route schedule, transportation (if applicable), and lines of travel (to beginning of the route, to lunch point, return to next delivery location, and return to unit). It also provides lunch information, including locations where a carrier and carrier technician (Q7) are authorized to leave a route for lunch. Additionally, it includes authorized break locations for the regular and substitute carriers as well. Lastly, once all is authorized, it is signed and dated by the Manager or Postmaster of the unit.

**1564-B Unique Conditions, Other Special Orders, and Instructions**  
This form is used to record special orders that are approved by management concerning the handling or delivery of a customer's mail. This includes firm callers, standing orders not to deliver on certain days of the week, temporary hardship delivery expectations, etc. The special orders are valid until cancelled by management or at the customer's request.

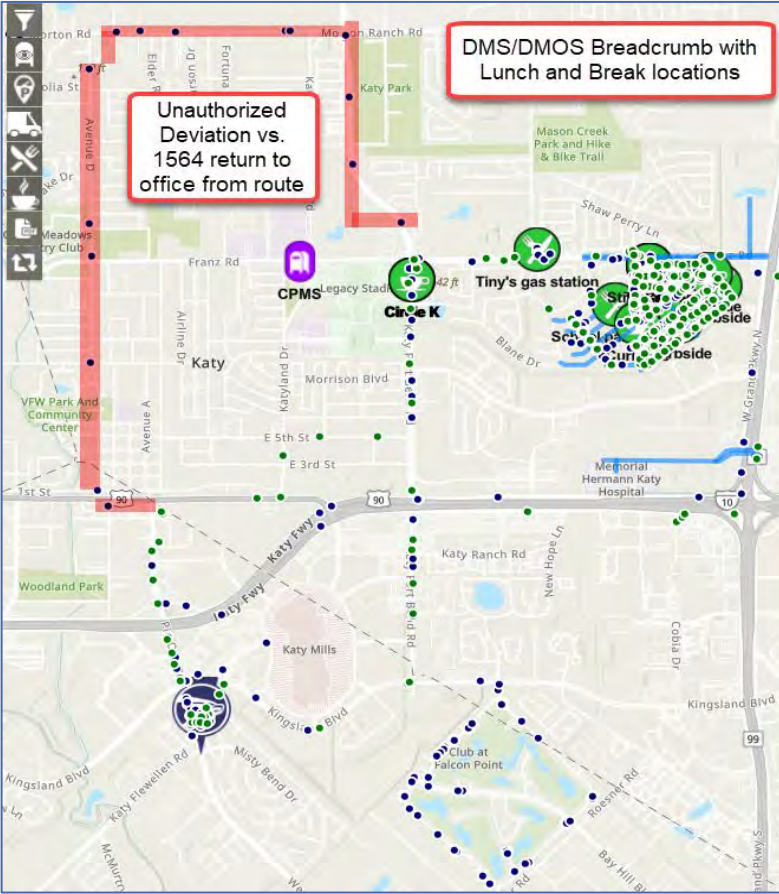
**Edit Book Maintenance / PS Form 1621**  
Since the Edit Book and PS Form 1621 are two of the most important documents used by the Postal Service, it is essential that the carrier keep them accurate and up to date. Carriers must complete entries for new construction and any delivery deletions that occur as soon as possible. Your edit book ensures proper line of travel in the delivery of the route, as well as proper sortation of the mail. If you have an issue with mail not being in automation, check your edit book to ensure that the addresses are proper and accounted for.

**Case Labels**  
If your case labels are more than 6 months old, it is time to replace labels. Old case labels that are marked on, cut up, or not updated with most current active deliveries, only lead to confusion casing the route and mail not being delivered, by the regular and/or the replacement carrier.

In addition to upholding your duties and responsibilities as a city carrier, maintaining your route and edit books will allow you to provide high-quality service for which you will be proud. Maintain these resources as you play a major role in the high respect the Postal Service receives from the American public.

**Route Maintenance Is Everyone Responsibility**

U.S. Postal Service Delivery Instructions									
Name of Employee <b>Joseph Thomas</b>		ID No <b>1302</b>		Delivery Unit <b>Main Office</b>					
Vehicle Make <b>LLV</b>		Vehicle Capacity <b>12 ton</b>		Vehicle No <b>0202288</b>		Reference Volume <b>AM 10:25 PM 4:75</b>		Assignment No. <b>1302</b>	
Date Appointed <b>10/15/73</b>		Date Assigned to Route <b>12/26/93</b>		Delivery Method(s) <input type="checkbox"/> Foot <input type="checkbox"/> Mounted <input checked="" type="checkbox"/> Park and Loop <input type="checkbox"/> Other (Specify)			Type of Route <input type="checkbox"/> Business <input checked="" type="checkbox"/> Residential <input type="checkbox"/> Mixed		
No. of Trips <b>1</b>		Name of Replacement (3) <b>Charlie Jenkins</b>		Location of Collection Points in Order of Collection		Arrival Time (1)		Possible Delays (2) (3) (4) (5)	
84th & Conlar		NW		10:15 AM		10:15 AM		11:21 21 42	
100th Place & Melody		SW		13:00 PM		13:00 PM		11:53 21 46	
				8761 North Star		11:15 AM		11:15 AM 11:50 21 39	
				1201 W. 92nd		13:45 PM		13:45 PM 11:29 21 41	
Time		Trip 1		Trip 2		Lines of Travel (Use reverse, if necessary)			
Begin		07:00 AM		07:00 AM		Office to Route Via Route to Lunch Via Huron to 84th left on Pecos to Lee Lunch to Route via 84th to Huron to 92nd to mailroom			
End		15:00		15:00		Route to Office Via Route to Pecoc right to Station			
Authorized Lunch Period		From		To		Location where authorized to leave route for lunch			
		13:10		13:40		84th & Huron			
Location of Authorized Lunch Location(s) (2)		Regular Carrier		Replacement Carrier		Dairy Kings Burger Queen Wishbones			
Use of Privately-Owned Vehicle Authorized		Effective Date of Transportation Agreement (Form 1311)		Approved By (Signature and Date)		K. A. Gallo 01/04/94			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				Postmaster					





# 5. UNAUTHORIZED DEVIATION DURING DELIVERY (OTHER THAN ABOVE)

## UNAUTHORIZED DEVIATION DURING DELIVERY (OTHER THAN ABOVE)

Documented Carrier Route Book service talk, discussion, DMS Breadcrumbs (route summary report showing actual line of travel), Edit book or 3999 (to show approved line of travel within route) additional time used (if applicable), AVUS mileage report (if applicable, showing additional mileage).

Carrier Route Book Maintenance & Case Labels January 16, 2024

**UNITED STATES POSTAL SERVICE**

### Mandatory Stand-up Talk

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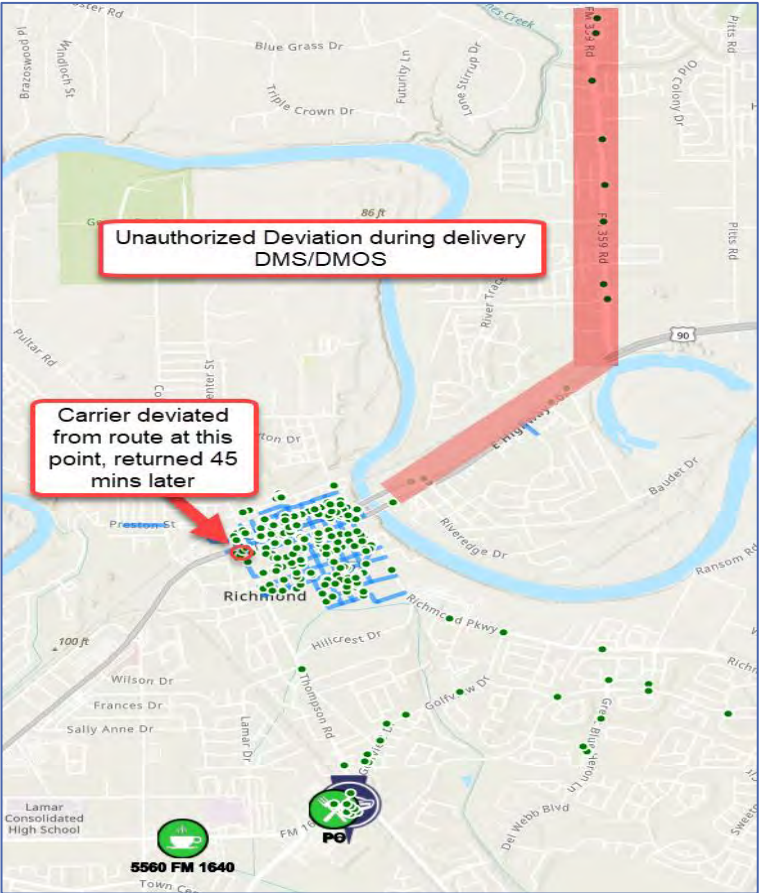
**1564-B Unique Conditions, Other Special Orders, and Instructions**  
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**Edit Book Maintenance / PS Form 1621**  
Since the Edit Book and PS Form 1621 are two of the most important documents used by the Postal Service, it is essential that the carrier keep them accurate and up to date. Carriers must complete entries for new construction and any delivery deletions that occur as soon as possible. Your edit book ensures proper line of travel in the delivery of the route, as well as proper sortation of the mail. If you have an issue with mail not being in automation, check your edit book to ensure that the addresses are proper and accounted for.

**Case Labels**  
If your case labels are more than 6 months old, it is time to replace labels. Old case labels that are marked on, cut up, or not updated with most current active deliveries, only lead to confusion casing the route and mail not being delivered, by the regular and/or the replacement carrier.

In addition to upholding your duties and responsibilities as a city carrier, maintaining your route and edit books will allow you to provide high-quality service for which you will be proud. Maintain these resources as you play a major role in the high respect the Postal Service receives from the American public.

**Route Maintenance is Everyone Responsibility**



3999 Data Capture / Summary

Route Number: 69001 Data Capture Date: 10/23/2023 Street Analysis Type: Full 3999

3999 Data Capture | 3999 Data Summary | 3999 Function Analysis

Delivery Method	Block Number and Street Name	Trvl Pat	Enter Block	Actual Time	Res other	Res curb	Res ndcb	Res cent	Res made	Bus other	Bus curb	Bus ndcb	Bus cent	Bus made	D p	
Dthr - 0	1101 - 1101 JACKSON ST		1:48:32 PM	0:00:10	0	0	0	0	0	1	0	0	0	0	1	
Dthr - 0	1007 - 1011 JACKSON ST	Odd	1:48:42 PM	0:00:27	0	0	0	0	0	3	0	0	0	0	3	
Dthr - 0	310 - 310 S 10TH ST		1:49:09 PM	0:00:12	0	0	0	0	0	1	0	0	0	0	1	
Dthr - 0	911 - 911 JACKSON ST		1:49:21 PM	0:00:10	0	0	0	0	0	1	0	0	0	0	1	
Dthr - 0	402 - 402 S 11TH ST		1:49:31 PM	0:00:39	0	0	0	0	0	0	0	0	0	0	0	
Dthr - 0	402 - 402 S 11TH ST		1:50:10 PM	0:00:49	0	0	0	0	0	0	0	0	0	0	0	
Dthr - 0	402 - 402 S 11TH ST		1:50:59 PM	0:00:39	0	0	0	0	0	0	0	0	0	0	0	
Dthr - 0	402 - 402 S 11TH ST		1:51:38 PM	0:00:49	0	0	0	0	0	0	0	0	0	0	0	
Dthr - 0	402 - 402 S 11TH ST		1:52:27 PM	0:00:49	0	0	0	0	0	0	0	0	0	0	0	
Dthr - 0	402 - 402 S 11TH ST		1:53:16 PM	0:00:49	0	0	0	0	0	0	0	0	0	0	0	
Dthr - 0	402 - 402 S 11TH ST		1:54:05 PM	0:00:49	0	0	0	0	0	0	0	0	0	0	0	
Dthr - 0	402 - 402 S 11TH ST		1:54:54 PM	0:00:49	0	0	0	0	0	0	0	0	0	0	0	
Dthr - 0	705 - 705 JACKSON ST		1:55:43 PM	0:02:46	0	0	0	0	0	1	0	0	0	0	1	
Dthr - 0	811 - 811 JACKSON ST		1:56:30 PM	0:00:45	0	0	0	0	0	1	0	0	0	0	1	
Totals:					9:12:37	113	66	0	54	218	146	1	45	0	175	0

Edit Possible Deliveries Insert Delete Mileage Data

Non-Delivery Point Code Key  
C - Collection Point R - Relay P - Park Point

Preview Audit Trail Preview 3999 Save Close





## 7. EXPANDED LUNCH/BREAK TIME

### EXPANDED LUNCH/BREAK TIME

Documented Carrier Route Book service talk, discussion, 1564A Delivery Instructions, DMS Exception Reporting - Street Inactivity Time Details Report – Data view and street view (identifies location and time-valued breadcrumbs for time over authorized lunch and break time), DMS Breadcrumbs before and after event of expansion, LMOU (if applicable).

**Note:** Handbook M-39, Management of Delivery Services

*242.341 The carriers at the delivery unit will receive two 10-minute break periods. The local union may annually opt to have either (a) both breaks on the street or (b) one of the 10-minute breaks in the office and one break on the street. If two 10-minute breaks are taken on the street, **they will be separate from each other. Breaks must be separate from the lunch period.** The carrier shall record on PS Form 1564-A, Delivery Instructions, the approximate location of the breaks(s).*

*126.5 Authorized lunch periods, travel, and locations where the carrier is authorized to leave the route are recorded on PS Form 1564-A by the carrier when the USPS provides reimbursement or transportation to and from lunch places.*

*In all cases **travel time to and from the lunch place** will be charged to the lunch period.*



# 7. EXPANDED LUNCH/BREAK TIME

**Carrier Route Book Maintenance & Case Labels** January 16, 2024

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**Route Maintenance is Everyone Responsibility**

U.S. Postal Service Delivery Instructions											
Name of Employee		Delivery Unit		10176		1305		1305		1305	
Joseph Thomas		Main Office		1305		1305		1305		1305	
Volume	129	Volume	129	Volume	129	Volume	129	Volume	129	Volume	129
Time	10:15 AM	Time	10:15 AM	Time	10:15 AM	Time	10:15 AM	Time	10:15 AM	Time	10:15 AM
Location of Collection Point	500 Leo Lane	Location of Collection Point	500 Leo Lane	Location of Collection Point	500 Leo Lane	Location of Collection Point	500 Leo Lane	Location of Collection Point	500 Leo Lane	Location of Collection Point	500 Leo Lane
Time	08:45 AM	Time	08:45 AM	Time	08:45 AM	Time	08:45 AM	Time	08:45 AM	Time	08:45 AM
Time	09:25 AM	Time	09:25 AM	Time	09:25 AM	Time	09:25 AM	Time	09:25 AM	Time	09:25 AM
Time	11:15 AM	Time	11:15 AM	Time	11:15 AM	Time	11:15 AM	Time	11:15 AM	Time	11:15 AM
Time	13:45 PM	Time	13:45 PM	Time	13:45 PM	Time	13:45 PM	Time	13:45 PM	Time	13:45 PM

**Street Inactivity Time - Details**  
(Routes have been street inactivity over specified amount of time (10 minutes) with minimum scan activity)  
(When total opportunity equals zeros, the time was included in the Total Street Variance)  
(For rural routes, exceeded lunch is a summation of all events for a specific route that are non-centralized deliveries)

**DMS Exception Reporting - Street Inactivity Time Details report.**  
List of all events

ZIP Code	Route ID	Employee	Device ID	Event Start Time	Event End Time	Duration (minutes)	Ping Count	Package Scans	MSP Scans	Pick Ups	Device Transmitting	Centralized Delivery
C006			C081A19746	11:38	11:58	20	21	0	0	0	Yes	No
C006			C081A19746	13:07	13:41	34	35	0	0	0	Yes	No
C006			C081A19746	14:10	14:51	41	42	0	0	0	Yes	No
C006			C081A19746	14:52	15:39	47	48	0	0	0	Yes	No

**9er's BBQ**  
BREAKFAST TACOS WINGS  
BRISKET SAUSAGE CHICKEN

**Lunch Location**

Facility ZIP Code: [REDACTED]  
Delivery ZIP Code: [REDACTED]  
Route ID: C001  
Route Type: P AND L  
Device ID: D205A01284  
System ID: SYS24246  
Employee: [REDACTED]  
Employee Type: City Regular  
Address: 1798 FM-359 N  
Coordinates: 29.61867677, -95.7431856  
Event Date: 05-10-2024  
Event Start: 13:10  
Event End: 13:34  
Duration (minutes): 24  
Ping Count: 25  
Packages Scanned: 0  
Zoom to

**52 Minute Lunch**  
Carrier returned to route at 13:42 pm  
Carrier left route to travel to unauthorized lunch location at 12:50 PM

**Carrier took 24 min lunch as identified by SIT**





# 8. TOOK A LUNCH AFTER A 'NO-LUNCH' WAS REQUESTED & APPROVED

## TOOK A LUNCH AFTER A 'NO-LUNCH' WAS REQUESTED & APPROVED

Documented service talk (proof of instruction), discussion, DMS Breadcrumbs (route summary report) showing lunch event (street inactivity event), PS Form 1564-A, validation of carrier's request for no-lunch (Example: PS Form 3971, PS Form 1260, local sign-up sheet, etc.), TACS clockrings showing the no-lunch was entered.

### Street Inactivity Time - Details

(Routes have been street inactivity over specified amount of time (10 minutes) with minimum scan activity)  
 (When total opportunity equals zeros, the time was included in the Total Street Variance)  
 (For rural routes, exceeded lunch is a summation of all events for a specific route that are non-centralized deliveries)

ZIP Code	Route ID	Employee	Device ID	Event Start Time	Event End Time	Duration (minutes)	Ping Count	Package Scans	MSP Scans	Pick Ups	Device Transmitting	Centralized Delivery
	C026		D047A08531	12:42	13:27	45	46	0	0	0	Yes	No
	C026		D047A08531	09:20	09:32	12	13	0	0	0	Yes	No



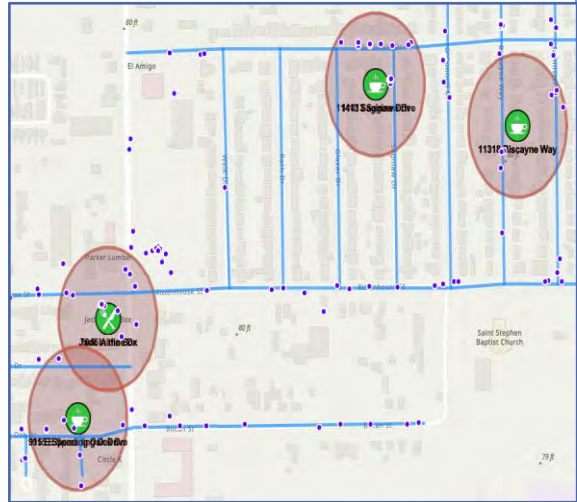


# 9. UNAUTHORIZED BREAK(S)

## UNAUTHORIZED BREAK(S)

Documented service talk (proof of instruction), discussion, 1564A Delivery Instructions (authorized lunch and break locations), DMS Exception Reporting - Street Inactivity Time Details Report – Data view and street view (identifies unauthorized break location), DMS Breadcrumbs (route summary including before and after pins, additional time used (if applicable), LMOU (if applicable).

Delivery Instructions											
Name of Employee	Vehicle Class	Vehicle Unit	Delivery Unit	Assignment No.	Start Time	End Time	Package Count	Package Weight	Package Volume	Package Value	Package Type
John Doe	1500	1500	1500	1500	08:00 AM	05:00 PM	4.75	15.00	15.00	15.00	15.00



**Street Inactivity Event Details**

Facility ZIP Code: [Redacted]  
 Delivery ZIP Code: [Redacted]  
 Route ID: [Redacted]  
 Route Type: CURBLINE  
 Device ID: [Redacted]  
 System ID: [Redacted]  
 Employee: [Redacted]  
 Employee Type: [Redacted]  
 Address: 7328 Antoine Dr  
 Coordinates: 29.85794023, -95.47239361  
 Event Date: 05-16-2024  
 Event Start: 11:22  
 Event End: 11:34  
 Duration (minutes): 12  
 Ping Count: 13  
 Packages Scanned: 0  
 MSP Scans: 0  
 Pick Ups: 0  
 Exceeded Lunch (minutes): [Redacted]  
 Exceeded Break (minutes): [Redacted]  
 Zoom to



**Street Inactivity Event Details**

Facility ZIP Code: [Redacted]  
 Delivery ZIP Code: [Redacted]  
 Route ID: [Redacted]  
 Route Type: DISMOUNT  
 Device ID: [Redacted]  
 System ID: [Redacted]  
 Employee: [Redacted]  
 Employee Type: [Redacted]  
 Address: 6615 Jabonson Rd  
 Coordinates: 29.85609142, -95.48070368  
 Event Date: 05-16-2024  
 Event Start: 14:16  
 Event End: 14:29  
 Duration (minutes): 13  
 Ping Count: 14  
 Packages Scanned: 0  
 MSP Scans: 0  
 Pick Ups: 0  
 Exceeded Lunch (minutes): [Redacted]  
 Exceeded Break (minutes): [Redacted]  
 Zoom to



**Street Inactivity Event Details**

Facility ZIP Code: [Redacted]  
 Delivery ZIP Code: [Redacted]  
 Route ID: [Redacted]  
 Route Type: P AND L  
 Device ID: [Redacted]  
 System ID: [Redacted]  
 Employee: [Redacted]  
 Employee Type: [Redacted]  
 Address: 974 E Rittanhouse St  
 Coordinates: 29.86430251, -95.38518384  
 Event Date: 05-16-2024  
 Event Start: 11:30  
 Event End: 11:47  
 Duration (minutes): 17  
 Ping Count: 18  
 Packages Scanned: 0  
 MSP Scans: 0  
 Pick Ups: 0  
 Exceeded Lunch (minutes): [Redacted]  
 Exceeded Break (minutes): [Redacted]  
 Zoom to



**Street Inactivity Event Details**

Facility ZIP Code: [Redacted]  
 Delivery ZIP Code: [Redacted]  
 Route ID: [Redacted]  
 Route Type: P AND L  
 Device ID: [Redacted]  
 System ID: [Redacted]  
 Employee: [Redacted]  
 Employee Type: [Redacted]  
 Address: 7126 Airline Dr  
 Coordinates: 29.8649346, -95.38437324  
 Event Date: 05-16-2024  
 Event Start: 13:41  
 Event End: 14:02  
 Duration (minutes): 21  
 Ping Count: 22  
 Packages Scanned: 0  
 MSP Scans: 0  
 Pick Ups: 0  
 Exceeded Lunch (minutes): [Redacted]  
 Exceeded Break (minutes): [Redacted]  
 Zoom to



ZIP Code	Route ID	Employee	Device ID	Event Start Time	Event End Time	Duration (minutes)	Ping Count	Package Scans	MSP Scans	Pick Ups	Device Transmitting	Centralized Delivery
[Redacted]	[Redacted]	[Redacted]	[Redacted]	11:30	11:47	17	18	0	0	0	Yes	No
[Redacted]	[Redacted]	[Redacted]	[Redacted]	12:57	13:31	34	35	0	0	0	Yes	No
[Redacted]	[Redacted]	[Redacted]	[Redacted]	13:41	14:02	21	22	0	0	0	Yes	No
[Redacted]	[Redacted]	[Redacted]	[Redacted]	15:36	16:05	29	30	0	0	0	Yes	No
[Redacted]	[Redacted]	[Redacted]	[Redacted]	16:21	16:51	30	31	0	0	0	Yes	No
[Redacted]	[Redacted]	[Redacted]	[Redacted]	16:58	17:24	26	27	0	0	0	Yes	No
[Redacted]	[Redacted]	[Redacted]	[Redacted]	18:11	18:28	17	18	0	0	0	Yes	No



# Investigative Interview

\*\* Actual I&I by an EAS 22 Manager for carrier in previous example, who deviated 14 mins (both ways) to his home for lunch

Carrier stayed at his house for 45 mins to 1 hour, for two weeks prior to 9/11/2023

Additionally, carrier incurred from 30 mins to an hour of OT each day

## Investigative Interview

This interview can lead to corrective action including up to removal from the Post Office; do you understand?

How Long have you been on route 388?

4yrs

1. Are you aware of your duties as a city carrier?

YES

2. Yes or No, were you at work on Monday, 9/11/2023?

YES

3. Yes or No, were you assigned route 388 this day?

YES

4. Yes or No, Are you aware of the of stationary events?

YES

I've been interviewed

5. Yes or No, Are you aware that you must get approval to deviate?

YES

# Investigative Interview

\*\* I&I continued by EAS 22  
Manager

6. Yes or No, Were you authorized to deviate? *YES*
7. Yes or No. Are you aware that you only have 30mins for lunch? *YES*
8. Yes or No. Are you aware that you were stationary for over an hour at 6108 Comstock? *YES*
9. Anything else you'd like to add?  
*I thought it was within the distance  
to my route*



## Street Management - Addressing Street Inactivity

### The DMS Street Inactivity Report alone does not support Corrective Action

- Delivery Management System (DMS) breadcrumbs
- You should review and use all available and applicable data
- Data integrity is key
- Most importantly, all data must be consistent with the charge
- Use documented stand-up talks and discussions to show awareness of the rules



# Investigative Interview



Date: \_\_\_\_\_

Investigative Interview – Street Management

Employee: \_\_\_\_\_

Management: \_\_\_\_\_

Management Witness/Notetaker: \_\_\_\_\_

NALC Representative: \_\_\_\_\_

Time interview began: \_\_\_\_\_

**Documents suggested, but not limited to: DMS Breadcrumbs/Maps, PS Form 1564-A, Documented Service Talks, TACS Employee All, PS Forms 3996, PS Forms 1017-B, PS Form 3999/3999x (if applicable). Ensure appropriate follow up questions are asked, when applicable.**

This is an Investigative Interview. I will be asking a series of questions relating to your recent street activity. In accordance with ELM 665.3, your answers are expected to be truthful and forthcoming. Those responses could be used to issue and substantiate disciplinary action, up to and including removal. Do you understand what I have just told you? \_\_\_\_\_

- ❖ On [DATE], you were present at a service talk that discussed the current GPS system used by our scanners, its usage and a review of several M-41 and M-39 duties required of city carriers. Do you recall this talk?
- ❖ On [DATE], I gave you a discussion, in accordance with Article 16.2, because you [INFRACTION] ex.: [failed to carry your scanner on your person while performing street delivery duties] on [DATE/S]. Do you recall this discussion?

You are aware that employees are expected to discharge their assigned duties conscientiously and effectively, correct?

You are you aware you're required to follow your supervisor's instructions, correct?

You are also aware that if you have a reason to question those instructions, you must still carry out the order and if desired, file a grievance after the fact, correct?

You are aware that employees are expected to conduct themselves during and outside of working hours in a manner that reflects favorably upon the Postal Service, correct?

You are aware that postal employees are required to be honest, reliable, trustworthy, courteous, and of good character and reputation, correct?

You are aware that employees must not engage in criminal, dishonest, notoriously disgraceful, immoral, or other conduct prejudicial to the Postal Service, correct?

You have worked for the United States Postal Service for (Yrs/Mos), correct?

You have been employed as a City Letter Carrier since \_\_\_\_\_ (date), correct?

On \_\_\_\_\_ (date) you were assigned \_\_\_\_\_ route, correct?

**\*\*\*\*\* Everything above this line should be asked in every investigation**

**AFTER VALIDATING THE CARRIER'S PRESENCE AT THE GPS SERVICE TALK, AWARENESS OF THE ABOVE REQUIREMENTS AND VALIDATING RECEIPT OF A DISCUSSION FOR A PRIOR INFRACTION, SEE BELOW QUESTIONS TO ASK FOR THE FOLLOWING INFRACTIONS:**

- **EMPLOYEE DID NOT CARRY THEIR SCANNER ON THEIR PERSON DURING DELIVERY DUTIES; ASK FOR EACH OCCURENCE:**

On [DATE], from [TIME] to [TIME] at [LOCATION], you again failed to carry your scanner on your person, while performing street delivery duties; why?

- **CARRIER FAILED TO MAKE TIMEKEEPING ENTRIES INTO SCANNER; ASK FOR EACH OCCURENCE:**

On [DATE], you again failed to enter your begin tour and move to street; why?

- **CARRIER SCANNED ITEM/S AT INCORRECT ADDRESSES**

On [DATE], you scanned 3 packages from your parked vehicle instead of scanning them at the delivery point. Why didn't you scan them, as instructed, at the delivery point? \_\_\_\_\_ (show DMS report validating this information)

- **UNAUTHORIZED LINE OF TRAVEL TO/FROM ROUTE OR TO/FROM LUNCH OR BREAK**

On [DATE/S], did you request to take a different line of travel to and from your route other than what has been approved?

On [DATE/S], you did not follow your approved line of travel when traveling to and from your route. Why?

# Investigative Interview

## UNAUTHORIZED DEVIATION

On [DATE], did you request to deviate from your route, for [DISTANCE] from [TIME] to [TIME]?  
\_\_\_\_\_ (Show DMS Breadcrumbs)

On [DATE], why did you deviate from your route, for [DISTANCE] from [TIME] – [TIME]?  
\_\_\_\_\_

Follow up: where did you go and what were you doing? \_\_\_\_\_

## UNAUTHORIZED LUNCH OR BREAK LOCATION

On [DATE], where did you take your lunch?

Please review your approved PS Form 1564-A; is this an authorized lunch location?

On [DATE] why did you take your lunch at [LOCATION], which was not an approved location in accordance with your PS Form 1564-A? \_\_\_\_\_ (Show DMS Breadcrumbs)

Did you request to take your lunch at this location?  
(If so, to whom was that request made?)

## EXPANDED THEIR LUNCH/BREAK TIME

On [DATE], where did you take your lunch?

You are aware that your lunch period is 30 minutes, and that includes travel to and from lunch, correct?

On [DATE], including [NUMBER] minutes of travel time, you took [TOTAL TIME] for your lunch at [LOCATION], from [TIME] to [TIME]. (Show DMS Breadcrumbs)

Why did you expand your lunch time on [DATE]? \_\_\_\_\_

On [DATE], are you aware that you were paid for [NUMBER] hours of work?

## TOOK A LUNCH AFTER A 'NO-LUNCH' WAS REQUESTED & APPROVED

On [DATE], did you request to take a 'no-lunch'?

On [DATE], did you take a lunch?

Records show you took a [TOTAL TIME] lunch/break at [LOCATION], from [TIME] to [TIME]?

Why did you take a lunch when a no-lunch had been requested and approved on [DATE]?

3

## UNAUTHORIZED BREAK/S

On [DATE], where did you take your breaks?

Records show that you took one additional break of [TOTAL TIME] at [LOCATION] and a second additional break of [TOTAL TIME] at [LOCATION] that day, totaling [XX MINUTES].

Please review your approved PS Form 1564-A; were either of these an authorized break location?

On [DATE] why did you take additional and unauthorized break/s totaling [TOTAL TIME]?

## \*\*\*\*\* Everything below this line should be asked in every investigation

Are you on the 10 or 12 hour OTDL, Work Assignment List or Non-Overtime list?

Would the Employee Assistance Program (EAP) be of assistance to you? [www.EAP4YOU.com](http://www.EAP4YOU.com) or Call to 800-327-4968 (TTY: 877-492-7341) and connect live with your EAP 24/7/365

Is there anything you would like to tell me, or you think I should know, *before* I review this and other relevant information and consider the need, *if any*, for discipline?

Time interview ended: \_\_\_\_\_

4


# Street Management - Addressing Street Inactivity

## Heat Illness Prevention Program Precautions

Take Extra Caution  
When HIPP Is Active.

Physically Check On  
Them If Inactive  
*During* HIPP, as  
needed

We want to avoid  
OSHA retaliation  
litigation (11c)



### Heat Illness Prevention Program

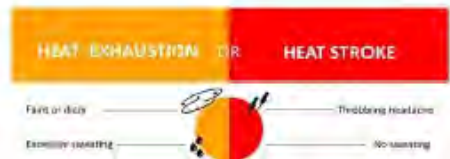
Safety Talk | HIPP #2068

The purpose of the Postal Service's **Heat Illness Prevention Program (HIPP)**, is to protect our employees against heat-related illnesses. A copy of the HIPP and HIPP Poster will be posted in a conspicuous place in every Postal Service facility and will be available for review by all employees. The HIPP Poster can be printed from the Safety Resource Tools- A-Z OSH Topics and additional posters, vehicle stickers and badge cards can be ordered from the Topeka NDC.

The HIPP is triggered during the period of April 1 through October 31 and at any other time when weather reports issued by the National Weather Service (NWS) for a particular work location indicate that the outdoor heat index temperatures are expected to exceed 80 degrees Fahrenheit during the course of a workday or work shift.

To assist in recognizing the signs and symptoms of heat-related illness, all employees will be provided the below visual aids illustrating the various symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

	Symptoms	First Aid*
<b>Heat Stroke</b>	<ul style="list-style-type: none"> <li>• Confusion</li> <li>• Fainting</li> <li>• Seizures</li> <li>• Excessive sweating or not sweating at all</li> <li>• Very high body temperature</li> </ul>	<p>Call 911</p> <p>Seek cooling for help:</p> <ul style="list-style-type: none"> <li>• Workers should rest in a shady cool area</li> <li>• Loosen clothing; remove outer clothing</li> <li>• Use a fan and place cold packs in armpits, if available</li> <li>• *If unconscious and not breathing, apply the proper CPR techniques, or call 911 for help</li> <li>• *If a person is unconscious, do not give anything by mouth</li> </ul>





## Street Management - Addressing Street Inactivity

- Note – Many of the Delivery Tool(s) Data are only available for 30 days
- Any documentation/evidence relied on when considering Corrective Action **must be shared/discussed** with the employee during the investigative interview **and** provided to the Union when requested
- Maintain a quality original copy of the complete file in a secured location.
- Use a **color** printer for maps when possible, and make sure those are shared with and provided to the employee/union during the investigative interview and grievance process. Black and white copies/scans, etc. can be replaced at arbitration, if needed, but **only** if the original documents provided to the employee/union were in color.

# Appendix

## PS FORM 1564A

Outlines delivery instructions for the City Carrier route, to include:

- Administration of route details, i.e. Vehicle #
- Regular and Replacement Carrier's Names
- Locations of CPMS points
- Locations of P&L and Relay points
- Line of travel from office to route, route to lunch, lunch to route and route to office
- Authorized lunch period
- Authorized lunch and break locations for Regular and Replacement Carriers

Form is reviewed with Carriers and authorized by signature of Postmaster / Manager

U.S. Postal Service											
Delivery Instructions											
Name of Employee Joseph Thomas				ID No. 1302		Delivery Unit Main Office					
Vehicle Make LLV		Vehicle Capacity 1/2 ton		Vehicle No. 9208288		Reference Volume AM 10.25 PM 4.75		Total 15.00		Assignment No. 1302	
Date Appointed 10/15/73			Date Assigned to Route 12/26/93			Delivery Method(s) <input type="checkbox"/> Foot <input type="checkbox"/> Mounted <input checked="" type="checkbox"/> Park and Loop <input type="checkbox"/> Other (Specify)			Type of Route <input type="checkbox"/> Business <input checked="" type="checkbox"/> Residential <input type="checkbox"/> Mixed		
No. of Trips 1		Name of Replacement (3) Charlie Jones				Location of <input type="checkbox"/> Relay <input checked="" type="checkbox"/> Boxes <input checked="" type="checkbox"/> Park & Loop Stops		Arrival Time (1) Daily Sat.		Available Deliveries (2) Daily, Loop, Swing, etc.	
84th & Conlar		NW		10:15 AM 10:15 AM		500 Leo Lane		08:45 AM 08:45 AM		11 21 21 42	
100th Place & Melody		SW		13:00 PM 13:00 PM		700 Polaris		09:25 AM 09:25 AM		11 53 21 46	
						8761 North Star		11:15 AM 11:15 AM		11 60 21 70	
						1201 W. 92nd		13:45 PM 13:45 PM		11 296 21	
Lines of Travel (Use reverse, if necessary):											
Office to Route Via: Pecos to 84th left on Huron to Leo											
Route to Lunch Via: Polaris to Huron (to 84th)											
Lunch to Route Via: 84th to Huron (to 92nd to mailroom)											
Route to Office Via: 92nd to Pecos (right to Station)											
Authorized Lunch Period											
From 13:10 To 13:40											
Location where authorized to leave route for lunch											
84th & Huron											
Location of Authorized Lunch Location(s) (2)											
Regular Carrier						Replacement Carrier					
Dairy Kings						Burger Queen					
Burger Queen						Wishbones					
Best Yet						Dairy Kings					
Approximate Break Location(s)											
Regular Carrier						Replacement Carrier					
7-12, 92nd & Pecos						Dairy Kings					
Gas House 84th/Huron						Gas House 84th/Huron					
Dairy Kings						7-12 92nd & Pecos					
Approved By (Signature and Date)											
K. A. Gallo						01/04/94					
Title											
Postmaster						David Meister					

Lunch locations must also include address





# Appendix

## Carrier Route Book Maintenance & Case Labels Mandatory Stand-up Talk

Service talk describing needs for, requirements and authorizations of Route Book material

- 1564A
- 1564B (if applicable)
- Edit Book Maintenance
- Case Label Maintenance

**Stand-up Talks need to be documented for all City Carrier employees by roster, PS 2548, TACS reports, and not limited to employees making moves on their timekeeping devices to training operation.**



### Mandatory Stand-up Talk

To All City Carriers, Supervisors, Managers and Postmasters

Last year alone, the Postal Service hired **72 thousand** city carriers and made more than **1.8 million** new deliveries nationwide. With that in mind, we have updated our Delivery Instructions, Special Orders for Delivery and Route Maps to ensure our employees successfully deliver along city routes. Additionally, ensuring all deliveries are accounted for in our edit books and case labels will help ensure that proper sortation of our letter and flat volumes are on point and that we provide stellar delivery to our customers.

Essentially, a City Route book is made up of 6 parts; (1) the 1/2" to 1", 3 ring, sturdy, hard cover binder that contains (2) 1564-A Delivery Instructions, (3) 1564-B, Special Orders, (4) Edit book and/or PS Form 1621, if necessary; (5) Route Map, and (6) Handbook M-41, City Delivery Carriers Duties and Responsibilities. When maintained properly, these books explain in detail how to deliver along the route.

#### 1564-A Delivery Instructions

PS Form 1564-A is a written roadmap of Collection points, Relay / Park and Loop points, Route schedule, transportation (if applicable), and lines of travel (to beginning of the route, to lunch point, return to next delivery location, and return to unit). It also provides lunch information, including locations where a carrier and carrier technician (Q7) are authorized to leave a route for lunch. Additionally, it includes authorized break locations for the regular and substitute carriers as well. Lastly, once all is authorized, it is signed and dated by the Manager or Postmaster of the unit.

#### 1564-B Unique Conditions, Other Special Orders, and Instructions

This form is used to record special orders that are approved by management concerning the handling or delivery of a customer's mail. This includes firm callers, standing orders not to deliver on certain days of the week, temporary hardship delivery expectations, etc. The special orders are valid until cancelled by management or at the customer's request.

#### Edit Book Maintenance / PS Form 1621

Since the Edit Book and PS Form 1621 are two of the most important documents used by the Postal Service, it is essential that the carrier keep them accurate and up to date. Carriers must complete entries for new construction and any delivery deletions that occur as soon as possible. Your edit book ensures proper line of travel in the delivery of the route, as well as proper sortation of the mail. If you have an issue with mail not being in automation, check your edit book to ensure that the addresses are proper and accounted for.

#### Case Labels

If your case labels are more than 6 months old, it is time to replace labels. Old case labels that are marked on, cut up, or not updated with most current active deliveries, only lead to confusion casing the route and mail not being delivered, by the regular and/or the replacement carrier.

In addition to upholding your duties and responsibilities as a city carrier, maintaining your route and edit books will allow you to provide high-quality service for which you will be proud. Maintain these resources as you play a major role in the high respect the Postal Service receives from the American public.

**Route Maintenance Is Everyone Responsibility**

# Appendix

## MDD-TR Scanner Accountability for City Letter Carriers Mandatory Stand-up Talk

### Service talk describing MDD-TR and Requirements

- Information on GPS system and accuracy of scanners
- Carriers having scanner on them at all times (lunch and restroom excluded)
- HBK M-41 and M-39 City Carrier requirements
  - Efficient Service
  - Diligence and promptness
  - Authorized deviations
  - Lines of Travel
  - Lunch information
  - Discharge of duties
  - Obedience to Orders
  - Behavior and Personal Habits



### Mandatory Stand-up Talk

To All City Carriers, Supervisors, Managers and Postmasters

As information, the MDD-TR scanners utilize an Android operating system and operate on the same GPS system as the latest smartphones. The US Government commits to broadcasting the GPS signal in space with a global average user range error of 6.6 feet, with 95% probability, across all healthy satellites in constellation slots. On April 20, 2021, the global average URE across all satellites was 2.1 feet, 95% of the time. ([www.GPS.gov](http://www.GPS.gov))

The Postal Service uses this GPS technology to provide real time updates for customers, hazard, and Amber alerts for our delivery employees, and to provide managers with the location of every employee using a scanner to ensure compliance with delivery & performance expectations.

***During delivery duties, all carriers must always carry their scanner on their person (lunch/restroom excluded).***

Handbook M-41 provides the following requirements for City Letter Carriers:

**112.1 Efficient Service** Provide reliable and efficient service.

**112.2 Diligence and Promptness**

**112.23** Complete time records to accurately reflect the hours employed each day.

**112.25** Be prompt, courteous, and obliging in the performance of duties. Attend quietly and diligently to work and refrain from loud talking and the use of profane language.

**112.29** Return to the delivery unit immediately on completion of assigned street duties and promptly clock in on arrival. A motorized carrier unloads his vehicle and then immediately records returning time.

**131.3 Actual Delivery**

**131.31** Do not deviate from your route for meals or other purposes unless authorized by your manager or if local policies concerning handling out of sequence mail permit minor deviations.

**251.5 Lines of Travel**

This shows lines of travel to reach the beginning of the route, reach the lunch place, return to next delivery location, and return to unit.

**251.6 Lunch Information**

This shows time of authorized lunch, location of authorized lunch stop(s), and location where carrier is authorized to leave route for lunch. (See instructions on Form 1564-A where this applies.) Similar information for any deviation for lunch by carrier technician is entered on the Form 1564-A.

Handbook M-39 provides the following requirements for City Letter Carriers:

**125.3 Authorized Lines of Travel**

Carriers are required to follow their authorized lines of travel at all times. On motorized routes this includes travel to and from: the route, authorized lunch locations, break locations, refueling locations, collection boxes, and on the route.

**126.5 b. (2) Review of Carrier Cases and Work Area - Note:**

Authorized lunch periods, travel, and locations where the carrier is authorized to leave the route are recorded on Form 1564-A by the carrier when the USPS provides reimbursement or transportation to and from lunch places. In all cases travel time to and from the lunch place will be charged to the lunch period...

Additionally, the Employee Labor Relations Manual (ELM) also provides the following:

**665.13 Discharge of Duties**

Employees are expected to discharge their assigned duties conscientiously and effectively.

**665.15 Obedience to Orders**

Employees must obey the instructions of their supervisors.

**665.16 Behavior and Personal Habits**

Employees are expected to conduct themselves during and outside of working hours in a manner that reflects favorably upon the Postal Service.



# Appendix

## Accessing Street Inactivity Reports in DMS – Link to: [USPS DMS](#)

Once in DMS, under Analytics, select Exception Reporting. Submit button for date of information needed and then select Area, District, MPOO, then Delivery Unit to get to needed unit.

**Exception Reporting**

Total Opportunity Hours: 94,665

Scanning Variances

Total Opportunity Hours: [Dropdown] All Route Types: [Dropdown]

Compare Performance Find Delivery Unit

**TOTAL OPPORTUNITY**

Includes time opportunities that occur before, during, and after delivery events (Time to Load Vehicle, Depart Facility, AM Office Time, Street Inactivity Time, Total Street Variance, Unloading Time, PM Office Time) \*Note that although a carrier may have exceeded the parameters set for Depart Facility and Street Inactivity Events, the opportunity time may already be added in Loading or Street Time.

**TOTAL OPPORTUNITY HOURS: 94,665 NATIONAL**

**Area**

ATLANTIC:	28,244
CENTRAL:	25,175
SOUTHERN:	20,664
WESTPAC:	20,583

**District**

ILLINOIS 1:	5,109
MA-RI:	3,682
NEW JERSEY:	3,370
MARYLAND:	3,059
KS-MO:	3,013
NEW YORK 3:	2,836
MICHIGAN 1:	2,697
TEXAS 2:	2,685
CALIFORNIA 5:	2,666
FLORIDA 3:	2,634

**MPOO**

MPOO C CHICAGO (C):	3,225
MPOO A (A):	1,466
MPOO A (A):	1,409
MPOO A (A):	1,161
MPOO S (S):	1,158
MPOO A (A):	983
MPOO A (A):	938
MPOO M (M):	933
MPOO A (A):	914
MPOO A (A):	891

**Delivery Unit**

SOUTH ATLANTA GA S&DC:	264
CHELSEA CARRIER ANNEX:	198
HENRY W MCGEE:	198
RICHMOND VA S&DC:	162
WOBURN MA S&DC:	153
PORTLAND ME S&DC:	152
FORT DEARBORN:	150
PHILADELPHIA:	148
DANIEL J DOFFYN:	142
SOUTHWEST CARRIER ANNEX:	140

# Appendix

## Accessing Street Inactivity Reports in DMS – Link to: [USPS DMS](#)



### Street Inactivity Time - Details

(Routes have been street inactivity over specified amount of time (10 minutes) with minimum scan activity)  
(When total opportunity equals zeros, the time was included in the Total Street Variance)  
(For rural routes, exceeded lunch is a summation of all events for a specific route that are non-centralized deliveries)

Description Employee Summary Download

Once unit is selected (described in prior slide), all the SIT events greater than 10 mins. for the unit will show for day selected. User can sort by clicking on header for each column or filter to a specific employee and / or if delivery is centralized or not. This is the initial list of events for the employee that will need to be provided. User can double "click" on event to see map location of event.

ZIP Code	Route ID	Employee	Device ID	Event Start Time	Event End Time	Duration (minutes)	Ping Co					Centralized Delivery	Exceeded Lunch (minutes)	Exc
				11:58	12:55	57	58	0	0	0	Yes	No	27	
				12:02	12:58	56	57	0	0	0	Yes	No		
				12:15	13:10	55	56	0	0	0	Yes	No	25	
				14:15	15:06	51	52	0	0	0	Yes	Yes	21	
				14:22	15:12	50	51	0	0	0	Yes	Yes		
				14:09	14:58	49	50	0	0	0	Yes	No	19	
				10:20	11:08	48	49	0	0	0	Yes	Yes	18	
				14:12	15:00	48	49	0	0	0	Yes	No	18	
				13:20	14:07	47	48	0	0	0	Yes	No	17	
				11:36	12:22	46	47	0	0	0	Yes	Yes	16	
				10:28	11:14	46	47	0	0	0	Yes	Yes	16	
				12:49	13:35	46	47	0	0	0	Yes	No	16	
				17:45	18:31	46	47	0	0	0	Yes	No	16	
				14:45	15:30	45	46	0	0	0	Yes	No	15	
				12:45	13:29	44	45	0	0	0	Yes	No		
				15:12	15:56	44	45	0	0	0	Yes	Yes	14	





# Appendix

Accessing Street Inactivity Reports in DMS – Link to: [USPS DMS](#)

Elementary School

**Lunch Location**

Facility ZIP Code: [REDACTED]  
Delivery ZIP Code: [REDACTED]  
Route ID: C024  
Route Type: P AND L  
Device ID: [REDACTED]  
System ID: [REDACTED]  
Employee: [REDACTED]  
Employee Type: City Regular  
Address: 11098 Sagemeadow Ln  
Coordinates: 29.59016195,-95.22706583  
Event Date: 05-18-2024  
Event Start: 11:34  
Event End: 12:13  
Duration (minutes): 39  
Ping Count: 37  
Packages Scanned: 0  
MSP Scans: 0  
Pick Ups: 0  
Exceeded Lunch (minutes): 9  
Exceeded Break (minutes): [REDACTED]  
[Zoom to](#)

Double "click" on coordinates to get to Google Street view.

# Appendix

Accessing Street Inactivity Reports in DMS – Link to: [USPS DMS](#)

**Lunch Location**

Facility ZIP Code: [REDACTED]  
Delivery ZIP Code: [REDACTED]  
Route ID: C024  
Route Type: P AND L  
Device ID: [REDACTED]  
System ID: [REDACTED]  
Employee: [REDACTED]  
Employee Type: City Regular  
Address: 11098 Sagemeadow Ln  
Coordinates: 29.59016195,-95.22706583  
Event Date: 05-18-2024  
Event Start: 11:34  
Event End: 12:13  
Duration (minutes): 39  
Ping Count: 37  
Packages Scanned: 0  
MSP Scans: 0  
Pick Ups: 0  
Exceeded Lunch (minutes): 9  
Exceeded Break (minutes): [REDACTED]  
Zoom to

User than can double "Click" on coordinates to see Google street view of location. In this example, location was at a elementary school on a Saturday. Information on Zone, Route, Employee and duration of event available as well



# Appendix


## PS Form 1260

Name (Last, First, MI)				EIN (8 digits)		Pay Loc.
Date (MM/DD/YYYY)	Ring Type (BT, OL, IL, MV, ET)	OPN-LU (6 digits)	Route (6 digits)	Finance No. (6 digits)	Time Hrs/100's	
Supervisor Name (Print)			Comment(s):			
Supervisor Signature & Date						

PS Form 1260, July 2012, (Page 1 of 2) PSN 7530-01-000-9268 NON-EBR CARD

Used by employee to record time manually, for input into TACS, in some cases “no lunch” requests

## PS Form 3189

		Request for Temporary Schedule Change for Personal Convenience for EAS Employees							
For my own personal convenience, I _____									
hereby submit this written request for a temporary change in my regular schedule from (date) _____ through _____.									
<b>From Regular Schedule:</b>			<b>Change Schedule To:</b>						
Primary	BT	OL	IL	ET	Primary	BT	OL	IL	ET
<small>(Fill in individual days below only if needed)</small>									
Sat	BT	OL	IL	ET	Sat	BT	OL	IL	ET
Sun	BT	OL	IL	ET	Sun	BT	OL	IL	ET
Mon	BT	OL	IL	ET	Mon	BT	OL	IL	ET
Tue	BT	OL	IL	ET	Tue	BT	OL	IL	ET
Wed	BT	OL	IL	ET	Wed	BT	OL	IL	ET
Thu	BT	OL	IL	ET	Thu	BT	OL	IL	ET
Fri	BT	OL	IL	ET	Fri	BT	OL	IL	ET
<b>Scheduled Day(s) Off:</b>			<b>Scheduled Day(s) Off:</b>						
<small>I understand that should this request be granted, I will not be entitled to the payment of non-bargaining rescheduling premium for hours worked outside of and instead of my regular schedule.</small>									
Employee's Signature		Employee ID (EIN)		Date Signed	Pay Location				
<input type="checkbox"/> APPROVED				Date Entered	Entered By (initials)				
<input type="checkbox"/> DISAPPROVED (Give reason)									
Supervisor's Signature				Date Signed					

PS Form 3189-E, May 2015 PSN 7530-17-000-6030

Used by employees to request change of schedule for day, week, and in some cases “no lunch” requests

# Appendix

## TACS Clock Ring Editor Module

Used to record employee's clock-rings, "who" input time i.e. if scanner used or not.

[TACS Homepage \(usps.gov\)](https://usps.gov)

Employee ID: [REDACTED] Pay Loc: 300  
Wkly Sched: S-MTW-F  
Daily Sched: 06.00 - 14.50  
DA / LDC: 134 2100


Transaction Code	MM/DD/YYYY HH:hh	Fin #	Unit	Suffix	Lvl	Oper	LU	Route	HH:hh	S	Ring Msgs	T&A FrcdDuty
093	05/15/2024 10:00	[REDACTED]		Q	0	01		00000	00:00			5 CDT
011	05/15/2024 14:11	[REDACTED]	0000	Q	0	01	7220	00 96003	00:00			5 CDT
014	05/15/2024 14:17	[REDACTED]		Q	0	01		96003	00:00		(W)NonScheduled End T	5 CDT
091	05/16/2024 08:50	[REDACTED]		Q	0	01		00000	08:00	Y	(W)Ring Deleted From P	6 CDT
010	05/16/2024 08:20	[REDACTED]	0000	Q	0	01	7210	00 96003	00:00		(W)NonScheduled Begin	6 CDT
010	05/16/2024 08:20	[REDACTED]	0000	Q	0	01	7220	00 96003	00:00		(W)Ring Deleted From P	6 CDT
091	05/16/2024 08:20	[REDACTED]		Q	0	01		00000	08:15	Y		6 CDT
011	05/16/2024 08:73	[REDACTED]	0000	Q	0	01	7210	00 96003	00:00			6 CDT
093	05/16/2024 10:00	[REDACTED]		Q	0	01		00000	00:00			6 CDT
011	05/16/2024 14:27	[REDACTED]	0000	Q	0	01	7210	00 96003	00:00			6 CDT
011	05/16/2024 14:27	[REDACTED]	0000	Q	0	01	7220	00 96003	00:00		(W)Ring Deleted From P	6 CDT
014	05/16/2024 14:35	[REDACTED]		Q	0	01		96003	00:00		(W)NonScheduled End T	6 CDT

2024-11-2 : 05/11/2024 thru 05/17/2024



# Appendix

## NDI – National Delivery Intelligence - [NDI \(usps.gov\)](https://usps.gov)



**Carrier Delivery Indicator**   **Routes Not Delivered**   **Weather Impacts**

Esri Community Maps Contributors, Texas Parks & Wildlife, iD, OpenStreetMap, Microsoft, CONANP, Esri, TomTom, Garmin, SaleGraph, GeoTechnologies, Inc, METI/NASA, USGS, EPA, NPS, US Census Bureau, USDA, USFWS

**Search Criteria**

Date:  📅

**Retrieve**

Date Range: 05/18

**1 Day**   2 Day   3 Day

**Delivered**   Not Delivered

Map Delivery % 0   60   80   100

Routes Greater Than % Delivery 0   90

- Show All Delivery Points
- Show All Scans
- Filter IMD Used
- Filter Missing Transmission
- Show City Routes
- Show Rural Routes
- Show HCR Routes
- Show Other Routes
- Show Parcel Only
- ZIP+4 Rounding
- Show Route Boundaries
- Show Weather
- Show Weather Warnings

**Access must be requested to utilize NDI dashboard. Select date & retrieve, then drill to Office and Route or enter office or route # in search box. Red "X" denotes possible Non-Delivery**

Search All Names and Routes

Selected Path: National > ████████████████████

Details

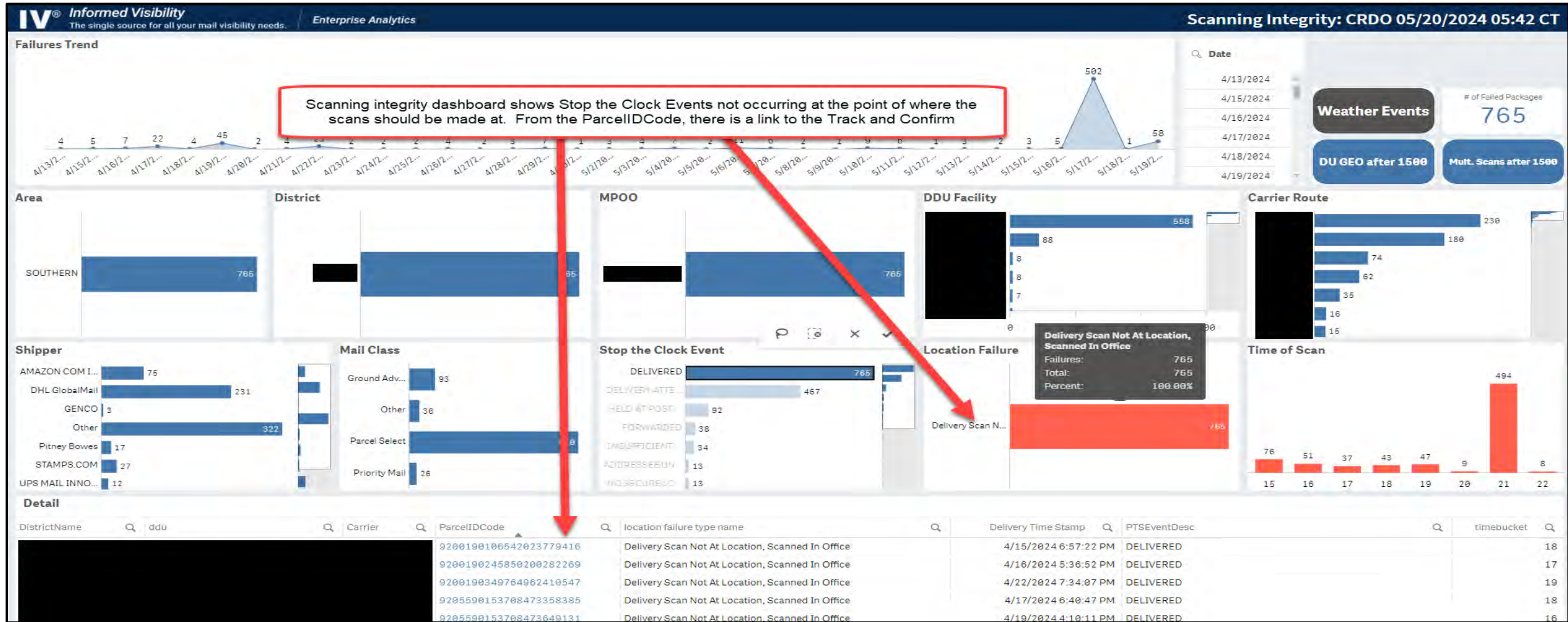
1 Day

Route	Delivery ↑	Deliveries Made	Active
South End	85.96%	14,693	17,092
	63.06%	239	379
	64.22%	210	327
	65.89%	284	431
	67.44%	174	258
	67.65%	207	306
	69.17%	377	545
	71.54%	357	499
	74.15%	327	441
	74.44%	402	540

# Appendix

## Scanning Integrity Dashboard -

## PPX Report - Failed Location Detail - Scanning Integrity: CRDO 05/20/2024 05:42 CT | Sheet - Qlik Sense (usps.gov)







# Appendix

## Highly Recommended Evidence and Documents for SIT Management

### Investigative Interviews – Street Management

The following documents are invaluable resources for supervisors conducting investigations into alleged improper conduct during street duties. It is worth noting, and highly recommended, that additional documents and evidence from various systems may also be considered, and prove to be pertinent, even if not explicitly listed. During investigative interviews, these documents and evidence should be presented to the employee and their representative, if applicable, when discussing the alleged infraction. It's essential to ask appropriate follow-up questions as needed.

Just a friendly reminder, a thorough investigation is necessary, and it's important to note that not all investigations result in disciplinary measures. The determination of whether to pursue disciplinary action should be carefully considered following a comprehensive review of the investigation findings and all pertinent evidence.

#### **1. DID NOT CARRY THEIR SCANNER ON THEIR PERSON DURING DELIVERY DUTIES**

Documented MDD-TR Scanner Details service talk, discussion, DMS Exception Reporting - Street Inactivity Time Details Report (identifies event), DMS Street Management – Route Summary Report (Showing breadcrumbs at park point), NDI report (showing missed deliveries and point where scanner was left), RIMS battery usage report if needed (to show battery percentage)



# Appendix

## Highly Recommended Evidence and Documents for SIT Management

### 2. FAILED TO MAKE TIMEKEEPING ENTRIES INTO SCANNER

Documented service talk (proof of instruction), discussion, Employee All TACS

### 3. SCANNED ITEM/S AT INCORRECT ADDRESSES

Documented service talk for accurate delivery, discussion, PTR track and confirm with GEO location of Stop the Clock (STC) event, RIMS GEO Alert Dashboard, Scan Integrity report

### 4. UNAUTHORIZED LINE OF TRAVEL TO/FROM ROUTE OR TO/FROM LUNCH OR BREAK

Documented Carrier Route Book service talk, discussion, 1564A Delivery Instructions (authorized line of travel), DMS Breadcrumbs (route summary report showing actual line of travel), additional time used (if applicable), AVUS mileage report (if applicable, showing additional mileage).

### 5. UNAUTHORIZED DEVIATION DURING DELIVERY (OTHER THAN ABOVE)

Documented Carrier Route Book service talk, discussion, DMS Breadcrumbs (route summary report showing actual line of travel), Edit book or 3999 (to show approved line of travel within route) additional time used (if applicable), AVUS mileage report (if applicable, showing additional mileage).

# Appendix

## Highly Recommended Evidence and Documents for SIT Management

### 6. UNAUTHORIZED LUNCH OR BREAK LOCATION

Documented Carrier Route Book service talk, discussion, 1564A Delivery Instructions (authorized lunch and break locations), DMS Exception Reporting - Street Inactivity Time Details Report – Data view and street view (identifies unauthorized lunch or break location), additional time used (if applicable), AVUS mileage report (if applicable, showing additional mileage).

### 7. EXPANDED LUNCH/BREAK TIME

Documented Carrier Route Book service talk, discussion, 1564A Delivery Instructions, DMS Exception Reporting - Street Inactivity Time Details Report – Data view and street view (identifies location and time-valued breadcrumbs for time over authorized lunch and break time), DMS Breadcrumbs before and after event of expansion, LMOU (if applicable).

**Note:** Handbook M-39, Management of Delivery Services

*242.341 The carriers at the delivery unit will receive two 10-minute break periods. The local union may annually opt to have either (a) both breaks on the street or (b) one of the 10-minute breaks in the office and one break on the street. If two 10-minute breaks are taken on the street, **they will be separate from each other. Breaks must be separate from the lunch period.** The carrier shall record on PS Form 1564-A, Delivery Instructions, the approximate location of the breaks(s).*



# Appendix

## Highly Recommended Evidence and Documents for SIT Management

### 8. TOOK A LUNCH AFTER A 'NO-LUNCH' WAS REQUESTED & APPROVED

Documented service talk (proof of instruction), discussion, DMS Breadcrumbs (route summary report) showing lunch event (street inactivity event), PS Form 1564-A, validation of carrier's request for no-lunch (Example: PS Form 3971, PS Form 1260, local sign-up sheet, etc.), TACS clockrings showing the no-lunch was entered.

### 9. UNAUTHORIZED BREAK(S)

Documented service talk (proof of instruction), discussion, 1564A Delivery Instructions (authorized lunch and break locations), DMS Exception Reporting - Street Inactivity Time Details Report – Data view and street view (identifies unauthorized break location), DMS Breadcrumbs (route summary including before and after pins, additional time used (if applicable), LMOU (if applicable).

# Street Management – Summary

**The previous slides, portraying examples and reports, can assist the supervisor, when investigating elements of alleged improper conduct related to street duties.**

- Additional documents such as training records, TACS employee on the clock reports, and evidence from other systems could also be used that may not be listed.**
- During the investigative interview, these documents and evidence should be shown to the employee and shared with their representative, if applicable, when asked about the alleged infraction.**
- Ensure appropriate follow up questions are asked, when applicable.**