

Management Instruction

Conducting Highway Contract Route Surveys

This management instruction (MI) establishes uniform policy and procedures for conducting surveys of Highway Contract Routes, which include Contract Delivery Service (CDS) and transportation routes. These surveys assist the Managers, Transportation Contracts, by:

1. Determining if there is a need to continue the route.
2. Identifying necessary adjustments in route operations or equipment requirements to ensure that the terms and conditions of the awarded or renewed contract meet the specific needs of the facilities served.
3. Identifying operational adjustments that result in additional cost savings to the Postal Service™.

Policy

Highway Contract Routes (HCRs) must be surveyed during the fall of the year before the contract expires. Based on change in service, the administrative officials are to conduct surveys of CDS routes when the administrative official, the HCR supplier, or the Manager, Transportation Contracts, elects for the survey and mail count.

Responsibilities

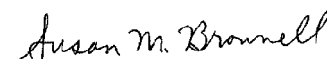
Manager, Surface Transportation Category Management Center

The Manager, Surface Transportation Category Management Center (CMC), is responsible for developing policy and general procedures regarding HCR surveys.

Manager, Transportation Contracts

The Area Manager, Transportation Contracts (Contracting Officer), is responsible for implementing HCR survey policy and procedures.

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CONTENTS

Policy	1
Responsibilities	1
Manager, Surface Transportation Category Management Center	1
Manager, Transportation Contracts ...	1
Manager, Delivery Programs Support .	2
Administrative Official	2
Manager, Transportation Networks ...	2
District Manager, Operations Programs Support	2
Contract Delivery Service	2
Administrative Preparations	2
Operational Preparations	3
Conducting the Survey	4
PS Form 5406 (Contract Delivery Service)	4
PS Form 5407 (Combination Routes) .	6
PS Form 5405-X (Contract Delivery Service)	7
Additional Data	7
Concluding a Successful Survey	8
District Review	8
Transportation Routes	8
Administrative Preparations	8
Operational Preparations	9
Conducting the Survey	9
PS Form 5407 (Combination and Transportation Routes)	10
Additional Data	11
Concluding a Successful Survey	12
District Review	12

Manager, Delivery Programs Support

The Area Manager, Delivery Programs Support, is responsible for assisting and coordinating the delivery of operational procedures related to contract delivery service.

Administrative Official

The administrative official (AO) or designee is responsible for conducting route surveys.

Manager, Transportation Networks

The District Manager and Manager, Transportation Networks, must approve:

1. All surveys submitted.
2. Any changes in service or equipment requirements proposed for HCR transportation routes.

District Manager, Operations Programs Support

The District Manager, Operations Programs Support (or designee), must approve:

1. All surveys.
2. Any changes in service or equipment requirements proposed for HCR CDS routes.

Contract Delivery Service

Administrative Preparations

Summary of Routes to be Surveyed

Each year, the Manager, Transportation Contracts, must develop a list of routes that require surveys. At a minimum, the list must include the following information for each route:

1. Contract number.
2. Origin/destination.
3. Expiration date.

This information is provided to the District Manager, Operations Programs Support, to formulate a route survey plan.

The Manager, Delivery Operations, will develop the timetable for the survey route plan each year, based on surveying contract delivery service routes during the month of September. The District Manager,

Operations Programs Support, must develop a route survey plan (see Exhibit RS-2, Route Survey Plan, on page 14) that includes the following information for each route to be surveyed:

1. HCR number.
2. Origin/destination.
3. Scheduled date of the survey.
4. Trips to be surveyed.
5. Surveyor's name, title, and telephone number.
6. Comments on any unusual characteristics of the route.

Training

The District Manager, Operations Programs Support, must provide training for the individuals designated to conduct the survey for all CDS routes. Training sessions normally last from 2 to 3 hours and must cover the following:

1. Purpose of the survey process.
2. Approach to conducting a successful survey.
3. Itemized discussion of the following survey forms:
 - a. PS Form 5406, *Contract Delivery Service Route Survey*.
 - b. PS Form 5407, *Highway Contract Route*.
 - c. PS Form 5408, *Contract Delivery Service Route Description*.
 - d. PS Form 5427, *Contract Route Review (Award)*.
 - e. Any additional forms that the Area Manager, Transportation Contracts, designates for use in the route survey).
4. List of routes to be surveyed.
5. The name, title, and telephone number of the individual(s) who will conduct the survey.

The District Manager, Operations Programs Support, must approve all route survey plans before the survey is conducted.

Operational Preparations

To prepare for the actual survey, the surveyor must become familiar with the current contract schedule and equipment requirements. Complete the following steps in final preparation for conducting the survey:

1. Review the contents of this MI.
2. Review PS Forms 5406 or 5408 for CDS routes. Review PS Form 5407, which is required for combination routes only.
3. Review any PS Forms 5500, *Contract Route Irregularity Report*, on file for the route.
4. Check the contract file to identify any problems that might exist with the daily route operations or the supplier's equipment.

5. Confirm the survey date with the supplier, inform the supplier that you will be riding in the contract vehicle, and advise the supplier that the odometer must be working on the day of the survey. Optionally, the surveyor may follow the supplier's vehicle.

Conducting the Survey

Use PS Form 5406 (for CDS routes) to collect service data for mail delivery routes. If you have questions concerning the route survey, ask the District Manager, Operations Programs Support (or designee).

After completing PS Form 5406, the AO or individual conducting survey should:

1. Ask the supplier to sign the form to indicate knowledge of the information.
2. Provide a copy of the survey to the supplier.
3. Annotate any discrepancies on the form.
4. Ask the supplier or driver for input about operational adjustments that they feel could improve service or make the route more cost effective. Include any recommendations suggested by the driver or supplier in the file submitted to the Area Manager, Transportation Contracts.

The individual conducting the survey (CDS or transportation route) must arrive at the originating facility in time to observe the actual loading (and casing time for CDS routes) of the vehicle and discuss any problems or recommended changes with the AO. Complete all sections of PS Form 5406 as directed by the District Manager, Operations Programs Support (or designee). PS Form 5405–X, *Contract Route Mail Count Form*, is used for contract delivery service only.

Forms are available on the Postal Service forms website at <http://blue.usps.gov/formmgmt/forms.htm>.

PS Form 5406 (Contract Delivery Service)

The following items on PS Form 5406, *Contract Delivery Service Route Survey*, contain key information. It is extremely important that the AO (or designee) complete the forms in a clear and precise manner.

- A.1–6 Items A.1 through A.6 (self-explanatory). Base Data is provided by Address Management System.
- B.1–4 Items B.1 through B.4 (self-explanatory). B.2 references origin Post Office hours of operation.

Section C is to be used for extensions only.

- C.1 Provide total number of families served.
- C.2 Give total number of businesses served.

- C.3 Indicate the current number of regular and central boxes and the proposed number of regular and central boxes.
- C.4 Indicate the number of current and proposed vehicle stops.
- C.5 Indicate the daily mileage added by the service change.
- C.6 Provide the distribution of daily time added or subtracted as a result of the change.
- C.7 Supplier and/or driver must sign, certifying that the data in Section C is accurate.
- D. Line of travel for extension. Indicate only the additional lines of travel associated with the extension and where they fall on the present line of travel.
- E.1–4 AO completes Items 1–4.
- F.1–2 AO signs and provides request date.
- F.3–4 District approval and effective date.
- F.5–6 Other approval and effective date.
- G.1–5 Use for the outbound trip only; provide standard information — usually the trip listed on the left side of the schedule to a turnaround point on the contract, normally referenced as NO (no office).
- H.1–5 Use for the inbound trip only; provide standard information — usually the trip listed on the left side of the schedule and a turnaround point on the contract, normally referenced as NO (no office).
- I.1–8 Item I.1 indicates the number of boxes assigned out of the origin office; while Items 2–3 require yes or no answers. Items 4–8 “required” is based on information on present schedule and “actual” information is based on survey date documentation.
- J.1–6 Reflect the Post Offices en route and the time spent at each office. Determine if the scheduled times reflect actual times. If there is a specific problem, state the problem and proposed solution in Section N of this form. (Use additional sheets if necessary.) If delivery includes a locked pouch only, check J.2.
- K.1–5 Record in detail the number of boxes, stops, families, office time, route time, mileage, and vehicles used on the route. The “official” column refers to the present schedule while the “actual” column refers to documentation recorded on the day of the survey. The number of boxes includes only those boxes that are currently active. *(An active box is one that has had delivery within the last 90 days.)*
- L. Supplier uses this section to submit comments.
- M. AO (or designee) uses this section to submit comments.

- N. Proposed new schedule; use PS Form 5408 to record the line by line, compass direction, and turn destination (left, right, etc.) and attach.

PS Form 5407 (Combination Routes)

The following items on PS Form 5407, *Highway Contract Route*, contain key information. It is extremely important that the forms be completed in a clear and precise manner.

- A.1–5 Items 1 through 5 require standard information.
- A.6 Items 6a and 6b — Schedule Mileage. Enter the last approved mileage as shown on PS Form 7440, *Contract Route Service Order*. If there is any difference between the scheduled mileage and the actual mileage as indicated by the survey, identify and document the reason for the difference in Item 23 of the form.
- A.7–11 Items 7 and 11 require standard information. A.9 references road types.
- B.1–4 Items B.1–4 require standard information.
- B.5–13 Items B.5–13. Suppliers should maintain equipment in a manner that reflects favorably on the Postal Service; therefore, consider carefully and exercise prudent judgments in determining the appearance rating in Section B.5. Record the actual length, height, and width of the cargo space in Section B.6. Determine the adequacy of the cargo space based on your observations and the comments offered by the AO (or designee) and in-line postmaster(s).
- C.1 Item C.1, Terminal Time. The “official” column data is taken from the present schedule while “actual” column data refers to day of survey. The survey indicates the actual time spent loading and unloading at the origin and destination offices. If it appears that the terminal time is insufficient, also determine whether the Postal Service can make an adjustment to correct the problem, or if additional time needs to be added to the schedule.
- C.2–5 Show number of vehicles, boxes, collections, or miles to be added or deducted from the service. The surveyor is to complete the “actual” column only.
- D.1–3 If any type of action is being proposed, check the appropriate box and explain. Use an additional sheet of paper to describe, if necessary.
- E.1–3 Reaction to Proposed Changes. Identify whether the supplier, affected postmasters, and customers (if appropriate) agree to the proposed changes.

- F.1–6 Service on Day of Survey. The person conducting the survey and the AO review the entries in this item and ensure that they are correct and consistent with the actual operation of the route.
- G. Attach a preprinted map showing the recommended changes. Follow the instructions for completing this section carefully.
- H. Statement of Proposed Service/Remarks. Include comments on the proposed schedule and equipment requirements. Also, use this section to summarize comments from other sections. If additional space is needed, attach a separate sheet.
- I. Official Making Survey. The surveyor and the AO must conduct a final review of the survey documents and give approval by signing their names in Item J.
- J. Administrative Official. The AO must sign and date the document certifying that all of the information is correct.

PS Form 5405–X (Contract Delivery Service)

PS Form 5405–X, *Contract Route Mail Count Form*, is used for contract delivery service only. The mail will be measured as follows:

1. Letter Size — Compress and linearly measure letter volume — multiply by 227 pieces per foot.
2. Flats — Linearly measure all caseable flats — multiply by 115 pieces per foot.
3. Parcels — Count all parcels for delivery individually using city definition of parcel: bigger than shoebox, and more than 2 pounds.
4. Accountables — Take volume from PS Form 3867 log, add Numbered Insured, Return Receipt for Merchandise.
5. Delivery Point Sequence (DPS) — Copy DPS volume from EOR Report.

Additional Data

In addition to the information required on PS Forms 5405–X, 5406, and 5407, the individual conducting the survey must provide the following information as appropriate:

1. Names of all offices served by routes surveyed.
2. Description of extraordinary physical characteristics of the office that may impede traffic flow. (Use sketches as necessary.)
3. Recommendations of affected postmasters and highway supplier on changes that would improve service.

4. Certification of all persons providing service, who must have:
(a) passed all Inspection Service screening requirements (i.e., drug and alcohol, driving record, and police clearance); (b) been updated in the Employee Barcode System; and (c) been issued badges.

Concluding a Successful Survey

At the conclusion of the survey, the AO and/or other individual conducting the survey should immediately write down service recommendations and route observations, and review all of the documents to ensure accuracy of the information prior to signing survey for submission to the District Manager, Operations Programs Support.

District Review

The District Manager, Operations Programs Support (or designee), is to:

1. Carefully review each survey for completeness.
2. Note any missing, incomplete, or abnormal data and, if warranted, return the request to the AO.
3. Take follow-up action to complete information or confirm its accuracy.
4. Determine whether the routes should be modified, continued, or eliminated once the surveys have been completed.
5. Enter the data into the Service Change Request System and forward it to the Manager, Transportation Contracts.

Transportation Routes

Administrative Preparations

Summary of Routes to be Surveyed

Each year the Manager, Transportation Contracts, must develop a list of routes that require surveys and a timetable for route surveys. This manager must also:

1. Advise the AO to formulate a route survey plan.
2. Advise the Manager, Transportation Networks, of the date the plan and the actual route surveys are due to the Area Manager, Transportation Contracts.

The Manager, Transportation Contracts, must submit the original list of routes to be surveyed to the Manager, Transportation Networks. (See example in Exhibit RS-1, Sample Summaries of Routes to be Surveyed, on page 13.) At a minimum, the list must include the following information for each route:

1. Contract number.
2. Contract end term.
3. Supplier's name.
4. Origin facility.
5. Destination facility.

Training

The Manager, Transportation Networks, must provide training for the individuals designated to conduct the survey for all transportation routes. Training sessions normally last from 2 to 3 hours and must cover the following:

1. Purpose of the survey process.
2. Approach to conducting a successful survey.
3. Itemized discussion of survey forms PS Form 5407, PS Form 5427, and any additional forms that the Manager, Transportation Networks, designates for use in the route survey).
4. List of routes to be surveyed.
5. The name, title, and telephone number of the individual(s) who will actually conduct the survey.

All route survey plans must be approved by the Manager, Transportation Networks, prior to the survey being conducted.

Operational Preparations

To prepare for the actual survey, the surveyor must become familiar with the current contract schedule and equipment requirements. Complete the following steps in final preparation for conducting the survey:

1. Review the contents of this MI.
2. Review PS Form 5407.
3. Review any PS Forms 5500 on file for the route.
4. Check the contract file to identify any problems that might exist with the daily route operations or the supplier's equipment.
5. Confirm the survey date with the supplier.

Conducting the Survey

For transportation routes only, use the Surface Visibility System as needed. Direct questions concerning the route survey to the Manager, Transportation Networks (or designee).

The AO (or designee conducting the survey) must:

1. Ask the supplier and/or driver to sign the form to indicate knowledge of the information.
2. The AO must provide a copy of the survey to the supplier.
3. Annotate any discrepancies on the form.
4. Ask the supplier and/or driver for input regarding operational adjustments which they feel could improve service or make the route more cost effective. Include any recommendations suggested by the driver or supplier in the documentation submitted.

The individual conducting the survey must arrive at the originating facility in time to observe the actual loading of the vehicle and discuss any problems or recommended changes with the AO. Complete all sections of PS Form 5407 and any additional work sheets as directed by the Manager, Transportation Networks.

Forms are available on the Postal Service forms website at <http://blue.usps.gov/formmgmt/forms.htm>.

Online mapping programs such as PC MILER Navigator, MapQuest, or the Surface Visibility and Route Management System may be used in lieu of an actual observation survey.

PS Form 5407 (Combination and Transportation Routes)

The following items on PS Form 5407, *Highway Contract Route*, contain key information. It is extremely important that the forms be completed in a clear and precise manner.

- A.1–5 Items 1 through 5 require standard information.
- A.6 Items 6a and 6b — Schedule Mileage. Enter the last approved mileage as shown on PS Form 7440. If there is any difference between the scheduled mileage and the actual mileage as indicated by the survey, identify and document the reason for the difference in Item 23 of the form.
- A.7–11 Items 7 and 11 require standard information. A.9 references road types.
- B.1–4 Items B.1–4 require standard information.
- B.5–13 Items B.5–13. Suppliers should maintain equipment in a manner that reflects favorably on the Postal Service; therefore, consider carefully and exercise prudent judgments in

determining the appearance rating in Section B.5. Record the actual length, height, and width of the cargo space in Section B.6. Determine the adequacy of the cargo space based on your observations and the comments offered by the AO (or designee) and in-line postmaster(s).

- C.1 Item C.1, Terminal Time. The official column data is taken from the present schedule while actual column data refers to day of survey. The survey should indicate the actual time spent loading and unloading at the origin and destination offices. If it appears that the terminal time is insufficient, also determine whether the Postal Service can make an adjustment to correct the problem or if additional time needs to be added to the schedule.
- C.2–5 Show number of vehicles, boxes, collections, or miles to be added or deducted from the service. The surveyor is to complete the “actual” column only.
- D.1–3 If any type of action is being proposed, check the appropriate box and explain. Use an additional sheet of paper to describe, if necessary.
- E.1–3 Reaction to Proposed Changes. Identify whether the supplier, affected postmasters and customers (if appropriate) are agreeable to the proposed changes.
- F.1–6 Service on Day of Survey. The person conducting the survey, and the AO, should review the entries in this item, and ensure that they are correct and consistent with the actual operation of the route.
- G. Attach a preprinted map showing the recommended changes. Follow the instructions for completing this section carefully.
- H. Statement of Proposed Service/Remarks. Include comments on the proposed schedule and equipment requirements. Also, use this section to summarize comments from other sections. If additional space is needed, use a separate sheet and attach.
- I. Official Making Survey. The surveyor and the AO must conduct a final review of the survey documents and give approval by signing their names in step J.
- J. Administrative Official. The AO must sign and date the document certifying that all of the information is correct.

Additional Data

In addition to the information required on PS Form 5407, the individual conducting the survey must provide the following information as appropriate:

1. Names of all offices served by the routes surveyed.

2. Number of dock spaces (where no dock exists, describe facility, i.e., vestibule, etc.).
3. Dock height.
4. Description of any extraordinary physical characteristics of the office that may impede traffic flow. Use sketches as necessary.
5. Any operational description data, e.g., critical entry time, processing complete time, etc.
6. Recommendations of affected postmasters and highway supplier on changes that would improve service.
7. Clearance distance from ground to overhead canopy.
8. Number of scissor lifts.
9. Maximum vehicle length which can be accommodated. Consider length of cab or tractor and the required turning radius.
10. Security Certification of all persons providing service, who must have: (a) passed all Inspection Service screening requirements (i.e., drug and alcohol, driving record, police clearance); (b) been updated in the Employee Barcode System; and (c) been issued badges.

Concluding a Successful Survey

At the conclusion of the actual survey, the individual conducting the survey and/or the AO should immediately write down service recommendations and route observations, and review all of the documents to ensure accuracy of the information prior to signing for submission to the Senior Plant Manager and Manager, Transportation Networks.

District Review

The Manager, Transportation Networks (or designee), is to:

1. Carefully review each survey for completeness.
2. Note any missing, incomplete, or abnormal data.
3. Take follow-up action to complete information or confirm its accuracy.
4. Determine whether the routes should be modified, continued, or eliminated once the surveys have been completed.
5. Enter the data into the Service Change Request (SCR) System and forward it to the Manager, Distribution Networks.

Upon approval, the Manager, Distribution Networks, will forward the survey to the Manager, Transportation Contracts, for the appropriate contract action.

Exhibit RS-1

Sample Summaries of Routes to be Surveyed

Example of CDS Route to be Surveyed

HCR ID	End Term	Supplier's Name	Origin Post Office	Current # of Deliveries
12345	6/30/2007	Jones Box Service	Newberry Post Office	346

Example of HCR Transportation Route to be Surveyed

HCR ID	End Term	Supplier's Name	Origin Facility	Destination Facility
12345	6/30/2007	Transportation Mail Inc	Columbus GMF	Atlanta STC

Exhibit RS-2

Route Survey Plan

[illegible]