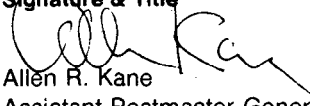


Management Instruction



Date Issued 12/05/88	Filing Number PO-530-88-03
Effective Date Immediately	Obsoletes N/A
Originating Organization & OCC Mail Processing Department MP350	
Title Conducting Highway Contract Route Surveys	Signature & Title  Allen R. Kane Assistant Postmaster General

I. Purpose

This Instruction establishes uniform policy and procedures for conducting surveys of highway contract routes (HCRS). These surveys assist TMSC managers:

- a. Determine if there is a need for continuation of the route.
- b. Identify necessary adjustments in route operations or equipment requirements to ensure that the terms and conditions of the awarded/renewed contract meet the specific needs of the facilities served.
- c. Identify operational adjustments that result in additional cost savings to the Postal Service.

II. Policy

Box delivery routes must be surveyed annually and all other highway routes during the fall of the year preceding contract expiration.

III. Responsibilities

A. General Manager, Surface Contract Management Division

The general manager, Surface Contracts Management Division, is responsible for developing policy and general procedures regarding highway contract route surveys.

B. TMSC Manager

The TMSC manager (contracting officer) is responsible for implementing highway contract route survey policy and procedures.

C. Administrative Official

The administrative official (AO) appointed by the TMSC manager, or other employee recommended by the AO and accepted by TMSC manager, must actually conduct the route survey.

D. Regional Manager, Operations Network

The regional manager, Operations Networks must approve all surveys submitted after the designated submission date and any changes in service or equipment requirements proposed after final surveys are submitted to the TMSC.

IV. Administrative Preparations

A. TMSC Manager

1. Summary of Routes to be Surveyed.

Each year the TMSC manager must develop a list of routes that require surveys. The TMSC manager must also:

- a. Instruct the AO to formulate a route survey plan, and
- b. Advise the AO of the date the plan is due to the TMSC manager, the tentative dates for training those individuals who will conduct the surveys, and the date the actual route surveys are due to the TMSC manager.

TMSC manager must submit the original list of routes to be surveyed to the responsible AO and a copy to the field division general manager/postmaster responsible for the route to be surveyed. (See Exhibit RS-1, Summary of Routes to be Surveyed.) List box delivery routes

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separately. At a minimum, the list must include the following information for each route:

- (1) contract number
- (2) origin/destination
- (3) expiration date

2. *TMSC Reviews.* The TMSC manager may elect to conduct reviews of critical, high value, or complex routes. This may include accompanying the administrative official, reviewing contracts, route operations, contractor equipment, and inspecting various postal facilities served by the route.

3. *Training.* The TMSC manager must provide training for the individuals designated to conduct the survey for highway transportation routes. **Note:** Administrative officials designated to survey box delivery routes which are not scheduled for renewal may be excluded from the training session. Training sessions should normally last from two to three hours and must cover the following:

- a. Purpose of the survey process.
- b. Approach to conducting a successful survey.
- c. Itemized discussion of survey forms (Form 5406, *Box Delivery Contract Route Survey*, Form 5407, *Highway Contract Route--Survey/Service Change*, and Form 5427, *Contract Route Review*, and any additional forms that the TMSC manager designates for use in the route survey.
- d. The collection of supplemental data.
- e. Discussion of specific route survey plans.
- f. Additional survey requirements. Complete all training sessions before surveys are conducted. (See Exhibit RS-2, *Timetable for Route Survey.*)

B. Administrative Official

1. The AO must develop and submit to the TMSC manager a route survey plan (see Exhibit RS-3, *Route Survey Plan*). The plan must include the following information for each route to be surveyed:

- a. Contract number
- b. Origin/destination
- c. Date(s) survey will be conducted

- d. List of trips to be surveyed
- e. The name, title, and telephone number of the individual(s) who will actually conduct the survey.

2. All route survey plans must be approved by the TMSC manager prior to the survey being conducted.

V. Operational Preparations

In preparing for the actual survey, the surveyor should become familiar with the current contract schedule and equipment requirements. Complete the following steps in final preparation for conducting the route survey:

- a. Review the contents of this Management Instruction.
- b. Review Forms 5406 or 5407 (as appropriate).
- c. Determine and evaluate the average load percent being dispatched and received on the route at the origin and destination offices. Use Form 5398, *Transportation Performance Record*, or 5399, *Contract Routes Performance Record*, as a data source.
- d. Review any forms 5500, *Contract Route Irregularity Report*, on file for the route.
- e. Check with postal dispatching and receiving personnel to identify any problems that might exist with the daily route operations or the contractor's equipment.
- f. Determine if there is a large mailer(s) on the route. If so, identify the type of mailing.
- g. Confirm the survey date with the contractor and specifically identify the trips to be surveyed. Advise the contractor that you will be riding in the contract vehicle and that the odometer must be working on the day of the survey. Optionally the surveyor may follow the contractor's vehicle.

VI. Conducting the Survey

A. General.

Use Form 5406, *Box Delivery Contract Route Survey*, and Form 5407, *Highway Contract Route Survey*, to collect data regarding box delivery and transportation service routes. Submit additional information describing

unique characteristics or circumstances regarding a route on separate sheets, as needed. *Direct questions concerning the route survey to the TMSM manager.* Ask the contractor to sign the form to indicate concurrence with the information. The AO must provide a copy of the survey to the contractor. Annotate any discrepancies on the form. Additionally, ask the contractor 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 contractor in the file submitted to the TMSM manager. The individual conducting the survey (box delivery or transportation route) must arrive at the originating facility in time to observe the actual loading (casing for box delivery routes) of the vehicle and discuss any problems or recommended changes with the administrative postmaster. *Complete all sections of Form 5406 or Form 5407 and any additional work sheets* as directed by the TMSM manager. The TMSM manager will supply any additional forms.

B. Form 5406

The following items on Form 5406 contain key information. It is extremely important that the forms are completed in a clear and precise manner.

- 1-3. Items 1 through 3 require standard information.
4. Item 4, contractors must 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 this section.
5. Item 5 requires standard information.
6. Item 6-- Contractor's Office--Duty and Time. The survey should indicate the actual time spent at the origin office. If it is determined that the casing time is insufficient, determine whether the Postal Service can make an adjustment to correct the problem, or if additional time should be added to the schedule.
7. Item 7-- Contractor's Route--Duty and Time. This item should reflect the enroute post offices 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 Sections 9 and 16 of this form. (Use additional sheets if necessary.)
8. Item 8--Summary, Record in detail the number of boxes, stops, families, office time, route time, mileage and vehicles used on the route. 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.*)
- 9-11. Items 9 through 11. Complete if any type of action is being proposed, Check the appropriate box and explain.
12. Item 12--Reaction to Proposed Changes. Identify whether the contractor, affected postmasters, and customers (if appropriate) are agreeable to the proposed changes.
- 13 through 14. Record trip number, starting and ending points and mileage driven. The total mileage should be the same as the total miles shown on the Form 4003, *Official Rural Route Description*.
15. Item 15--Map or Diagram. Draw a map in the space provided. If a service change is recommended, show the recommended changes. Please follow the instructions for item 15 carefully.
16. Item 16--Proposed Statement of Service and Schedule. Use Form 4003, *Official Rural Route Description*, to record the line by line, compass direction, and turn destination (left, right, etc.) and attach. The information shown on Form 4003 must be reflected on the map in item 15. If additional space is needed, use a separate sheet and attach. Also use this section to summarize comments from other sections.
- 17-18. Items 17 and 18. The surveyor and the administrative official must conduct a final review of the survey documents and give approval by signing their names.

C. Form 5407

The following items on Form 5407 contain key information. It is extremely important that the forms are completed in a clear and precise manner.

- 1-5. Items 1 through 5 require standard information.

6. Items 6a and 6b-- Schedule Mileage. Enter the last approved mileage as shown on Form 7440/7440-A. 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.
- 7-8. Items 7 and 8 require standard information.
9. Item 9. If one or more blocks are checked in item 9, use additional sheets or space in item 23 to explain unusual road conditions.
10. Item 10. Contractors 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 E. Record the actual length, height, and width of the cargo space in section F. Make a determination of the adequacy of the cargo space based on your observations and the comments offered by administrative and in-line postmaster(s).
11. Item 11--Terminal Time. The survey should indicate the actual time spent loading and unloading at the origin and destinating 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.
12. Item 12-- Unscheduled Stops. Record in this item the total number of unscheduled stops and the time used for unscheduled stops. If these stops are impacting the timely delivery of the mail to downline offices or customers, or cause the driver to operate at unsafe speeds in an attempt to make up time, determine what can be done to correct the problem. State the specific problem and proposed solution in item 2.3.
- 13-16. Explain in detail the type of mail, containers and volumes on the route in items 13 through 16, use additional sheets if necessary. The surveyor is to complete the "Actual" column only.
- 17-19. If any type of action is being proposed, check the appropriate box and explain.
20. Item 20--Reaction to Proposed Changes. Identify whether the contractor, affected postmasters and customers (if appropriate) are agreeable to the proposed changes.
21. Item 21--Service On Day of Survey. The person conducting the survey, and the administrative official, should review the entries in this item, and ensure that they are correct and consistent with the actual operation of the route.
22. Item 22--Map or Diagram. Draw a map in the space provided. If a service change is recommended, show the recommended changes. Follow the instructions for completing item 22 carefully.
23. Item 23--Proposed Statement of 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.
- 24-25. Items 24, and 25-- Official Making Survey. The surveyor and the administrative official must conduct a final review of the survey documents and give approval by signing their names.

D. Additional Data (Box Delivery and Transportation Routes)

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

1. Office names (all offices served by surveyed routes).
2. Number of dock space (where no dock exists, describe facility, i.e., vestibule, etc.).
3. Dock height.
4. Describe any extraordinary physical characteristic of the office which may impede traffic flow. Use sketches as necessary.
5. Provide operational description data; i.e., critical entry time, processing complete time, etc.

6. Include recommendations of postmaster and highway contractor on changes which would improve service.

E. Additional Data (Transportation Routes Only)

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

1. Clearance distance from ground to overhead canopy.
2. Number of scissor lifts.
3. Maximum vehicle length which can be accommodated consider length of cab or tractor and required turning radius.

VII. Concluding a Successful Survey

Accumulate all survey information by route and return it to the TMSC not later than the dates identified in Exhibit RS-2. *The regions/manager, Operations Networks, must approve any changes to the proposed service and equip-*

ment requirements (Other than Box Delivery Routes) submitted after the designated date. At the conclusion of the actual survey, the individual conducting the survey and the administrative official must review all of the documents to be submitted to the TMSC to ensure the accuracy of the information. Write down service recommendations and route observations while they are fresh in your memory.

VIII. TMSC Review

The TMSC is to carefully review each survey for completeness. Note any missing, incomplete or abnormal data. Take follow-up action to complete information or confirm its accuracy. The TMSC manager must monitor the progress of the surveys to ensure that they are being completed on schedule. Once all surveys have been completed, assemble the data into individual route renewal files for use in determining whether the routes should be modified, continued, or eliminated.

Exhibit RS-1
SUMMARY OF ROUTES TO BE SURVEYED

Contract Number	Origin/ Destination	Expiration Date of Contract
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Exhibit RS-2
TIMETABLE FOR ROUTE SURVEY

Date (not later than)	Action	MI Reference
August 15	TMSC manager provides administrative official with list of routes to be surveyed.	
September 1	Administrative official submits survey plan to TMSC manager.	
September 15	Training sessions to be completed.	
October 31	Completed surveys must be returned to the TMSC Manager.	
After October 31	Survey modification must be approved by the regional manager, Operations Networks (Other Than Box Delivery Routes).	

**Exhibit RS-3
ROUTE SURVEY PLAN**

1	2	3	4	5	6
HCR No.	Origin/ Destination	Scheduled Date of Survey	Trips to be Surveyed	Surveyor, Name, Title Tele. No.	Comments
