

National Business Agent's Report
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As Danny, Nicole and I have been visiting with activists throughout the region at the Spring conventions and trainings, a number of disturbing issues have emerged from our discussions and questions and answer sessions. One in particular, which we have addressed before but which continues to rear its ugly head, is the daily DOIS confrontation. Apparently, management has not bothered to read the most recent national-level settlement on this issue, or they cannot be bothered abiding by it. It clearly states that "DOIS is a management **tool** for **estimating** a carrier's daily workload. The use of DOIS does **not** changes...section 131.4 of Handbook M-41...section 122 of Handbook M-39...or Section 28 of Handbook M-41." In other words, the handbooks and manuals have not been changed regarding the letter carrier's and supervisor's respective responsibilities for dealing with daily workload issues. Additionally, "DOIS **projections** are **not** the sole determinant of a carrier's leaving or return time, or daily workload." Based on the provisions of this settlement, management should not, actually **cannot**, be beating carriers over the head to conform to the expectations generated by this program. Currently, mail volume is down; and, certainly, a carrier could have undertime on any given day. But the decision as to whether there is undertime and/or how much there is should be jointly determined by the carrier and the supervisor, rather than dictated by DOIS.

The basic approach of obey and grieve is still in play here. If management requires you to carry an extra pivot based solely on their projections, request a 3996, estimate how much overtime/auxiliary assistance will be necessary to complete your duties and ask for a copy. If they still send you to the street with the extra work and an instruction to be done in eight hours, call them in the afternoon, inform them if you cannot complete your duties in the time allotted and request instructions. Follow them to the best of your ability. Upon your return, ask to speak to a shop steward. A subsequent grievance will deal with the violation of the DOIS settlement, as well as any pay issues that may be involved. Do not be unreasonable in assessing your workload, but do not be a victim of management's unrealistic expectations either. Do the best you can and let your shop steward deal with your supervisor's invalid use of DOIS data.

Another issue which has resurfaced of late is management's deletion and/or alteration of carriers' clock rings. A few years ago, supervisors were deleting penalty overtime. After considerable discussion and monetary remedies in the hundreds of thousands of dollars, management agreed that such an approach was not appropriate, at best. They then shifted gears, and started deleting carrier clock rings and inserting their own rings with different codes; such as, 782 (training), 741 (miscellaneous office duties), 743 (case labels) and 354 (stand-by time). By doing so, management altered the evaluation of the routes to less than the carriers had actually worked for the days in question. As a result, the actual work hours column in DOIS would take on the characteristics of the projected work hours column; in other words, it would be bogus! When we called them on this approach and required a cease and desist through DRP, they acknowledged the error of their ways and sheepishly complied.

In a number of installations, it appears they are up to their old tricks, with an even more insidious twist. Besides inserting the codes or, sometimes, requiring carriers to do so when it is not appropriate (i.e., 782 for safety and service talks; 741, 743, & 354 when the carriers are performing their normal duties), management is clocking them over to another route as though they are providing auxiliary assistance when, in fact, they are not. This is somewhat difficult to catch, given the fact that there is a lot of legitimate pivoting occurring due to the current mail volume. Nonetheless, it is extremely important that we identify and stop this practice. We are working on a new method for evaluating and adjusting routes, which involves the regular carrier's actual work hours over the course of a year. We need accurate and reliable data to develop a fair and successful process. Additionally, we do not want management suing this bogus information for comparison purposes as they try to convince carriers to do more than they can, safely and efficiently. If you suspect this is happening, shop stewards can review the Employee Everything Reports to identify inappropriate code entries and clock ring changes, and the supervisor who is engaging in such behavior. Also, we want the local branch leaders to notify my office so that we can contact the appropriate District and Area personnel to address this issue in a timely manner.

Finally, in their zeal to capture undertime and/or right-size" routes to current workload projections, management has, in some instances, decided they can exclude the union from discussions with carriers about their routes. **Wrong!** Article 1 recognizes NALC as the "exclusive bargaining representative" for city letter carriers. As such, management **must** deal

with the union in all matters involving wages, hours and working conditions, as opposed to negotiating with individual carriers. And, by the way, management does **not** have the right to choose who will represent the carriers in any given office; the union makes that determination as well. We must not permit certain managers and supervisors to disrespect NALC leadership, whether it be at the local, state, regional or national level. If management takes this approach in your office, file a grievance and consider pursuing an unfair labor practice against them. At the very least, call my office. We may be able to, again, convince them of the error or their ways.

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