

Chapter 14

Assessment and Incorporation of New Delivery Areas

Introduction

This chapter outlines the procedure to be followed when:

- Assessing calls located in areas where letter carrier service has not previously been provided, such as major extensions to existing service;
 - Assessing the establishment of a new delivery service;
 - In addition, this chapter explains the manner in which these calls are incorporated into the delivery service, and
 - The actions required to verify the workload assessment.
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Major Extensions

Before providing letter carrier delivery service to major areas:

- a complete inventory of all points of delivery is to be taken; and
- completed in accordance with the procedure outlined in Chapter 1.

When the location of a mail receptacle cannot be determined at the time the inventory is taken, an arbitrary decision, on the probable point of delivery will have to be made and used in the calculations for the initial assessment. However, as soon as delivery is provided, the exact location of the mail receptacle is to be ascertained and, if necessary, the assessment documents amended accordingly.

LDUs are to be	Assigned to each street segment as determined by the postcode officer(s).
	Entered on the existing "LDU map".

Summary sheets are to be completed for all new LDUs using:

- a sortation rate;
- preparation rate;
- obtain-and-prepare rate;
- subsidiary delivery rate per call; and
- a percentage of coverage obtained from similar delivery areas.

The preceding evaluation procedure should provide a fair workload assessment of the new delivery area. However, should it become apparent that the preliminary assessment is not realistic, an actual volume count is to be taken for the area concerned and a true assessment made. This volume count should be conducted only when it has been established that the mail pattern has stabilized.

**New
Establishments**

Before establishing letter carrier delivery at a new office, it will be necessary to prepare a preliminary workload assessment of the area as follows:

- An inventory of all points of delivery is to be completed in accordance with the detailed instructions in Chapter 1.

It is realized that the exact location of:

- mail receptacles;
- pathways; and
- other pertinent features may not be available at the time the inventory is taken.

In such instances, an arbitrary decision, on the probable location of the delivery point and other features will have to be made and used in the calculations for the preliminary assessment.

Care should be taken to ensure that the boundaries of each LDU are well defined and that all LDUs are properly numbered and identified on a scale map.

Summary sheets are to be completed and:

- the obtain-and-prepare;
- sortation;
- preparation;
- subsidiary delivery functions rates; and
- percentage of coverage

for individual routes should be those obtained from routes with similar characteristics that emanate from a comparable office, keeping in mind the total points of delivery, overall mail volume, etc.

After the area has been provided with letter carrier delivery service for approximately one year, the mail pattern should be stable and the required city mail volume index should be available. At that time, an actual two-week volume count is to be taken to obtain the required data to properly assess the workload on all routes concerned.

Before conducting the volume count, all original inventory sheets are to be thoroughly checked and corrected where necessary.

As soon as the volume count has been completed, an actual assessment of the routes and any indicated changes in route structuring are to be made to replace the preliminary assessment.
