

- 133.272 Immediately on recovery of the test card, a designated manager must complete columns and spaces 11 through 15 of PS Form 3702. If a PS Form 3702 is not immediately available, the manager must record card number, post office, ZIP Code, time received, and the number of the route from which the card was recovered. Use Item 0-13, *Routing Slip*, to forward this information to the unit conducting the test.
- 133.273 If the office conducting the test is an associate office participating in Area Mail Processing, the manager in the associate office must make arrangements to provide the office, processing their collection mail, copies of PS Forms 3702 for completion. These completed forms must be returned to the testing office immediately on completion.

133.28 **Analysis and Corrective Action**

- 133.281 If the tests show a collector failed to collect a box(es), a manager and a collector must immediately collect this box to verify a card was in the box, but the box was not collected. If investigation shows collector's negligence or error, management must take corrective action as appropriate.
- 133.282 Tests should be made at individual boxes to determine if they should be withdrawn from service or relocated to benefit more customers. If a box consistently generates less than 25 pieces, a review must be made to determine if it should be retained at the location. Collection mail volume is only one factor to be considered for box removal or relocation. Character of mail collected (i.e., sales orders, daily reports, etc.) is also a prime factor. In residential areas, if collection boxes are about 1/2 to 1 mile apart, the density of these boxes is generally considered adequate. In business sections, install boxes where greatest mail volume will be generated and where it will be convenient to the greatest number of business places.

134 **Street Management**

134.1 **Objectives**

- 134.11 Street management is a natural extension of office management. All carriers are to be notified to expect daily supervision on the street just as they receive daily supervision in the office. For a delivery manager to fully understand and control the organization, the manager must be aware of any conditions that affect delivery anywhere within the service territory.
- 134.12 Accompanying carriers on the street is considered an essential responsibility of management and one of the manager's most important duties. Managers should act promptly to correct improper conditions. A positive attitude must be maintained by the manager at all times.
- 134.13 Conservation of energy is most important, and street supervision must also be directed to achieve this objective. Supervisors must not permit unauthorized deviations from the route, engine idling for excessive periods, wasteful driving habits, and unauthorized or excessive vehicle stops and moves on park and loop routes.

134.2 **Techniques**

- 134.21 The manager must maintain an objective attitude in conducting street supervision and discharge this duty in an open and above board manner.

134.22 The manager is not to spy or use other covert techniques. Any employee infractions are to be handled in accordance with the section in the current *National Agreement* that deal with these problems.

134.3 **Criteria for Need**

Certain criteria may call attention for *individual* street supervision. When overtime or auxiliary assistance is used frequently on a route (foot, motorized, parcel post, collection, relay), when a manager receives substantial evidence of loitering or other actions or lack of action by one or more employees, or when it is considered to be in the interest of the service, the manager may accompany the carrier on the street to determine the cause, or meet the carrier on the route and continue until such a time as the manager is satisfied. No advance notice to the carrier is required.

134.4 **Findings**

134.41 The manager may find:

- a. Routes are not in proper adjustment, and the frequent use or requests for auxiliary assistance or overtime is warranted.
- b. A change in the line of travel could reduce: travel to and from the route, deadheading on the route, or time-wasting delivery patterns.
- c. The carrier is not performing duties efficiently or safely with regard to:
 - (1) Vehicle movement on park and loop routes.
 - (2) Proper use of relays.
 - (3) Fingering mail while driving or when walking up and down steps or curbs or when crossing the street.
 - (4) Following the prescribed line of travel.
 - (5) Protection of all mail.
 - (6) Unauthorized or extended stops.
 - (7) Deviating from the route.

134.42 The manager must note areas of new construction, plan for expansion, and be aware of urban renewal areas, changing traffic patterns, the need to relocate collection boxes, customer problems of delivery, etc.

134.43 The manager must inspect for mail trapped behind wall-mounted or wall-recessed apartment house mailbox units. Where mail is found, request apartment house management to initiate prompt corrective action to preclude recurrence.

134.44 The manager must periodically test mail locks on letter boxes and USPS approved receptacles installed with arrow locks as follows:

- a. A special key for testing arrow or inside locks is available from the Mail Equipment Shops by requisition on PS Form 4983, *Postal Key and Lock Requisition*. Smaller offices need only one key; larger offices should not require more than 25 or 30 keys. The keys bear a numerical number beginning with key No. 1. Do not confuse these numbers with the combination number appearing on the back of locks and on the regular arrow keys.

- b. The test key shall be used as follows: With the lock in a locked position and with the door or panel closed, insert the test key in the key slot in the same manner as is done with the regular arrow key. If the lock can be opened with the test key, it indicates the lock is defective and must be replaced immediately.
- c. To ensure immediate identification of defective locks, a red pressure-sensitive label has been provided which readily adheres to the surface of these locks. The label is imprinted *Defective Lock — Send to Nearest Mailbag Depository*. The printing is so arranged that when affixing the label to the lock, with some overlap, the indicated instructions can still be seen. This label is identified as Label 60, *Defective Lock*.
- d. Send defective arrow or inside locks and padlocks to the Mail Equipment Shops in accordance with Handbook AS-701, *Material Management*. Defective arrow or inside locks and padlocks may be shipped as quantities justify, but must not be held longer than 8 months. Be sure that a red label is attached to every defective lock sent to the depositories and that the label is not put on any lock unless it is known to be defective. Ship defective locks in lock container pouches. Enclose small quantities in cartons or heavy envelopes securely wrapped.
- e. When defective locks are reported by carriers or by others, the locks must be promptly repaired or replaced. These include arrow or inside locks and padlocks on collection, storage, office mail chutes, non-personnel rural postal units, and apartment house letter boxes, and on postal mailroom doors in office and apartment buildings. Withdraw from service immediately all mail locks on letter boxes that are defective in the slightest degree.

134.5 **Safety**

During any period of street supervision, every opportunity must be taken to emphasize safety while driving, walking on sidewalks, walking up and down steps, crossing streets, collecting mail, or delivering relays or parcels.

14 Adjustments

141 **Minor Adjustments**

141.1 **Route Adjustment Without Special Inspection**

141.11 **Minor Adjustments**

- 141.111 The routes must be maintained in reasonable adjustment throughout the year. In order to fulfill this requirement, local managers may find it necessary to make minor route adjustments, to provide relief, add deliveries, capture undertime, etc.
- 141.112 When considering if a mail count and route inspection is necessary, review the nature and scope of the adjustments needed. If the review discloses that