

## **USPS-LR-RM2011-3/2**

### **Information Regarding the City Delivery Pivoting Opportunity Model (CDPOM)**

USPS-LR-RM2011-3/2 is a Category 6 library reference that presents information requested by the Commission in Order No. 964 regarding the City Delivery Pivoting Opportunity Model (CDPOM). In addition to the discussion below, this library reference contains a PowerPoint presentation used for CDPOM training.

#### Overview of CDPOM

City carrier routes are designed to use approximately eight hours of labor daily. However, on any given day, a particular route may require more or less than eight hours of work. For example, a route may require more than eight hours due to an unexpected increase in workload on a particular day. Instead of paying overtime to cover the increased workload, the Postal Service tries to assign part of the route's workload to another carrier whose route requires less than eight hours of work on that day.<sup>1</sup> This daily managing is commonly referred to as pivoting.

Unstaffed routes are a regular occurrence due to carrier leave. The Postal Service has found that it is often more efficient to use pivoting to cover an unstaffed route rather than using a replacement carrier. Note that carriers that are pivoted to cover an unstaffed route may either: 1) have less than eight hours

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<sup>1</sup> Routes with less than eight hours of work are said to have "undertime," which usually occurs due to lower than expected volume on a particular day.

of work on their route; or 2) earn overtime for pivoting to the unstaffed route. Identifying undertime and efficiently making use of pivoting can be a complex task. It is important to assign the appropriate portions of overburdened or unstaffed routes so that the workload is leveled, thus utilizing the least amount of hours and the fewest disruptions to the delivery unit's remaining routes.

To assist management in pivoting, the Postal Service has developed CDPOM. CDPOM is designed to allow management to quickly recognize which carriers have undertime and to effectively assign them to workload on other routes. CDPOM is a scheduling tool. It does not collect nor require collection of any additional Postal Service data; rather, it uses existing data sources to assist delivery management in making daily plans to level workload within their units. In other words, CDPOM provides a mechanized method to pivot carriers to sections of other routes. CDPOM also tracks the performance of delivery units in utilizing pivoting opportunities.

CDPOM uses historical productivity assumptions from the Delivery Operations Information System (DOIS). These assumptions include: 1) credit for cased letters and flats; 2) current DPS performance; 3) based fixed office time; 4) base street efficiency index; and 5) credit for new deliveries. Each route in DOIS uses those assumptions to calculate the projected workhours based on the current day's volume.

In short, CDPOM is a tool designed to help management minimize carrier labor costs by identifying available carrier resources due to unexpected lower daily volumes for use on other routes.

CDPOM is a web program that accesses a database and graphically displays the information. CDPOM does not have a traditional user manual. However, this library reference includes a PowerPoint presentation that is used for online and in-person training. It should be viewed in PowerPoint's slideshow mode.