

All delivery unit supervisors are required to create pivot plans for each regular city delivery route in their delivery units. Delivery unit supervisors load the pivot plan structures they have created into DOIS after they attend the DOIS for End Users training course. DOIS District Deployment Team members should be available to provide assistance in loading pivot plans into DOIS. The following is a description of the Pivot Plan function and instructions on how to create pivot plans.

Street Pivoting in DOIS

The Street Pivoting function in DOIS provides significant benefits toward reducing overtime and capturing a carrier's undertime. It is designed to give delivery unit supervisors the ability to provide street auxiliary assistance to a route or cover a vacancy on the street by pivoting (transferring) a portion of a route's street deliveries to one or more carriers for that one-day.

When a route has a particularly heavy mail volume or the route is vacant, delivery unit supervisors can use the Street Pivoting function to select the appropriate portions of the route to pivot, and the carrier to provide the assistance. The Street Pivoting function provides a versatile, user-friendly, and quick way to manage the street portion of a route. Delivery unit supervisors can choose whether to select sections of a route based upon the time they wish to take from the route, the specific number of sections to divide it into, the delivery type (business/residential/mixed) classification of deliveries or execute a manual selection.

- When selecting based upon time, DOIS allows the user to create pivot sections based upon the duration of relief that is required. For example, if the user wishes to provide one hour of relief to a route, they enter one hour into the window, which then displays sections of the route grouped into one-hour portions.
- When selecting a specific number of sections to pivot, users may decide to use three regular carriers to deliver a section of an absent carrier's route. Pivoting by three sections allows the user to assign a section of equal length to each of the three carriers.
- When selecting based upon delivery type, users can create pivot sections grouped into either business, residential or mixed type classifications. For example, the user can assign the residential portion of a route to another carrier.
- When pivoting manually, DOIS allows users to manually specify which sections of the route to pivot. This manual selection is useful when users know exactly which portion of the route they wish to pivot.

Users can also view the routes in close proximity to a route in order to assign the auxiliary assistance to the most appropriate carrier.

Pivot Plans

To enable the Street Pivoting function, delivery unit supervisors must create a pivot plan for each route. This involves using the Create Pivot Plan function in DOIS to group portions of a route into logical groups (delivery point sections that are in close proximity and can logically be pivoted together). The Pivot Plan window displays each delivery point section for a route listed in delivery sequence order (taken from the AMS) database), and the estimated time required to deliver each delivery point section. These times are based upon the durations recorded in the most recent PS Form 3999 for the route. If no PS Form 3999 has been recorded for a route, the delivery point section times are estimated based upon the route's base data. The user

must group every delivery point section into logical groups. Once this has been completed, the Street Pivoting function can be used.

Creating Pivot Plans

All delivery unit supervisors are required to create pivot plans for each route in their delivery unit. The following steps outline how to create pivot plans:

1. Use the most recent PS Forms 3999X provided by AMS to create pivot plans.
2. Obtain two different colored highlighting pens.
3. For the first route, highlight the delivery point sections for the first logical group using one of the pens. When deciding which section to group together, keep the following points in mind:
 - It is recommended that the duration for each logical group be kept to around 15 minutes. This provides more flexibility when pivoting. However, if it does not make sense to group sections into 15-minute segments, do not do so. For example, for park and loop routes it does not make sense to split a loop into two groups. A single logical group for a single loop is more practical. Also, it is not logical to split a NDCBU box into two different groups.
 - As a rule, most logical groups should range between 15 and 45 minutes.
 - The logical group must contain consecutive delivery point sections. For example, the first and the third delivery point sections cannot be combined into a logical group without including the second delivery point section.
4. Using the other colored pen, highlight the next logical group.
5. Continue this process until every delivery point section in the route has been placed into a logical group.
6. Repeat this process for every route in the delivery unit.

Delivery unit supervisors should contact a DOIS District Deployment Team member if they have any questions when creating their pivot plans.

Note: If discrepancies are found between the PS Form 3999X and the way in which the route is delivered, see section 3.3.4 of the DOIS Deployment Management Guide for information on updating AMS Red Books.