



Dedicated Parcel Routes

FAQs



If you have any further questions please talk to your manager, CWU Rep, local revision planner

Q) Why do we need to deploy Dedicated Parcel Routes?

A) The Dedicated Parcel Routes (DPR) that we will jointly deploy, as part of these structural revisions, are an important and necessary change, as we begin to deploy the Pathway to Change Agreement (PTC) and look to increase our market share.

Whilst we have experience of parcel routes in the past, and for example, at peak and to support High-Capacity Trolley routes in some units, it is important that we seek to deploy DPR in ways that capture the rapidly growing parcels market, creating a more efficient business that is better aligned to the changing needs of customers.

Our competitors are chasing the same growth and so we must ensure that the way we deliver parcels is efficient, continues to meet quality of service standards and is competitive. The introduction of dedicated parcel deliveries is a key commitment contained within the Pathway to Change Agreement outlined in section 2.3 'Rebalancing the operation from letters to parcels' and should be undertaken fully in line with this.

Q) Is the deployment of Dedicated Parcel Routes mandatory?

A) We have made a joint commitment through the Pathway to Change Agreement to deploy DPR routes where it makes sense, and we can be confident that we can deploy them efficiently. A Route Capacity Planner Tool has been jointly agreed and shared with offices which will give you an indication of routes that are either tagged as in scope or out of scope. In scope walks are where we believe it would make sense to remove large parcels and deploy DPR routes (E.g. High-Density shared van duties). Out of scope walks are where we believe we could not create efficient DPR routes E.G Rurals / Firms duties.

This data will need to be checked at a local level and any amendments made where there have been tagging issues or where local knowledge steers you towards moving some duties from in scope to out of scope or vice versa. After this exercise has been completed and you are confident that the in-scope duties are correct then you should move forward with looking to deploy DPR routes, supported by the joint planning guide that has been shared.

Each unit will be different, and it might not be possible to deploy DPR across all walks in offices E.G Rurals, Firms, Low density shared van routes but the joint commitment and expectation is to deploy them where it is sensible and efficient to do so. Activity 0/1/2 in the RCP will help you in making this decision.

Q) Why are we removing large parcels from core?

A) Format 3/4 parcels are currently delivered separately on the core. These are normally delivered at either the beginning or end of a loop and involve either one or both shared van partners deviating from the core route to perform delivery. Given the increase in both volume and size of large parcels we believe that in high density areas it would be more efficient to deliver these items on a separate DPR route. For offices that currently perform LAT this will allow the opportunity to integrate LAT items where practical and will ensure the LAT service we provide is as efficient as possible. We are also seeing a capacity issue within our shared fleet with growing instances where the volume of mail, including large parcels, will not fit within the current fleet. The removal of large parcels from these routes will help in resolving this issue.

Q) I perform a shared van duty. If large parcels are removed from my duty it will mean longer spans in the office?

A) The overall Core USO outdoor span will be agreed as part of your Revision and whether a duty has kept its large parcels, or you have duties that have had their large parcels removed, the outdoor span for both these examples would not exceed the agreed span within the unit.

Q) In our office we only have a problem with some of the shared vans bulking out. Why would we then deploy DPR routes across all the shared van routes?

A) As previously explained, we have made a joint commitment in the PTC Agreement section 2.3 to introduce DPR where it makes sense and is efficient to do so. This is similar to what we saw back in 2010, when we deployed shared van routes. Because we were aware of the full extent of the challenges that we were about to face over the next 10 years, with declining letters and increasing parcel volumes.

We have a similar situation now and by deploying DPR as part of your Revision planning it will help us meet the challenges that we currently face and will continue to face in the future as we look to grow the business and increase our market share. Also, by deploying DPR as part of your Revision, this will minimise any further changes to the new outdoor routes. If we were to introduce DPR separately at a later date, then this would mean the routes would have to be changed again because of the parcels being removed off the deliveries and that workload having to be replaced.

Q) We have had an initial look at the fleet and don't believe that we will have any vehicles freed up from the shared van routes, to be deployed to DPR Routes. What should we do?

A) Each office will be different when it reviews the availability of fleet for DPR. The guidelines recommend looking at your current vehicle alignment to duties and utilising your existing fleet at times of the day when core vehicles are not currently used E.G, 07:00 - 09:00 / 15:00 - 19:00. Also, as part of your revision, some vehicles might become available as a result of any changes although this is difficult to predict. Once the new routes have been designed check that the shared van routes have been maximised in terms of the agreed span and also that two walks have been allocated to each shared van vehicle which will identify if any fleet becomes available for DPR. After this explore where existing fleet could be further utilised, referring to the joint planning guide to help you with this. If after fully exploring both these areas, you still have a gap in your fleet then speak to your revision lead for further advice.

Q) We have planned to put DPR routes in that have a span of 6 hours. Does this mean that we need to have a 6-hour span on the core USO routes?

A) No. In principle there is the capacity for a longer span on a DPR route, due to the reduced walking element compared to a core USO duty. In the planning guidelines we have advised that a 6-hour span is the maximum that a unit should move to at this stage. This is based on the largest vehicles that we have in existing fleet and stops per hour. As we learn more about DPR routes we could look to extend this further in the future, with the support of larger vehicles and innovative duty patterns. In respect of the core USO routes these will be designed based on the agreed spans as part of your revision and this may mean that you find you have different spans between the core USO routes and the DPR routes, e.g. Core Routes 5 hours / DPR Routes 6 hours.

Q) Which parcels will remain on delivery and which will move to DPR?

A) Format 1 and 2 parcels will remain on core delivery. These are smaller parcels that will either fit through the letterbox or parcels that will still require a knock on the door but will be able to be delivered alongside the letters. Format 3 and 4 parcels will be removed from in scope walks and will be delivered by DPR routes. These are the bigger parcels, larger than a shoe box, that are currently delivered separately from the letters. You will be provided with a parcel template which will help you in understanding the size of parcels and which parcels will remain on core delivery and which parcels will be delivered on DPR.

Q) Can we introduce part delivery/part DPR rotations?

A) Yes. The unit could look at varying options across the week, i.e. a range of duty patterns for example 4/5-day weeks and earnings opportunities including S/A for the full coverage across the week. This might also include; hybrid duties and mixture of 2 days delivery and 3 days dedicated parcel duties, one-week dedicated parcels and one-week core delivery duty and look at the menu of duty options to assist you within this process.

You will also need to take into consideration the notifications that we give our customers. (EDW - Estimated Delivery Window). Currently on a Core USO duty, this predicted time is built up from the historical time that the core USO duty has delivered mail in a specific area. As we plan to provide similar notifications to customers serviced by Dedicated Parcel routes, it is important that DPR routes are planned to service their specific geographical areas in the same delivery window each day. E.G If the drivers span on an individual route is between 09:30 and 15:00 you should aim to plan your routes around this time window each day rather than, for example having

a range of different SA blocks at different times of day serving the same route area on the different days of the week.

Q) What about Hybrid duties with a delivery in the morning and parcels in the afternoon or parcels in the morning and delivery after return to office?

A) Yes. This would be good utilisation of your current fleet although do factor in the length of the spans that you deploy and the impact that this could have on the overall efficiency of the DPR routes. Activity 3 in the route capacity planner will help you in making this decision. In the planning guidelines it highlights some examples of how this might look in your office.

Q) What do you mean when you refer to stem time?

A) Stem time is the distance between delivery office and first delivery point and then last delivery point back to office.

Q) How are the stops per hour figures derived and how is this different to items per hour?

A) The stops per hour in the route capacity planner are based on 1.05 parcels per delivery point. This is to factor in that some addresses will have more than one parcel and is a more balanced way of planning workload, rather than simply using the actual number of parcels.

Q) What impact will DPR have on our WIPWH in our office?

A) The impact on WIPWH for all revision activity, including DPR, will be jointly reviewed as we deploy both the structural and table top revisions.

Q) Our office also performs LAT traffic in the PM period, can we introduce a mixture of DPR and LAT hybrid duties

A) Items that are for the in-scope walks within your office should be integrated to the DPR route as far as practical. The remaining parts of the LAT duty should be planned as they currently are.

Q) Our office has been included as part of the designated units to deliver on Sundays. Can we plan to introduce duties including the Sunday workload to create innovative attendance patterns and/or PT duties to FT duties?

A) Consider any Sunday workload that might need to be resourced against using SA or incorporating into any innovative duty structures weekend working patterns on a voluntary basis and in line with the current repick process. Local parties will need to ensure the range of duty options developed is pragmatic and measured, ensuring that the work hours are productively utilised and that delivery specification and USO are achieved.

Q) The workload we receive as an LAT office completely changes from the planned/forecasted volumes to the actual received volumes. If we are planning combined DPR and LAT duties how will this workload be managed on the day when actual volumes is greater than what is able to be delivered?

A) The technology that supports the DPR routes will build a manifest for each duty. This will give the office a good indication of workload per DPR route and help in ensuring that any variance in forecasted volumes can be managed effectively. There will also be a Qlik View dashboard available that will also give details of route volumes and capacity,

Q) Why are special delivery items not included?

A) Tracked items are day critical which mean they can be built into the route at the most efficient time of the day but do not need to be delivered at a pre-determined time of the day, On routes that have incorporated the LAT this is likely to be after the 13:00 scheduled time for SD items. SD items are a time critical premium product and therefore we have decided to leave these items on the core routes to ensure the relevant customer specification is met.

Q) If I have a few format 1/2 parcels for the same address can these be bundled together and given to the DPR driver?

A) No. On arrival into the office parcels that are due to be delivered by a core USO duty will be given a Ready for Delivery scan that advises customers these items will be delivered on the core USO route. The Estimated Delivery Time (EDW) that the customer will be given will be based on this core route and therefore moving parcels to a DPR route would risk the parcels not being delivered at the time the customer has been advised. We also need to consider that the core USO routes have been planned based on delivering these Format 1 and 2 parcels whereas the workload for the DPR routes has been based on delivering only Format 3 and 4 parcels.

Q) I have a parcel for an address that the DPR driver is going to. Surely it is more efficient for only one of us to visit the address

A) Not necessarily. Whilst we would always prefer to visit an address once this is not always possible or practical as we are now seeing a significant increase in format 3 & 4 parcels and ever increasing demands from businesses who want to access our network later (LAT). We already go down the path twice now with LAT products and format 3&4 parcels which are usually delivered by the driver of a CDV route. Efficiency can be measured in many ways and the introduction of DPR will help us become more efficient as we increase our first time delivery rates, and reduce associated costs of an unsuccessful delivery attempt, and we can make the core USO route more efficient by removing the format 3&4 parcels and replacing the workload with additional delivery points up to the agreed spans.