Overview

Purpose

DSP routes input minutes reductions can be deployed on a weekly basis or through case by case SIM exceptions. This Process defines the workflow of the latter case. Routes over Block Length (ROBL) affect DA on-road Experience, are detrimental to station metrics and delivery on customer promise. When a DSP shows a persistent trend of ROBL input minutes (mins) adjustments are deployed to counter these negative outcomes.

Note that these SIMs will not be deployed by Central Operations but compiled into a daily file to be sent to BIE by 1:30pm CST.

Key Definitions and Metrics

Shortest path offset code (SPOC)- is a unique station level multiplier which is applied to SPS om top of all the the raw transit estimates for a given station.

Planned Vs. Actual (Plan vs. Actual-)-Planned minutes (-) the actual minutes

ROBL30 Network Goal - 10%

Tech Plan vs. Actual Goal - +/- 1%

P90 Sequencing Goal - <30 minutes

Tools and Software

[Jurisdiction Authority Service (JAS)](#)

[Routing Estimations Planned vs Actual - Station Trend](#)

Flowchart

Process Description LSE

Process Description LSE

Process Description LSE

1. Review SIM submitted by Station

a. Ensure required approvals are included in SIM comments

- Station L7 Approval Required

- Station PPT POC Required

b. Categorize the SIM as Larger Scale Event (LSE) or Service Time Error Request. (If not LSE event, proceed to Service Time Error section)

- Do the SIM details support the request? e.g. documentation on the on-road barrier, location and date of barrier in the station jurisdiction etc.

- Confirm that a map or link to the LSE event is attached to the SIM. If this is not provided, please reach out to the station via SIM

* If additional information is needed please reach out to station via SIM with specific requests.
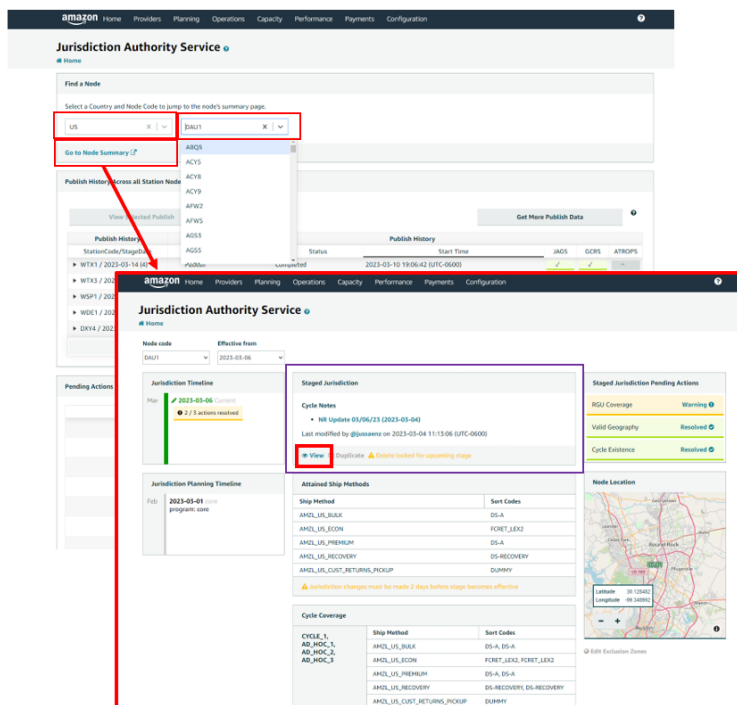
2. Verify DSP's listed in SIM are Assigned to the Affected Area(s) in JAS
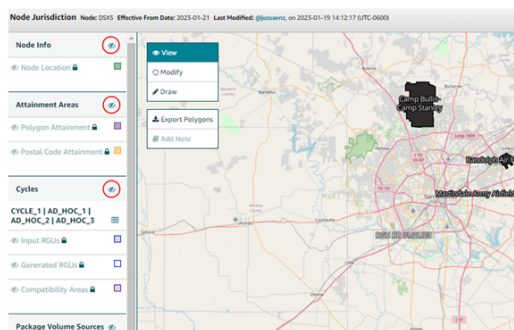
a. Navigate to JAS

- Select/or enter the country and station code
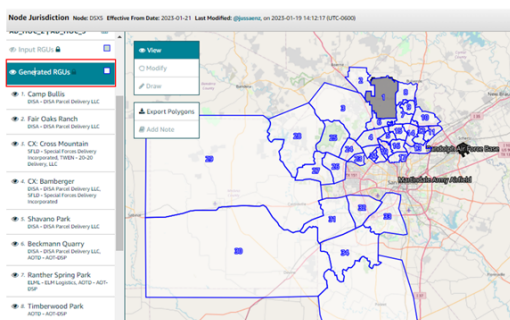
- Click [Go to Node Summary] link

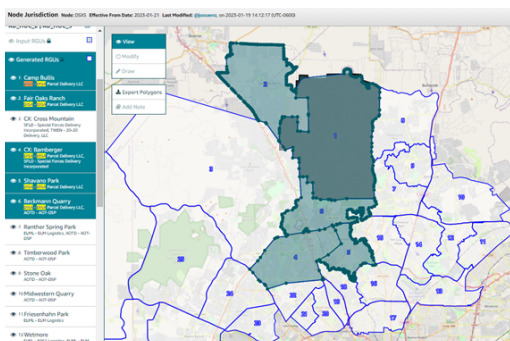- In the Node Summary page, under Staged Jurisdiction Click [View]

b. The Stage will launch with all layers open, click on the "eye" icon next to **Node Info**, **Attainment Areas,** and **Cycles** to close all layers

c. Click on the "eye" next to the Generated RGUs in the Cycle Group to show the layer, and click on "Generated RGUs" to expand the section to reveal the RGUs.

d. Find the RGUs assigned to the DSP. You can use CTRL+F, then search for the DSP short code to highlight all assigned RGUs.

In this example, DISA's RGUs are highlighted.

e. Zoom out as needed to make the area that is affected by the LSE easier to view. Use landmarks, waterways, and/or large bodies of water to better locate specific areas.

3. Verify Requested Reduction Minutes are Greater Than or Less Than 45 Minutes

a. If requested reduction **is 45 minutes or less** then add the configuration to the daily file to be sent to BIE by 1:30pm CST, **add a comment** and **resolve the SIM**.

- Requested reduction is **greater than 45 minutes** escalate the SIM to Routing SME and follow their guidance.

- SME POCs will be tagged on SIMs (isaacho@, graijaso@), Additionally, escalate directly to the SME POCs in the "Input Minute Reduction Approval War Room" Chime Room.

- If SME isn't responsive then suggest reaching out via chime to ensure no miss related to offshift SME POCs (i.e. on vacation or Out of Office)

Process Description Service Type Error

Process Description Service Type Error

Process Description Service Type Error

Process Description Service Type Error
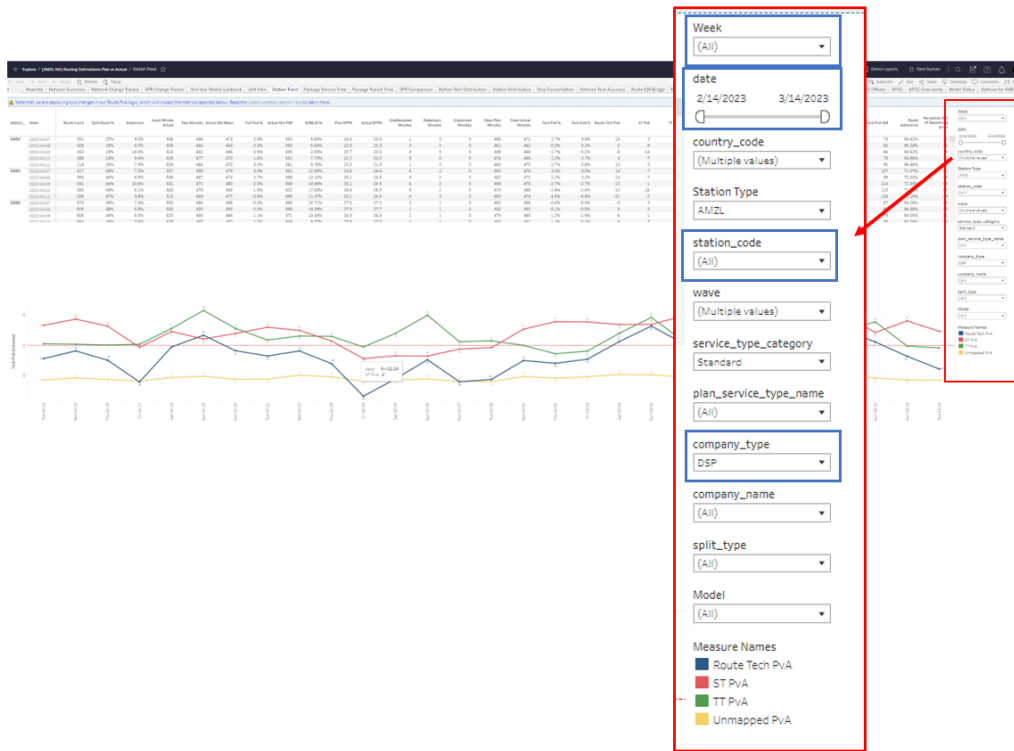
Navigate to Tableau Dashboard

Navigate to dashboard Routing Estimations Planned vs Actual - Station Trend and use the filters on the the right to see trends for DSP requested in SIM
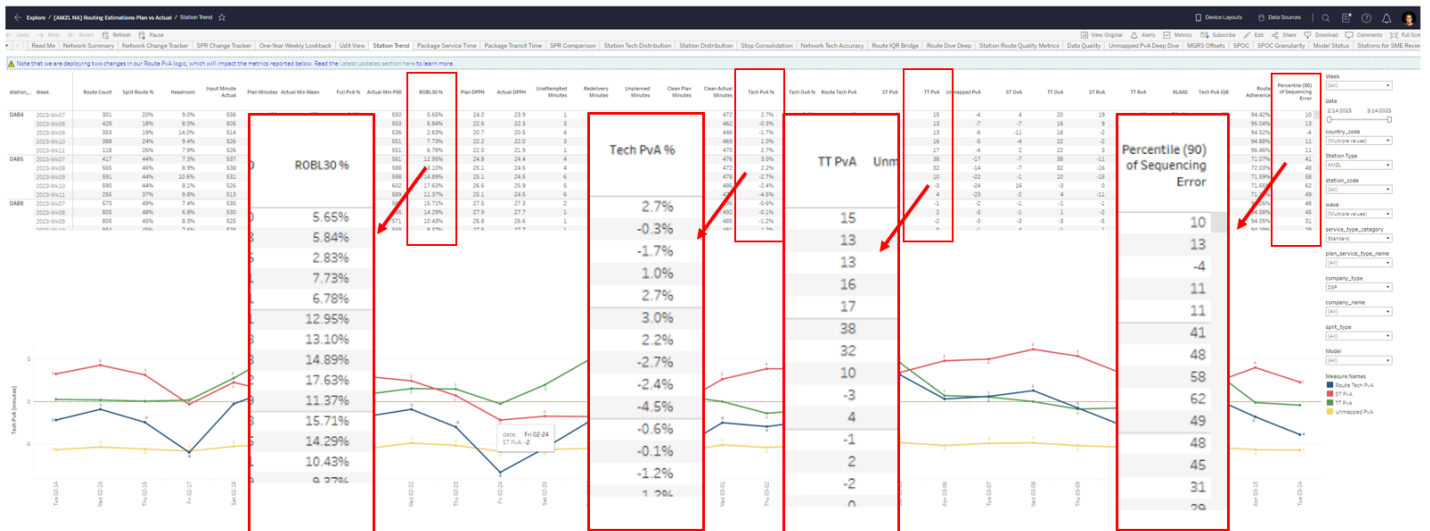
- Select all for Week filter

- Select D-2 and any days prior for the Date Range

- Enter or Select station_code

- Select company_name

Please use the following snip as reference for Steps 1-4

1. Review ROBL30

If 7-Day ROBL30 metric is:	SIM Approval Y/N	Additional Action
Greater than 15%	Approve SIM	Set End Date to D+7 or 7 days out, comment, resolve SIM
Less than 15% and greater than 10%	N/A	Review 7-Day Tech Plan vs. Actual metric
Less than 10%	Reject SIM	Comment and resolve SIM

2. Review Tech Plan vs. Actual Metric

If 7-Day Tech Plan vs. Actual metric is:	Next Step
Less than or equal to -5%	Evaluate Headroom

Greater than -5%	Evaluate Transit Time PvA

3. Evaluate Headroom

Is Headroom Greater than 10%?	SIM Approval	Additional Actions
Yes	Reject SIM	Add reason for the SIM rejection to the comments.
No	N/A	Evaluate Transit Time PvA

4. Review Transit Time (TT) PvA (SPOC Granularity)

This metric shows if the station is consistently underestimated by the same amount of time for a month.

Use the tabular section of the dashboard to review the P90 Sequencing Error and provide the ROBL reduction as required (P90 Sequencing Error - 30 minutes)

- ROBL Reductions to be provided = P90 Sequencing Error (-) 30 minutes
- If the total reduction is 45 minutes or less, then approve and add the configuration to the daily file to be sent to BIE by 1:30pm CST, add a comment and resolve the SIM
- If the total reduction is 46 minutes or greater then escalate SIM to Routing SME and follow their guidance
- Note: Review current ROBL reductions provided to DSP utilizing Route Constraints when calculating ROBL reductions. *Below is an example:*
  - *P90 Sequencing Error = 35 minutes*
  - *ROBL Recommendation = (P90 Sequencing Error - 30 minutes) = 5 minutes*
  - *Current ROBL Reduction = 45 minutes*
  - *Recommended = 50 minutes*
    - *Current ROBL Reduction + ROBL Recommendation*
    - *Since there is still a gap even with the ROBL reduction that is currently in place, we should either keep them the same, provide what was requested or increase the recommendation. We would not provide just the 5 minutes unless that is what was requested.*

Is station month long underestimation consistently +/- 5 minutes?	Are the minute reductions less than or equal to 45 minutes?	Minute Reductions	SIM Approval	End Date to be used
Yes	Yes	Approve a 5 minute reduction for each negative 1% up to 45 min	Approve SIM	4-Week End Date
Yes	No	Escalate to Routing SME POC for review	Decided by Routing SME POC	Decided by Routing SME POC
No	Yes	P90 - 30 minutes for ROBL reductions	Approve SIM	7-day End Date
No	No	Escalate to Routing SME POC for review	Decided by Routing SME POC	Decided by Routing SME POC

- If approved for 4 weeks, add the configuration to the daily file to be sent to BIE by 1:30pm CST, add a comment and resolve the SIM
- If approved for 7 days, add the configuration to the daily file to be sent to BIE by 1:30pm CST, add a comment and resolve the SIM

Resources

1. [AMZL PPT Wiki](#)
2. [AMZL PPT PM Alignment Organization Quip](#)
3. [AMZL Routing SME Team Wiki](#)
4. [Routing Estimations: Plan vs Actual Dashboard](#) - Broadcast Video
5. [[AMZL NA] Routing Estimation Plan vs Actual](#) - Alchemy
6. [[NA][OTR] Routing Estimations Plan vs Actual](#) - Quicksight: account = amzlbiaquicksight
7. [Time from pre-trip to post-trip DVIC](#) - Alchemy
8. [Route Estimation Model](#) - Quip: Bhrigu/RLE Split tab
9. [Routing Wiki - Route Level Estimation (RLE)](#) - Section 7.3
10. Spec Ops Input Minutes Reduction Hand-off
    1. [Spec Ops Input Minutes Reduction Hand-off.pdf](#)
11. [SUI 21-day plan](#) (Identifying TCO Station DSPs by filtering service types)
12. [Training videos](#) - Work docs
13. Template - To BIE Team
    1. [BIE ROBL SIMs Template.xlsx](#)
14. [SPOC Granularity](#) - Quip