# NRLCA MINI MAIL SURVEY PRESENTATION

September 10-23, 2022



#### IMPORTANT DATES

Date	Action
August 27	Begin entry of office walk data into the Rural Management Support System (RMSS). 4003 feature locked out
September 9	Office walk data entries must be completed by COB
September 10	Mini Mail Survey of stated items begins on all rural routes
September 10-23	Data entry must be made daily by COB for all routes
September 23	Last day of the 12 day Mini Mail Survey
October 8	Effective date of the RRECS Evaluation
	Carrier schedules Updated in RMSS and Rural Route Scheduling (RRS)



- A National Mini Mail Survey will be conducted for twelve (12) working days beginning Saturday, September 10 and ending on Friday, September 23, 2022.
- A stand-up talk will be given prior to the mail survey. This will be your opportunity to ask questions and confirm procedures.
- All routes are included in the Mini Mail Survey
- Effective date of the RRECS Evaluation will be October 8<sup>th</sup>, 2022



- The mini mail survey is one component used to determine the route evaluation under RRECS
- It is used in conjunction with other data gathered from automated processes
  - MDD Scanner
  - Route Mapping Data



- EAS employees will conduct the mini mail survey
- 12 RRECS Office Walk Distances will be measured round trip jointly by the manager and the assigned carrier.
- Data will be entered daily and in a timely manner no later than COB current business day.



### ONLY the following Items will be Measured and/or Counted and Entered into RMSS:

- Random Letters
- Random Flats
- ▶ PARS 3982 labels
- Office Walk Distances
   ■
- Miscellaneous Office Activity



### Three Forms are used to Collect Survey Data

- RRECS Office Walking Distance-Data Collection Form
- Daily Volume Worksheet
- Miscellaneous Activity Worksheet



Safety/Service talk is

given

#### Walk Distance Form

#### **RRECS Office Walking Distances: Data Collection Form** FINANCE # RR# FACILITY, ST, ZIP MANAGER NAME: (Printed) MANAGER NAME: (Signature) DATE: **CARRIER NAME: (Printed) CARRIER NAME: (Signature)** DATE: Does this route receive Yes or No Is this route assigned a POV or a Yes or No Withdrawal Credit? (Circle One) Left Hand Drive Government Vehicle? (Circle One) **Walking Distance Segments** For Non-Withdrawal Routes measure only Segments 1, 5-12: Do not measure Segment 6 if the carrier uses a Privately Owned Vehicle (POV) to service the route (Enter "N/A") Measure the "Round Trip" distance (Footage) required for the carrier to complete the segment where applicable. Seament From Distance Instructions Number (Footage) From the point the where the carrier stands when retrieving Scanner Carrier's Case the scanner to the point where the carrier stands when casing mail. Storage Area From the point where the carrier stands when casing mail to the point where the carrier stands when retrieving raw 02 Carrier's Case Raw Letter or Raw Flats letters or raw flats, whichever is further. Include walking Distribution Case distance to obtain a conveyance if typically required. From the point where the carrier stands when casing mail to the point where the carrier normally stands when retrieving 03 Carrier's Case **DPS Letters** the first tray from the DPS Letter rack. Include walking Distribution rack distance to obtain a conveyance if typically required. From the point where the carrier stands when casing mail to DPS Flats (FSS) the point where the carrier normally stands when retrieving the first tray from the DPS Flats (FSS) rack. Include walking Distribution rack distance to obtain a conveyance if typically required. 04 Carrier's Case Note: This segment only applies to routes that use a Privately Own Vehicle (POV) or are assigned a Left Hand Drive (LHD) Government Vehicle From the point where the carrier stands when casing mail to the location where the carrier normally stands when 05 Carrier's Case Parcel hamper grasping the handle of the parcel hamper for transport to their case. From the point where the carrier stands when casing mail to 06 Assigned location or the point where the carrier stands when opening the driver's door of the parked vehicle. Use the assigned parking if Carrier's Case typical location for there is one or the typical location if there is none inspection of vehicle From the point where the carrier stands when casing mail and follows their normal path to the CFS, the Markup case, CFS / Markup / MMM the MMM location, Centralized Hold and back to the 07 Carrier's Case /Centralized Hold Mail carrier's case To the Carrier's Case Note: The order of the locations may vary according to local practices. From the point where the carrier stands when casing mail to 80 Carrier's Case Accountables the point where the carrier receives accountable mail from the clerk in the morning. Distribution point From the point where the carrier stands when casing mail to 09 Carrier's Case Hot case the point where the carrier stands when retrieving hot case mail From the point where the carrier stands when casing mail to Location of hamper or the average point where the conveyance for transporting 10 Carrier's Case other conveyance for mail to the vehicle is stored. loading mail in vehicle From the point where the carrier stands when casing mail to the location where excess trays, tubs are stored after mail 11 Carrier's Case Storage location for has been loaded for conveyance to the vehicle. excess trays, tubs Location of where the From the point where the carrier stands when casing mail to

the designated Safety/Service Talk.

12

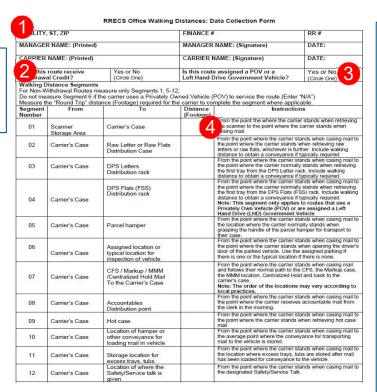
Carrier's Case

#### Walking Distance Data Collection Form

The RRECS Office Walking Distance Data Collection Form is used to record the walking distance data for each route as indicated. The data recorded on this form will then be entered into RMSS.

**Note:** The user must download the Data Collection Form found in the *RMSS Survey Instructions*Zip File to view and print.

♣ RRECS Survey Instructions



#### Once the worksheet is retrieved:

- Input necessary route information in each field at the top of the worksheet. Ensure the manager prints/signs their name along with the date of entry
- Confirm route withdrawal credit (Circle "Yes" or "No")
- Confirm if the route is assigned a POV or Left Hand Drive or Gov Vehicle (Circle "Yes" or "No")
- 4 Confirm walking distance measurement for each segment.

Note: Both the manager and assigned carrier must be present to confirm walking distance measurement. Both must sign when completed





#### ROUTE SETTINGS

Route Settings Confirmed by Manager on the RRECS Office Walking Distance Data Collection Form

- Confirm Left Hand Drive Government Vehicle or POV
- Carrier Withdrawal Allowance

## NRLCA MINI MAIL SURVEY 2022

#### Walk Distance

#### Office Walk Measurements:

- 50 1. Scanner Storage Area
- 2. Letters/Flats Distribution Case\*\*\*
- 3. DPSL Distribution Case\*\*\*
- 4. FSS Distribution Case\*\*\*
- 5. Parcel Hamper
- 6. Location of Vehicle Inspection^^^
- 7. CFS Markup/Centralized Hold
- 8. Accountable Distribution Point
- 9. Hot Case Location
- 50 10. Location of Hamper/Conveyance
- 11. Location of Excess Trays/Tubs
- 12. Safety/Service Talk Location
- \*\*\*not measured for Non-Withdrawal Routes
- ^^^not measured for POV Routes



The round-trip distances recorded on the Office Walking Distance Data Collection Form are entered into RMSS accordingly.

Shared with the carrier

#### Daily Volume Worksheet

#### RMSS - Daily Volume

Survey Period: 09/10/2022 - 09/23/2022

Finance:

Date:

Route	Majority DPS Letters Cased (Y) or (N)	3982 PARS Label	Letters Manual (Pieces)	Flats Manual (Pieces)	Miscellaneous Activity Reason	Misc. Activity Actual Time (Minutes)
K-001						
K-002	10					
K-003						
K-004						

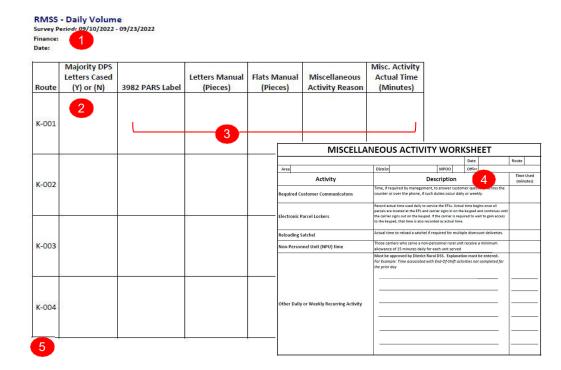
#### **Daily Volume Worksheet**

Prior to the actual survey period, users should download and **print** the **Daily Volume Worksheet**.

The daily volume worksheet will be used to record volume and miscellaneous activity time daily.

#### Once the worksheet is open; Print the worksheet and conduct the following:

- 11 Confirm that the Finance Number and date are correct.
- For Majority DPS Letters Cased, enter "Y" for Yes, or enter "N" for No.
- Record the data for each category of mail: PARS 3982 Labels, Letters Manual (Pieces), Flats Manual (Pieces), Misc. Activity time
- Use Miscellaneous Activity Worksheet for recording actual time
- Use the correct tab for each day





#### Random Letters and Flats

#### **Random Letters Include:**

- A. Letters that have not been run on any type of automation
- B. Letters from manual distribution cases
- C. DPS letter mail errors (3M)

Note: Do not include Walk Sequence Saturation mailings or Boxholders

#### Random Flats Include:

- A. Flats that have not been run on automation.
- B. Flats from manual distribution cases
- C. DPS flat mail errors
- D. Flat-sized mailings not received in white tubs or from local distribution cases. Could include mailings received at the delivery unit, such as WSH

Note: Do not include Walk Sequence Saturation mailings or Boxholders





## Daily Volume Worksheet

- Postmaster or manager who conducts the count should sign every day.
- Carrier should receive a copy each day
- Disagreements and disputes should be documented and dealt with as soon as possible.

#### MISCELLANEOUS TIME

#### **Entry Steps:**

- 1. Print out enough copies for each route for each day of survey (#rtes x 12)
- 2. Enter Area, District, MPOO and Office Name
- 3. Enter 3-digit route number
- 4. Complete each day for each route. If no activities occur on any day, enter N/A on sheet for the day.

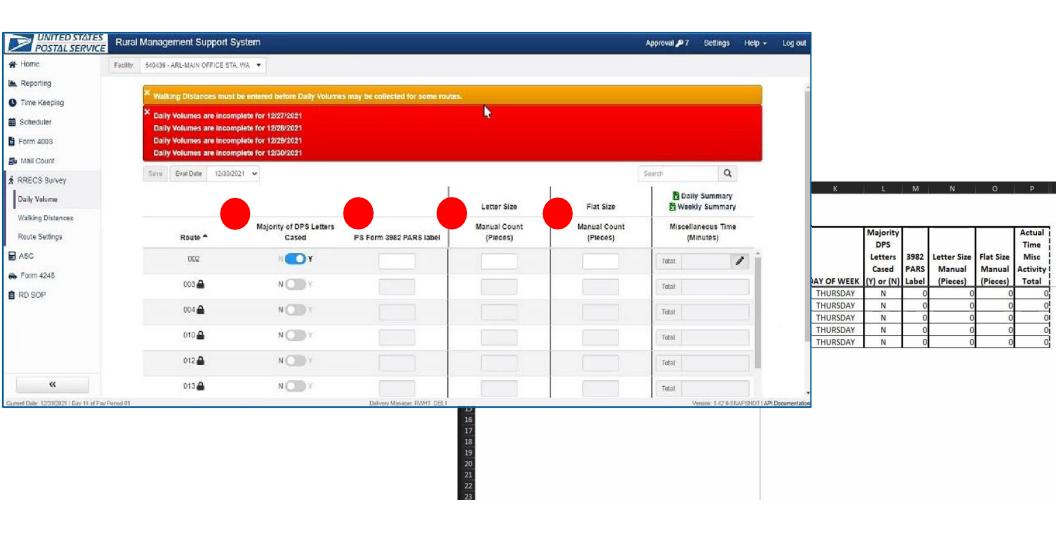
To a service of the s			Date	Route	
Area	District	MPOO	Office	- 30000 9000	
Activity	Description				
Required Customer Communicatons	Time, if required by management, to answer customer questions across the counter or over the phone, if such duties occur daily or weekly.				
Electronic Parcel Lockers	Record actual time used daily to service the EPLs. Actual time begins once all parcels are located at the EPL and carrier signs in on the keypad and continues until the carrier signs out on the keypad. If the carrier is required to wait to gain access to the keypad, that time is also recorded as actual time.				
Reloading Satchel	Actual time to reload a	satchel if required for mu	l <mark>tiple dismount del</mark> i	iveries.	
Non-Personnel Unit (NPU) time	Those carriers who serve a non-personnel rural unit receive a minimum allowance of 15 minutes daily for each unit served				
Other Daily or Weekly Recurring Activity	Must be approved by District Rural DSS. Explanation must be entered.  For Example: Time associated with End-Of-Shift activities not completed for the prior day				



## Miscellaneous Activity Worksheet

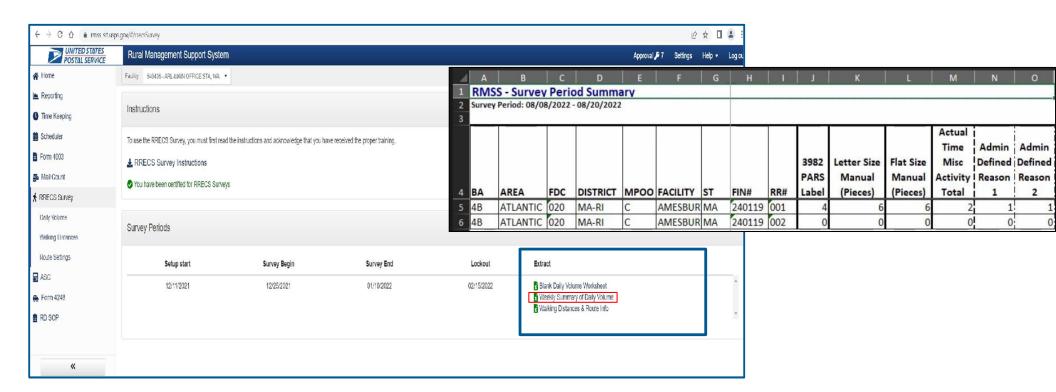
- Reasonable time allowance for recurring duties
- Must be:
  - Authorized or required by management
  - Recurring Duties (Daily or Weekly)
    - Required Customer Communication
    - Electronic Parcel Lockers
    - Reloading Satchel
    - Non-Personnel Unit
  - All other Activity must be pre-approved by DSS
  - Not covered in any other allowance
- Actual Time Rounded to Nearest Minute

#### **Verification Daily Summary**



#### Mini Mail Survey Summary

At the conclusion of Daily Volume data collection in RMSS each week, managers should **print** the **Weekly Summary of Daily Volume** excel sheet and provide to carriers for confirmation. Managers and carriers should work together to verify Daily Volume data entries displayed on the worksheet. If necessary, managers and carriers should identify any discrepancies and make adjustments as needed daily.



#### Mini Mail Survey Summary (By Route)

At the conclusion of Mini Mail Survey, after all data is entered, managers should **print** the Mini Mail Survey Summary excel sheet and provide to carriers for confirmation. If any discrepancies still remain, they should be corrected immediately. The Detail Route Summary will include confirmation by the assigned carrier and the manager that the information is correct. This file will also provide the opportunity for the carrier to commit to take sufficient annual leave to avoid exceeding 2080 hours in the guarantee period if selected.

	i Mail Survey Summ od: 09/10/2022 - 09			
	District: 980   MPOC			
The second secon		Town   ZIP+4   RR:	001	00
	3982	Letter Size	Flat Size	Actual Time
	PARS	Manual	Manual	Misc Activity
DATE	Label	(Pieces)	(Pieces)	Total
TOTAL				
9/10/2022				
9/12/2022				
9/13/2022				
9/14/2022				
9/15/2022				
9/16/2022				
9/17/2022				
9/19/2022				
9/20/2022				
9/21/2022				
9/22/2022				
9/23/2022				
COMPL	ETE THE FOLLOWING	INFORMATION ON	THE LAST DAY OF T	HE MAIL SURVEY
High Option	n: Yes No	<u> </u>		
9.2.C.7.a. of t Commitment	he National Agreemen " below:	gned Regular Carrier mee t to include the Carrier's	signature agreeing to	the "Leave
	arantee period to assur	t a higher route classifica e that my total actual wo		
Carrier's Sign	ature for "Leave Comm	itment":		
		Certified To Be Co	orrect:	
Carrier's Sign	ature and Date (MM/D	D/YYYY)		
Manager's Sig	nature and Date (MM/	DD/YYYY)		





#### Conclusion of Mail Survey

High-Low Option (If qualified)

Carrier Commits to Take Sufficient Annual

Leave to Avoid Exceeding 2080 Hours

Carrier's Signature Certifying the Survey to be Correct

### COUNTING YOUR MAIL

#### Counting your mail

- Carrier may count their own mail as a verification of management's counts.
- No compensation

#### Intermediate Office

- MII Forms are completed and returned to the main office
  - RRECS Office Walking Distance-Data Collection Form
  - Daily Volume Worksheet
  - Miscellaneous Activity Worksheet
- Edit Book updates performed at the Intermediate Office are entered on the Miscellaneous Activity Worksheet

## Other Survey Issues

#### Credit for Inverted Letters and Flats

- Credit one Random Letter for every 4 inverted DPS Letters
- © Credit one Random Flat for every 2 Backwards DPS Flats.



- Mormal flow of mail should be ensured
  - No extra efforts to clear out mail before count
  - No curtailment of clerk hours on the last day of count

Mailer-requested delivery dates should be honored



- No change from remainder of year
- Number of withdrawals required
  - Upon Reporting
  - Two additional in morning
  - Final withdrawal of Hot Case
  - Upon return from route



#### Carriers who DO NOT get withdrawal allowance

- Final withdrawal of Hot Case in conjunction with loading
- All other mail should be placed at case or on ledge
- ≫No dumping of sacks
- Everyone can be required to cut straps and remove plastic. It is not part of Withdrawal.
- Everyone can be required to retrieving Parcel Hampers. It is not part of Withdrawal



- ALL OR NOTHING-No provision for partial credit
- If management proposes a change the union must be notified
  - Majority of regular carriers must vote to accept the change
  - Change applies to ALL carriers



### Manager must meet with each regular carrier to discuss options:

- High Higher pay, but less time off (J or H route)
- Low Lower pay, but more time off (K or J route)

#### Requirements for High Option

- Route's evaluation must fall in more than one route classification (standard hours between 44:11 and 50:43)
- In order to be eligible for high option the regular carrier must have a minimum of ten years of service from his/her retirement computation date.
- Demonstrated no 2080 problems previous year
- Commit in writing to use sufficient annual leave (not LWOP) so as not to exceed 2080 hrs.



#### Attempt to resolve disagreements at the local level

- Disputed items must be brought to managers attention prior to casing and delivery
- 50 If disagreement cannot be resolved locally
  - Provide written details to Postmaster for review & resolution.
  - o If not resolved:
    - Mail a copy to the NRLCA District Representative (or designee)
    - District will evaluate and provide written reply to local management
    - Local management will advise the carrier in writing
    - If carrier is not satisfied with decision, grievance procedure is next step



### REMEMBER THIS IS YOUR PAYCHECK!

## IF YOU HAVE PROBLEMS LET SOMEONE KNOW AS SOON AS THEY OCCUR AND THOROUGHLY DOCUMENT ALL DISPUTED ITEMS!



#### THE END

**QUESTIONS?** 

