

**Final Determination  
Rural Route Evaluated Compensation System  
(RRECS)**

**Submitted to USPS and NLRCA by:  
Dr. Louis Martin-Vega - Chairperson  
Dean of the College of Engineering  
North Carolina State University**

**May 31, 2018**

When properly implemented the RRECS system will provide USPS and NRLCA with a fair system to measure rural carrier workload and use as a basis for rural carrier pay. In addition, the RRECS system:

- Will provide significantly more accurate measures of workload and performance than the current evaluated system (ECS)
- Will eliminate most of the significant cost and issues associated with current manual mail counts
- Will allow evaluations to adapt to the continuously changing USPS mail flows, particularly parcel volumes
- Will facilitate change management
- Will provide the digital foundation for a modern tool set for managing the USPS delivery system and analyzing the impact of changes in investment and strategies

The major challenges in scaling up RRECS are associated with digitizing the customer and route data that currently exists only in the heads of the carriers. While this scaling effort will require significant time and investment, it is difficult to imagine how USPS can compete long-term without this digitization, particularly since competitors such as UPS started their digitization process at least 10 years ago. The RSD system is efficient for digitizing the customer information. The significant scaling effort required is due to the very large number of customers that must be digitized. The RSD system is not very efficient for editing carrier routes, but the Panel believes that the simplified mapping approach described in this report and *Panel Recommendations on RRECS Issues* will avoid most editing and allow for the editing capability to be improved over time.

Most of the remaining data quality challenges are believed to be the result of carriers not following the standard procedures associated with using the scanners. This can be overcome with continued emphasis on training and follow-up.

Almost all of the technology required by RSD, Solver, Tracker and the functionality for the MDDs has been developed and validated. The few items that remain are well understood and can be completed and validated by the parties.

The RRECS Validation Plan of October 7, 2015 (Appendix Support Document 40) consisted of five components: validation of (1) Counts (2) Engineered Standards (3) Drive Speed Standards (4) Business Logic, and (5) Route Evaluations. **Except for specific requirements mentioned in this document, validation of the first four components has been completed.**

The main role of the Panel in this project has been to establish the technical requirements for RRECS and to advise, monitor progress and assess outcomes. The teams have been responsible for the actual design and development of the various components. While the Panel developed the validation plan, its role in completing it has

depended for considerable time on the completion of the system by the teams. The system is not yet complete, and it is simply impossible to validate RRECS completely until it is.

While the Chairperson acknowledges the concern of the NRLCA regarding the fifth component of validation, it is his opinion that the Panel has done everything to this date ***within its purview and responsibility*** to complete the validation of Route Evaluations. It is also the Chairperson's decision, as part of his final determination, that the **completion of the validation of the Route Evaluations is required before RRECS can be implemented.** Given the termination of the role of the Panel in this project, **responsibility for completion of this final validation task, to their mutual satisfaction, lies in the hands of the parties.**

As Chairperson I am concerned about the completion of RRECS and its validation. Several complex issues requiring technical knowledge and experience remain to be resolved. Over the past several years, I have observed that the Panel has played an essential role in identifying, analyzing, suggesting solutions and coordinating the efforts of the parties and teams in addressing these kinds of issues. Although effective in many ways in resolving the different interests of the parties, collective bargaining is a blunt instrument in dealing with narrowly-focused and complex technical issues. My concern, as the Panel winds down its participation in the project, is that progress to completion will be more difficult when the Panel's participation ends.

RRECS has required a lot of innovation and effort by all of the teams involved in its development. In its current form, RRECS provides the foundation for an excellent system. While USPS and NRLCA should take pride in what has been accomplished, it should be clearly understood that significant effort is required to complete, maintain, improve and extend the capabilities of the system in order to maximize the returned value.

**MEMORANDUM OF UNDERSTANDING  
BETWEEN THE  
UNITED STATES POSTAL SERVICE  
AND THE  
NATIONAL RURAL LETTER CARRIERS' ASSOCIATION**

The parties have agreed to an interim process for implementation of the revised rural route standard allowances under the Rural Route Evaluated Compensation System (RRECS). The primary components of this interim RRECS implementation process include a plan for all rural carriers to perform the necessary rural activity scans using the MDD, an agreed upon methodology to incorporate the drive speed matrix and credits associated with parcel deliveries to the door without finalized route mapping, and a schedule for calculating route evaluations.

Rural carriers in offices not already performing the necessary RRECS activity scans began scanning as early as February 26, and will continue until April 22, 2022, to gain proficiency with the new scans. Beginning April 23, a two-week survey will be conducted to determine the average weekly number of activity scans per route. Once the average is determined, the route evaluations will be adjusted through a base hour change retroactive to April 23, 2022.

The interim methodology to calculate the drive speed for each rural route will utilize the route stops excluding traffic control points, and the authorized mileage to determine the average interval, on the route for application of the appropriate standard from the Drive Speed Matrix. The parties will also agree on an average time to be applied to parcel deliveries to the door. This interim methodology will only be used on those routes that have not been fully mapped at the time of each evaluation. Mapped rural routes will use the information specific to the route for application of the drive speed matrix and parcel delivery credit at the time of evaluation.

Additionally, the parties have agreed to two (2) route evaluation calculations for the first year of implementation to capture one full year of RRECS activity scans. Bi-annual evaluations will occur in subsequent years during specified time periods. The dates for the initial year route evaluations are as follows:

1. The first evaluation will be calculated utilizing volume data collected in the immediately preceding 52-week period (Sept 24, 2021, through September 23, 2022), activity scan data beginning April 23 through September 23, 2022, along with mini mail survey data collected in the last two weeks of this 52-week period, ending September 23, 2022.
2. The second evaluation will be calculated utilizing the preceding 52 weeks of volume data ending on April 21, 2023, activity scan data for 52 weeks (April 23, 2022, through April 21, 2023), along with mini mail survey data collected in the last two weeks of the 52-week period, ending April 21, 2023.

Following the initial year of implementation, all rural routes will be evaluated utilizing the preceding fifty-two (52) weeks of volume and activity scan data, along with the mini mail survey data. The mini mail survey will be conducted during the first full pay period of March and September, respectively, beginning with September 2023.

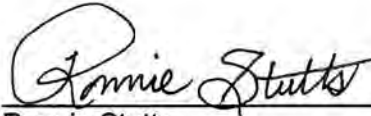
All route evaluations will be effective at the beginning of the second full pay period following the completion of the data collection period.

The interim RRECS methodology will be utilized, as needed, for any routes remaining unmapped through the September 2023 data collection period. Either party may request to reevaluate the interim RRECS methodology, at any time prior to completion of the mapping of all rural routes.

The parties further agree to discuss procedures necessary to account for future route adjustments and information sharing.



Thomas J. Blum  
Vice President (A)  
Labor Relations  
United States Postal Service



Ronnie Stutts  
President  
National Rural Letter Carriers'  
Association

Date: 3/31/2022

## David Heather

---

**From:** Ronnie Stutts  
**Sent:** Friday, April 15, 2022 10:26 AM  
**To:** Blum, Thomas J - Dallas, TX  
**Cc:** Perron, Cathy M - Washington, DC; ###All Officers  
**Subject:** Issues with RRECS  
**Attachments:** Letter to Thomas Blum - Issues for Clarification (FINAL) 04-15-2022.pdf  
**Importance:** High

Tom and Cathy:

I tried to call each of you this morning. I know that you are busy.

The board called a special meeting late yesterday with continuing concerns about the go-live date for RRECS.

We believe that there are too many issues unresolved for us to continue until they are resolved.

Please find attached a letter from the NRLCA that explains our position.  
This letter will be mailed today.

I am available to discuss this matter.

*Thank You!*

*Ronnie W Stutts*

*President, NRLCA*

*703-684-5545*

*Follow us on Twitter, Facebook and Instagram*



# NATIONAL RURAL LETTER CARRIERS' ASSOCIATION

1630 Duke Street

Alexandria, Virginia 22314-3467

Phone: (703) 684-5545

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April 15, 2022

Mr. Thomas J. Blum  
Vice President, Labor Relations  
United States Postal Service  
475 L'Enfant Plaza, SW, Room 9416  
Washington, DC 20260-4100

Dear Mr. Blum,

As you know, the NRLCA has been a very patient and supportive partner in the endeavor to implement the Rural Route Evaluated Compensation System (RRECS). We have worked with the Postal Service at every step of the system's development since July 3, 2012, when Neutral Chairperson Jack Clarke issued the panel's interest arbitration award for the 2010-2015 National Agreement. We have endured delay after delay caused by software issues, changes in staffing, and even a world-wide pandemic.

We recently agreed to yet another delay in implementation when it became clear that field managers and local managers could not or would not complete the very basic task of training rural carriers on the proper use of the new RRECS Activity Scans/Entries on the MDD. So, the "go live" date for collection of Activity Scan Data was postponed until April 23, 2022.

As we quickly approach that date, it has become clear to the NRLCA that we are not much closer to a successful start of the data collection period and the new RRECS program than we were a few weeks ago.

Attached you will find a list of questions and concerns that were shared with Labor Relations and RRECS coordinators at the headquarters level on April 8, 2022. **All of these questions remain unanswered and all of the issues remain unresolved.** These questions and issues are absolutely essential to the success of RRECS. We simply cannot move forward until all of these issues are resolved.

We therefore implore you to postpone the data collection period until all of the issues listed below are resolved to the satisfaction of both parties. If left unresolved, these issues will destroy the carriers' confidence in the system and any chance of its success.

Mr. Thomas J. Blum  
April 15, 2022  
Page Two

Our partnership on this incredibly important initiative goes back almost ten years. Please take immediate action to indefinitely postpone the RRECS data collection date and kindly confirm that the Postal Service will not implement the system until all of the questions and issues are resolved to our mutual satisfaction. I look forward to hearing from you as soon as possible but certainly by early next week as the data collection period is currently scheduled to begin a week from Saturday.

Respectfully,



Ronnie W. Stutts  
President  
National Rural Letter Carriers' Association

RWS/sws

cc: Mr. Douglas Tulino, Deputy Postmaster General and Chief Human Resources Officer  
Ms. Cathy Perron, Director, Contract Administration (NRLCA)



## NRLCA ISSUES FOR CLARIFICATION

1. ALL Rural Carriers must be fully trained on the proper use of new RRECS Activity Scans/Entries. Every Office must certify to USPS HQ that the rural carriers have been trained.
2. All field managers must be instructed on the proper use of the RRECS Activity Scans and instructed NOT to interpret the use of these scans themselves.
3. RRECS Activity Scans must be added to the curriculum of the Rural Carrier Academy for all newly hired RCAs and ARCs.
4. Intermediate Offices
  - a. Dismount and distance or Locked Pouch
  - b. Credit for mail transported
  - c. Regulars delivering to multiple zip codes with an intermediate office, if no casing is going on in the intermediate office do, they change zip code or just do the load start time and end load time using the primary zip code and continue to deliver the route in the other zip code using the primary zip code in the MDD?
  - d. Same question above about the intermediate office, if there is casing in the intermediate office, would the carrier change to the other zip code and deliver that route and when they return to the primary zip code then do they change the MDD back to the primary route and finish delivering?
  - e. Need clarification of intermediate office duties. When to scan loading time, when to enter WSS and Boxholders, when to capture end of shift duties such as case and edit book maintenance.
5. CVS and other business Pick Up Locations-credit these as Carrier Pick Up?
6. WSS Clarification from Panel
  - a. WSS Only
  - b. Other bundled mailings included in min survey as Random
  - c. How are the carriers to be instructed to recognize and enter a WSS Letter or Flat?
  - d. My recommendation is any mailing received outside of DPS with a WSS indication next to the route number is entered into the MDD as a set.
  - e. If not this, then what do they propose to recognize and record these mailings?

7. Second Trips
  - a. How to handle RETURN2DU scan when sent back out
  - b. Allow a second EOS time?
8. UNSCANPARCEL-NEEDS CLARIFICATION TO FIELD
  - a. Any item that would be carried and treated as a parcel as in the past
  - b. Applies no matter where delivered
  - c. Most all will go in mailbox
  - d. Very little difference in standard
9. Need COMPLETE logic of the system from solver including sources of data
10. RMPO Offices and or Locked Pouch Stops
  - a. Need clarification on use
  - b. Additional credits for parcels transported?
11. Need complete list of volume and other data points to be provided to the union each PP
  - a. Finance and route number-like received on Master Lists
  - b. All volume data columns
  - c. All RRECS activity scans
  - d. Any other daily inputs
  - e. Route drive time
  - f. OOR drive and OOR walk time
12. Changing Zip Codes
  - a. Do carriers still need to change the zip code on the MDD when delivering to a second or third zip code on the route or in an intermediate office?
  - b. If they do not-what additional requirements for each piece scanned?
13. DPS with Multiple Zips
  - a. 400 piece/day threshold
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16. Parcel Notice Left should include OOR drive and OOR walk.

17. UNSCANPARCEL Notice Left should also include OOR drive and OOR walk
18. PSTDUESHORTPD should not include OOR drive and walk
19. RURALREACHCUSTR-if they go to door, use DOORMISC?
20. Exactly where are they are pulling the volume information on Pre-Sorted Flats?
21. Does Pre-Sort Flats include Marketing Mail or just periodicals?
22. What is the inflation factor being applied to Pre-sort flats? I believe the panel recommended 19%, but I want to verify.
23. How does RRECS credit a parcel scanned as non-deliverable? The carrier still has to handle the parcel.
24. Is there a place to account for additional fuel stops when managers require re-fueling at ½ tank? OR should we get them to just stop this?
25. How are we going to credit Amazon Parcel Lockers?
26. How are we going to credit Customer Owned Electronic Parcel Lockers?
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28. How is the coverage factor being calculated now-we need a detailed explanation of to how it is applied to each route daily?
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  - a. See attached pages from Panel response to parties-pages 32-33. Obtaining a conveyance may be a part of loading time.
  - b. Cased mail and organized parcels should be loaded into the conveyance if possible.
  - c. If not possible, the load time begins when obtaining conveyance or beginning to place mail from floor into conveyance.

d. Needs to include pick up of DPS Flats if applicable.

30. DPS Quantity Review process under RRECS.

- a. The difference will be the manner in which the DPS percentage is established. It will NOT come just from the mini mail survey. The DPS percentage would come from the Weekly average DPS and weekly average random mail used to calculate the most recent evaluation:
- b. Average weekly DPS will come from daily EOR averaged over 52 weeks
- c. Average weekly Random will come from 52-week average of daily entries for WSS, DPS rejects etc., plus the weekly average received during mini mail survey.
  - i. Mini Mail Survey would include:
  - ii. DPS errors brought back or pulled out
  - iii. Random mail processed by local clerks
  - iv. Any other random mail not captured electronically throughout the year (could be WSH or LOT mailings if we don't capture with MDD)
- d. This will establish the percentage that must be maintained until the next 6-month evaluation.
- e. If a carrier requests a review, management will still have the same 30 days to correct. Or revert if not corrected.
- f. IF the route was reverted, the reversion would only last until the next 6-month evaluation when all would reset to a new DPS percentage.

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33. Steward time in PM?

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- a. Need clear instruction for mapping when parcels are left in office

35. MDD-Show a timer on screen during timed activities?

36. Scan compliance report-please provide daily to National President

37. Misinformation in the field-who do we contact?

38. Do carriers still need to record volume?
39. A traffic light and crosswalk at same intersection-do we map both?
40. Carrier mandated to use Firm Sheets for parcels delivered-why? How would these parcels be credited under RRECS?
41. System will accept maximum of 9 CBU units per stop?
42. When and how will corrections in mapping and new addresses be available to add or correct?
43. Grouping of curb boxes closer than 5 feet-needs clarification in mapping
44. Forward and RTS on parcels-how credited?
45. Methods for changing or deleting incorrect scans? NOT a local function...
46. We want to discuss Joint Training on RRECS with managers and our District Reps. This could be done in conjunction with Joint Contract Training.
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