

# Updated Service Performance Measurement (SPM)

March 11, 2016

The NRLCA had further discussions with the USPS today regarding SPM and the continued changes that have occurred. As of February 16, 2016 the number of pieces that can be scanned on one work order was programmed at 15 pieces with a buffer of 4 (maximum 19 pieces) per work order. Carriers may receive zero, one, or more sampling request per day. An individual carrier route may receive a maximum of 5 delivery sampling requests per day, 30 delivery sampling requests per week, and 300 delivery sampling requests per quarter. On March 7, 2016 a stand up talk went out to the field that requires carriers to scan available flats first, then scan available letters. There is a scan ceiling to prevent scanning a far greater number of mail pieces than requested (maximum 19 pieces).

The parties had agreed to a test period compensation of 50 seconds per work order for a delivery point and 70 seconds per work order for a collection box. At the time this was based on up to 5 pieces per work order for a delivery point and 7 pieces per work order for a collection box. In light of the February 16, 2016 changes and the March 7, 2016 changes the NRLCA posted on the What's New Page our position to the USPS that compensation would be actual time. We were made aware that the USPS collects data that includes piece count and actual time elements as well as other pertinent data. Rather than task 114,000 rural letter carriers with tracking and recording actual time the NRLCA has agreed that in the interim, until the parties can reach agreement on appropriate compensation, carriers will continue to receive 50 seconds or 70 seconds as appropriate for all work orders. As stated in the September 16, 2015 instructions to the field "each alert received on the MDD to perform the mail piece sampling is called a "work order". "The rural carrier must enter the letter C or D in the comments section of the PS Form 4240, *Rural Carrier Trip Report*, with the number of work orders completed for each location. For instance, if a carrier has to perform 2 work orders and 1 is a collection box and 1 is a delivery point they would enter a "C" and "D" on the 4240." **Management will use the tracking worksheets to transfer these daily work orders from the 4240 to the appropriate worksheet;** leave replacement or regular carrier worksheet. Each pay period the totals on the leave replacement worksheet should be transferred to the 1314-A for compensation. Once each month the manager will transfer the grand total from the regular carrier monthly worksheet to the 8127 box on the 1314.

"As a safety precaution it is important that rural carriers are instructed to only pull up the alerts on the MDD once they are at the next delivery stop on their route; never while the vehicle is in motion."

The parties will meet as soon as possible to review the piece count and actual time elements as well as other pertinent data to reach a time allowance for the SPM test period.

Your National Board