

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

**Re: Rural Route Evaluation Dispute Process**

The U.S. Postal Service and the National Rural Letter Carriers' Association (NRLCA) have agreed to an alternate dispute resolution process in an effort to resolve disputes, outside the formal grievance procedure, following the implementation of rural route evaluations effective October 5, 2024.

The Rural Route Evaluation Dispute Process (RREDP) will be used to address disputes where the assigned rural carrier has identified potential errors in the time credits provided on PS Form 4241-A. This process will be used to resolve disputes related to the subjects below, without the filing of grievances.

The parties agree that carriers may dispute the following:

- An entry of zero (0) or a questionable number in any data field on PS Form 4241-A, that would otherwise expect to have a time credit.
- An obvious error in any of the following data fields on PS Form 4241-A:
  - Route Length
  - Regular, Centralized, or Total Boxes
  - Daily Dismounts
  - Daily Dismount Dist.
  - Collection Compartments
  - TCP
  - Daily Activities
  - Miscellaneous Time
  - Office Walk Distance

The Postal Service and the NRLCA will designate representatives at the district and area levels to review and adjudicate the disputes filed using this procedure. These representatives will work in teams of two and will consult with local operations personnel to include the district delivery support specialist, as necessary, to review and discuss the dispute and further develop the supporting documentation.

To initiate a dispute, the assigned carrier and local management representative will complete Evaluation Dispute Form-1. While completing the form, the parties at the local level shall discuss the data field(s) in dispute and should they agree that an appropriate credit has not been provided, they will annotate the form accordingly. Upon completion, the form, with all relevant documents, will be forwarded to the Manager, Labor Relations at the district and the NRLCA District Representative. This form must be submitted no later than October 18, 2024.

The designated representative at the district level will annotate the dispute on the Rural Route Evaluation Dispute Log and assign a District Control Number before meeting with the NRLCA District Representative. District teams will thoroughly review all relevant factors that affect the credit provided in the PS Form 4241-A data field in dispute, including any notations of agreements made by the local parties. The team will either agree to a resolution, agree no

action will be taken, or will impasse the dispute; and complete the top portion of Evaluation Dispute Form-2, providing an explanation for the final decision, within thirty (30) days of receipt at the district level.

If the parties are not able to reach agreement at the district level, Evaluation Dispute Form-1, Evaluation Dispute Form-2, and all supporting documentation will be forwarded to the area Director Labor Relations or their designee and the NRLCA designated representative. The area team will jointly complete a review of the file. The area team will either agree to a resolution, agree no action will be taken, or will impasse the dispute; and complete the bottom portion of Evaluation Dispute Form-2.

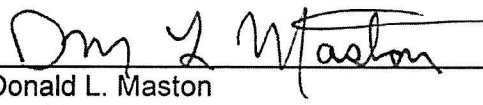
If the dispute remains unresolved after the area review, each team member will provide a written recommendation for resolution to accompany the file. A copy of the file will be forwarded to the Director Contract Administration (NRLCA), and the NRLCA Director Labor Relations, or their designees, within twenty-one (21) calendar days of receipt at the area level.

The headquarters team will jointly review the file and either agree to a resolution, agree no action will be taken, or will impasse the dispute. The team's decision will be in writing and provided to the RREDP team at the area level for further dissemination.

The parties agree that if impasse is reached the dispute will be referred to Step 4 as an interpretive issue.

The parties agree to reassess this dispute process prior to the next rural route evaluation effective date to determine if any changes will be made to these procedures and to update the timelines for submission.

  
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Cathy M. Perron  
Director  
Labor Relations

  
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Donald L. Maston  
President  
National Rural Letter Carriers' Association

Date: 9-26-2024