

To: ( ) Pacific Area Local(s)  
 Western Area Local(s)  
( ) So. West Area Local(s)

- Withholding Info
- Staffing Issue(s)
- Status Update
- Grievance Administration
- Please review, take action and reduce issues to writing
- Comments

April 24, 2015

Omar M. Gonzalez, Coordinator

Omar M. Gonzalez  
APWU Western Regional Coordinator  
1350 Old Bayshore Hwy, Ste. 360  
Burlingame, CA 94010-1882

RE: Notice of Withholding for Bullhead City, AZ

Dear Mr. Gonzalez:

Please be advised that with workload reduction (Function 4 Review), it is anticipated that it will be necessary to excess three (3) Full-Time Clerks, PS-6 outside the craft and/or installation. Therefore, we authorize the withholding for the same positions in level PS-6 and below in the clerk, custodian, letter carrier and mail handler crafts within 50 miles of the Bullhead City, AZ Post Office.

If you have any questions, please contact Anita Works or Scott Sutton, Labor Relations Specialists, Western Area at 303-313-5605.

Sincerely,

*Anita Works*  
Anita Works for  
Simon Storey  
Manager, Human Resources  
Western Area

- cc: Manager Labor Relations, Western Area
- Manager Programs Delivery Support, Western Area
- District Manager, Arizona
- Manager Operations Support, Arizona
- Manager Human Resources, Arizona
- Manager Labor Relations, Arizona
- Regional Director NPMHU, Denver
- NALC National Business Agent, Region 2

Attachments: Workhour Impact Report, Radius Map, Seniority Roster, Supportive Documentation

aw:49642

1745 STOUT ST., STE. 600  
DENVER, CO 80299-4000  
(303) 313-5020  
FAX: 313-5021

## WorkHour Impact Report

Impacted Bid Cluster	BULLHEAD CITY POST OFFICE
Installation Address	
Area Name	WESTERN
Impact Type	Reduction Other Than by Attrition
Date of Impact	09/30/2015
Period (Dates) of Review Performed	04/28/2014 thru 04/24/2015
Report Prepared By	Victoria Valenzuela
Report Prepared Date	04/24/2015
Reviewed By	John Diperi
Phone	(602) 225-5400

## WorkHour Impact Report

Craft = CLERK

	A	B	C	D	E	F	G
	Current Average Weekly Hrs	Planned Weekly Hrs	Weekly Hrs Savings	Monthly Savings	Annual Work Hours Savings	Annual FTE Savings	Current FTE Yearly Hr Rate
Total	523	419	-104	-416	-5408	-3	1612

### OverTime Impact

	Current OT Average Weekly Hrs	Current OT Rate	Planned OT per Week from changes	Additional Planned OT per Week	Percent Planned OT per Week	Planned OT Hours per Week	Planned OT Rate
Total	17	3.3%	-15	0		2	.5%

## WorkHour Impact Report

### Casuals

a. Current Number of CLERK Casuals on Rolls	0
b. Current Total Non-OverTime CLERK Casuals Hours per Month	0
c. Planned Reduction in Total Non-OverTime CLERK Casuals Hours per Month	0
d. Number of CLERK Casuals that will have Reduced Hours	0
e. Number of CLERK Casuals that will be Terminated	0
f. Number of CLERK Casuals Remaining After Impact	0
g. Provide Narrative Justifying need for Remaining CLERK Casuals	
No data	

### Mail Handler (MHAs)

a. Current Number of CLERK MHAs on Rolls	0
b. Current Total Non-OverTime CLERK MHA Hours per Month	0
c. Planned Reduction in Total Non-OverTime CLERK MHA Hours per Month	0
d. Number of CLERK MHAs that will have Reduced Hours	0
e. Number of CLERK MHAs that will be Terminated	0
f. Number of CLERK MHAs Remaining After Impact	0
g. Provide Narrative Justifying need for Remaining CLERK MHAs	
No data	

### Part Time Flexible (PTFs)

a. Current Number of CLERK PTFs on Rolls	0
b. Current Total Non-OverTime CLERK PTFs Hours per Month	0
c. Planned Reduction in Total Non-OverTime CLERK PTFs Hours per Month	0
d. Number of CLERK PTFs that will have Reduced Hours	0
e. Will there be any CLERK PTFs Excessed from Craft or Installation	NO
If Yes how Many CLERK PTFs	0
f. Provide Narrative Explaining need for Excessing	
No data	

### City Carrier Assistant (CCAs)

a. Current Number of CLERK CCAs on Rolls	0
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b. Current Total Non-OverTime CLERK CCA Hours per Month	0
c. Planned Reduction in Total Non-OverTime CLERK CCA Hours per Month	0
d. Number of CLERK CCAs that will have Reduced Hours	0
e. Number of CLERK CCAs that will be Terminated	0
f. Number of CLERK CCAs Remaining After Impact	0
g. Provide Narrative Justifying need for Remaining CLERK CCAs	
No data	

**Postal Support Employees (PSE)**

a. Current Number of CLERK PSE on Rolls	1
b. Current Total Non-OverTime CLERK PSE Hours per Month	120
c. Planned Reduction in Total Non-OverTime CLERK PSE Hours per Month	-20
d. Number of CLERK PSE that will have Reduced Hours	1
e. Number of CLERK PSE that will be Terminated	0
f. Number of CLERK PSE Remaining After Impact	1
g. Provide Narrative Justifying need for Remaining CLERK PSE	
PSE will be working a flexible schedule less than 30 hours a week.	

## WorkHour Impact Report

### Part Time Regular (PTRs)

a. Current Number of CLERK PTRs on Rolls	0
b. Planned Number of CLERK PTR Positions after Impact	0
c. Estimated Number of CLERK PTR Attrition	0
d. Will there be any CLERK PTRs Excessed from Craft or Installation	NO
CLERK PTRs	0
e. Provide Narrative Explaining need for Excessing	
No data	

### Full Time Regular (FTRs)

a. Current Number of CLERK FTRs on Rolls	16
b. Planned Number of CLERK FTR Positions After Impact	13
c. Estimated Number of CLERK FTR Attrition	0
d. Will there be any CLERK FTRs Excessed from Craft or Installation	YES
If Yes how Many CLERK FTRs	3
e. Provide Narrative Explaining need for Excessing	
Excessing 3 Clerks	

## WorkHour Impact Report-CLERK

### Preliminary Summary

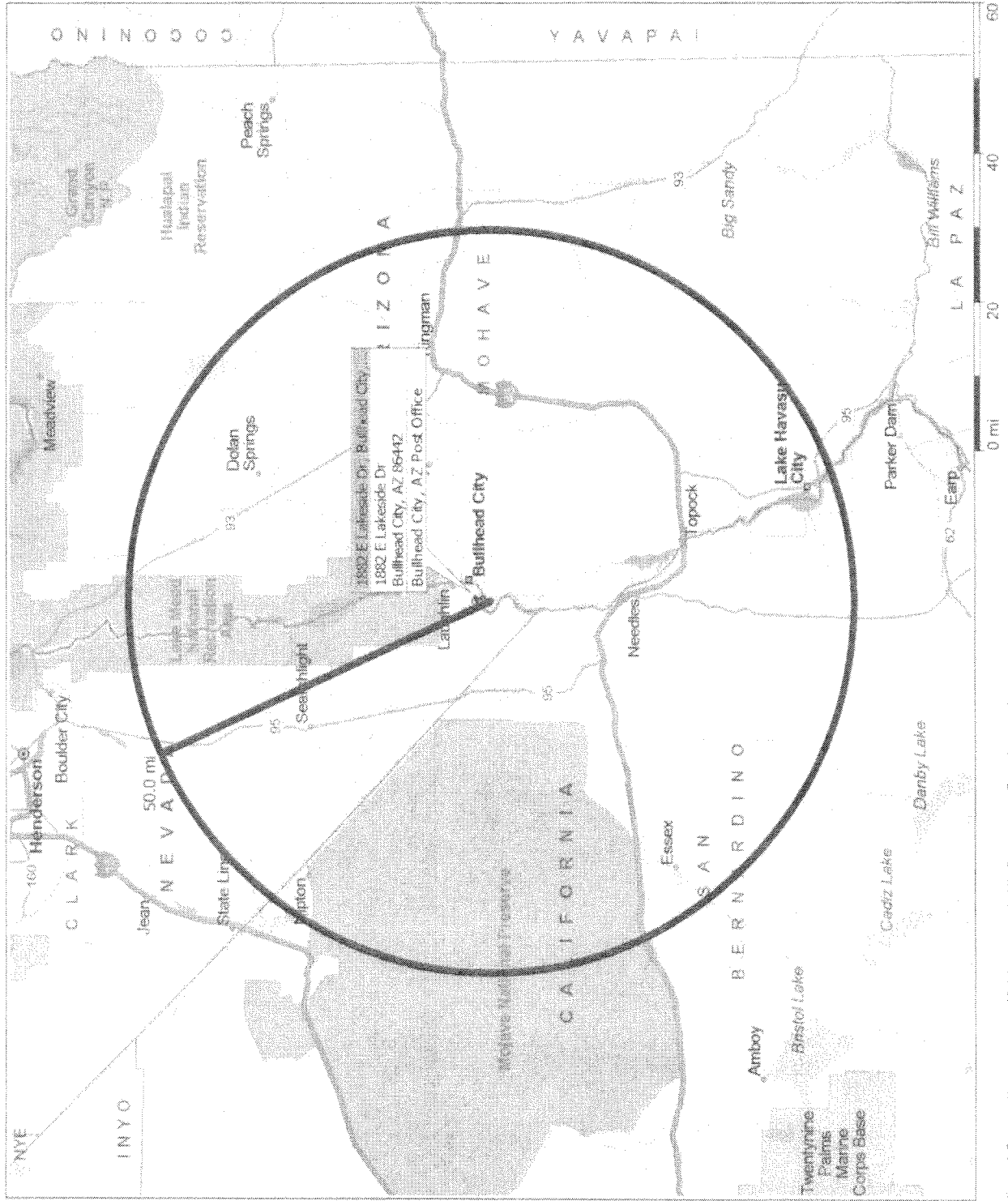
a. Total Planned Non-OT Reduction per Month for Regulars and PTRs	-396
b. Planned Reduction in Total OT Hours per Month	-60
c. Planned Reduction in Casual Non-OT Hours per Month	0
d. Planned Reduction in MHA Non-OT Hours per Month	0
e. Planned Reduction in PTF Non-OT Hours per Month	0
f. Planned Reduction in CCA Non-OT Hours per Month	0
g. Planned Reduction in PSE Non-OT Hours per Month	-20
h. Total Planned Non-OT Hours per Month	1676
i. Total FTE Savings	-3

FINANCE	OFFICE	FULL NAME	JOB TITLE	PAY LEVEL	D/A	FUNC	LDC	VET PREF	SEN DATE CRAFT
30962	BULLHEAD CITY PO	NEWMAN RICHARD D.	BULK MAIL TECH	7	110	4	48	N	4/26/1986
30965	BUL-MOHAVE VALLEY STA	BRUEGGE CAROL L.	LEAD SALES & SERVICES ASSOCIATE	7	110	4	45	N	4/26/1986
30962	BULLHEAD CITY PO	KLEIN LARRY J.	MAIL PROCESSING CLERK	6	110	4	43	Y	9/18/1993
30962	BULLHEAD CITY PO	CONTE KAREN T.	MAIL PROCESSING CLERK	6	110	4	43	N	11/26/1994
30963	BUL-FORT MOHAVE STA	GARDNER TRACEY P.	LEAD SALES & SERVICES ASSOCIATE	7	110	4	45	N	12/9/1995
30962	BULLHEAD CITY PO	VITELLO CATHERINE T.	MAIL PROCESSING CLERK	6	110	4	43	N	6/8/1996
30962	BULLHEAD CITY PO	SALAVEA JULIE ANNE S.	MAIL PROCESSING CLERK	6	110	4	43	Y	1/4/1997
30963	BUL-FORT MOHAVE STA	BULL DEBORAH L.	SALES AND SERVICES ASSOCIATE	6	110	4	45	N	4/10/1999
30962	BULLHEAD CITY PO	YESLINEK RICHARD P.	LEAD SALES & SERVICES ASSOCIATE	7	110	4	45	Y	7/14/1999
30962	BULLHEAD CITY PO	OSTENDORF LARRY D.	SALES AND SERVICES ASSOCIATE	6	110	4	45	Y	7/14/2001
30962	BULLHEAD CITY PO	DUNN DARREN A.	SALES AND SERVICES ASSOCIATE	6	110	4	45	Y	12/27/2003
30962	BULLHEAD CITY PO	WOLOSUK MICHELLE K.	MAIL PROCESSING CLERK	6	110	4	43	N	2/21/2004
30962	BULLHEAD CITY PO	DEPTULA SYLVIA M.	SALES AND SERVICES ASSOCIATE	6	110	4	45	N	4/3/2004
30964	BUL-HIGHWAY STA	SISK-BATRIN JANET L.	LEAD SALES & SERVICES ASSOCIATE	7	110	4	45	Y	2/17/2007
30962	BULLHEAD CITY PO	GUZMAN DONENE M.	SALES SVCS/DISTRIBUTION ASSOC	6	110	4	43	N	8/4/2007
30962	BULLHEAD CITY PO	SMITH TANYA M.	SALES SVCS/DISTRIBUTION ASSOC	6	110	4	43	N	9/29/2007

4/24/2015



# United States, North America





DATE: 4/15/2015

MEMORANDUM FOR: *Tina Sweeney, MPOO 2; Joseph Spensieri, Postmaster*

SUBJECT: Bullhead City, Arizona: Function Four Level 3 Review

On 04/14/2015 to 04/15/2015, a Function Four operational review was conducted at the Bullhead City, Arizona Office. The review included monitoring staffing, scheduling, actual workload verifications, operational processes, incoming dispatches, work habits, and management/employee communications.

F4 LDC Variances to Plan Weeks 1 to 28										
Office	LDC 42	LDC 43	LDC 44	LDC 45	LDC 47	LDC 48	LDC 94	F4 OT	F4 PLAN	F4 S/B
OATMAN PO	0	0	0	0	-272	0	90	0	-182	-10,124
BUL-MOHAVE VALLEY STA	0	-10	238	-302	0	-17	0	1.4	-91	-370
BUL-HIGHWAY STA	0	-28	88	-58	0	65	0	1.4	67	7,960
BUL-FORT MOHAVE STA	0	-56	222	131	0	36	0	5.3	333	17,773
BULLHEAD CITY PO	4	118	7	574	0	907	26	6	1,636	102,549

Bullhead City earns 9.26 Full Time Equivalent Employees and has 12 Full Time Equivalent Employees, and 1 Postal Support Employee. Here are some key issues:

THE CSV COMPLIMENT MODEL SHOULD NOT BE THE SOLE SOURCE OF PERMANENT STAFFING DECISIONS.

**CUSTOMER SERVICE VARIANCE - CLERK/MAILHANDLER COMPLIMENT**

Delivery Days: 382      BULLHEAD CITY - BULLHEAD CITY PO 050862      DATE: 04/14/2015

Leave Replacement Calculation			Formula		Employees Earned
Leave Type	Hrs Per Day	Leave %			
Annual Leave	55	10.50%	(CSV Avg Daily Hours x 10.50% x 8 day wk) x 40 hr/week		0.87 Clerk/Hrs
Sick Leave	55	4.00%	(CSV Avg Daily Hours x 4.00% x 8 day wk) x 40 hr/week		0.33 Clerk/Hrs
LWOP	55	1.00%	(CSV Avg Daily Hours x 1.00% x 8 day wk) x 40 hr/week		0.08 Clerk/Hrs
(Subtract Overtime)	55	5.00%	(CSV Avg Daily Hours x 5.00% x 8 day wk) x 40 hr/week		0.41 Clerk/Hrs
Net Total		10.50%			
			<b>Leave/OT Replacement Needs &gt;&gt;&gt;&gt;</b>		0.87 Clerk/Hrs
			<b>Replacement for Replacement &gt;&gt;&gt;&gt;</b>		0.09 Clerk/Hrs
			<b>Total Leave Replacement &gt;&gt;&gt;&gt;</b>		0.96 Clerk/Hrs

Current on Rolls		Earned Complement	
Full Time Clerk	12	Full Time Clerk	
Part Time Flexible Clerk	0	Part Time Flexible Clerk	
Part Time Regular Clerk	0	Part Time Regular Clerk	
Postal Support Employee	1	Postal Support Employee	
Non-Traditional Full-Time	0	Non-Traditional Full-Time	
Flex Non-Traditional Full-Time	0	Flex Non-Traditional Full-Time	
Full Time Mailhandler	0	Full Time Mailhandler	
Part Time Flexible Mailhandler	0	Part Time Flexible Mailhandler	
Part Time Regular Mailhandler	0	Part Time Regular Mailhandler	
Mailhandler Assistant	0	Mailhandler Assistant	
<b>Total F4 on Rolls</b>	<b>13</b>	<b>Total F4 Earned</b>	<b>9</b>

Current Actual	Daily Hrs	Employees	Target	Daily Hrs	Employees
LDC 41 Clerk/MHrs	0.00	0.00	LDC 41 Clerk/MHrs	0.00	0.00
LDC 42 Clerk/MHrs	0.21	0.03	LDC 42 Clerk/MHrs	0.18	0.03
LDC 43 Clerk/MHrs	23.12	3.49	LDC 43 Clerk/MHrs	19.88	3.00
LDC 44 Clerk/MHrs	3.25	0.49	LDC 44 Clerk/MHrs	2.33	0.35
LDC 45 Clerk/MHrs	19.77	2.98	LDC 45 Clerk/MHrs	13.07	1.97
LDC 48 Clerk/MHrs	28.15	4.25	LDC 48 Clerk/MHrs	19.46	2.94
<b>Total Actual Daily Hrs</b>	<b>74.49</b>	<b>11.25</b>	<b>Total Earned Daily Hrs</b>	<b>54.92</b>	<b>8.29</b>
Daily Hours Actual		74.49	Daily Hours Earned		54.92
Current Complement		13	Target Complement		9.26
FTEE Current		1730	FTEE Target		1791
Projected Annual Hrs Actual		22,496	Projected Annual Hrs Earned		16,585
<b>On Duty Required Totals</b>		<b>8.29</b>	<b>Full Time Equiv Employee (Hrs per)</b>		<b>1791</b>
<b>Leave Replacement Totals</b>		<b>0.96</b>	<b>Variance FTEE</b>		<b>3.74</b>
<b>Complement Total</b>		<b>9.26</b>	<b>Complement % Achieved</b>		<b>69.23%</b>

**WEBCOINS DATA 04/14/2015:**

WINDOW HRS	FIN	OFFICE	LAST	FIRST	MI	EMP ID	JOB ID	JOB TITLE	D/A	FUNC	LDC	HCES ORG ID	START	END	SDO
M - F 8:30 - 17:00	30962	BULLHEAD CITY PO	DEPTULA	SYLVIA	M	1286042	70163964	SALES AND SERVICES ASSOCIATE	110	4	45	1021828	815	1715	SUNTHU
SAT 9:00-13:00	30962	BULLHEAD CITY PO	CONTE	KAREN	T	3047048	70479430	MAIL PROCESSING CLERK	110	4	43	1021828	300	1130	SUNMON
	30962	BULLHEAD CITY PO	GUZMAN	DONENE	M	3749054	70698318	SALES, SVCS/DISTRIBUTION ASSOC	110	4	43	1021828	600	1500	SUNTHU
	30962	BULLHEAD CITY PO	SMITH	TANYA	M	4014516	70725256	SALES, SVCS/DISTRIBUTION ASSOC	110	4	43	1021828			
	30962	BULLHEAD CITY PO	PENSE	CHARLES	B	3230592	70970833	PSE MAIL PROCESSING CLERK	813	4	48	948			
	30962	BULLHEAD CITY PO	DUNN	DARREN	A	2953774	95568790	SALES AND SERVICES ASSOCIATE	110	4	45	1021828	600	1530	SUNWED
	30962	BULLHEAD CITY PO	VITELLO	CATHERINE	T	3354494	95583058	MAIL PROCESSING CLERK	110	4	43	1021828	500	1400	SUNTUE
	30962	BULLHEAD CITY PO	SALAVEA	JULIE ANNE	S	3000293	95608885	MAIL PROCESSING CLERK	110	4	43	1021828	430	1300	SUNFRI
	30962	BULLHEAD CITY PO	KLEIN	LARRY	J	3271190	95623504	MAIL PROCESSING CLERK	110	4	43	1021828	430	1300	SATSUN
	30962	BULLHEAD CITY PO	WOLOSUK	MICHELLE	K	2713718	95720238	MAIL PROCESSING CLERK	110	4	43	1021828	900	1800	SATSUN
	30962	BULLHEAD CITY PO	YESLINEK	RICHARD	P	3213484	95797008	LEAD SALES & SERVICES ASSOCIATE	110	4	45	1021828	845	1745	SATSUN
	30962	BULLHEAD CITY PO	OSTENDORF	LARRY	D	3010050	95825386	SALES AND SERVICES ASSOCIATE	110	4	45	1021828	815	1715	SATSUN
	30962	BULLHEAD CITY PO	NEWMAN	RICHARD	D	3324789	95840796	BULK MAIL TECH	110	4	48	1021828	600	1430	SATSUN
SAT 1300-1600	30963	BUL-FORT MOHAVE STA	BULL	DEBORAH	L	2954468	95638371	SALES AND SERVICES ASSOCIATE	110	4	45	20022784	800	1700	SUNTUE
SAT 1300-1600	30963	BUL-FORT MOHAVE STA	GARDNER	TRACEY	P	3229877	95840622	LEAD SALES & SERVICES ASSOCIATE	110	4	45	20022784	745	1645	SATSUN
CLOSED SAT	30964	BUL-HIGHWAY STA	SISK-BATRIN	JANET	L	2442830	95618506	LEAD SALES & SERVICES ASSOCIATE	110	4	45	20022785	800	1700	SATSUN
CLOSED SAT	30965	BUL-MOHAVE VALLEY STA	BRUEGGE	CAROL	L	3370907	95517226	LEAD SALES & SERVICES ASSOCIATE	110	4	45	20022786	800	1630	SATSUN

- Local contract indicates that during Prime Time, up to 5 clerks can be off due to having the different units. During non-Prime Time 3 clerks can be off. The office has two Pool relief clerks to cover all offices. (almost 30% of staffing just for annual leave, not including SDOs or Sick Leave during Prime Time)
- Only one clerk has Monday's off; this job, once it becomes vacated, SDOs will be changed once it is reposted. None of the clerks should be scheduled off on Monday's
- One employee () is on short term leave and will return (April 27<sup>th</sup>, 2015) with restrictions that will prohibit the employee from servicing customers. A primary duty of this clerk's job is to service customers; therefore, this employee may be recommended to the District Reasonable Accommodation Committee to staff this position

Staffing and Scheduling Tool (SST)

Flowcharts Actions Reports F4 Reports F2 References Problems Access 24 Hrs Scanning WCPP

Return REQ PTR PTP ESE UAR ONLY Total Career Exceptions ALL Hours Not Working ASAC/IRNA Vitals Bio Structure

Employee	Week 1	Week 2	Week 3	Week 4	4 Week Total	Reason
Catherine Vitello (110)	0.00	0.00	0.00	32.00	32.00	Other Accommodations Requested
TERESA CHERRY BEANS (314)	0.00	0.00	0.00	0.00	0.00	Please Recheck

\* Note: TACS office employees may show 0 work hours

\*The attached report identifies employees who are on the rolls and not available. Please review these employees and determine if action needs to be taken to process a separation. It is critical we process timely separations when appropriate, to maximize our non-career flexibility and reduce our costs.

Employees who resigned or were terminated must be separated appropriately via eHRSSG Forms to properly reflect their employment status.

Employees on appropriate LWOP due to FMLA protected leave/DACA/USERRA, etc. require no action

- Clerk (Wolosuk) job description (job #95720238) is coded as a Mail Processing Clerk. Ms. Wolosuk is used as a General Clerk in the Function 4 craft. The unit is using 40 hours a week for miscellaneous work with this position
- All jobs should be re-posted with different days off and Window Operations should be on EVERY job
- The Bulk Mail Tech is scheduled from 09:00 a.m. to 18:00 p.m., with no window on this job (#3324789). The Postmaster was instructed by the Postal Inspection Service not to



<b>CSV WORK ANALYSIS FOR FY 15 - WEEK 1 - 28</b>						
	<b>Actual</b>	<b>Earned</b>	<b>Variance</b>	<b>SPLY</b>	<b>Variance</b>	<b>%Achieved</b>
	<b>Manual (LDC 43 / LDC 44)</b>					
LDC 43L HOURS	387	196	191	251	136	50.76%
LDC 43F HOURS	436	323	113	320	116	74.14%
LDC 43P HOURS	1358	1490	-132	1206	152	109.74%
LDC 43A HOURS	1422	1130	292	1128	294	79.45%
LDC 43 TOTAL	3603	3140	463	2905	698	87.14%
LDC 44 HOURS	497	415	82	297	200	83.50%
<b>Total Manual Hours</b>	<b>4100</b>	<b>3554</b>	<b>546</b>	<b>3201</b>	<b>899</b>	<b>86.69%</b>
<b>Retail / Administration (LDC 42 / LDC 45 / LDC 48)</b>						
LDC 42 HOURS	32	27	5	35	-3	83.31%
LDC 45 HOURS	2980	2167	813	1920	1060	72.71%
LDC 48 HOURS	3995	2871	1124	2717	1278	71.86%
<b>Total Retail/Admin Hour</b>	<b>7007</b>	<b>5064</b>	<b>1943</b>	<b>4672</b>	<b>2335</b>	<b>72.28%</b>
<b>Total Function Four</b>	<b>11107</b>	<b>8619</b>	<b>2488</b>	<b>7874</b>	<b>3233</b>	<b>77.60%</b>

<b>Eflash Workhour Analysis 52 Weeks 10/11/2015 to 04/10/2015</b>							
<b>UNIT</b>	<b>LDC</b>	<b>LDCDESC</b>	<b>ACTUAL</b>	<b>PLAN</b>	<b>VAR</b>	<b>SPLY</b>	<b>VAR</b>
BULLHEAD CITY	LDC 42	Business Return Serv	33	29	4	33	0
BULLHEAD CITY	LDC 43	Unit Dist Manual	3812	3694	118	4118	-306
BULLHEAD CITY	LDC 44	PO Box Dist	525	518	7	596	-71
BULLHEAD CITY	LDC 45	Window Service	3156	2582	574	2710	446
BULLHEAD CITY	LDC 48	Administrative Misc	4272	3365	907	5044	-772
<b>LDC TOTAL WK 1 - 28</b>			<b>11798</b>	<b>10188</b>	<b>1610</b>	<b>12501</b>	<b>-703</b>

## **MAIL ARRIVAL PROFILE – DATE: 4/14/2015 – 4/15/2015**

OWC requires the Plants / Transportation / Customer Service to work in conjunction with one another to provide earlier mail arrivals, having the mail available to the carriers earlier and in essence to have carriers start earlier. Bullhead City has made attempts to contact and work with the Las Vegas Plant to have their IOP changed and committed, but has been unsuccessful. The last transportation time is 07:15 a.m., but it was 07:55 a.m. on the day of the review. There is no MAQ PAQ for Las Vegas since the Cyber Intrusion. The Las Vegas HCR driver drops mail on Sunday's and will try to give the unit 'heads up' so they can staff on Sunday's if necessary. This will assist Supervisors / Mangers to schedule clerks and carriers accurately.

BULLHEAD CITY APRIL 15TH, 2015					
ARRIVAL TIME		CONTAINER TYPE	TYPE CONTAINER	VOLUME	COMMENTS
SCHEDULED	ACTUAL				
5:30	5:12	TRIP 1			
FROM KINGMAN		CAGE	ERS	0.50	DOCK TRANSFER-TOPACK
FROM KINGMAN		CAGE	MISC	0.50	
DRIVER TOOK ALL THE MTE					
ARRIVAL TIME		TRIP 2			
SCHEDULED	ACTUAL	CAGE	LETTERS	0.25	REJECTS
6:00	5:25	CAGE	LTRS/FLATS	0.50	MANUAL
FROM LAS VEGAS		CAGE	DPS	1.00	
FROM LAS VEGAS		CAGE	DPS	1.00	
FROM LAS VEGAS		CAGE	DPS	1.00	
FROM LAS VEGAS		CAGE	DPS	1.00	
FROM LAS VEGAS		CAGE	DPS	1.00	
FROM LAS VEGAS		CAGE	DPS	0.75	
FROM LAS VEGAS		CAGE	DPS	0.50	
FROM LAS VEGAS		CAGE	DPS	0.50	
FROM LAS VEGAS		CAGE	DPS	0.25	
FROM LAS VEGAS		CAGE	FLATS	0.75	NLM
FROM LAS VEGAS		CAGE	FLATS	0.75	NLM
FROM LAS VEGAS		CAGE	FLATS	0.75	NLM
FROM LAS VEGAS		CAGE	FLATS	0.75	NLM
FROM LAS VEGAS		CAGE	FLATS	0.25	NLM
FROM LAS VEGAS		CAGE	LETTERS	0.25	FORT MOHAVE/86427-86446-86439
FROM LAS VEGAS		CAGE	LETTERS	0.25	FORT MOHAVE/86427-86446-86440
FROM LAS VEGAS		CAGE	LETTERS	0.25	FORT MOHAVE/86427-86446-86441
FROM LAS VEGAS		WIRE	FLATS	0.50	PRESORT BUNDLE
FROM LAS VEGAS		CAGE	FLATS	1.00	PRESORT
FROM LAS VEGAS		WIRE	PARCELS	1.00	SPRS
FROM LAS VEGAS		CAGE	LETTERS	0.25	BHC / HIGHWAY BOXES 86430
ARRIVAL TIME		TRIP 3			
SCHEDULED	ACTUAL	CAGE	MIXED	0.25	DOCK TRANSFER-TOPACH
	6:46	CAGE	LETTERS	0.50	RAW / T-PASS
FROM KINGMAN		CAGE	FLATS	0.25	RAW
ARRIVAL TIME		TRIP 4			
SCHEDULED	ACTUAL	HAMPER	MTE		TRUCK WAS 38 MINUTES LATE, NO PHONE CALL OR EMAIL; NOT ABLE TO REPORT ON MAQ PAQ OUT OF LAS VEGAS. DRIVER RECEIVED LATE SLIP PS 5466
7:15	7:53	HAMPER	RES	1.00	
FROM LAS VEGAS		WIRE	PARCELS	0.25	
FROM LAS VEGAS		WIRE	PARCELS	0.50	
FROM LAS VEGAS		WIRE	PARCELS	0.50	
FROM LAS VEGAS		WIRE	PARCELS	1.00	

BULLHEAD CITY APRIL 15TH, 2015					
ARRIVAL TIME		CONTAINER TYPE	TYPE CONTAINER	VOLUME	COMMENTS
SCHEDULED	ACTUAL				
5:30	5:21	TRIP 1			
FROM KINGMAN		CAGE	PARCELS	0.75	
FROM KINGMAN		CAGE	EXPRES	0.50	
ARRIVAL TIME		TRIP 2			
SCHEDULED	ACTUAL	WIRE	PARCELS	0.25	
6:00	5:45	WIRE	PARCELS	0.75	
FROM LAS VEGAS		WIRE	PARCELS	0.75	
FROM LAS VEGAS		CAGE	DPS	1.00	
FROM LAS VEGAS		CAGE	DPS	1.00	
FROM LAS VEGAS		CAGE	DPS	1.00	
FROM LAS VEGAS		CAGE	DPS	0.50	
FROM LAS VEGAS		CAGE	DPS	0.25	MAIN
FROM LAS VEGAS		CAGE	DPS	0.25	MOHAVE
FROM LAS VEGAS		CAGE	DPS	0.25	FORT MOHAVE
FROM LAS VEGAS		CAGE	DPS	0.25	HIGHWAY
FROM LAS VEGAS		CAGE	DPS	0.75	
FROM LAS VEGAS		CAGE	DPS	0.75	
FROM LAS VEGAS		CAGE	DPS	0.75	
FROM LAS VEGAS		CAGE	DPS	0.75	
FROM LAS VEGAS		CAGE	FLATS	0.50	REJECTS
FROM LAS VEGAS		CAGE	FLATS	1.00	NLM
FROM LAS VEGAS		CAGE	FLATS	0.75	NLM
FROM LAS VEGAS		CAGE	FLATS	0.75	NLM
FROM LAS VEGAS		HAMPER	PARCELS	1.00	
FROM LAS VEGAS		CAGE	MISC.	0.50	EXPRESS
FROM LAS VEGAS		HAMPER	FLATS	0.75	PRESORT BUNDLE
FROM LAS VEGAS		WIRE	FLATS	0.25	PRESORT BUNDLE
FROM LAS VEGAS		WIRE	PARCELS	1.00	
FROM LAS VEGAS		WIRE	PARCELS	1.00	
FROM LAS VEGAS		HAMPER	PARCELS	PARCEL	
ARRIVAL TIME		TRIP 3			
SCHEDULED	ACTUAL			0.50	
6:38					
FROM KINGMAN		CAGE	MIXED	0.50	
ARRIVAL TIME		TRIP 4			
SCHEDULED	ACTUAL	CAGE	MTE		
7:15	7:40	CAGE	MTE		
FROM LAS VEGAS		WIRE	PARCELS	1.00	TRUCK WAS 30 MINUTES LATE. NO PHONE CALL OR EMAIL; NOT ABLE TO REPORT ON MAQ PAQ OUT OF LAS VEGAS. DRIVER RECEIVED LATE SLIP PS 5466
FROM LAS VEGAS		WIRE	PARCELS	1.00	
FROM LAS VEGAS		WIRE	PARCELS	1.00	
FROM LAS VEGAS		HAMPER	PARCELS	0.25	
FROM LAS VEGAS		OCR	PARCELS	1.00	
FROM LAS VEGAS		HAMPER	MTE		
FROM LAS VEGAS		HAMPER	MTE		
FROM LAS VEGAS		CAGE	PARCELS	0.25	
FROM LAS VEGAS		OCR	PARCELS	0.50	

**\*\*This is a current IOP the day of the Review updated by Transporation\*\***

BULLHEAD CITY PO  
TRANSPORTATION INFORMATION  
for Monday April 13, 2015  
Threshold: 15 Minutes

ROUTE ID	TRIP ID	TRIP TYPE	FACILITY	DEPART		FACILITY	ARRIVE		DEPART		FACILITY	ARRIVE	
				SCHEDULED	ACTUAL		SCHEDULED	ACTUAL	SCHEDULED	ACTUAL		SCHEDULED	ACTUAL
890A3	21	UNKNOWN	LAUGHLIN NV	05:40		BULLHEAD CITY PO	06:00	06:35					
89014	3	UNKNOWN	LAUGHLIN NV	06:55		BULLHEAD CITY PO	07:15	07:14					
890A3	22	UNKNOWN				BULLHEAD CITY PO			14:30		LAUGHLIN NV	14:55	
89014	4	UNKNOWN				BULLHEAD CITY PO			13:00		HIGHWAY STATION	18:10	

**\*\*Transportation changed the last dispatch 45 minutes earlier; this change was implemented on 3/09/2015\*\***

BULLHEAD CITY PO  
TRANSPORTATION INFORMATION  
for Saturday March 7, 2015  
Threshold: 15 Minutes

ROUTE ID	TRIP ID	TRIP TYPE	FACILITY	DEPART		FACILITY	ARRIVE		DEPART		FACILITY	ARRIVE	
				SCHEDULED	ACTUAL		SCHEDULED	ACTUAL	SCHEDULED	ACTUAL		SCHEDULED	ACTUAL
890A3	9	UNKNOWN	LAUGHLIN NV	04:40		BULLHEAD CITY PO	06:00	06:43					
89014	1	UNKNOWN	LAUGHLIN NV	08:40		BULLHEAD CITY PO	08:00	08:22					
890A3	10	UNKNOWN				BULLHEAD CITY PO			15:30		LAUGHLIN NV	14:55	
89014	2	UNKNOWN				BULLHEAD CITY PO			18:15		HIGHWAY STATION	18:25	









## LDC 42 – PRS / MRS / BRM:

Operation Number	LDC	Workload Description	Function
6370	4200	Parcel Return Svc/Bulk Parcel	
6380	4200	Merchandise Return Svc	
6480	4200	Business Reply Mail	

**Observation:** Clerk was double handling PRS, CFS and ACS mail and separating into different zip codes.

**Recommendation:** A separate area should be allocated for PRS & CFS by zip code utilizing half trays to reduce space and ACS mail to be separated by the carriers, not the clerks.

<b>BULLHEAD CITY - BULLHEAD CITY PO - LDC 42 EARNED WORKHOURS</b>				
WORKLOAD ELEMENT	SOURCE	VALUE	CSV FACTORS INCLUDES STB	BENCHMARK MINS / DAY
<b>BRM/DPD #ACCT.POSTED</b>	AVERAGE DAILY	6	2.0367 Minutes ea. Daily avg	12.22
<b>BRM/DPD AVG PIECES</b>	AVERAGE DAILY	18	BRM/DPD Pieces / 10.0555 = Minutes	1.79
<b>FLEX TIME</b>	APPROV MIN.	0.00	Actual Authorized Other Time	0.00
<b>MERCHANDISE RETURN SVC</b>	AVERAGE DAILY	0	1.4871 Minutes ea. Daily avg	0.00
<b>PARCEL RETURN SVC</b>	AVERAGE DAILY	0	1.4871 Minutes ea. Daily avg	0.00
<b>Period 10/11/2014 - 04/10/2015 (149 Data Days)</b>		<b>TOT.BENCHMARK MINUTES P/DAY</b>		<b>14.01</b>
<b>Report date 04/14/2015</b>		<b>TOT.LDC42 BENCHMARK HOURS</b>		<b>34.79</b>

Bold Lettering = District Level Editable Workload Elements

## LDC 43 – DISTRIBUTION:

DISTRICT TEAMS VOLUME RECORDING 4/14/2015:

<b>BULLHEAD CITY - DISTRIBUTION</b>			TRIP 1	TRIP 2	TRIP 3	TRIP 4	CURTAIL	TOTAL
<b>April 14, 2015</b>		<b>CARRY OVER</b>	<b>5:12</b>	<b>5:25</b>	<b>6:46</b>	<b>7:53</b>		
LETTERS - DPS RETURNS	IN PIECES	11"						11"
LETTERS - WORKING PREF	INCHES		46"	3"	6.5"			56.5
LETTERS - WORKING STD	INCHES							
LETTERS - CFS RETURNS	INCHES							
LETTERS - MISTHROWS	INCHES				2"	7.75"		9.75
<b>TOTAL LETTERS IN INCHES</b>	<b>INCHES</b>	<b>11"</b>	<b>46"</b>	<b>5"</b>	<b>13.25"</b>			<b>75.25</b>
FLATS - WORKING PREF	INCHES		138"	33"	15"			186"
FLATS - WORKING PERIOD	INCHES							
FLATS - WORKING STD	INCHES							
FLATS - CFS RETURNS	INCHES							
FLATS - MISTRHROWS	INCHES				6PCS	7.5"		7.75"
<b>45" FLATS EXCHANGED BETWEEN HOT CASES - DOUBLEHANDLING</b>								
<b>TOTAL FLATS</b>	<b>INCHES</b>		<b>138"</b>	<b>33.25"</b>	<b>22.5"</b>			<b>193.75"</b>

UNITS VOLUME RECORDING 4/14/2015:

DATE	DAY	FY	REPORTING UNIT				SIGNATURE			
4/14/2015	TUESDAY	2015	BULLHEAD CITY				JEFF LOVETT			
LETTERS										
ON HAND FIRST	ON HAND STD	530 VEGAS	545 KINGMAN	700 KINGMAN	815 VEGAS	REJECTS	REWORK	DEL	CURT	
	13	24		5						
		30								
TOTAL	13	54		5			72			
FLATS										
ON HAND FIRST	ON HAND STD	530 VEGAS	545 KINGMAN	700 KINGMAN	815 VEGAS	REJECTS	REWORK	DEL	CURT	
		43		10						
		17								
		38								
		34								
TOTAL		132		10			142			
BOX SECTION										
		MAIN		FORT MOHAVE		HIGHWAY		MOHAVE VALLEY		
EOR		1034		993		356		545		
MANUAL LETTERS		3		6		4		2		
MANUAL FLATS		34		33		12		21		
PARCELS		11		9 + 1		5		4 + 5		

UNIT RECORDED INTO CSAW:

WED 04/15/2015 (030982) BULLHEAD CITY PO C.S.A.W. DAILY ENTRY FORM

RECORD THE VOLUME OF LETTER AND FLAT MAIL 39 INCHES RECEIVED BY TRIP OR OBTAINED FOR DISTRIBUTION IN THE UNIT. DO NOT INCLUDE CARRIER ROUTE, PRESORT MAIL.

LDC	TOT PCS	HOURS	PRODUCTIVITY											
			ACTUAL	FACTOR										
LTR PIECES LDC 41	0	0.00	0	0										
FLT PIECES LDC 41	0	0.00	0	0										
TOT LDC 41	0	0.00												
TACS LDC 43 → 22.23														
LDC	ON HAND	TRIP 1	TRIP 2	TRIP 3	TRIP 4	TRIP 5	NEGATIVE ENTRY CARRYOVER	TOT INCH	TOT FEET	TOT PCS	HOURS	PRODUCTIVITY		
												ACTUAL	FACTOR	
UDLT INCHES LDC 43	9	0	29	0	5	31	0	65	5.42	1230	0.50	6.77	8.03	
UDFL INCHES LDC 43	3	0	92	11	5	63	0	174	14.50	1667	0.35	41.43	9.84	
PAK PIECES LDC 43	LDC 43PAK POPULATED FROM AAU SCANS: 2892										2892	8.50	336.67	269.00
ALLIED LDC 43												12.49	12.49	7.58
TOTAL LDC 43	12	0	112	11	10	94	0	239	19.92	5789	22.23			
					TACS LDC 44 → 1.77									
BVLM INCHES LDC 44	0	0	1	2	0	0	0	3	0.25	57	0.00	0.00	5.18	
BVLD PIECES LDC 44	0	0	1216	0	0	0	0	64	5.36	1216	0.00	0.00	10.36	
BVF INCHES LDC 44	0	0	10	9	0	0	0	19	1.58	182	0.00	0.00	7.24	
BVP PIECES LDC 44	0	0	37	0	0	0	0			37	0.00	0.00	233.00	
TOTAL LDC 44	0	0	75	11	0	0	0	86	7.19	1455	0.00	0.00	6.53	

POST DAILY VOLUMES

TO GO DOWN COLUMN, USE \*; ENTER KEY AFTER EVERY; USE TAB KEY TO TAB ACROSS ROW; DOUBLE CLICK ON THE 'ALLIED LDC 43 HOURS' CELL TO RECALCULATE THE SUM

**Observation:** Clerks are not recording mail correctly; on April 14<sup>th</sup>, the Function 4 Team recorded 75.25" of letters and the unit recorded 72", the Team recorded 193.75" of flats and the unit recorded 142".

**Recommendation:** Provide clerks with proper volume recording instructions PO-610.

**Observation:** Clerks are not demonstrating productivities by LDC. Supervisors / Postmasters must ensure clerks are demonstrating productivities.

**Recommendation:** CSAW is the tool used to ensure clerks are meeting expectations communicated by the supervisor.

Summary	4/12/2015	4/12/2015	4/13/2015	4/14/2015	CSAW EARNED	4/15/2015	CSAW EARNED	4/16/2015	4/17/2015	TOTAL	
	SAT	SUN	MON	TUE	WED	THU	FRI				
UDLT LDC 43	1,494	0	1,920	2,043		1,230		1,286	1,078	Total Pieces	
UDFL LDC 43	2,386	0	2,337	1,902		1,667		1,830	1,782	Total Pieces	
PAK LDC 43	1,955	879	2,085	1,960		2,892		2,041	2,951	Total Pieces	
BVLM LDC 44	246	0	170	57		57		95	113	Total Pieces	
BVLD LDC 44	1,259	0	5,470	1,034		1,216		1,408	1,665	Total Pieces	
BOXF LDC 44	192	0	297	326		182		297	335	Total Pieces	
BVP LDC 44	53	0	62	11		37		39	49	Total Pieces	
Total LDC 43	23,911	168	18,999	19,433	17,238	24,253	29,718	18,7	19,011	Total Hours-TACS	
LDC 43 L	3.76	0	2.31	4.87	4.33	8.36	9.87	2.44	0	Total Hours-TAC 2	
LDC 43 F	0.89	0	3.19	2.38	1.68	6.34	1.47	0	1.18	Total Hours-TACS	
LDC 43 P	7.56	1.57	9.81	8.39	1.39	8.19	16.75	7.42	8.01	Total Hours-TACS	
LDC 43 A	117	0.11	3.58	1.36		18.49	7.84	8.84	9.82	Total Hours-TACS	
LDC 44 Total				2.06	1.12	1.77	1.14			Total Hours-TACS	
LDC 44 DPS					0.05		0.05				
LDC 44 L					0.44		0.52				
LDC 44 F					0.39		0.22				
LDC 44 P					0.05		0.16				
LDC 45				19.19	15.55	20.33	16.77			Total Hours-TACS	
LDC 48				35.42	18.5	37.26	18.5			Total Hours-TAC 2	
TACS / CSAW EARNED				73.06	52.87	81.89	55.81	WEEK TOTAL		322	414
VARIANCE					20.39		26.08	92 HOURS OVER EARNED			

**Observation:** Clerk was observed taking vehicle keys from carrier bar and sorting them into a locked box on the workroom floor.

**Recommendation:** Have carriers put their vehicle keys in the lock box when they return from the street. Supervisors should be checking all vehicle keys have been returned during the close out.

**Observation:** CET is 9:30 a.m., a drop shipment of FedEx parcels were accepted and scanned at 9:00 a.m., which they are now committed for this day. The drop shipment was not worked. Not reported in CSDRS.

**Recommendation:** Inform the clerk staff that if a shipment is scanned prior to CET, this is committed mail and must be worked and delivered this day. Must report all mail delayed in CSDRS.

Distribution Up Time Report by Facility ZIP Code								
Area: WESTERN								
District: ARIZONA								
Date Range: 04/14/2015 - 04/14/2015								
Date	ZIP Code	Location	Sub Type	Sched UpTime	Actual UpTime	Variance	Status	
04/14/2015	85442	BULLHEAD CITY	APQ	09:30	09:12	-00:18	Early	
04/14/2015	85442	BULLHEAD CITY ANNEX	CARR_ANNX	09:30	09:12	-00:18	Early	
Total Dist Scans	2							
On Time	0	00.0%						
Early	2	100.0%						
Late	0	00.0%						
Missing	0	00.0%						

**Observation:** Clerks prime box mail for Mohave, Fort Mohave, Highway, and Bullhead Main. At 5:30 a.m., 3 clerks were observed throwing ¾ cage of parcels. At 5:40 a.m., clerks out of productive work. One clerk began at 4:00 a.m., next at 4:30 a.m., next 5:30 a.m., and two clerks in at 6:00 a.m. The first truck comes out of Kingman at 5:20 a.m. The Kingman truck had ¾ cage of parcels; the next truck comes at 5:45 a.m. with the majority of working mail.

**Recommendation:** Stagger clerk start times to match IOP. Clerks should start 15 minutes prior to the first truck arrival. The first clerk should be starting at 5:00 a.m.; the second clerk should start at 5:45 a.m. to meet the second truck. During this period, the first clerk is working the first trucks mail; the second clerk would meet the second truck.

**Observation:** The morning clerk spends most of the morning in the carrier bar. Time recorded on LDC 48 Desk Audit. Clerk was observed taking notice left parcels from the Annex to the Main at 4:45 a.m.

**Recommendation:** The second notice parcels can be sent over with the box mail in the morning to avoid the clerk making unnecessary travel back and forth.

**Observation:** On 4/15/2015 at 7:10 a.m., Clerk was observed removing 6 letters and 4 flats out of the re-throw case. Clerk was observed wandering around looking for work to do. Six clerks on the clock with no productive work available. All parcels were done at 7:04 a.m. There was no supervision on the floor to instruct clerks what to do while waiting for the next truck to arrive. During this period of time, 2 clerks went to the Main office and started to wall mail for the box section, while 4 clerks stayed in the Annex waiting for the 7:40 a.m. truck to arrive.

**Recommendation:** A supervisor must be present to validate mail arrival and set expectations for the clerks based on the volume. The clerks are directing themselves and when the mail is all connected, they are not conducting productive work.

**Observation:** Clerk was observed answering phones in an office. No productive work was observed. This clerk recorded certified letters on a sheet, (see copy). Clerk completed LDC 48 Desk Audit on 4/14/2015.

**Recommendation:** Clerk needs to be processing mail during critical time to have mail ready and available to carriers before they clock in.

**Observation:** Clerk was observed pulling fletters out of flats and working in letter hot case.

**Recommendation:** Supervisor needs to instruct clerk to cease double handling the mail.

**Observation:** There was 2" of letter mail (CFS, NBM, Nixie) that was switched to the other hot case to be worked.

**Recommendation:** Supervisor needs to instruct clerk to cease double handling the mail.

**Observation:** On 4/14 all distribution was complete 8:22 a.m., on 4/15 all distribution, productive work was completed at 7:10 a.m., with 6 clerks on the clock.

**Recommendation:** Management needs to analyze daily volumes to avoid excessive scheduling.

### **Productivity Analysis FY 15 Week 1 - 28**

PRODUCTIVITY ANALYSIS					
UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED
LDC 41 Ltr PPH	0	0	0	0	0%
LDC 41 Flt PPH	0	0	0	0	0%
LDC 43 Dist Vol Ltrs FPH	8.03	8.03	4.07	-3.95	50.76%
LDC 43 Dist Vol Flts FPH	9.84	9.84	7.29	-2.54	74.14%
LDC 43 Dist PP/Sprs PPH	270	270	296	26	109.63%
LDC 43 Allied Hrs per day	7.57	7.58	9.54	1.96	79.45%
LDC 44 Box L&F FPH	6.40	4.66	3.89	-0.77	83.44%
LDC 45 Min. per Trans	1.18	1.21	1.67	0.45	72.71%
LDC 45 Trans per 1412	191.94	249.22	215.01	34.21	86.27%

**Observation:** Bullhead City is not making their productivities with letters / flats / allied duties / box / minutes per transactions / transactions per 1412. The only productivity analysis this office is making is their parcel / SPRS-IPPs per hour.

**Recommendation:** Productivities must be communicated daily with all clerks and clock rings must be correct to achieve 100% CSV. CSAW is the tool used to communicate expectations for productivities to

clerks each day. There are no supervisors in the building during the letter and flat manual distribution. Providing supervision via a supervisor / T7 would increase the communication of manual mail distribution expectations; this would ensure the clerks are aware of the LDC 43 / LDC 48 allied duties that must be done daily and the time given to each operation.

## **LDC 44 – BOX SECTION:**

**Observation:** Clerks in the box section are not demonstrating productivity rates/factors in CSV; Earning 4.66ft per hr. – Actually 3.89ft per hr. During the morning review on 04/14/2015, the Box Section was completed at 8:55 a.m.

**Box Up Time Report by Facility ZIP Code**  
 Area: WESTERN  
 District: ARIZONA  
 Date Range: 04/14/2015 - 04/14/2015

Date	ZIP Code	Location	Sub Type	Sched UpTime	Actual UpTime	Variance	Status
04/14/2015	86442	BULLHEAD CITY	APO	13:30	09:55	-04:35	Early
Total Box Scans: 1							
On Time: 0 00.0%							
Early: 1 100.0%							
Late: 0 00.0%							
Missing: 0 00.0%							

**Recommendation:** The Box Section up-time is consistently up an average of 3 hours and 11 minutes per day early. The Box Up-Time for Bullhead City is recommended at a 10:00 a.m. cut-off for the Box Section based on CSV earned hours for LDC 44 once the Las Vegas Plant / Transportation has confirmed the mail arrivals.

**Observation:** FDB states the Box Section Up-Time is 13:30 p.m., the notification to customers in the lobby is 12:30 p.m. Times are updated and confirmed in FDB quarterly.

**Recommendation:** Change FDB to reflect the communicated Box Up-Time with customers.

**Observation:** Box volumes 4/14/2015 are all primed at the Bullhead City Carrier Annex and dispatched:

	<b>LETTERS</b>	<b>FLATS</b>
MAIN	0	34"
MOHAVE VALLEY	1"	15"
HIGHWAY	2"	10"
FT MOHAVE	10"	31"
<b>TOTAL</b>	<b>13"</b>	<b>90"</b>

**Recommendation:** Verify all CSAW entries have been entered and each unit is walling in operation 7690 to the productivity factors in CSAW.

**Observation:** Clerks are not demonstrating productivities in the Box Section on both days of the review.

**Recommendation:** Supervisors must set the Box Section expectations; utilize CSAW to calculate the Ft. per Hr. / Factor = Time allotted in the Box Section.

Summary	4/11/2015	4/12/2015	4/13/2015	4/14/2015	CSAW	4/15/2015	CSAW	4/16/2015	4/17/2015	TOTAL	TOTAL
	SAT	SUN	MON	TUE	EARNE	WED	EARNED	THU	FRI		
BVLM LDC 44	246	0	170	57		57		95	113	738	Total Pieces
BVLD LDC 44	1,259	0	5,470	1,034		1,216		1,408	1,665	12,052	Total Pieces
BOXF LDC 44	192	0	297	326		182		297	335	1,629	Total Pieces
BVP LDC 44	53	0	62	11		37		39	49	251	Total Pieces
LDC 44 Total				2.06	1.12	1.77	1.14				Total Hours - TACS
LDC 44 DPS					0.05		0.05				
LDC 44 L					0.44		0.52				
LDC 44 F					0.39		0.22				
LDC 44 P					0.05		0.16				

**\*\*Management must coordinate and direct all personnel moves to expedite all workload\*\***

**34 – Day Analysis of P O Box Up-Time:**

<b>Box Up Time Report - BULLHEAD CITY ARIZONA, for ZIP Codes: 86442 - 86442, for date: 03/06/2015 -</b>								
Date	ZIP	Facility ID	Location	Sub Type	Sched Up Time	Actual Up Time	Variance	Status
03/06/2015	86442	1356312	BULLHEAD CITY	APO	13:30	09:39	-03:51	Early
03/07/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:23	-03:07	Early
03/09/2015	86442	1356312	BULLHEAD CITY	APO	13:30	11:18	-02:12	Early
03/10/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:02	-03:28	Early
03/11/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:02	-03:28	Early
03/12/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:44	-02:46	Early
03/13/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:02	-03:28	Early
03/14/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:46	-02:44	Early
03/16/2015	86442	1356312	BULLHEAD CITY	APO	13:30	11:22	-02:08	Early
03/17/2015	86442	1356312	BULLHEAD CITY	APO	13:30	09:39	-03:51	Early
03/18/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:19	-03:11	Early
03/19/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:22	-03:08	Early
03/20/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:48	-02:42	Early
03/21/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:23	-03:07	Early
03/23/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:46	-02:44	Early
03/24/2015	86442	1356312	BULLHEAD CITY	APO	13:30	09:14	-04:16	Early
03/25/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:18	-03:12	Early
03/26/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:15	-03:15	Early
03/27/2015	86442	1356312	BULLHEAD CITY	APO	13:30	11:00	-02:30	Early
03/28/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:02	-03:28	Early
03/30/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:11	-03:19	Early
03/31/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:26	-03:04	Early
04/01/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:20	-03:10	Early
04/02/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:20	-03:10	Early
04/03/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:09	-03:21	Early
04/04/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:17	-03:13	Early
04/06/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:43	-02:47	Early
04/07/2015	86442	1356312	BULLHEAD CITY	APO	13:30	09:34	-03:56	Early
04/08/2015	86442	1356312	BULLHEAD CITY	APO	13:30	09:05	-04:25	Early
04/09/2015	86442	1356312	BULLHEAD CITY	APO	13:30	09:52	-03:38	Early
04/10/2015	86442	1356312	BULLHEAD CITY	APO	13:30	09:52	-03:38	Early
04/11/2015	86442	1356312	BULLHEAD CITY	APO	13:30	09:57	-03:33	Early
04/13/2015	86442	1356312	BULLHEAD CITY	APO	13:30	10:05	-03:25	Early
04/14/2015	86442	1356312	BULLHEAD CITY	APO	13:30	08:55	-04:35	Early
Total Box Scans:				34				
On Time:				0		00.0%		
Early:				34		100.0%		
Late:				0		00.0%		
Missing:				0		00.0%		





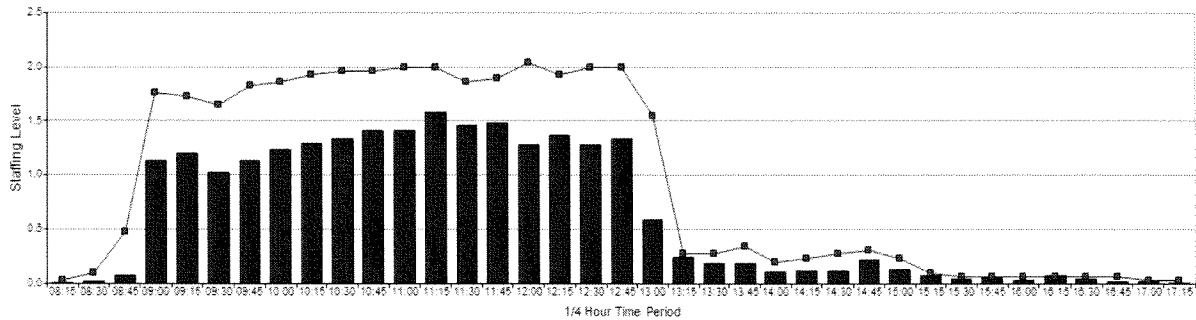
## **LDC 45 – WINDOW SERVICES:**

**Observation:** Saturday hours of operation are from 09:00 a.m. to 13:00 p.m. with minimal transactions and minimal staffing. Carriers start at 8:30 am and the Box Section's up time are 11:00 am. The 9:00 am start time on Saturday disrupts these operations to place all resources at the window. Delaying opening by 1 hour will allow clerks to get all the mail connected and the Box up on time without jeopardizing customer service. Clerks also have to go between the two buildings, which takes time from the window.

### **BULLHEAD CITY AZ SATURDAY WOS ANALYSIS FY 15 WK 1 - 28**

#### **WOS Earned - Actual Staffing Graph**

The Actual Terminal Staffing is based on activity at the Front Office Counters and Passport terminals ONLY.



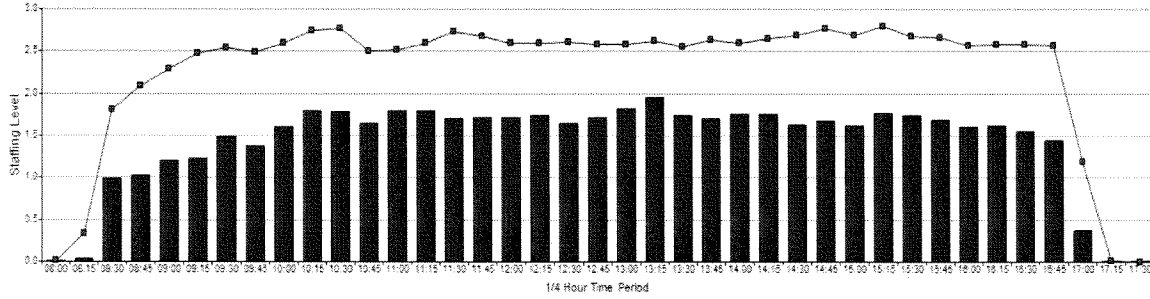
1/4 Hour of Day	WOS Earned Staffing per Day	Actual Terminal Staffing per Day
08:15	0.0	0.0
08:30	0.0	0.1
08:45	0.1	0.5
09:00	1.1	1.8
09:15	1.2	1.7
09:30	1.0	1.7
09:45	1.1	1.8
10:00	1.2	1.9
10:15	1.3	1.9
10:30	1.3	2.0
10:45	1.4	2.0
11:00	1.4	2.0
11:15	1.6	2.0
11:30	1.5	1.9
11:45	1.5	1.9
12:00	1.3	2.0
12:15	1.4	1.9
12:30	1.3	2.0
12:45	1.3	2.0
13:00	0.6	1.6
13:15	0.2	0.3
13:30	0.2	0.3
13:45	0.2	0.3
14:00	0.1	0.2
14:15	0.1	0.2
14:30	0.1	0.3
14:45	0.2	0.3
15:00	0.1	0.2
15:15	0.1	0.1
15:30	0.0	0.1
15:45	0.1	0.1
16:00	0.0	0.1
16:15	0.1	0.1
16:30	0.0	0.1
16:45	0.0	0.1

**Recommendation:** Reduce Saturday window hours from 10:00 am to 12:00 pm so all mail is connected with carriers.

**BULLHEAD CITY AZ MONDAY - FRIDAY WOS ANALYSIS FY 15 WK 1 - 28**

**WOS Earned - Actual Staffing Graph**

The Actual Terminal Staffing is based on activity at the Front Office Counters and Passport terminals ONLY.



1/4 Hour of Day	WOS Earned Staffing per Day	Actual Terminal Staffing per Day
08:00	0.0	0.0
08:15	0.0	0.3
08:30	1.0	1.8
08:45	1.0	2.1
09:00	1.2	2.3
09:15	1.2	2.5
09:30	1.5	2.5
09:45	1.4	2.5
10:00	1.6	2.6
10:15	1.8	2.7
10:30	1.8	2.8
10:45	1.6	2.5
11:00	1.8	2.5
11:15	1.8	2.6
11:30	1.7	2.7
11:45	1.7	2.7
12:00	1.7	2.6
12:15	1.7	2.6
12:30	1.6	2.6
12:45	1.7	2.6
13:00	1.8	2.6
13:15	2.0	2.6
13:30	1.7	2.5
13:45	1.7	2.6
14:00	1.7	2.6
14:15	1.8	2.6
14:30	1.6	2.7
14:45	1.7	2.8
15:00	1.6	2.7
15:15	1.8	2.8
15:30	1.7	2.7
15:45	1.7	2.7
16:00	1.6	2.6
16:15	1.6	2.6
16:30	1.5	2.6
16:45	1.4	2.6
17:00	0.4	1.2

FY 2015 YTD WK 1-28:

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED
LDC 45 Min. per Trans	1.18	1.22	1.67	0.45	72.84%
LDC 45 Trans per 1412	191.94	247.54	214.00	33.54	86.45%

**Observation:** The clerks did not make their productivity time of 1.22 minutes per transaction on 122 transactions (4 – non-revenue transactions); but did make the productivities on 315 (84 – non-revenue transactions) of the transactions conducted. One clerk obtained 187 transactions for their 1412; the second clerk obtained 140 transactions; lastly the third clerk obtained 121 transactions for their 1412, Earned transaction per 1412 is 247.54 transactions.

**Recommendation:** Supervisors and Postmasters must monitor the window services to ensure all window hours, while on operation 3550, are correct. Supervisors must also use the WOS Reports in EDW to staff their window based on the number of clerks earned for different periods of the day.

**Observation:** There is no current Window / Retail Observations 4000A – 4000B's in this office.

**Recommendation:** Supervisors are required to conduct 4000A – 4000B quarterly on all employees.

**Observation:** There is no Lobby Log to record non-revenue transactions to enter into the POS for clerk transaction credit.

**Recommendation:** Must have lobby log to enter in all non-revenue transaction daily and record all entries.

**Observation:** There is no Supervision at the Main Office Window during this review. Both the Supervisor and the Postmaster were located in the Carrier Annex. The General Clerk would randomly assist with non-revenue transactions from the window during peak times.

**Recommendation:** The Main Office Window needs to be supervised during opening hours to ensure all customers receive the Customer Service that is expected.

Bullhead City - Lobby Assistance		
Begin Time	End Time	Non-Revenue Transactions (Not Logged)
10:02	10:05	2
11:01	11:02	1
12:27	12:32	5
13:10	13:30	5

**Observation:** Wait Time In Line increased during lunch breaks.

**Recommendation:** During peak hours, a relief window clerk should be utilized to relieve breaks and lunches to reduce customers wait time in line.

### WAIT TIME IN LINE

Bullhead City - Wait Time in Line			
Begin Time	End Time	Total Waiting Time	# of Customers in Line
9:32	9:34	2 minutes	5
10:08	10:10	2 minutes	1
10:40	10:43	3 minutes	3
11:07	11:20	13 minutes	12
11:18	11:25	7 minutes	10
11:39	11:42	3 minutes	4
12:03	12:09	6 minutes	5
12:33	12:34	1 minute	1
13:07	13:15	8 minutes	6
13:24	13:35	11 minutes	11











2	2	16714545823	Debit Card	13:28:15	13:31:32	0:03:17	9.8	1
2	2	16714545924	Debit Card	13:29:45	13:31:33	0:01:48	1.47	3
5	2	16714545824	Cash	13:31:56	13:33:14	0:01:18	8.8	1
5	2	16714545925	VISA	13:31:59	13:33:18	0:01:19	1.61	2
5	2	16714545926	Cash	13:33:44	13:35:02	0:01:18	1.4	1
5	2	16714545825	Cash	13:34:52	13:36:44	0:01:52	0.49	1
2	2	16714545927	Cash	13:35:23	13:35:48	0:00:25	0.49	1
2	2	16714545928	Debit Card	13:36:19	13:37:26	0:01:07	3.3	1
2	2	16714545826	Non-Revenue Visit	13:37:46	13:37:59	0:00:13		0
2	2	16714545929	Cash	13:37:51	13:38:07	0:00:16	0.98	2
2	2	16714545930	Cash	13:38:24	13:39:20	0:00:56	9.8	1
2	2	16714545827	Debit Card	13:38:24	13:40:58	0:02:34	1.4	1
2	2	16714545931	Debit Card	13:39:57	13:41:17	0:01:20	9.8	1

## LDC 48 – ADMINISTRATIVE:

BULLHEAD CITY - BULLHEAD CITY PO - LDC 48 EARNED WORKHOURS				
WORKLOAD ELEMENT	SOURCE	BENCH VALUE	CSV FACTORS INCLUDES STB	BENCHMARK MINS / DAY
APC MAINTENANCE	# MINUTES PER MACHINE	0	4 8281 minutes per machine	0 00
AVG MAILINGS PER	# PER	106 00	Mailings * 12 Mth * 27,680 minutes / 302	116 19
BOX ACCOUNTABLE MAIL	ROUTES 1 per 500	2 42	5,7933 minutes per route	14 02
CALLER SERVICE (PAID)	AVG DAY	0	Callers * 1 2124 minutes	0 00
CARRIER ACCOUNTABLES	ROUTES	44	5,7933 minutes per route	254 91
COLLECTIONS	ACTUAL	72	Actual * (STB Factor 0.0729)	77 25
DISPATCH & CFS/PARS PREP	DELIVERIES	34474	6,6056 minutes per 1000 possible	227 73
EXPRESS MAIL DELIVERY	ACTUAL	0	Actual * (STB Factor 0.0729)	0 00
SCANS	# OF SCANS	273	0.0440 minutes for each scan	12 01
FIRM HOLDOUT	AVG DAY	10	Firm Holdouts * 1 2050 minutes	12 06
FLEX TIME	APPROV MIN	0 00	Actual Authorized * (STB Factor 0.0729)	0 00
USBM	DELIVERIES	34474	2,4141 minutes per 500 Deliveries	166 45
OFFSITE TRAVEL/ADMIN	ACTUAL MINUTES	120 00	Actual * (STB Factor 0.0729)	128 75
OPN & CLS SUPPLIES & SVCS	# OF OFFICES	2 0	12.07 minutes per office	24 14
P O BOX MAINT	BOXES-RENTED	1209	Rented boxes * 1 3005 minutes / 302	7 73
PREMIUM FOWARDING SVC	ACTUAL	0	Actual * (STB Factor 0.0729)	0 00
VALIDATE 1412'S	POS	3 42	5,7933 minutes per 1412	19 80
VERIFY DEPOSIT/TRANSMIT	# OF OFFICES	1	33,1680 minutes per Office	33 17
<b>Period 10/11/2014 - 04/10/2015 (149 Data Days)</b>		<b>TOTAL EARNED MINUTES PER DAY</b>		<b>1094.18</b>
<b>Report date 04/14/2016</b>		<b>TOTAL LDC48 EARNED HOURS</b>		<b>2717.22</b>

Bold Lettering = District Level Editable Workload Elements

**Observation:** BMEU has 26 accounts and 100 mailings per month.

**Recommendation:** Any changes to the number of mailings will affect LDC 48 credit.

**Observation:** Bullhead has Michelle Wolosuk that is used as a General Clerk to answer phones, eBuy, Supplies, COARS, pulls slips for the lobby, scans parcels in PM and works the Registry Room.

**Recommendation:** Bullhead does not earn a General Clerk position and will need to utilize this position as a clerk.

**Observation:** Bullhead has a FTR come in at 9:00 a.m. to do the Postage Dues / BRM, sets up the Dispatch, verifies drop shipments, accountable cage, scans parcels, and is the BMEU clerk.

**Recommendation:** Cross train clerks to perform the job duties of the BMEU clerk and to perform other duties such as dispatch, scanning parcels, accountable cage and other duties as needed. These duties

could be performed by the PM distribution clerk or PSE as the job duties specifically to meet the requirements for BMEU does not encompass a full 8 hour day.

**Observation:** BMEU clerk and General clerk did not utilize the PASS or DSS but used the old IMD scanner to scan AAU for UPS drop shipment packages and alpha code to sort packages to the correct routes. The postmaster explained he spoke to operations and the problem is still ongoing.

**Recommendation:** Clerks need to utilize the PASS and / or DSS machines for all packages to increase productivity. A one-day test needs to be conducted scanning the UPS parcels with the PASS system followed by a scan using the IMD scanner. Review the AAU reports from the PASS and IMD scanner to compare AAU scans missed.

**Observation:** BMEU clerk sorts all outgoing mail (excluding Uncancelled letters) from carriers and from the window into the dispatch area located in the Annex building. He also performs courtesy sweeps of outgoing mail from the window that is already sorted and takes it to the dispatch area in the Annex to sort again.

**Recommendation:** Carriers should sort all outgoing mail into the correct dispatch containers. Outgoing mail from the window should only be swept to meet dispatch schedule.

**Observation:** There is no dispatch log to record trips, drivers and dispatch times.

**Recommendation:** A log should be kept to track all inbound and outbound dispatches.

**Observation:** Both the general clerk and BMEU clerk were left on their own accord to perform job duties, take lunches and breaks when they deemed necessary with no direction from management in the Annex. The general clerk went to lunch at 1512 and returned at 1587. Her bid job states she has 1 hour for lunch and she only took .75 or 45 minutes for lunch.

**Recommendation:** The supervisors need to direct and control the operations to optimize the employees work performance to meet and / or exceed productivity and service.

**Observation:** General clerk did not make any clock ring moves while lobby assisting (Oper 3520), scanning parcels (Oper 0790) or cage servicing carriers (Oper 5440).

**Recommendation:** All clerks need to make the correct clock rings to achieve 100% in CSV.

**Observation:** CSV indicates 72 collection boxes for LDC 48. The total number of collection boxes out of the Collection Point Management System is illustrated in the diagram below (total = 12)

**Recommendation:** Operations will need to change the collection total number of boxes from 72 to 12.

COLLECTION BOX ANALYSIS FOR LDC 48: ZIPS 86442 86440 86429 86426							
8644200001	1882 LAKESIDE DR	SNORKEL	17:00			NO DATA	86442P020
8644200002	1882 LAKESIDE DR	SNORKEL	17:00			NO DATA	86442P020
8644200032	1882 LAKESIDE DR	PO LOB DRP	17:00			NO DATA	86442P020
8642600009	4821 HIGHWAY 95	SNORKEL	16:00			NO DATA	86426P010
8642600010	4821 HIGHWAY 95	SNORKEL	16:00			NO DATA	86426P010
8642600007	4821 HIGHWAY 95 STE 7	PO LOB DRP	16:15			NO DATA	86426P010
8642600008	4821 HIGHWAY 95 STE 7	PO LOB DRP	16:15			NO DATA	86426P010
8644000000	8045 S HIGHWAY 95	STANDARD	15:30			NO DATA	86440P010
8644000002	8045 S HIGHWAY 95	PO LOB DRP	15:30			NO DATA	86440P010
8642900004	990 HIGHWAY 95	PO LOB DRP	15:45			NO DATA	86429P010
8642900000	990 HIGHWAY 95	SNORKEL	16:45			NO DATA	86429P010
8642900002	990 HIGHWAY 95	SNORKEL	16:45			NO DATA	86429P010

## **SUMMARY:**

The largest impact to Bullhead City, Arizona is their staffing. Bullhead is overstaffed in CSV by 153 hours over earned each week. Once jobs become vacated, the unit will need to abolish these positions; or the City may need to conduct an Excessing Event to staff to earned.

The new Mail Arrival Profile (OWC – 4 Walls) is bringing mail to this unit earlier so Supervisors / Managers / Postmasters are able to manage staffing efficiently. This unit is having a problem reporting late trucks (MAQ PAQ) out of Las Vegas NV P&DC and the unit is not notified when there are late arriving trucks (mail). The Las Vegas P&DC needs to notify Bullhead City of new impacts to their IOP / Mail Arrivals to staff effectively.

Bullhead City must also have a Pool Clerk for the 3 offsite Retail offices; Fort Mohave, Highway, and Mohave Valley. Bullhead is also the Administrative office for Oatman (RMPO), which is 25 miles out from the Main office.

The Supervisors need training on all Function 4 Operational programs, documented and maintained on file for all Station Managers / Postmasters that will work with the individuals. Supervisors need to maintain communication with their employees daily / weekly / monthly on expectations on performance and changes within the Postal Service. Supervisors need to walk into the facility and engage their employees on the mail conditions and validate the information in CSAW. Supervisors must ensure all Function 4 Operations will be processed daily, and knowing where the clerks are and how much time they need will improve efficiencies.

Volume recording instructions need to be clear and concise, on both days of this review, there were discrepancies between the Function 4 Team and the unit.

This office is extremely clean and efficient.



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*Attachments in Function 4 File, Held at the District Function 4 Office: Work Hour analysis; Current IOPs (04/14/2015); eFlash; e1994 (by day); Current Bid Jobs; VAP report (for both days of review); and All Parcel / Bundle volumes from the SPBSTS and APPS (both days of review)*

**Cc: Frank Payne, Manager, Operations Programs Support (A)  
Kerry Conway, Manager, Delivery & Customer Service  
Lerene Wiley, Manager, Human Resources  
Michelle Caggiano, Manager, Finance (A)**