



RECEIVED  
APWU  
APR 24 2015  
WESTERN REGION  
COORDINATOR

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 Kingman, AZ

Dear Mr. Gonzalez:

Please be advised that with workload reduction (Function 4 Review), it is anticipated that it will be necessary to excess seven (7) 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 Kingman, 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 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:49641

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

## WorkHour Impact Report

Impacted Bid Cluster	KINGMAN 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	04/26/2014 thru 04/10/2015
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	735	497	-238	-952	-12376	-7	1820

### 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	42	5.7%	-42	0		0	0%

## 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)

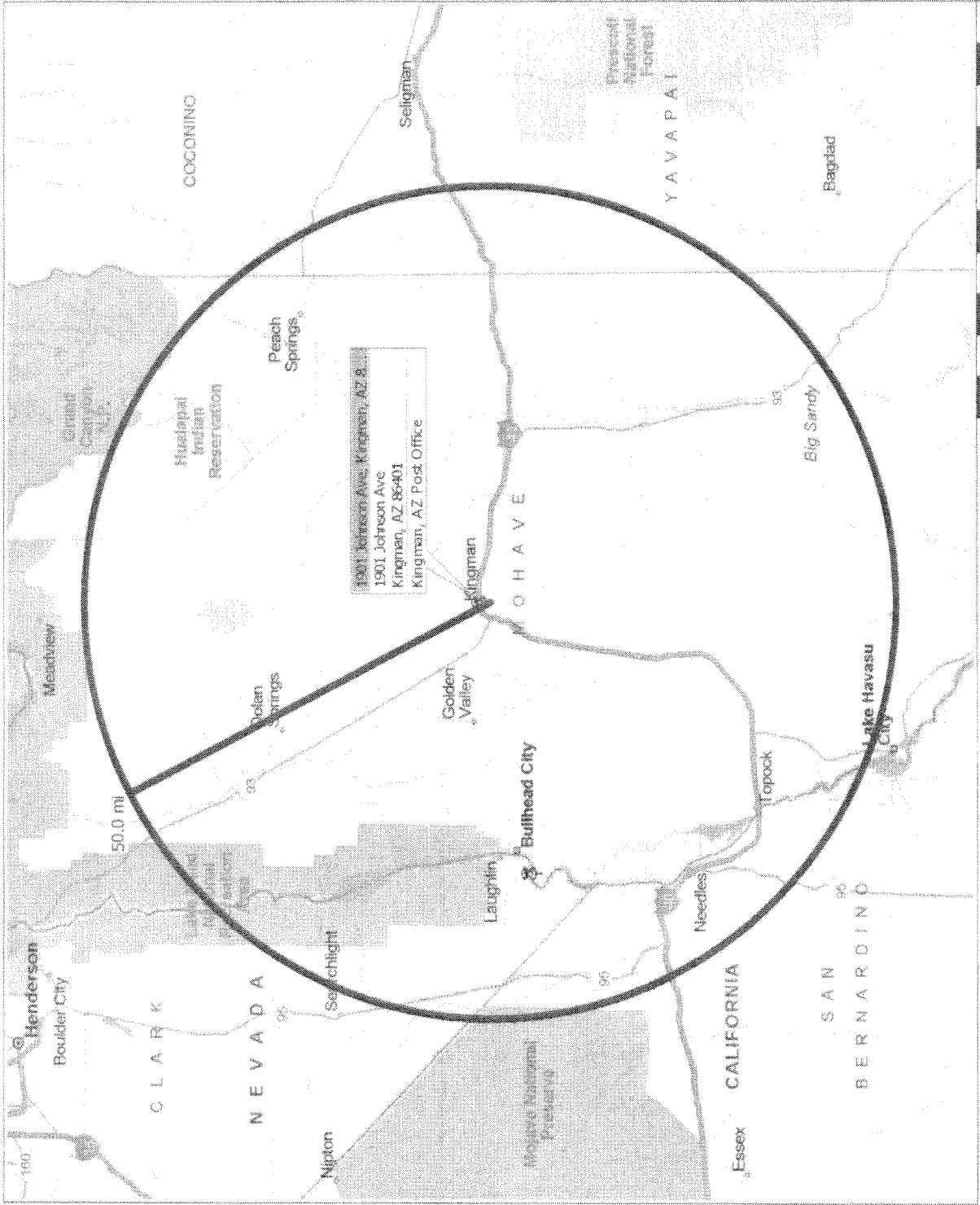
a. Current Number of CLERK CCAs on Rolls	0
--	---

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

# Arizona, United States, North America





DATE: 4/15/2015

MEMORANDUM FOR: *Tina Sweeney, MPOO 2; Teresa Stinson, Postmaster*

SUBJECT: Kingman, Arizona: Function Four Level 3 Review

On 04/15/2015 to 04/17/2015, a Function Four operational review was conducted at the Kingman, 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 40	LDC 41	LDC 42	LDC 43	LDC 44	LDC 45	LDC 46	LDC 47	LDC 48	LDC 49	LDC 94	F4 OT	F4 PLAN	F4 S/B
CHLORIDE PO	0	0	0	0	0	0	0	86	0	0	0	0	86	-3,765
KINGMAN PO	0	0	195	969	376	2,300	0	0	1,011	0	162	5.8	5,013	319,551

Kingman earns 13.98 Full Time Equivalent Employees. The office currently has 17 Full Time Regulars, 3 Non-Traditional FT, and 1 Flex Non-Traditional FT (total 21). Here are some key issues:

THE CSV COMPLEMENT MODEL SHOULD NOT BE THE SOLE SOURCE OF PERMANENT STAFFING DECISIONS.					
CUSTOMER SERVICE VARIANCE - CLERK/MAILHANDLER COMPLEMENT					
Delivery Days: 302	KINGMAN PO - KINGMAN PO 034440			DATE: 04/20/2015	
<b>Leave Replacement Calculation</b>					
Leave Type	Hrs Per Day	Leave %	Formula	Employees Earned	
Annual Leave	83	10.50%	(CSV Avg Daily Hours x 10.50% x 6 da y wk/40 hr Wk/wk)	1.31	Clerk/MH(s)
Sick Leave	83	4.00%	(CSV Avg Daily Hours x 4.00% x 6 da y wk/40 hr Wk/wk)	0.50	Clerk/MH(s)
LWOP	83	1.00%	(CSV Avg Daily Hours x 1.00% x 6 da y wk/40 hr Wk/wk)	0.13	Clerk/MH(s)
(Subtract Overtime)	83	5.00%	(CSV Avg Daily Hours x 5.00% x 6 da y wk/40 hr Wk/wk)	0.63	Clerk/MH(s)
Net Total		10.50%	<b>Leave/OT Replacement Needs &gt;&gt;&gt;&gt;</b>	1.31	Clerk/MH(s)
			<b>Replacement for Replacement &gt;&gt;&gt;&gt;</b>	0.14	Clerk/MH(s)
			<b>Total Leave Replacement &gt;&gt;&gt;&gt;</b>	1.45	Clerk/MH(s)
<b>Current on Rolls</b>			<b>Earned Complement</b>		
Full Time Clerk		17	Full Time Clerk		
Part Time Flexible Clerk		0	Part Time Flexible Clerk		
Part Time Regular Clerk		0	Part Time Regular Clerk		
Postal Support Employee		0	Postal Support Employee		
Non-Traditional Full-Time		3	Non-Traditional Full-Time		
Flex Non-Traditional Full-Time		1	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>21</b>	<b>Total F4 Earned</b>		<b>14</b>
<b>Current Actual</b>	<b>Daily Hrs</b>	<b>Employees</b>	<b>Target</b>	<b>Daily Hrs</b>	<b>Employees</b>
LDC 41 Clerk/MH(s)	0.00	0.00	LDC 41 Clerk/MH(s)	0.00	0.00
LDC 42 Clerk/MH(s)	1.74	0.28	LDC 42 Clerk/MH(s)	0.63	0.10
LDC 43 Clerk/MH(s)	42.65	6.44	LDC 43 Clerk/MH(s)	36.09	5.45
LDC 44 Clerk/MH(s)	6.13	0.93	LDC 44 Clerk/MH(s)	3.68	0.56
LDC 45 Clerk/MH(s)	36.24	5.47	LDC 45 Clerk/MH(s)	19.09	2.88
LDC 48 Clerk/MH(s)	35.28	5.33	LDC 48 Clerk/MH(s)	23.36	3.53
<b>Total Actual Daily Hrs</b>	<b>122.04</b>	<b>18.43</b>	<b>Total Earned Daily Hrs</b>	<b>82.85</b>	<b>12.51</b>
Daily Hours Actual		122.04	Daily Hours Earned		82.85
Current Complement		21	Target Complement		13.98
FTEE Current		1.755	FTEE Target		1.790
Projected Annual Hrs Actual		36,855	Projected Annual Hrs Earned		25,021
<b>On Duty Required Totals</b>		<b>12.51</b>	<b>Full Time Equiv Employee (Hrs per)</b>		<b>1.790</b>
<b>Leave Replacement Totals</b>		<b>1.45</b>	<b>Variance FTEE</b>		<b>7.02</b>
<b>Complement Total</b>		<b>13.98</b>	<b>Complement % Achieved</b>		<b>66.67%</b>

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

WKN/HRS	FIN	OFFICE	LAST	FIRST	EMP ID	DIA	START	END	DAYS OFF	JOB TITLE	JOB ID	FUNC	LDC	
M-F 12-1620 / SAT 830-1030 (BOX ONLY)	31828	CHLORIDE PO	DOLEZAL	MARY	4168987	614	800	1430		PSE SALES & SVCS/DISTRIBUTION ASSO	71208884	4	47	
WRN 830-1730 M-F	34440	KINGMAN PO	FOSTER	SUZANNE	3162447	210	430	1300	SUNFRI	SALES SVCS/DISTRIBUTION ASSOC	70182135	4	45	
SAT 900-1200	34440	KINGMAN PO	HERMAN	DEBORAH	3221191	110	200	1030	SATSUN	MAIL PROCESSING CLERK	70499192	4	43	
SUN SCF 300-1900	34440	KINGMAN PO	PEREZ	DAWMANN	3429129	110	500	1400	SUNFRI	SALES SVCS/DISTRIBUTION ASSOC	70798936	4	45	
	34440	KINGMAN PO	MARCRUM	LINDA	3004568	110	815	1715	SUNWED	SALES SVCS/DISTRIBUTION ASSOC	95498573	4	45	
ANN FLEX NFTE	34440	KINGMAN PO	FONCERRADA	ANN	3392383	210	215	800	1630	SATSUNFRI	SALES SVCS/DISTRIBUTION ASSOC	95554170	4	45
	34440	KINGMAN PO	HOWARD	KEITH	3246345	110	900	1800	SATSUN	SALES SVCS/DISTRIBUTION ASSOC	95600684	4	45	
MEDDIE FLEX NFTE	34440	KINGMAN PO	HARRIS	MEDDIE	3259979	215	900	1800	SATSUN	SALES SVCS/DISTRIBUTION ASSOC	95814775	4	45	
	34440	KINGMAN PO	HERNANDEZ	CARRIE	3067291	110	200	1030	SUNMON	MAIL PROCESSING CLERK	95573851	4	43	
	34440	KINGMAN PO	HAMMERLING	DAVID	7238184	110	200	1030	WEDTHU	MAIL PROCESSING CLERK	95618074	4	43	
	34440	KINGMAN PO	WITHEROW	JEFFREY	3374097	110	1100	2000	SATSUN	MAIL PROCESSING CLERK	95688618	4	38	
	34440	KINGMAN PO	IGUJO	STACY	3207075	110	300	1130	SUNMON	MAIL PROCESSING CLERK	95650418	4	43	
	34440	KINGMAN PO	BRIDGES	MAUREEN	3101307	110	500	1330	SATSUN	MAIL PROCESSING CLERK	95687641	4	44	
	34440	KINGMAN PO	GATINEAU	JUANITTA	3230424	110	800	1700	SATSUN	GENERAL CLERK	95680196	4	38	
	34440	KINGMAN PO	REYES SR	THOMAS	3071928	110	200	1030	SUNMON	MAIL PROCESSING CLERK	95700883	4	43	
	34440	KINGMAN PO	ESKRIDGE	MARY	2999759	110	1000	1900	SATSUN	LEAD SALES & SERVICES ASSOCIATE	95748221	4	45	
	34440	KINGMAN PO	MARSYLA	JUNE	3096451	110	200	1030	TUEWED	MAIL PROCESSING CLERK	95739708	4	43	
	34440	KINGMAN PO	JONES	BRIDGET	3489939	110	500	1400	SUNWED	DIST WINDOW CLK	95724426	4	45	
	34440	KINGMAN PO	CHAMBERS	RICHARD	3379715	110	400	1230	SATSUN	MAIL PROCESSING CLERK	95791912	4	43	
	34440	KINGMAN PO	MEREDITH	DAVID	3175880	110	830	1730	SATSUN	BULK MAIL TECH	95872671	4	48	
NFTE	34440	KINGMAN PO	CHRISTAKOS	JACQUELINE	1421744	210	430	1300	SUNTHU	SALES SVCS/DISTRIBUTION ASSOC	70048171	4	45	
	34440	KINGMAN PO	NORTHCLIFF	MYONG	3298610	110	1100	2000	TUEFRI	SALES SVCS/DISTRIBUTION ASSOC	70063989	4	45	

- Kingman is not prepared to staff their Chloride office if the clerk is on leave, or calls in sick. Kingman is in need of a Pool with a PSE trained in this manual office (e1412).
- Ann Foncerrada is a D/A 215 and is coded in WebCOINs as a D/A 210 clerk. This must be changed in HRSSC immediately.
- Juanitta Gatineau is a FTR General Clerk. Offices do not earn General Clerk positions; this job needs to be restructured during a reposting of all Kingman positions.
- 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 15:00 p.m., with no window on this job (#3175880). The Postmaster was instructed by the Postal Inspection Service not to employ a Bulk Mail Tech with window on their job. This needs to be verified with Labor / Human Resources / Postal Inspection Service. The clerk only receives 3-4 customers per day. This positions hours should be minimized, or clerk can have customers ring for service.
- Clerks start at 02:00 a.m., the first truck arrival is at 03:00 a.m. Clerks should start 15 minutes prior to the first truck arrival. This unit is having issues getting their mail at committed times and committed volumes on truck arrivals out of the Las Vegas Plant. A.M. Clerks conducted miscellaneous work from 2:00 a.m. to 3:00 a.m. (i.e., vacation holds, pulled hamper from APC).
- Kingman is built over CSV earned by 273hrs. Their e1994 must be rebuilt to CSV earned.
- Kingman staffs two FTR clerks to work mail on Sundays. Week 28, Sunday hours were 10.89 hours over earned. Due to mail arriving from the Las Vegas P&DC on Sundays at 3:00 a.m., the unit will need to staff with the maximum of two employees.



CLERK SCHEDULE

KINGMAN AZ 86401-9998								
WORK SCHEDULE FOR WEEK OF 4/11/2015 THRU 4/17/2015								
WEEK 29								
FY 2015	PP09WK02	4/11/15	4/12/15	4/13/15	4/14/15	4/15/15	4/16/15	4/17/15
REGULARS	START TIME	TUE	WED	THURS	FRI	SAT	SUN	MON
Debbie Herman (TFT)	2:00AM	NS	NS					
Carrie Hernandez (TFT)	2:00AM		NS	NS				
June Marsyla (TFT)	2:00AM		245AM		NS	NS		
Tom Reyes (TFT)	2:00AM		NS	NS				
Dave Hammerling (TFT)	2:00AM		245AM			NS	NS	
Rick Chambers (TFT)	3:00AM	NS	NS	FMLA	FMLA	FMLA	FMLA	FMLA
Stacy Giglio (TFT)	3:00AM		NS	NS		AL	AL	
Ann Foncerada (NTFT)	Varies	NS	NS	9AM-w	9AM-w	9AM-w	9AM-w	9AM-w
Jackie Christakos (NTFT)	4:00AM	430-1PM	NS	4AM-1230	4AM-1230	6AM-10AM	NS	4AM-1230
Suzanne Foster (NTFT)	4:00AM	430-1PM	NS	4AM-1230	6AM-10AM	4AM-1230	4AM-10AM	NS
Dawn Perez (TFT)	5:00AM		NS	AL	AL	AL	AL	NS
Bridget Jones (TFT)	6:00AM		NS	6AM	6AM	NS	6AM	6AM
Maureen Broges (TFT)	6:00AM	NS	NS	6AM	6AM	NS	6AM	6AM
J. J. Gagneau (TFT)	8:30AM	NS	NS					
Meredith Harris (NTFT-F)	Varies	NS	NS	815AM-w	815AM-w	4AM	4AM	815AM-w
Linda Marcrum (TFT)	8:15AM	NS	NS					
David Meredith (TFT)	8:30AM	NS	NS					
Mary Eskridge (TFT)	10:00AM	NS	NS					
Jeff Witherow (TFT)	11:30AM	NS	NS					
Keith Howard (TFT)	9:00AM	NS	NS	FMLA	FMLA	FMLA		
Kim Northcliff (TFT)	11:30AM	11AM-dc	11AM	815AM-w	NS	815AM-w	11AM-dc	NS
<b>CUSTODIANS</b>								
Chris Murawski	6:00AM	NS	NS					
Jeff Feld	7:00AM	NS	NS					
Michael Blackner	10:00AM		NS	NS				

		SAT MON TUE WED THU FRI																									
Export to PDF		(TUE) KINGMAN PO - 034440																									
REF	STR.PTY	Hours	0 to 1	1 to 2	2 to 3	3 to 4	4 to 5	5 to 6	6 to 7	7 to 8	8 to 9	9 to 10	10 to 11	11 to 12	12 to 1	1 to 2	2 to 3	3 to 4	4 to 5	5 to 6	6 to 7	7 to 8	8 to 9	9 to 10	10 to 11	11 to 12	
1	TR	8.00																									
2	TR	8.00																									
3	TR	8.00																									
4	TR	8.00																									
5	TR	8.00																									
6	TR	8.00																									
7	TR	8.00																									
8	TR	8.00																									
9	TR	8.00																									
10	TR	8.00																									
11	TR	8.00																									
12	TR	8.00																									
13	TR	8.00																									
14	TR	8.00																									
15	TR	8.00																									
16	TR	8.00																									
17	TR	8.00																									
18	TR	8.00																									
19	TR	8.00																									
20	TR	8.00																									
21	TR	8.00																									
22	TR	8.00																									
23	TR	8.00																									
24	TR	8.00																									
REF	STR.PTY	Hours	12 to 1	1 to 2	2 to 3	3 to 4	4 to 5	5 to 6	6 to 7	7 to 8	8 to 9	9 to 10	10 to 11	11 to 12	12 to 1	1 to 2	2 to 3	3 to 4	4 to 5	5 to 6	6 to 7	7 to 8	8 to 9	9 to 10	10 to 11	11 to 12	
Summary																											
Weekly Summary				TUE Summary				W-F Summary				MON Summary				SAT Summary											
LDCs	1994 Hours	CSV Hours	VAR Hours	LDCs	1994 Hours	CSV Hours	VAR Hours	LDCs	1994 Hours	CSV Hours	VAR Hours	LDCs	1994 Hours	CSV Hours	VAR Hours	LDCs	1994 Hours	CSV Hours	VAR Hours	LDCs	1994 Hours	CSV Hours	VAR Hours	LDCs	1994 Hours	CSV Hours	VAR Hours
LDC 41	0.00	0.00	0.00	LDC 41	0.00	0.00	0.00	LDC 41	0.00	0.00	0.00	LDC 41	0.00	0.00	0.00	LDC 41	0.00	0.00	0.00	LDC 41	0.00	0.00	0.00	LDC 41	0.00	0.00	0.00
LDC 42	5.00	3.51	1.19	LDC 42	1.00	0.64	0.36	LDC 42	3.00	1.91	1.09	LDC 42	1.00	0.64	0.36	LDC 42	0.00	0.64	-0.64	LDC 42	0.00	0.64	-0.64	LDC 42	0.00	0.64	-0.64
LDC 43	228.00	116.09	111.91	LDC 43	42.00	19.35	22.65	LDC 43	123.25	58.04	65.21	LDC 43	33.25	19.35	13.90	LDC 43	29.50	19.35	10.15	LDC 43	29.50	19.35	10.15	LDC 43	29.50	19.35	10.15
LDC 44	20.00	21.76	-1.76	LDC 44	4.00	3.63	0.37	LDC 44	12.00	10.88	1.12	LDC 44	4.00	3.63	0.37	LDC 44	0.00	3.63	-3.63	LDC 44	0.00	3.63	-3.63	LDC 44	0.00	3.63	-3.63
LDC 45	226.00	126.26	119.74	LDC 45	40.00	17.71	22.29	LDC 45	123.50	53.13	70.37	LDC 45	46.50	17.71	28.79	LDC 45	16.00	17.71	-1.71	LDC 45	16.00	17.71	-1.71	LDC 45	16.00	17.71	-1.71
LDC 48	138.00	146.68	-8.68	LDC 48	28.00	24.43	1.35	LDC 48	81.00	73.34	7.66	LDC 48	26.00	24.43	1.35	LDC 48	0.00	24.43	-19.43	LDC 48	0.00	24.43	-19.43	LDC 48	0.00	24.43	-19.43
LDC 48 (short)	6.25	0.00	0.00	LDC 48 (short)	1.25	0.00	1.25	LDC 48 (short)	3.75	0.00	1.25	LDC 48 (short)	1.25	0.00	0.00	LDC 48 (short)	0.00	0.00	0.00	LDC 48 (short)	0.00	0.00	0.00	LDC 48 (short)	0.00	0.00	0.00
MGT HRS	0.00	0.00	0.00	MGT HRS	0.00	0.00	0.00	MGT HRS	0.00	0.00	0.00	MGT HRS	0.00	0.00	0.00	MGT HRS	0.00	0.00	0.00	MGT HRS	0.00	0.00	0.00	MGT HRS	0.00	0.00	0.00
Total	736.00	498.24	237.76	Total	156.00	83.04	72.96	Total	403.00	249.12	153.88	Total	128.00	83.04	44.96	Total	64.00	83.04	-19.04	Total	64.00	83.04	-19.04	Total	64.00	83.04	-19.04

- Kingman is also the Administrative Office for Chloride. The unit is entering volumes weekly in eFlash.

034440 KINGMAN PO - RMPO WORKSHEET							
FIN NBR	RMPO UNIT	DISTRICT	MPOO	UNIT LEVEL	EFFECTIVE FY	EFFECTIVE WEEK	EFFECTIVE DATE
031628	CHLORIDE PO	ARIZONA	2	4	2015	8	11/15/2014

<b>KINGMAN (034441) CSV WORKHOUR ANALYSIS</b>			
<b>FY 2015 YTD WK 1-28</b>	<b>ACTUAL</b>	<b>EARNED</b>	<b>VARIANCE</b>
LDC 43	7616	5959	1657
LDC 44	1074	612	462
LDC 45	6032	3355	2677
LDC 48	5216	3757	1459
<b>TOTAL WORK HOURS</b>	<b>20251</b>	<b>13786</b>	<b>6465</b>

<b>KINGMAN (034441) eFlash WORKHOUR ANALYSIS</b>			
<b>FY 2015 YTD WK 1-28</b>	<b>ACTUAL</b>	<b>EARNED</b>	<b>VARIANCE</b>
LDC 42	308	113	195
LDC 43	7504	6533	971
LDC 44	1055	678	377
LDC 45	5947	3645	2302
LDC 48	5080	4072	1008
<b>TOTAL WORK HOURS</b>	<b>20251</b>	<b>13785.51</b>	<b>5015</b>

**MAIL ARRIVAL PROFILE – DATE: 4/16/2015 – 4/17/2015**

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. Kingman has made attempts to contact and work with the Las Vegas Plant to have their IOP changed and committed, but has been unsuccessful. 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.

<b>KINGMAN APRIL 19TH, 2015</b>					
<b>ARRIVAL TIME</b>	<b>CONTAINER</b>	<b>TYPE</b>	<b>VOLUME</b>	<b>COMMENTS</b>	
<b>SCHEDULED   ACTUAL</b>	<b>TYPE</b>	<b>CONTAINER</b>	<b>VOLUME</b>		
<b>TRIP 1</b>					
	LAS VEGAS	SACKS	4.00	HASH - 4 MIN	
	LAS VEGAS	CAGE	0.50	HASH - 4 MIN	
	LAS VEGAS	CAGE	0.50	HASH - 6 MIN	
	LAS VEGAS	CAGE	0.25	HASH - 4 MIN	
	LAS VEGAS	HAMPER	0.25	HASH - 6 MIN	
	LAS VEGAS	CAGE	0.50	SCF 32" NO HASHING	
	LAS VEGAS	WIRE	1.00	KINGMAN	
	LAS VEGAS	WIRE	1.00	KINGMAN	
	LAS VEGAS	WIRE	1.00	KINGMAN	
	LAS VEGAS	WIRE	1.00	KINGMAN	
<b>TRIP 2</b>					
<b>2:50</b>		CAGE	0.50	MIXED RAW	
	FROM LAS VEGAS	WIRE	1.00	MIXED - SCF	
	FROM LAS VEGAS	WIRE	1.00	MIXED - SCF	
	FROM LAS VEGAS	WIRE	1.00	MIXED - SCF	
	FROM LAS VEGAS	WIRE	1.00	MIXED - SCF	
	FROM LAS VEGAS	CAGE	0.50	NLM	
	FROM LAS VEGAS	CAGE	1.00	NLM	
	FROM LAS VEGAS	CAGE	0.75	NLM	
	FROM LAS VEGAS	CAGE	0.75	NLM	
	FROM LAS VEGAS	CAGE	0.25	MIXED	
	FROM LAS VEGAS	CAGE	0.75	SCF	
	FROM LAS VEGAS	CAGE	1.00	DPS	
	FROM LAS VEGAS	CAGE	1.00	DPS	
	FROM LAS VEGAS	CAGE	0.50	DPS	
	FROM LAS VEGAS	CAGE	0.50	DPS	
	FROM LAS VEGAS	CAGE	0.75	DPS	
	FROM LAS VEGAS	CAGE	0.25	DPS	
	FROM LAS VEGAS	CAGE	0.75	DPS - SCF	
	FROM LAS VEGAS	WIRE	0.75	PRESORT	
	FROM LAS VEGAS	WIRE	0.50	PRESORT	
	FROM LAS VEGAS	PALLET	3FT	PERIODICALS	
	FROM LAS VEGAS	WESPAK	0.75	PRESORT	
<b>TRIP 3</b>					
<b>4:10</b>		HAMPER	MTE	TIMES x10	
	LAS VEGAS	CAGE	0.50	SCF	
	LAS VEGAS	CAGE	0.25	SCF	
	LAS VEGAS	CAGE	0.25	SCF	
	LAS VEGAS	CAGE	0.50	SCF	
	LAS VEGAS	CAGE	0.50	SCF	
	LAS VEGAS	CAGE	0.25	SCF	
	LAS VEGAS	WESPAK	0.50	SCF	
	LAS VEGAS	WESPAK	0.25	SCF	
<b>TRIP 4</b>					
<b>5:40</b>		CAGE	0.25	LETTERS	
	FROM LAS VEGAS	CAGE	0.25	LETTERS	
	FROM LAS VEGAS	WIRE	1.00	KINGMAN	
<b>TRIP 5</b>					

**Observation:** On both days of the review 4/16 – 4/17, all 6 clerks would stop their operations to receive the truck.

**Recommendation:** Limit the amount of clerks being disrupted by truck arrivals. Supervisor should be determining the clerks need to pull mail off the incoming trucks.

**Observation:** Clerks are starting at 2:00 a.m.; the first truck arrival is 3:00 a.m.

**Recommendation:** Clerks should start 15 minutes prior to the first truck arrival.

**Observation:** Kingman is not able to report any MAQ PAQ issues with the Las Vegas Plant; nor has the Las Vegas Plant verified any IOP changes due to OWC.

**Recommendation:** The Las Vegas Plant will need to set up MAQ PAQ and validate any IOP changes so Kingman can staff according to committed mail volumes.

KINGMAN APRIL 17TH, 2015					
ARRIVAL TIME		CONTAINER TYPE	TYPE CONTAINER	VOLUME	COMMENTS
SCHEDULED	ACTUAL				
2:50	2:56				TRIP 1
		LAS VEGAS P&DC	CAGE EXPRESS	0.50	KINGMAN
		LAS VEGAS P&DC	OCR PARCELS	1.00	KINGMAN
		LAS VEGAS P&DC	WIRE PARCEL/FLATS	0.75	SCF
		LAS VEGAS P&DC	WIRE PARCEL/FLATS	0.75	KINGMAN
		LAS VEGAS P&DC	WESPAK PARCEL/FLATS	0.75	KINGMAN
		LAS VEGAS P&DC	WIRE PARCEL/IPPS	1.00	KINGMAN
		LAS VEGAS P&DC	WIRE PARCEL/FLATS	0.33	SCF
		LAS VEGAS P&DC	WIRE PARCEL/IPPS	0.75	KINGMAN
		LAS VEGAS P&DC	WIRE PARCEL/FLATS	0.50	KINGMAN
		LAS VEGAS P&DC	WIRE PARCELS	1.00	KINGMAN
		LAS VEGAS P&DC	CAGE LETTERS	0.25	KINGMAN BOX SECTION
		LAS VEGAS P&DC	CAGE LETTERS	0.25	KINGMAN
		LAS VEGAS P&DC	CAGE LETTERS	0.25	K
		LAS VEGAS P&DC	CAGE DPS	0.75	SCF OFFICES
		LAS VEGAS P&DC	CAGE DPS	0.50	KINGMAN
		LAS VEGAS P&DC	CAGE DPS	0.50	KINGMAN
		LAS VEGAS P&DC	CAGE DPS	1.00	KINGMAN
		LAS VEGAS P&DC	CAGE DPS	1.00	KINGMAN
		LAS VEGAS P&DC	CAGE DPS	1.00	KINGMAN
		LAS VEGAS P&DC	CAGE DPS	1.00	KINGMAN
		LAS VEGAS P&DC	CAGE FLATS	1.00	NLM - KINGMAN
		LAS VEGAS P&DC	CAGE FLATS	1.00	NLM - KINGMAN
		LAS VEGAS P&DC	CAGE FLATS	1.00	NLM - KINGMAN
		LAS VEGAS P&DC	CAGE DPS	0.75	KINGMAN
		LAS VEGAS P&DC	CAGE FLATS	0.25	MIXED FLATS
					TRIP 2
4:10	4:19				
		PHX P&DC	CAGE EXPRESS	0.25	SCF
		PHX P&DC	CAGE TIRES	0.75	DT LAKE HAVASU
		PHX P&DC	CAGE PARCEL	1 PCS	DT LAKE HAVASU
		PHX P&DC	CAGE FLATS	0.50	RAW FLATS - SCF
		PHX P&DC	CAGE EXPRESS	0.50	SCF
		PHX P&DC	CAGE PARCELS	0.25	SCF
		PHX P&DC	WESPAK PARCELS	0.50	SCF
		PHX P&DC	WESPAK PARCELS	0.50	SCF
					TRIP 3
5:40	4:45				
		LAS VEGAS MPA	CAGE PARCELS	0.25	SCF
		LAS VEGAS MPA	WIRE PARCELS	1.00	KINGMAN
			OCR PARCELS	0.50	KINGMAN
			CAGE		DISPATCHED TO LAKE HAVASU
					TRIP 4
5:05	5:05				
		LAS VEGAS P&DC	WIRE PARCELS	1.00	KINGMAN
		LAS VEGAS P&DC	WIRE PARCELS	1.00	KINGMAN
					TRIP 5
8:10	7:30				
		LAS VEGAS P&DC	OCR PARCELS	0.50	KINGMAN
		LAS VEGAS P&DC	CAGE PARCELS	1.00	KINGMAN
		LAS VEGAS P&DC	CAGE PARCELS	0.50	KINGMAN
		LAS VEGAS P&DC	CAGE MIXED	0.25	KINGMAN
		LAS VEGAS P&DC	WIRE PARCELS	1.00	SCF
		LAS VEGAS P&DC	WIRE PARCELS	1.00	SCF
		LAS VEGAS P&DC	WIRE PARCELS	1.00	KINGMAN
		LAS VEGAS P&DC	WIRE PARCELS	0.25	SCF

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

KINGMAN PO  
TRANSPORTATION INFORMATION

For Friday April 17, 2015

Threshold: 15 Minutes (+/-)

ROUTE ID	TRIP ID	TRIP TYPE	FACILITY	DEPART		ARRIVE		DEPART		FACILITY	ARRIVE	
				SCHEDULED	ACTUAL	SCHEDULED	ACTUAL	SCHEDULED	ACTUAL		SCHEDULED	ACTUAL
890A3	13	UNKNOWN	✓ LAS VEGAS P&DC	00:30	00:28	KINGMAN PO	03:00	02:56				
895T4	7	UNKNOWN	✓ PHOENIX P&DC	00:50	00:33	KINGMAN PO	04:30	04:56				
890A3	17	UNKNOWN	✓ LAS VEGAS P&DC	02:15	02:16	KINGMAN PO	06:05	04:16	05:29	LR HAVASU CF AZ	06:45	
852T7	16	UNKNOWN	✓ LAS VEGAS MPA	03:00	02:41	KINGMAN PO	06:40	04:56	05:55	WEST VALLEY AZ P&DC	06:00	08:48
890CE	14	UNKNOWN	✓ ALBUQUERQUE ASB	03:30	03:30	KINGMAN PO	11:15	09:17	11:20	SOUTHERN CA RTC	13:40	13:53
852T7	12	UNKNOWN	✓ LAS VEGAS P&DC	06:30	02:23	KINGMAN PO	08:10	07:33	08:25	ORKEUP AZ	09:25	
852T7	11	UNKNOWN	✓ WIKIUP AZ	06:45		KINGMAN PO	09:45	10:12	10:05	LAS VEGAS P&DC	12:40	12:59
852T7	15	UNKNOWN	✓ WEST VALLEY AZ P&DC	10:40	10:13	KINGMAN PO	14:10	14:03	14:25	LAS VEGAS P&DC	17:00	16:16
890A3	24	UNKNOWN	✓ LR HAVASU CF AZ	12:30		KINGMAN PO	13:05	14:03	14:05	LAS VEGAS P&DC	16:50	15:51
890A3	16	UNKNOWN	✓ YUCCA AZ	16:40		KINGMAN PO	17:20	17:52	17:30	LAS VEGAS P&DC	20:10	20:36
890A3	14	UNKNOWN	✓			KINGMAN PO			16:00	LAS VEGAS P&DC	20:45	21:00
894T4	1	UNKNOWN	✓			KINGMAN PO			19:52	ORKEUP AZ	21:00	

**\*\*Transportation changed due to OWC - implemented on 3/09/2015\*\***

**KINGMAN PO  
TRANSPORTATION INFORMATION  
for Thursday March 5, 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
36414	2	UNKNOWN	PHOENIX P&DC	00:35	00:34	KINGMAN PO	04:30	04:45					
390A3	5	UNKNOWN	LAS VEGAS P&DC	01:15	01:12	KINGMAN PO	05:05	04:45	05:20		LK HAVASU CY AZ	06:45	
36211	8	UNKNOWN	LAS VEGAS MFA	02:00	01:56	KINGMAN PO	05:40	04:45	05:55		WEST VALLEY AZ P&DC	09:00	09:03
390A3	7	UNKNOWN	LAS VEGAS P&DC	23:30	23:24	KINGMAN PO	03:50	02:56					
980GE	14	UNKNOWN	ALBUQUERQUE ASF	03:30	03:30	KINGMAN PO	11:15	11:11	11:30		SOUTHERN CA STD	18:40	18:41
35211	4	UNKNOWN	LAS VEGAS P&DC	04:30	04:29	KINGMAN PO	08:10	07:34	08:25		WIKIEUP AZ	09:25	
35211	3	UNKNOWN	WIKIEUP AZ	05:45		KINGMAN PO	09:45	09:37	10:00		LAS VEGAS P&DC	11:40	11:03
35211	7	UNKNOWN	WEST VALLEY AZ P&DC	10:40	10:40	KINGMAN PO	14:10	14:18	14:25		LAS VEGAS P&DC	16:05	15:59
390A3	12	UNKNOWN	LK HAVASU CY AZ	12:30		KINGMAN PO	13:55	14:19	14:05		LAS VEGAS P&DC	15:55	15:21
390A3	4	UNKNOWN	TUCOA AZ	16:40		KINGMAN PO	17:20	18:52	18:00		LAS VEGAS P&DC	19:20	19:24
390A3	2	UNKNOWN				KINGMAN PO			19:50		LAS VEGAS P&DC	19:50	19:41
36414	1	UNKNOWN				KINGMAN PO			19:50		WIKIEUP AZ	21:00	

## LDC Integrity

**Observation:** Clerks are making moves from one operation to another timely and accurately, with a few exceptions (i.e., General Clerk is staying in operation 5580 during other operations). Proper clock rings are essential to generate accurate data to assist Operations / Finance reporting anomalies, work hours and overtime.

### APRIL 15<sup>TH</sup>, 2015 EMPLOYEE MOVES REPORT (TACS):

Week/Day	Fin	Organization	Emp ID	Last Name	FI	D/A	LDC	Work Hrs	OT Hrs	POT	Oper/LU	Description of Operation	To FN
<b>KINGMAN MAIN OFFICE / CARRIER ANNEX DISTRIBUTION / BOX / WINDOW SERVICES</b>													
20150925	34440	KINGMAN PO	3071928	REYES SR	T	110	4300	1.41	0	0	390	MANUAL LTRS SCF	34440
								<b>1.41</b>	<b>0</b>	<b>0</b>	<b>390 Total</b>		
20150925	34440	KINGMAN PO	3067291	HERNANDEZ	C	110	4300	0.88	0	0	780	MANUAL FLATS SCF	34440
								<b>0.88</b>	<b>0</b>	<b>0</b>	<b>780 Total</b>		
20150925	34440	KINGMAN PO	1421744	CHRISTAKOS	J	210	4300	2.25	0	0	790	DIS PARCELS	34440
20150925	34440	KINGMAN PO	3101307	BRIDGES	M	110	4300	2.53	0.96	0	790	DIS PARCELS	34440
20150925	34440	KINGMAN PO	3162447	FOSTER	S	210	4300	1.73	0	0	790	DIS PARCELS	34440
20150925	34440	KINGMAN PO	3221191	HERMAN	D	110	4300	0.5	0	0	790	DIS PARCELS	34440
20150925	34440	KINGMAN PO	3256979	HARRIS	M	215	4300	2.9	0	0	790	DIS PARCELS	34440
								<b>9.91</b>	<b>0.96</b>	<b>0</b>	<b>790 Total</b>		
20150925	34440	KINGMAN PO	3067291	HERNANDEZ	C	110	4300	1	0	0	1500	DIS LETTERS	34440
20150925	34440	KINGMAN PO	3071928	REYES SR	T	110	4300	1.34	0	0	1500	DIS LETTERS	34440
								<b>2.34</b>	<b>0</b>	<b>0</b>	<b>1500 Total</b>		
20150925	34440	KINGMAN PO	3067291	HERNANDEZ	C	110	4300	1.6	0	0	1700	DIS FLATS	34440
20150925	34440	KINGMAN PO	3071928	REYES SR	T	110	4300	1.8	0	0	1700	DIS FLATS	34440
								<b>3.4</b>	<b>0</b>	<b>0</b>	<b>1700 Total</b>		
20150925	34440	KINGMAN PO	1421744	CHRISTAKOS	J	210	4300	0.45	0	0	2410	DIS ALLIED	34440
20150925	34440	KINGMAN PO	3067291	HERNANDEZ	C	110	4300	4.52	0	0	2410	DIS ALLIED	34440
20150925	34440	KINGMAN PO	3071928	REYES SR	T	110	4300	3.45	0	0	2410	DIS ALLIED	34440
20150925	34440	KINGMAN PO	3101307	BRIDGES	M	110	4300	1.27	0	0	2410	DIS ALLIED	34440
20150925	34440	KINGMAN PO	3162447	FOSTER	S	210	4300	3.09	0	0	2410	DIS ALLIED	34440
20150925	34440	KINGMAN PO	3221191	HERMAN	D	110	4300	4.1	0	0	2410	DIS ALLIED	34440
20150925	34440	KINGMAN PO	3256979	HARRIS	M	215	4300	1.98	0	0	2410	DIS ALLIED	34440
								<b>18.86</b>	<b>1.72</b>	<b>0</b>	<b>2410 Total</b>		
20150925	34440	KINGMAN PO	3162447	FOSTER	S	210	4500	0.71	0	0	3520	LOBBY ASSISTANT	34440
20150925	34440	KINGMAN PO	3256979	HARRIS	M	215	4500	0.48	0	0	3520	LOBBY ASSISTANT	34440
								<b>1.19</b>	<b>0</b>	<b>0</b>	<b>3520 Total</b>		
20150925	34440	KINGMAN PO	3493294	WEED	R	134	2100	0.03	0	0	3540	STANDBY TIME	34440
								<b>0.03</b>	<b>0</b>	<b>0</b>	<b>3540 Total</b>		
20150925	34440	KINGMAN PO	2999759	ESKRIDGE	M	110	4500	8.8	1.74	0	3550	WINDOW SERVICES	34440
20150925	34440	KINGMAN PO	3004568	MARCRUM	L	110	4500	8.69	0.69	0	3550	WINDOW SERVICES	34440
20150925	34440	KINGMAN PO	3162447	FOSTER	S	210	4500	1.88	0	0	3550	WINDOW SERVICES	34440
20150925	34440	KINGMAN PO	3256979	HARRIS	M	215	4500	4.4	0	0	3550	WINDOW SERVICES	34440
20150925	34440	KINGMAN PO	3298610	NORTHCLIFF	M	110	4500	8.8	0.8	0	3550	WINDOW SERVICES	34440
20150925	34440	KINGMAN PO	3392383	FONCERRADA	A	210	4500	8.7	0.7	0	3550	WINDOW SERVICES	34440
								<b>39.27</b>	<b>3.93</b>	<b>0</b>	<b>3550 Total</b>		
20150925	34440	KINGMAN PO	2999759	ESKRIDGE	M	110	4800	2.96	0	0	5440	CAGE SERVICING CARRIER	34440
20150925	34440	KINGMAN PO	3221191	HERMAN	D	110	4800	3.4	0	0	5440	CAGE SERVICING CARRIER	34440
20150925	34440	KINGMAN PO	3230424	GATINEAU	J	110	4800	0.54	0	0	5440	CAGE SERVICING CARRIER	34440
20150925	34440	KINGMAN PO	3256979	HARRIS	M	215	4800	0.24	0	0	5440	CAGE SERVICING CARRIER	34440
								<b>7.14</b>	<b>0</b>	<b>0</b>	<b>5440 Total</b>		
20150925	34440	KINGMAN PO	3101307	BRIDGES	M	110	4800	3.66	0	0	5580	ADMIN	34440
20150925	34440	KINGMAN PO	3162447	FOSTER	S	210	4800	0.59	0	0	5580	ADMIN	34440
20150925	34440	KINGMAN PO	3230424	GATINEAU	J	110	4800	7.04	0	0	5580	ADMIN	34440
20150925	34440	KINGMAN PO	3374097	WITHEROW	J	110	4800	8	0	0	5580	ADMIN	34440
								<b>19.29</b>	<b>0</b>	<b>0</b>	<b>5580 Total</b>		
20150925	34440	KINGMAN PO	3175880	MEREDITH	D	110	4200	2.31	0	0	6490	BRM	34440
								<b>2.31</b>	<b>0</b>	<b>0</b>	<b>6490 Total</b>		
20150925	34440	KINGMAN PO	1421744	CHRISTAKOS	J	210	4400	1.3	0	0	7690	BOX WALLING MAIL	34440
20150925	34440	KINGMAN PO	3101307	BRIDGES	M	110	4400	2.49	0	0	7690	BOX WALLING MAIL	34440
								<b>3.79</b>	<b>0</b>	<b>0</b>	<b>7690 Total</b>		
20150925	34440	KINGMAN PO	3175880	MEREDITH	D	110	4800	5.49	0	0	7940	MISC MARK UP'S/ NOT CFS	34440
								<b>5.49</b>	<b>0</b>	<b>0</b>	<b>7940 Total</b>		
<b>KINGMAN TOTAL WORK HOURS</b>								<b>115.31</b>	<b>2.9</b>	<b>0</b>	<b>Grand Total</b>		



APRIL 16<sup>TH</sup>, 2015 EMPLOYEE MOVES REPORT (TACS):

Week/Day	Fin	Organization	Emp ID	Last Name	FI	D/A	LDC	Work Hrs	OT Hrs	POT	Oper/LU	Description of Operation	To FN
<b>KINGMAN MAIN OFFICE / CARRIER ANNEX DISTRIBUTION / BOX / WINDOW SERVICES</b>													
20150926	34440	KINGMAN PO	3096451	MARSYLA	J	110	4300	2.14	0	0	390	MANUAL LTRS SCF	34440
								<b>2.14</b>	<b>0</b>	<b>0</b>	<b>390 Total</b>		
20150926	34440	KINGMAN PO	3071928	REYES SR	T	110	4300	1	0	0	780	MANUAL FLATS SCF	34440
								<b>1</b>	<b>0</b>	<b>0</b>	<b>780 Total</b>		
20150926	34440	KINGMAN PO	3067291	HERNANDEZ	C	110	4300	2.71	0	0	790	DIS PARCELS	34440
20150926	34440	KINGMAN PO	3071928	REYES SR	T	110	4300	0.03	0	0	790	DIS PARCELS	34440
20150926	34440	KINGMAN PO	3101307	BRIDGES	M	110	4300	1.36	0	0	790	DIS PARCELS	34440
20150926	34440	KINGMAN PO	3162447	FOSTER	S	210	4300	1.43	0	0	790	DIS PARCELS	34440
20150926	34440	KINGMAN PO	3230424	GATINEAU	J	110	4300	0.67	0	0	790	DIS PARCELS	34440
20150926	34440	KINGMAN PO	3256979	HARRIS	M	210	4300	2.74	0	0	790	DIS PARCELS	34440
20150926	34440	KINGMAN PO	3489939	JONES	B	110	4300	0.85	0	0	790	DIS PARCELS	34440
								<b>9.79</b>	<b>0</b>	<b>0</b>	<b>790 Total</b>		
20150926	34440	KINGMAN PO	3096451	MARSYLA	J	110	4300	1.55	0	0	1500	DIS LETTERS	34440
								<b>1.55</b>	<b>0</b>	<b>0</b>	<b>1500 Total</b>		
20150926	34440	KINGMAN PO	3071928	REYES SR	T	110	4300	1.54	0	0	1700	DIS FLATS	34440
20150926	34440	KINGMAN PO	3489939	JONES	B	110	4300	1.22	0	0	1700	DIS FLATS	34440
								<b>2.76</b>	<b>0</b>	<b>0</b>	<b>1700 Total</b>		
20150926	34440	KINGMAN PO	3067291	HERNANDEZ	C	110	4300	5.29	0	0	2410	DIS ALLIED	34440
20150926	34440	KINGMAN PO	3071928	REYES SR	T	110	4300	5.43	0	0	2410	DIS ALLIED	34440
20150926	34440	KINGMAN PO	3096451	MARSYLA	J	110	4300	4.05	0	0	2410	DIS ALLIED	34440
20150926	34440	KINGMAN PO	3162447	FOSTER	S	210	4300	3.14	0	0	2410	DIS ALLIED	34440
20150926	34440	KINGMAN PO	3221191	HERMAN	D	110	4300	8	0	0	2410	DIS ALLIED	34440
20150926	34440	KINGMAN PO	3256979	HARRIS	M	210	4300	1.53	0	0	2410	DIS ALLIED	34440
20150926	34440	KINGMAN PO	3489939	JONES	B	110	4300	0.15	0	0	2410	DIS ALLIED	34440
								<b>27.59</b>	<b>0</b>	<b>0</b>	<b>2410 Total</b>		
20150926	34440	KINGMAN PO	3004568	MARCRUM	L	110	4500	8	0	0	3550	WINDOW SERVICES	34440
20150926	34440	KINGMAN PO	3246345	HOWARD	K	110	4500	8	0	0	3550	WINDOW SERVICES	34440
20150926	34440	KINGMAN PO	3256979	HARRIS	M	210	4500	3.73	0	0	3550	WINDOW SERVICES	34440
20150926	34440	KINGMAN PO	3392383	FONCERRADA	A	210	4500	8	0	0	3550	WINDOW SERVICES	34440
20150926	34440	KINGMAN PO	3489939	JONES	B	110	4500	6.51	0.3	0	3550	WINDOW SERVICES	34440
								<b>34.24</b>	<b>0.3</b>	<b>0</b>	<b>3550 Total</b>		
20150926	34440	KINGMAN PO	3096451	MARSYLA	J	110	4800	0.26	0	0	5420	INSURED, COD, CUSTOMS	34440
20150926	34440	KINGMAN PO	3489939	JONES	B	110	4800	0.07	0	0	5420	INSURED, COD, CUSTOMS	34440
								<b>0.33</b>	<b>0</b>	<b>0</b>	<b>5420 Total</b>		
20150926	34440	KINGMAN PO	3298610	NORTHCLIFF	M	110	4800	8	0	0	5440	CAGE SERVICING CARRIER	34440
								<b>8</b>	<b>0</b>	<b>0</b>	<b>5440 Total</b>		
20150926	34440	KINGMAN PO	2999759	ESKRIDGE	M	110	4800	8	0	0	5580	ADMIN	34440
20150926	34440	KINGMAN PO	3101307	BRIDGES	M	110	4800	3.9	0	0	5580	ADMIN	34440
20150926	34440	KINGMAN PO	3162447	FOSTER	S	210	4800	0.3	0	0	5580	ADMIN	34440
20150926	34440	KINGMAN PO	3230424	GATINEAU	J	110	4800	8.4	1.07	0	5580	ADMIN	34440
20150926	34440	KINGMAN PO	3374097	WITHEROW	J	110	4800	8	0	0	5580	ADMIN	34440
								<b>28.6</b>	<b>1.07</b>	<b>0</b>	<b>5580 Total</b>		
20150926	34440	KINGMAN PO	3409096	EASTER	M	110	4800	0.38	0	0	6310	MEETING TIME	34440
								<b>0.38</b>	<b>0</b>	<b>0</b>	<b>6310 Total</b>		
20150926	34440	KINGMAN PO	3175880	MEREDITH	D	110	4200	1.73	0	0	6490	BRM	34440
								<b>1.73</b>	<b>0</b>	<b>0</b>	<b>6490 Total</b>		
20150926	34440	KINGMAN PO	3101307	BRIDGES	M	110	4400	2.74	0	0	7690	BOX WALLING MAIL	34440
20150926	34440	KINGMAN PO	3162447	FOSTER	S	210	4400	1.26	0	0	7690	BOX WALLING MAIL	34440
								<b>4</b>	<b>0</b>	<b>0</b>	<b>7690 Total</b>		
20150926	34440	KINGMAN PO	3175880	MEREDITH	D	110	4800	4.21	0	0	7940	MISC MARK UP'S/ NOT CFS	34440
								<b>4.21</b>	<b>0</b>	<b>0</b>	<b>7940 Total</b>		
<b>KINGMAN TOTAL WORK HOURS</b>								<b>126.32</b>	<b>1.07</b>	<b>0</b>	<b>Grand Total</b>		

APRIL 16<sup>TH</sup>, 2015 EMPLOYEE MOVES REPORT (TACS):

Week/Day	Fin	Organization	Emp ID	Last Name	FI	D/A	LDC	Work Hrs	OT Hrs	POT	Oper/LU	Description of Operation	To FN
<b>KINGMAN MAIN OFFICE / CARRIER ANNEX DISTRIBUTION / BOX / WINDOW SERVICES</b>													
20150927	34440	KINGMAN PO	3236184	HAMMERLING	D	110	4300	2.33	0	0	390	MANUAL LTRS SCF	34440
20150927	34440	KINGMAN PO	3096451	MARSYLA	J	110	4300	2.05	0	0	780	MANUAL FLATS SCF	34440
								<b>2.05</b>	<b>0</b>	<b>0</b>	<b>780 Total</b>		
20150927	34440	KINGMAN PO	1421744	CHRISTAKOS	J	210	4300	1.83	0	0	790	DIS PARCELS	34440
20150927	34440	KINGMAN PO	3067291	HERNANDEZ	C	110	4300	2.28	0	0	790	DIS PARCELS	34440
20150927	34440	KINGMAN PO	3071928	REYES SR	T	110	4300	2.87	0	0	790	DIS PARCELS	34440
20150927	34440	KINGMAN PO	3101307	BRIDGES	M	110	4300	4.38	0	0	790	DIS PARCELS	34440
20150927	34440	KINGMAN PO	3207076	GIGLIO	S	110	4300	5.27	0	0	790	DIS PARCELS	34440
20150927	34440	KINGMAN PO	3256979	HARRIS	M	215	4300	1.1	0	0	790	DIS PARCELS	34440
20150927	34440	KINGMAN PO	3489939	JONES	B	110	4300	0.04	0	0	790	DIS PARCELS	34440
								<b>18.77</b>	<b>0</b>	<b>0</b>	<b>790 Total</b>		
20150927	34440	KINGMAN PO	3096451	MARSYLA	J	110	4300	1.58	0	0	1500	DIS LETTERS	34440
20150927	34440	KINGMAN PO	3236184	HAMMERLING	D	110	4300	1.68	0	0	1500	DIS LETTERS	34440
								<b>3.26</b>	<b>0</b>	<b>0</b>	<b>1500 Total</b>		
20150927	34440	KINGMAN PO	3067291	HERNANDEZ	C	110	4300	1.1	0	0	1700	DIS FLATS	34440
20150927	34440	KINGMAN PO	3096451	MARSYLA	J	110	4300	1.62	0	0	1700	DIS FLATS	34440
								<b>2.72</b>	<b>0</b>	<b>0</b>	<b>1700 Total</b>		
20150927	34440	KINGMAN PO	1421744	CHRISTAKOS	J	210	4300	1.11	0	0	2410	DIS ALLIED	34440
20150927	34440	KINGMAN PO	3067291	HERNANDEZ	C	110	4300	4.05	0	0	2410	DIS ALLIED	34440
20150927	34440	KINGMAN PO	3071928	REYES SR	T	110	4300	2.71	0	0	2410	DIS ALLIED	34440
20150927	34440	KINGMAN PO	3096451	MARSYLA	J	110	4300	2.75	0	0	2410	DIS ALLIED	34440
20150927	34440	KINGMAN PO	3207076	GIGLIO	S	110	4300	2.73	0	0	2410	DIS ALLIED	34440
20150927	34440	KINGMAN PO	3221191	HERMAN	D	110	4300	7.29	0	0	2410	DIS ALLIED	34440
20150927	34440	KINGMAN PO	3236184	HAMMERLING	D	110	4300	3.99	0	0	2410	DIS ALLIED	34440
20150927	34440	KINGMAN PO	3489939	JONES	B	110	4300	0.54	0	0	2410	DIS ALLIED	34440
								<b>25.17</b>	<b>0</b>	<b>0</b>	<b>2410 Total</b>		
20150927	34440	KINGMAN PO	1421744	CHRISTAKOS	J	210	4500	3.82	0.09	0	3550	WINDOW SERVICES	34440
20150927	34440	KINGMAN PO	3004568	MARCRUM	L	110	4500	1.11	0	0	3550	WINDOW SERVICES	34440
20150927	34440	KINGMAN PO	3256979	HARRIS	M	215	4500	7.57	0.09	0	3550	WINDOW SERVICES	34440
20150927	34440	KINGMAN PO	3392383	FONCERRADA	A	210	4500	8	0	0	3550	WINDOW SERVICES	34440
20150927	34440	KINGMAN PO	3489939	JONES	B	110	4500	7.16	1.44	0	3550	WINDOW SERVICES	34440
								<b>34.55</b>	<b>2.2</b>	<b>0</b>	<b>3550 Total</b>		
20150927	34440	KINGMAN PO	3489939	JONES	B	110	4800	0.14	0	0	5420	INSURED, COD, CUSTOMS	34440
								<b>0.14</b>	<b>0</b>	<b>0</b>	<b>5420 Total</b>		
20150927	34440	KINGMAN PO	1421744	CHRISTAKOS	J	210	4800	1.33	0	0	5440	CAGE SERVICING CARRIER	34440
20150927	34440	KINGMAN PO	2999759	ESKRIDGE	M	110	4800	3.44	0	0	5440	CAGE SERVICING CARRIER	34440
20150927	34440	KINGMAN PO	3230424	GATINEAU	J	110	4800	0.8	0	0	5440	CAGE SERVICING CARRIER	34440
								<b>5.57</b>	<b>0</b>	<b>0</b>	<b>5440 Total</b>		
20150927	34440	KINGMAN PO	2999759	ESKRIDGE	M	110	4800	5.07	0.82	0	5580	ADMIN	34440
20150927	34440	KINGMAN PO	3101307	BRIDGES	M	110	4800	0.62	0	0	5580	ADMIN	34440
20150927	34440	KINGMAN PO	3230424	GATINEAU	J	110	4800	8.14	0	0	5580	ADMIN	34440
20150927	34440	KINGMAN PO	3374097	WITHEROW	J	110	4800	8	0	0	5580	ADMIN	34440
								<b>19.83</b>	<b>0.82</b>	<b>0</b>	<b>5580 Total</b>		
20150927	34440	KINGMAN PO	3175880	MEREDITH	D	110	4200	1.01	0	0	6490	BRM	34440
								<b>1.01</b>	<b>0</b>	<b>0</b>	<b>6490 Total</b>		
20150927	34440	KINGMAN PO	3071928	REYES SR	T	110	4400	1.85	0	0	7690	BOX WALLING MAIL	34440
20150927	34440	KINGMAN PO	3101307	BRIDGES	M	110	4400	3	0	0	7690	BOX WALLING MAIL	34440
20150927	34440	KINGMAN PO	3489939	JONES	B	110	4400	0.56	0	0	7690	BOX WALLING MAIL	34440
								<b>5.41</b>	<b>0</b>	<b>0</b>	<b>7690 Total</b>		
20150927	34440	KINGMAN PO	3175880	MEREDITH	D	110	4800	6.99	0	0	7640	MISC MARK UP'S / NOT CFS	34440
								<b>6.99</b>	<b>0</b>	<b>0</b>	<b>7640 Total</b>		
<b>KINGMAN TOTAL WORK HOURS</b>								<b>127.8</b>	<b>2.71</b>	<b>0</b>	<b>Grand Total</b>		

CSAW 04/15/2015 THRU 4/17/2015:

Daily Earned to Actual Analysis TACS EBR																
LDC	Sat Earned	Sat TACS	Sun Earned	Sun TACS	Mon Earned	Mon TACS	Tues Earned	Tues TACS	Wed Earned	Wed TACS	Thur Earned	Thur TACS	Fri Earned	Fri TACS	Earned	PROJ TACS
41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
42	0.54	0.00	0.08	0.00	0.69	2.28	0.61	1.01	0.61	2.31	0.61	1.73	0.69	1.01	3.83	8.34
43	31.01	39.71	14.95	19.25	34.73	36.16	29.44	40.37	35.44	36.80	35.70	44.83	34.32	54.30	215.69	271.42
44	2.92	4.55	0.03	0.00	4.64	9.77	3.76	5.49	2.43	3.79	3.19	4.00	3.05	5.41	20.03	32.01
45	7.63	14.96	0.00	4.75	25.27	49.16	25.17	39.33	25.49	40.46	16.00	34.24	17.99	34.55	117.45	216.45
48	19.60	14.89	2.80	4.75	25.20	29.74	22.40	39.23	22.40	31.92	22.40	41.52	25.20	32.53	140.00	194.58
<b>Totals</b>	<b>61.71</b>	<b>74.11</b>	<b>17.86</b>	<b>28.75</b>	<b>90.53</b>	<b>125.11</b>	<b>81.38</b>	<b>125.43</b>	<b>86.37</b>	<b>115.28</b>	<b>77.89</b>	<b>126.32</b>	<b>81.15</b>	<b>127.80</b>	<b>497</b>	<b>723</b>
<b>Daily Variance</b>	<b>12.40</b>		<b>10.99</b>		<b>34.58</b>		<b>44.05</b>		<b>28.91</b>		<b>48.43</b>		<b>46.65</b>		<b>226</b>	
<b>Post Schedule</b>	<b>80.00</b>		<b>24.00</b>		<b>120.00</b>		<b>124.00</b>		<b>107.00</b>		<b>134.00</b>		<b>136.00</b>		<b>725.00</b>	
<b>Weekly Summary</b>	<b>LDC 41</b>	<b>LDC 42</b>	<b>LDC 43</b>	<b>LDC 44</b>	<b>LDC 45</b>	<b>LDC 48</b>	<b>TOTAL</b>						<b>Sick Leave</b>	<b>Over Time</b>	<b>Penalty OT</b>	
<b>Variance by LDC</b>	<b>0.00</b>	<b>4.61</b>	<b>55.83</b>	<b>11.98</b>	<b>99.00</b>	<b>54.58</b>	<b>225.91</b>						<b>43.54</b>	<b>23.23</b>	<b>0.00</b>	





Customer Services Adjusted Workload (CSAW) - 034440 (2015-28 PP 9-2 SAT)												
KINGMAN PO				Sat 04/11	Sun 04/12	Mon 04/13	Tues 04/14	Wed 04/15	Thur 04/16	Fri 04/17	Total	
Workload	Trend	Factors	Earned	Pro/Act	Pro/Act	Pro/Act	Pro/Act	Pro/Act	Pro/Act	Pro/Act	Pro/Act	
LDC 41 LTRS	0	0	0.00	Vol in pcs	0	0	0	0	0	0	0	
LDC 41 FLTS	0	0	0.00	Vol in pcs	0	0	0	0	0	0	0	
LDC 43 UDLT	20.05	6.47	3.10	Letters (ft)	20.58	2.00	25.92	19.42	12.92	20.17	14.67	115.58
LDC 43 UDFL	43.07	8.03	5.37	Flats (ft)	39.33	23.58	31.17	39.83	44.17	39.75	35.42	252.25
LDC 43 PAK	2,911	269	10.79	PP (pcs)	2434	1531	2373	2008	3354	2931	3397	18,028
LDC 43 Allied		16.68	16.68	Base	14.01	6.01	18.02	14.01	16.02	16.02	16.02	100
LDC 43 Total	63		35.94	Base	59	26	57	59	57	60	50	368
LDC 44 BVLM	0.97	5.18	0.19	Letters (ft)	0.75	0.08	1.00	0.83	1.00	1.00	0.42	5.08
LDC 44 BVLD	3,472	10.36	1.48	Ltrs (pcs)	3022	1	5711	2111	1944	6422	3253	22,364
LDC 44 BOXF	7.72	7.24	1.07	Fits (ft)	4.58	0.08	8.25	15.00	5.08	2.42	4.92	40.33
LDC 44 BVP	67	233.00	0.29	PP (pcs)	71	1	76	17	28	67	31	291
LDC 44 Total	24	6.64	3.61	Base	19	0	34	25	14	32	20	144
LDC 45 Trans	871	1.09	15.78	WOS	312	0	1,322	1,320	1,380	701	326	5,861
LDC 45 SSA	5.93	30.00	2.96	WOS	4.00	0.00	7.00	5.00	6.00	6.00	6.00	35.00
LDC 42		0.64		Base	0.54	0.08	0.69	0.61	0.61	0.61	0.69	3.83
LDC 48		23.33	23.33	Base	19.60	2.80	25.20	22.40	22.40	22.40	25.20	140.00

Daily Earned to Actual Analysis TACS EBR																
LDC	Sat Earned	Sat TACS	Sun Earned	Sun TACS	Mon Earned	Mon TACS	Tues Earned	Tues TACS	Wed Earned	Wed TACS	Thur Earned	Thur TACS	Fri Earned	Fri TACS	Earned	PROJ/ TACS
41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
42	0.54	0.00	0.06	0.00	0.69	2.28	0.61	1.01	0.61	2.31	0.61	1.73	0.69	1.01	3.83	8.34
43	31.01	39.71	14.95	19.25	34.73	36.15	29.44	40.37	35.99	36.80	34.98	44.83	35.33	54.30	216.43	271.42
44	2.92	4.55	0.03	0.00	4.64	8.77	3.76	5.49	2.36	3.79	4.10	4.00	2.83	5.41	20.65	32.01
45	7.63	14.95	0.00	4.75	25.27	48.16	25.17	39.33	25.49	40.46	16.00	34.24	17.89	34.55	117.45	216.45
48	19.60	14.89	2.80	4.75	25.20	29.74	22.40	39.23	22.40	31.92	22.40	41.52	25.20	32.53	140.00	194.58
<b>Totals</b>	<b>61.71</b>	<b>74.11</b>	<b>17.86</b>	<b>28.75</b>	<b>90.53</b>	<b>125.11</b>	<b>81.38</b>	<b>125.43</b>	<b>86.84</b>	<b>115.28</b>	<b>78.10</b>	<b>126.32</b>	<b>81.94</b>	<b>127.80</b>	<b>498</b>	<b>723</b>
Daily Variance	12.40		10.89		34.58		44.65		28.44		48.22		45.86		224	
Post Schedule	80.00		24.00		120.00		124.00		107.00		134.00		136.00		725.00	

Weekly Summary	LDC 41	LDC 42	LDC 43	LDC 44	LDC 45	LDC 48	TOTAL	Sick Leave	Over Time	Penalty OT
Variance by LDC	0.00	4.51	54.99	11.36	99.00	54.58	224.44	43.54	23.23	0.00

**Recommendation:** All employees must use correct clocking procedures to ensure that hours are recorded in the operation, local unit, finance type facility, and finance number where the work is performed. CSV and CSAW determine workload, throughput and productivity rates by Labor Distribution Code (LDC).

### 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	

KINGMAN PO - KINGMAN PO - LDC 42 EARNED WORKHOURS				
WORKLOAD ELEMENT	SOURCE	VALUE	CSV FACTOR S INCLUDES STB	BENCHMARK MINS / DAY
BRM/PD #ACCT.POSTED	AVERAGE DAILY	14	2.0367 Minutes ea. Daily avg.	28.51
BRM/PD AVG PIECES	AVERAGE DAILY	54	BRM/PD Pieces / 10.0666 = Minutes	5.36
FLEX TIME	APPROV MIN.	0.00	Actual Authorized Other Time	0.00
MERCHANDISE RETURN SVC	AVERAGE DAILY	1	1.4971 Minutes ea. Daily avg.	1.50
PARCEL RETURN SVC	AVERAGE DAILY	2	1.4971 Minutes ea. Daily avg.	2.99
<b>Period 09/27/2014 - 04/17/2015 (167 Data Days)</b>			<b>TOT. BENCHMARK MINUTES P/DAY</b>	<b>38.37</b>
<b>Report date 04/20/2015</b>			<b>TOT. LDC42 BENCHMARK HOURS</b>	<b>106.79</b>

Bold Lettering = District Level Editable Workload Elements

**Observation:** The BRM in Kingman currently has 8 accounts daily, 31 total, and averages 51 pieces per day; one Merchandise Return SVC.

**Recommendation:** Update LDC 42 BRM credit in the editor.

KINGMAN ARIZONA PO		LDC 42 EARNED WORKHOURS		
WORKLOAD ELEMENT	SOURCE	VALUE	CSV FACTORS INCLUDES STB	BENCHMARK MINS / DAY
BRM/PD #ACCT.POSTED	AVERAGE DAILY	31	2.0367 Minutes ea. Daily avg.	63.1377
BRM/PD AVG PIECES	AVERAGE DAILY	51	BRM/PD Pieces / 10.0666 = Minutes	5.066258717
FLEX TIME	APPROV MIN.	0	Actual Authorized Other Time	0
MERCHANDISE RETURN SVC	AVERAGE DAILY	1	1.4971 Minutes ea. Daily avg.	1.4971
PARCEL RETURN SVC	AVERAGE DAILY	2	1.4971 Minutes ea. Daily avg.	2.9942
Period 03/29/2014 - 04/04/2014 (6 Data Days)			TOT.BENCHMARK MINUTES P/DAY	72.69525872
Report date 04/08/2014			TOT.LDC42 BENCHMARK HOURS	1.211587645

## LDC 43 – DISTRIBUTION:

DISTRICT TEAMS VOLUME RECORDING 4/17/2015:

KINGMAN - DISTRIBUTION		CARRY OVER	TRIP 1	TRIP 2	TRIP 3	TRIP 4	TRIP 5	CURTAIL	TOTAL
April 17, 2015			3:00	4:10	5:40	5:05	7:30		
LETTERS - DPS RETURNS	IN PIECES	14"							14"
LETTERS - WORKING PREF	INCHES		83"						83"
LETTERS - WORKING STD	INCHES								
LETTERS - CFS RETURNS	INCHES								
LETTERS - MISTHROWS	INCHES								
TOTAL LETTERS IN INCHES	INCHES	14"	83"						97"
FLATS - WORKING PREF	INCHES	36"	74"	4"					114"
FLATS - WORKING PERIOD	INCHES			62"	20IPPS				62.25"
FLATS - WORKING STD	INCHES			81"					81"
FLATS - CFS RETURNS	INCHES								
FLATS - MISTRHOWS	INCHES								
TOTAL FLATS	INCHES	36"	74"	147"	.25"				257.25"

UNITS VOLUME RECORDING 4/17/2015:

KINGMAN - DISTRIBUTION		CARRY OVER	TRIP 1	TRIP 2	TRIP 3	TRIP 4	TRIP 5	CURTAIL	TOTAL
April 17, 2015			3:00	4:10	5:40	5:05	7:30		
LETTERS - DPS RETURNS	IN PIECES								
LETTERS - WORKING PREF	INCHES		123"	12"					135"
LETTERS - WORKING STD	INCHES								
LETTERS - CFS RETURNS	INCHES								
LETTERS - MISTHROWS	INCHES								
TOTAL LETTERS IN INCHES	INCHES		123"	12"					135"
FLATS - WORKING PREF	INCHES		242"	27"					269"
FLATS - WORKING PERIOD	INCHES								
FLATS - WORKING STD	INCHES								
FLATS - CFS RETURNS	INCHES								
FLATS - MISTRHOWS	INCHES								
TOTAL FLATS	INCHES		242"	27"					269"

UNIT RECORDED INTO CSAW:

FRI 04/17/2015 (034440) KINGMAN PO C.S.A.W. DAILY ENTRY FORM														
RECORD THE VOLUME OF LETTER AND FLAT MAIL IN INCHES RECEIVED BY TRIP OR ON-HAND FOR DISTRIBUTION BY THE UNIT. DO NOT INCLUDE CARRIER ROUTE PREDEST MAIL.														
UNIT	LTR PIECES LDC 41	FLT PIECES LDC 41	TOT LDC 41	Tot Pcs		HOURS		PRODUCTIVITY						
				ACTUAL	FACTOR	ACTUAL	FACTOR	ACTUAL	FACTOR					
	0	0	0	0	0.00	0	0.00	0	0					
	0	0	0	0	0.00	0	0.00	0	0					
	0	0	0	0	0.00	0	0.00	0	0					
UNIT	EDITABLE FIELD							TACS LDC 43 ->		54.30		PRODUCTIVITY		
	ON-HAND	TRIP 1	TRIP 2	TRIP 3	TRIP 4	TRIP 5	NEGATIVE ENTRY CARRY-OVER	TOT INCH	TOT FEET	TOT PCS	HOURS	ACTUAL	FACTOR	
UDLT INCHES LDC 43	0	55	73	30	13	0	0	176	14.57	3329	5.59	2.62	5.47	
UDFL INCHES LDC 43	0	28	214	152	31	0	0	425	35.42	4073	4.77	7.43	8.03	
PAK PIECES LDC 43	LDC 43PAK POPULATED FROM AAU SCANS: 3397									3397	18.77	180.98	269.00	
ALLIED LDC 43											25.17	25.17	16.68	
TOTAL LDC 43	0	83	292	182	44	0	0	601	50.09	10799	54.30			
UNIT								TACS LDC 44 ->		5.41		PRODUCTIVITY		
	ON-HAND	TRIP 1	TRIP 2	TRIP 3	TRIP 4	TRIP 5	NEGATIVE ENTRY CARRY-OVER	TOT INCH	TOT FEET	TOT PCS	HOURS	ACTUAL	FACTOR	
BVLM INCHES LDC 44	0	0	0	0	5	0	0	5	0.42	95	0.00	0.00	5.18	
BVLD PIECES LDC 44	0	3253	0	0	0	0	0	172	14.33	3253	0.00	0.00	10.36	
BVF INCHES LDC 44	0	29	30	0	0	0	0	59	4.92	565	0.00	0.00	7.24	
BVP PIECES LDC 44	0	31	0	0	0	0	0	31	0.00	0	0.00	0.00	233.00	
TOTAL LDC 44	0	201	30	0	5	0	0	236	19.67	3913	0.00	0.00	6.64	

**Observation:** Clerks are not recording mail correctly; on April 17<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". The same for April 16<sup>th</sup>,

**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.

C.S.A.W to eFlash Transmission Summary (4E 852) KINGMAN PO - KINGMAN PO 034440													
WEEK FY 2015 WK 29													
Summary	4/11/2015	4/12/2015	4/13/2015	4/14/2015	4/15/2015	CSAW EARNED	4/16/2015	CSAW EARNED	4/17/2015	CSAW EARNED	TOTAL		
UDLT LDC 43	4,672	454	5,883	4,408	2,932		4,578		3,329		26,256	Total Pieces	
UDFL LDC 43	4,408	2,712	3,584	4,581	5,079		4,571		4,073		29,008	Total Pieces	
PAK LDC 43	2,434	1,531	2,373	2,008	3,354		2,931		3,397		16,028	Total Pieces	
BVLM LDC 44	170	19	227	189	227		227		95		1,154	Total Pieces	
BVLD LDC 44	3,022	1	5,711	2,111	1,844		6,422		3,253		22,364	Total Pieces	
BOXF LDC 44	527	10	949	1,725	585		278		565		4,639	Total Pieces	
BVP LDC 44	71	1	76	17	28		67		31		291	Total Pieces	
Total LDC 43	39,71	19,25	36,16	40,37	36.8	86.84	44.83	34.09	64.3	86.33	271.42	Total Hours-TACS	
LDC 43 L	3.23	0.53	7.18	4.88	3.76	1.56	3.69	3.12	5.59	2.27	28.85	Total Hours-TACS	
LDC 43 F	4.96	3	3.05	4.68	4.28	8.5	3.76	6.96	4.77	4.84	28.5	Total Hours-TACS	
LDC 43 P	9.98	5.97	11.49	12.9	9.91	12.47	9.79	10.9	18.77	12.83	78.81	Total Hours-TACS	
LDC 43 A	21.54	9.75	14.44	17.91	19.69	18.69	27.69	18.69	25.17	16.68	135.26	Total Hours-TACS	
LDC 44 Total						2.98	4.1	4.1	2.83		13.02	Total Hours-TACS	
LDC 44 DPS						8.16	8.16	8.16	8.06		32.54	Total Hours-TACS	
LDC 44 L						9.78	9.78	9.78	1.38		20.9	Total Hours-TACS	
LDC 44 F						6.7	6.7	6.7	6.66		26.74	Total Hours-TACS	
LDC 44 P						11.2	11.2	11.2	11.1		45.7	Total Hours-TACS	
LDC 45						25.46	25.46	25.46	17.09		68.41	Total Hours-TACS	
LDC 48						22.4	22.4	22.4	26.2		91.0	Total Hours-TACS	
TACS / CSAW EARNED					115.28	86.84	126.32	78.1	127.8	81.94	WK EARN / ACTUAL	498	723
VARIANCE						26.54		48.22		45.96		224	Hours over earned

**Observation:** There is a "Daily Duties" assignment for each day by operation and each clerk is assigned to these duties by time. The clerks did not follow the chart completely and the supervisor did not verify the clerks were completing the tasks that were assigned. (See below - "Daily Duties" April 16<sup>th</sup>, 2015)

**Recommendation:** It is a great idea to have an assignment for the duties in the office; however, the supervisor must ensure these duties have been completed each day.

ORIGINITIES	DATE	NAME	NAME	NAME	NAME	NAME
0200	0400	Mail Preparation				
0200	Daily Verification of Dis. Log (Check BL/DL and initial form)	Debbie				
0200	Belt Work (Cages, SCF etc.) Pull Daily Miner from drop	Debbie	Carrie	Tom	June	
0200	SCF Flats	Tom				
0200	SCF Letters	June				
0200	Empty Equipment	June	Tom			
0200	Set up Hampers for Parcel Area	Debbie				
0300	Unload Truck - SCAN BARCODE ON TRUCK	ALL				
0300	Clear UBBM from City and HCR Cases	Carrie	Debbie			
0400	Reg. Keys SCR, X-Press, Cart HCR City (0825)	Debbie				
0400	Take over hold mail carts to City Carriers	Tom				
0400	Unload Trucks - SCAN BARCODE ON TRUCK	ALL				
0430	Truck Belt Work	Carrie	Meddie	Suzanne	Debbie	
0430	Truck - Pull Down Belt (Clean up Sacks, Pallets, Cages, etc)	Carrie	Meddie			
0430	Sacks/Revised Letters - PHX Truck	Debbie				
0500	SCF & Box Flats-Unrevised Letters-LV Truck	Debbie				
0500	Stage DPS mail	Meddie				
0500	Work Local Flats/After SCF Flats	Tom	Bridget			
0500	Distribute Local Flats to City and HCR routes (NLM)	Carrie				
0500	Work Distribute Pre-Sort Flats	Suzanne				
0515	Unload Truck - SCAN BARCODE ON TRUCK	ALL				
0600	Work SCF/Local Letters - 0300 Truck at Phoenix	June	Debbie			
0640	Pull down LVCT Trucks & Dry Unit w/Yucca on Mon-Fri	June				
0640	Pull down EPIC w/medies	June				
0640	Pull down Be Bushead City truck	June				
0700	Pull down Dolan/Preach/Supa - DIT w/Dolan on Sat	June				
0700	Pull down and Distribute Local Letters - 0830 cutoff - Neilman	June	Debbie			
0700	Pull down and Distribute Hold Outs - Sack & Box section 0830 cut	June				
0800	Work Local PP's Show excess equipment on PHX truck	Carrie	Meddie	Suzanne		
0730	Box Section	Maureen				
0745	Dispatch/Off Load Truck (Tag Cages/Pull Collection Boxes)	Bridget				
0815	Off Load Truck scan dock dispatch barcode	ALL				
0830	Dispatch Mohave County Mail	June				
0830	Open up Window Operations/Take Scanner to Window	Linda	Bridget	Suzanne	Meddie	
0830	Write up Box Parcels and Cert's Scan with Post Scanner	Suzanne				
0830	Hot Check/Toys off Scan Hot Case Bar Code	Tom				
0830	Dispatch CR Load Truck	June				
1000	Web Moves/Open and Distribute Ready Post	Carrie				
1030	Stage hold mail carts at window area (711 SHF-Mail Room)	Keth				
0900	Mail Preparation/Next Day					
0900	Set-up Belt Work/Bulk Mail Sacks/Work Bulk Mail	ALL				
0900	Next Day 3000 Letters	June				
0900	Work SCF Flats					
0900	Work Local Flats					
0900	UBBM	June	Tom	Debbie		
0900	Loop Mail	Tom				
0900	Station Delivery/Grades/Stamp by Mail/Box Repts	Suzanne				
0900	Station PMS (Post Office)	Carrie				
0900	Scan Parcels/Measure Sack and Dolan Box Parcels	David	Maureen		Jeff	
0900	Set Up Belt for For First Class/Work Belt	ALL				
0900	Stock Ready Post Products and Forms in Lobby and APC	Bridget				
0900	Business Reply Mail / End of Day Close Out	David				

**Distribution Up Time Report by Facility ZIP Code**

Area: WESTERN  
District: ARIZONA

Date Range: 04/16/2015 - 04/16/2015

Date	ZIP Code	Location	Sub Type	Sched UpTime	Actual UpTime	Variance	Status
04/16/2015	86401	KINGMAN	APC	09:00	08:49	-00:11	On Time

**Distribution Up Time Report by Facility ZIP Code**

Area: WESTERN  
District: ARIZONA

Date Range: 04/17/2015 - 04/17/2015

Date	ZIP Code	Location	Sub Type	Sched UpTime	Actual UpTime	Variance	Status
04/17/2015	86401	KINGMAN	APC	09:00	08:55	-00:55	Early

**Observation:** On 4/16/2015, clerks are removing tags from empty equipment upon arrival 2:00 a.m., which the carriers are responsible to remove the tags from their empty equipment. This clerk took trays off pallets and was organizing the MTE. This clerk re-arranging hampers in the parcel area. At 2:00 a.m. to 2:40 a.m., Carrier performed an unscheduled collection pull and started round dating tax returns from the previous evening of 4/15/2015 Tax Day. At 2:17 a.m., Debbie leaves the workroom floor to make some coffee. Carrie is collecting UBBM at 2:40 a.m. to 2:49 a.m. On hand mail (19" flats; ¼ APC parcels; 1 hamper of parcels; 2 nutting trucks full of parcels; 4 wire containers were available to work. **Recommendation:** Clerks are performing unnecessary work – time wasting practices.

**Observation:** Clerks are using the conveyer belt to work local mail. Once mail is sent on the conveyer belt down to the clerks to place into the SCF hampers, the clerks are taking the IPPs through this process and then taking them to the hot case in which this is double handling the IPPs.

**Recommendation:** Performing unnecessary work – time wasting practice, eliminate, finalize on 1<sup>st</sup> handling.

**Observation:** On 4/16/2015 Clerks were observed working presort flats for Kingman as SCF mail; same as raw flats and letters (container #1 WesPac 3:40 – 3:56 = 11 min; container #2 Wire 3:56 – 4:00 = 4 min). Another clerk double handled presort bundles into the roundhouse. The total minutes recorded for double handling the mail is 71 minutes.

**Recommendation:** The morning supervisor must direct clerks to perform critical duties of getting all mail worked and sorted to SCF offices, and all distribution local mail to the carriers. Supervisors must ensure clerks are not performing unnecessary work – time wasting practice, eliminate, finalize on 1<sup>st</sup> handling.

**Observation:** On 4/16/2015, a clerk was observed triple handling flats and IPPs. A linear measurement of IPPs were taken and recorded by the clerk. June counted IPPs as letters then the carrier supervisor recorded as linear letter volume. IPPs are individual flat pieces and must be recorded as flat volume.

**Recommendation:** The office must be familiar with the PO – 610 Management's Instruction on Recording Volume: [F4 Volume Recording - MI PO-610-2009-1.pdf](#)

[http://western1.fws.usps.gov/sites/westernarea/Delivery%20Programs/Shared%20Documents/Dean%20OZ/F4%20Volume%20Recording\\_MI%20PO-610-2009-1.pdf](http://western1.fws.usps.gov/sites/westernarea/Delivery%20Programs/Shared%20Documents/Dean%20OZ/F4%20Volume%20Recording_MI%20PO-610-2009-1.pdf)

**Observation:** On 4/16/2015, a clerk was observed in the parcel area finalizing one parcel at a time. Another clerk was observed taking Box parcels and IPPs out of one cage and putting them into another cage.

**Recommendation:** Clerks are performing unnecessary work – time wasting practice, eliminate, finalize on 1<sup>st</sup> handling.

**Observation:** On 4/16/2015, Meddie and Carrie were observed handling one parcel at a time and using both hands for each parcel/IPP and verifying each address even though they were using the PASS machine.

**Recommendation:** Clerks are performing unnecessary work – time wasting practice, the clerk expectation is 336 per hour, the clerk will not meet productivity handling one piece at a time and verifying each address. The clerks must be instructed to cease this time wasting practice.

**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 is not a supervisor on the floor to instruct clerks what to do while waiting for the next 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:** JJ is the General Clerk in this office who answers the phone and completes general duties in the office. JJ was observed throwing parcels on 4/16/2015 from 8:05 a.m. to 8:37 a.m. JJ went into the back office and was requested to conduct a Desk Audit (LDC 45 Critical Entry). See below:

LDC 48 ONLY Form for Desk Audit

OFFICE Kingman (General Clerk) ZIP 86401  
 DAY Thursday POSITION Position DATE 4-16-15  
 NAME Juanita Cardneau

TIME	ACTIVITY (minimum every 15 minutes)	PHONE (daily marks)
8:45	Break	
9:00	Phones	III
9:15	Mail (PM) <sup>at address verification (incoming)</sup> & misc	
9:30	Phones	III
9:45	Computer Login / e-mails (20')	
10:00	Phones	III
10:15	Break	
10:30	Phones	III
10:45	out Dept CPUs - paper & cd notices	
11:00	Phones	III
11:15	Unit Review Audit	
11:30	Phones	III
11:45	Lunch	
12:00	Phones	III
12:15	emails (20') / OCA issue	
12:30	Address Verifications (outgoing) 44	
12:45	Terminal Audit (PO) correct in the / unit sheet	
1:00	Phones	III
1:15	POS Helpdesk - trouble shoot order counter	III
1:30	Phones	III
1:45	CPU Supplies / packaging mail	
2:00	Phones	III
2:15	CPU Violation letters (orig / Dist Retail)	
2:30	Break	

\* All phones are at least 15 min or more increments while doing other jobs

LDC 48 ONLY Form for Desk Audit

OFFICE Kingman ZIP 86401  
 DAY Thursday DATE 4-16-15  
 NAME Juanita Cardneau

TIME	ACTIVITY (minimum every 15 minutes)	PHONE (daily marks)
3:00	eBuy order (cust supp / office supp)	
3:15	Phones	III
3:30	Phone Audit Cust OCA issue	
3:45	Retail Audit	

**Recommendation:** Kingman is not funded to have a Function 4 General Clerk position. This employee performs numerous duties with no supervision. This job needs to be abolished / modified when the City restructures their jobs.

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	6.47	6.47	4.13	-2.35	63.76%
LDC 43 Dist Vol Flts FPH	8.03	8.03	7.80	-0.23	97.16%
LDC 43 Dist PP/Sprs PPH	270	270	199	-71	73.70%
LDC 43 Allied Hrs per day	16.75	16.68	20.93	4.25	79.70%
LDC 44 Box L&F FPH	5.22	6.65	3.80	-2.85	57.17%
LDC 45 Min. per Trans	1.28	1.34	2.48	1.14	54.00%
LDC 45 Trans per 1412	156.06	225.39	152.09	73.30	67.48%

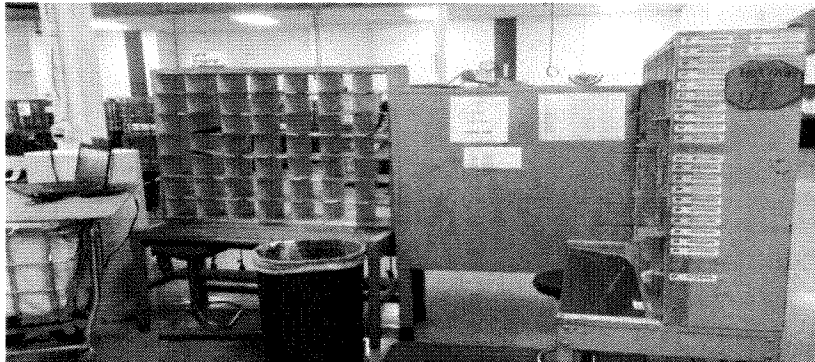
**Observation:** Kingman is not making their productivities with letters / flats / allied duties / box / minutes per transactions / transactions per 1412. The only productivity analysis this office is making is their parcel / Sprs-IPPs per hour.

**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.

**Observation:** Clerks are distributing carrier hot case mail directly to each route. The District City Carrier Flow Chart indicates Line 15 #4 states, "Return to the office pull hot case mail and proceed directly to your case."

**Recommendation:** Have the clerks cease doing carrier duties to eliminate time wasting practices.

**Observation:** The letter hot case mail has the scans on the side of the (see below). The barcodes are to be placed inside to verify the carrier has pulled their mail and placed the hot case card to inform the clerk they have left to the street.



**Recommendation:** Have the clerks cease doing carrier duties to eliminate time wasting practices.



# LDC 43 – DISTRIBUTION SCF OPERATIONS:

AFTER REVIEW HAS BEEN CONDUCTED AND ENTERED:

<b>(034440) KINGMAN PO - TIER 1 EARNED WORKHOURS</b>				
<b>TIER 1 ENVIRONMENT</b>				
WORKLOAD ELEMENT	Yes/No		WORKLOAD ELEMENT	Yes/No
Dock Transfer AM	Yes		Manual Distribution Letters	Yes
Dock Transfer PM	Yes		Manual Distribution Flats	Yes
Hashing AM	Yes		Manual Distribution PP/SPR	Yes
Hashing PM	Yes			
<b>Total Downstream Offices</b>	12		<b>Downstream PO Box Dels</b>	9.683
Downstream PO Box Routes	19		Downstream City Dels	36.229
Downstream City Routes	32		Downstream HCR Dels	13.407
Downstream HCR Routes	27		Downstream Rural Dels	22.779
Downstream Rural Routes	27		<b>Total Downstream Dels</b>	82.098
<b>Total Downstream Routes</b>	105			
<b>TIER 1 WORKLOAD - DOCK, ADMIN AND ALLIED</b>				
WORKLOAD ELEMENT	SOURCE	VALUE	AWPS FACTORS	BENCHMARK MINS/DAY
Dock Transfer AM	AMS	82.10	2.9450 min per 1000 Dels	241.78
Dock Transfer PM	AMS	82.10	2.9450 min per 1000 Dels	241.78
Tier 1 Allied Distribution	DS Offices	12	7.2400 Per DS Office	86.88
Scan Where You Band	Site Review	0	0.2680 min per Scan	0.00
HCR Seals	Site Review	7	5.3600 min per Seal	37.52
Registers	Site Review	7	1.0729 min per Register	7.51
Pouch Setup and Labeling	Site Review	4	1.6093 min per Pouch	6.44
LDC 43 Tier 1 Other Time	Site Review	0.00	Actual + (STB Factor 0.0729)	0.00
LDC 48 Tier 1 Other Time	Site Review	0.00	Actual + (STB Factor 0.0729)	0.00
<b>TIER 1 WORKLOAD - HASHING DETAIL</b>				
WORKLOAD ELEMENT	SOURCE	VALUE	MINUTES/CONTAINER	BENCHMARK MINS/DAY
Daily AM Hashing Containers	Site Review	8	11.00	88.00
Daily PM Hashing Containers	Site Review	8	8.00	64.00
<b>Total Tier 1 LDC 43</b>				416.66
<b>Total Tier 1 LDC 48</b>				357.25
<b>Total Tier 1 Minutes Per Day</b>				773.91
<b>Total Tier 1 Hours Per Day</b>				12.90

AFTER REVIEW HAS BEEN CONDUCTED AND ENTERED:

<b>KINGMAN ARIZONA PO</b>				
<b>TIER 1 EARNED WORKHOURS</b>				
<b>TIER 1 ENVIRONMENT</b>				
WORKLOAD ELEMENT	Yes/No		WORKLOAD ELEMENT	Yes/No
Dock Transfer AM	Yes		Manual Distribution Letters	Yes
Dock Transfer PM	Yes		Manual Distribution Flats	Yes
Hashing AM	Yes		Manual Distribution PP/SPR	Yes
Hashing PM	Yes			
<b>Total Downstream Offices</b>	12		<b>Downstream PO Box Dels</b>	9.683
Downstream PO Box Routes	19		Downstream City Dels	36.229
Downstream City Routes	32		Downstream HCR Dels	13.407
Downstream HCR Routes	27		Downstream Rural Dels	22.779
Downstream Rural Routes	27		<b>Total Downstream Dels</b>	82.098
<b>Total Downstream Routes</b>	105			
<b>TIER 1 WORKLOAD - DOCK, ADMIN AND ALLIED</b>				
WORKLOAD ELEMENT	SOURCE	VALUE	AWPS FACTORS	BENCHMARK MINS/DAY
Dock Transfer AM	AMS	82.10	2.9450 min per 1000 Dels	241.78
Dock Transfer PM	AMS	82.10	2.9450 min per 1000 Dels	241.78
Tier 1 Allied Distribution	DS Offices	12	7.2400 Per DS Office	86.88
Scan Where You Band	Site Review	0	0.2680 min per Scan	0.00
HCR Seals	Site Review	1	5.3600 min per Seal	5.36
Registers	Site Review	13	1.0729 min per Register	13.95
Pouch Setup and Labeling	Site Review	12	1.6093 min per Pouch	19.31
LDC 43 Tier 1 Other Time	Site Review	0	Actual + (STB Factor 0.0729)	0.00
LDC 48 Tier 1 Other Time	Site Review	0	Actual + (STB Factor 0.0729)	0.00
<b>TIER 1 WORKLOAD - HASHING DETAIL</b>				
WORKLOAD ELEMENT	SOURCE	VALUE	MINUTES/CONTAINER	BENCHMARK MINS/DAY
Daily AM Hashing Containers	Site Review	18	7.41	133.38
Daily PM Hashing Containers	Site Review	6	5	30.00
<b>Total Tier 1 LDC 43</b>				703.82
<b>Total Tier 1 LDC 48</b>				68.62
<b>Total Tier 1 Minutes Per Day</b>				772.44
<b>Total Tier 1 Hours Per Day</b>				12.87
<b>TIER 1 WORKLOAD - CSV HUB OTHER TIME</b>				
Average Total Minutes Daily Hub LDC 43 Other Time:				0.00
Hub LDC 43 Other Time Comment (required)				
Average Total Minutes Daily Hub LDC 48 Other Time:				0.00
Hub LDC 43 Other Time Comment (required)				



KINGMAN ARIZONA PO								
Day of Week	AM				PM			
	Daily # of AM Downstream Rolling Stock Containers Received from Plant	Daily # of AM Dock Transferred Rolling Stock Containers Dispatched to Downstream Offices	Daily # of AM Downstream Rolling Stock Containers Hashed	Avg. Minutes per container used for Hashing AM Downstream Rolling Stock Containers	Daily # of PM Downstream Rolling Stock Containers Received from Downstream Offices	Daily # of PM Dock Transferred Rolling Stock Containers Dispatched to parent Plant	Daily # of PM Downstream Rolling Stock Containers Hashed	Avg. Minutes per container used for Hashing PM Rolling Stock Containers to parent Plant
Saturday								
Monday								
Tuesday								
Wednesday								
Thursday	25	0	25	8.16666667	6	0	0	5
Friday	12	0	12	6.652173913				
Saturday								
Monday								
Tuesday								
Wednesday								
Thursday								
Friday								

Changes to SCF/HUB editor for Hashing require twelve (12) days of data for containers

**Daily # of AM Downstream Rolling Stock Containers Received from Plant**  
This is the total number of rolling stock containers (am) which are received from the parent Plant.

**Daily # of AM Dock Transferred Rolling Stock Containers Dispatched to Downstream Offices**  
This is the total number of rolling stock containers (am) which are strictly dock transferred for dispatch to downstream child offices.

**Daily # of AM Downstream Rolling Stock Containers Hashed**  
(LOCKED CELL) This is the difference between Containers Received and Containers Dock transferred, making the assumption these containers were Hashed.

**Avg. Minutes per container used for Hashing AM Downstream Rolling Stock Containers**  
This is the average minutes used to hash a rolling stock container (am) which is subsequently dispatched to a downstream child office.

**Daily # of PM Downstream Rolling Stock Containers Received from Downstream Offices**  
This is the total number of rolling stock containers (pm) which are received from the downstream offices at the HUB site.

**Daily # of PM Dock Transferred Rolling Stock Containers Dispatched to parent Plant**  
This is the total number of rolling stock containers (pm) which are strictly dock transferred for dispatch from HUB site to mail processing facilities.

**Daily # of PM Downstream Rolling Stock Containers Hashed**  
(LOCKED CELL) This is the difference between Containers Received and Containers Dock transferred, making the assumption these containers were Hashed.

**Avg. Minutes per container used for Hashing PM Rolling Stock Containers to parent Plant**  
This is the average minutes used to hash (consolidate) a rolling stock container (pm) which is subsequently dispatched from HUB site to mail processing facilities.

**UNITS VOLUME RECORDING OF SCF LETTER / FLAT VOLUME 4/16/2015:**

KINGMAN - DISTRIBUTION		CARRY OVER	TRIP 1 3:00	TRIP 2 4:10	TRIP 3 5:40	TRIP 4 5:05	TRIP 5 7:30	CURTAIL	TOTAL
April 16, 2015									
LETTERS - DPS RETURNS	IN PIECES								
LETTERS - WORKING PREF	INCHES		44"	54"					98"
LETTERS - WORKING STD	INCHES								
LETTERS - CFS RETURNS	INCHES								
LETTERS - MISTRHOWS	INCHES								
<b>TOTAL LETTERS IN INCHES</b>	<b>INCHES</b>		<b>44"</b>	<b>54"</b>					<b>98"</b>
FLATS - WORKING PREF	INCHES		123"	67"					190"
FLATS - WORKING PERIOD	INCHES								
FLATS - WORKING STD	INCHES								
FLATS - CFS RETURNS	INCHES								
FLATS - MISTRHOWS	INCHES								
<b>TOTAL FLATS IN INCHES</b>	<b>INCHES</b>		<b>123"</b>	<b>67"</b>					<b>190"</b>

**Observation:** The conveyer belt is creating double handling of the mail for the Kingman office and for the SCF downstream offices.

**Recommendation:** Take out the conveyer belt.



**LDC 44 – BOX SECTION:**

**Observation:** Clerks in the box section are not demonstrating productivity rates/factors in CSV; Earning 6.65ft per hr. – Actually 3.80ft per hr. (57.17% achieved).

**Box Up Time Report by Facility ZIP Code**

Area: WESTERN  
District: ARIZONA

Date Range: 04/16/2015 - 04/16/2015

Date	ZIP Code	Location	Sub Type	Sched UpTime	Actual UpTime	Variance	Status
04/16/2015	86401	KINGMAN	APO	10:30	10:23	-00:07	On Time

**Box Up Time Report by Facility ZIP Code**

Area: WESTERN  
District: ARIZONA

Date Range: 04/17/2015 - 04/17/2015

Date	ZIP Code	Location	Sub Type	Sched UpTime	Actual UpTime	Variance	Status
04/17/2015	86401	KINGMAN	APO	10:30	14:06	+03:36	Late

**Recommendation:** Clerks must demonstrate expected productivities; supervisors must communicate the expectation to achieve efficiencies. This is demonstrated through CSAW once the Box volumes have been received and entered. Supervisors must set the Box Section expectations; utilize CSAW to calculate the Ft. per Hr. / Factor = Time allotted in the Box Section.

**FUNCTION 4 TEAM RECORDED VOLUME IN BOX SECTION ON 4/16/2015:**

WALLING BOX MAIL LDC 44 OPERATION 7690									
DPS	INCHES								
MANUAL BOX LETTERS WALLED	INCHES								
TOTAL LETTERS WALLED	INCHES					11"			
EOR FLATS	INCHES								
MANUAL BOX FLATS WALLED	INCHES					24"			
TOTAL FLATS WALLED	INCHES								
TOTAL PARCEL / SPR	PIECES		73						

**UNIT RECORDED VOLUME IN BOX SECTION ON 4/16/2015:**

WALLING BOX MAIL LDC 44 OPERATION 7690									
DPS	INCHES								
MANUAL BOX LETTERS WALLED	INCHES								
TOTAL LETTERS WALLED	INCHES					12"			12"
EOR FLATS	INCHES								
MANUAL BOX FLATS WALLED	INCHES		25"			41"			66"
TOTAL FLATS WALLED	INCHES								
TOTAL PARCEL / SPR	PIECES		67						67PCS

MANAGEMENT RECORDED VOLUME IN CSAW FOR BOX SECTION ON 4/16/2015:

THU 04/16/2015 (034440) KINGMAN PO - C.S.A.W. DAILY ENTRY FORM																								
RECORD THE NUMBER OF LETTERS AND MAIL PIECES RECEIVED BY THIS UNIT OR UNIT FOR DISTRIBUTION BY THE UNIT. THIS TABLE INCLUDES LARGER QUOTE PROFILES AND																								
												TOT Pcs	HOURS	ACTIVITY	FACTOR									
LTL PAGES LDC 43												0	0.00	0	0									
FLT PAGES LDC 43												0	0.00	0	0									
TOT LDC 43												0	0.00											
<div style="text-align: right;">TACS LDC 43 → 44.83</div> <div style="text-align: right;">PRODUCTIVITY</div>																								
UNIT	ON HAND	TTRP 1	TTRP 2	TTRP 3	TTRP 4	TTRP 5	PERCENTAGE ENTRY CAPACITY	TOT ENCL	TOT FREE	TOT Pcs	HOURS	ACTING	FACTOR											
LDLY INCHES LDC 43	0	23	100	125	0	0	0	248	20 67	4691	3.00	5.60	6.47											
LDFL INCHES LDC 43	0	67	181	42	248	0	0	538	44 83	3156	3.76	11.92	8.03											
PAK PAGES LDC 43 LDC 43PK POPULATED FROM AAU SCANS: 2831												2831	0.79	259.59	259.00									
ALERTS LDC 43													27.59	27.59	16.68									
TOTAL LDC 43												0	90	281	187	248	0	0	786	65 90	12778	44.83		
<div style="text-align: right;">TACS LDC 44 → 4.00</div>																								
BVLM INCHES LDC 44	0	0	0	1	11	0	0	12	1 00	227	0.50	2.00	5.18											
BVLD INCHES LDC 44	0	0	0	0	3612	0	0	150	13 27	3612	1.75	7.58	10.96											
BVXF INCHES LDC 44	0	0	0	25	41	0	0	86	5 50	632	0.75	7.33	7.74											
BVP INCHES LDC 44	0	0	0	0	92	0	0			92	1.00	92.00	233.00											
TOTAL LDC 44												0	0	0	26	211	0	0	237	19 77	3871	4.00	4.94	6.64

**Observation:** The box clerk was called out of the box section at 6:47 a.m. to scan (with IMD) parcels only, she does not distribute the parcels. PM explained the box clerk does this to get the parcels scanned by 7:30 a.m. even though the unit has a PASS machine.

**Recommendation:** The PASS machine must be utilized to perform AAU scans on parcel volumes.

**Observation:** Box clerk was observed throwing one piece of DPS letters in the box at a time, even though several pieces go to the same box.

**Recommendation:** Please instruct this clerk to cease walling one piece of DPS at a time; this will affect your productivity percent. Clerk should only be riffling through to verify the mail is in box order.

C.S.A.W to eFlash Transmission Summary												
(4E 852) KINGMAN PO - KINGMAN PO 034440												
WEEK FY 2015 WK 29												
	4/11/2015	4/12/2015	4/13/2015	4/14/2015	4/15/2015	CSAW	4/16/2015	CSAW	4/17/2015	CSAW	TOTAL	
Summary	SAT	SUN	MON	TUE	WED	EARNED	THU	EARNED	FRI	EARNED		
BVLM LDC 44	170	19	227	189	227		227		95		1,154	Total Pieces
BVLD LDC 44	3,022	1	5,711	2,111	1,844		6,422		3,253		22,364	Total Pieces
BOXF LDC 44	527	10	949	1,725	585		278		565		4,639	Total Pieces
BVP LDC 44	71	1	76	17	28		67		31		291	Total Pieces
LDC 44 Total						236	41	41	243			Total Hours TACS
LDC 44 DPS						6.15	6.15	6.15	6.66			Total Hours TACS
LDC 44 L						6.76	2.73	2.73	1.38			Total Hours TACS
LDC 44 F						6.7	6.33	6.33	6.66			Total Hours TACS
LDC 44 P						6.42	6.39	6.39	6.33			Total Hours TACS

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

31 – Day Analysis of P O Box Up-Time:

Date	ZIP	Facility ID	Location	Sub Type	Sched Up Time	Actual Up Time	Variance	Status
03/12/2015	86401	1369078	KINGMAN	APO	10:30	10:00	-00:30	Early
03/13/2015	86401	1369078	KINGMAN	APO	10:30	09:54	-00:36	Early
03/14/2015	86401	1369078	KINGMAN	APO	10:30	09:47	-00:43	Early
03/16/2015	86401	1369078	KINGMAN	APO	10:30	10:12	-00:18	Early
03/17/2015	86401	1369078	KINGMAN	APO	10:30	10:30	00:00	On Time
03/18/2015	86401	1369078	KINGMAN	APO	10:30	10:30	00:00	On Time
03/19/2015	86401	1369078	KINGMAN	APO	10:30	10:20	-00:10	On Time
03/20/2015	86401	1369078	KINGMAN	APO	10:30	09:38	-00:52	Early
03/21/2015	86401	1369078	KINGMAN	APO	10:30	09:44	-00:46	Early
03/23/2015	86401	1369078	KINGMAN	APO	10:30	10:19	-00:11	On Time
03/24/2015	86401	1369078	KINGMAN	APO	10:30	10:11	-00:19	Early
03/25/2015	86401	1369078	KINGMAN	APO	10:30	10:19	-00:11	On Time
03/26/2015	86401	1369078	KINGMAN	APO	10:30	10:53	+00:23	Late
03/27/2015	86401	1369078	KINGMAN	APO	10:30	09:27	-01:03	Early
03/28/2015	86401	1369078	KINGMAN	APO	10:30	10:14	-00:16	Early
03/30/2015	86401	1369078	KINGMAN	APO	10:30	10:23	-00:07	On Time
03/31/2015	86401	1369078	KINGMAN	APO	10:30	08:37	-01:53	Early
04/01/2015	86401	1369078	KINGMAN	APO	10:30	10:04	-00:26	Early
04/02/2015	86401	1369078	KINGMAN	APO	10:30	09:55	-00:35	Early
04/03/2015	86401	1369078	KINGMAN	APO	10:30	09:50	-00:40	Early
04/04/2015	86401	1369078	KINGMAN	APO	10:30	09:46	-00:44	Early
04/06/2015	86401	1369078	KINGMAN	APO	10:30	10:39	+00:09	Late
04/07/2015	86401	1369078	KINGMAN	APO	10:30	09:38	-00:52	Early
04/08/2015	86401	1369078	KINGMAN	APO	10:30	09:56	-00:34	Early
04/09/2015	86401	1369078	KINGMAN	APO	10:30	10:01	-00:29	Early
04/10/2015	86401	1369078	KINGMAN	APO	10:30	09:07	-01:23	Early
04/11/2015	86401	1369078	KINGMAN	APO	10:30	09:14	-01:16	Early
04/13/2015	86401	1369078	KINGMAN	APO	10:30	10:26	-00:04	On Time
04/14/2015	86401	1369078	KINGMAN	APO	10:30	09:35	-00:55	Early
04/16/2015	86401	1369078	KINGMAN	APO	10:30	10:23	-00:07	On Time

Total Box Scans:	31	
On Time:	8	25.8%
Early:	21	67.7%
Late:	2	6.5%
Missing:	0	00.0%

31 – Day Analysis of Distribution Up-Time:

Date	ZIP	Facility ID	Location	Sub Type	Sched Up Time	Actual Up Time	Variance	Status
03/12/2015	86401	1369078	KINGMAN	APO	09:00	08:17	-00:43	Early
03/13/2015	86401	1369078	KINGMAN	APO	09:00	08:19	-00:41	Early
03/14/2015	86401	1369078	KINGMAN	APO	09:00	08:11	-00:49	Early
03/16/2015	86401	1369078	KINGMAN	APO	09:00	08:14	-00:46	Early
03/17/2015	86401	1369078	KINGMAN	APO	09:00	08:11	-00:49	Early
03/18/2015	86401	1369078	KINGMAN	APO	09:00	08:41	-00:19	Early
03/19/2015	86401	1369078	KINGMAN	APO	09:00	08:06	-00:54	Early
03/20/2015	86401	1369078	KINGMAN	APO	09:00	08:08	-00:52	Early
03/21/2015	86401	1369078	KINGMAN	APO	09:00	08:23	-00:37	Early
03/23/2015	86401	1369078	KINGMAN	APO	09:00	08:10	-00:50	Early
03/24/2015	86401	1369078	KINGMAN	APO	09:00	08:25	-00:35	Early
03/25/2015	86401	1369078	KINGMAN	APO	09:00	08:22	-00:38	Early
03/26/2015	86401	1369078	KINGMAN	APO	09:00	08:43	-00:17	Early
03/27/2015	86401	1369078	KINGMAN	APO	09:00	08:08	-00:52	Early
03/28/2015	86401	1369078	KINGMAN	APO	09:00	08:59	-00:01	On Time
03/30/2015	86401	1369078	KINGMAN	APO	09:00	08:22	-00:38	Early
03/31/2015	86401	1369078	KINGMAN	APO	09:00	08:24	-00:36	Early
04/01/2015	86401	1369078	KINGMAN	APO	09:00	08:47	-00:13	On Time
04/02/2015	86401	1369078	KINGMAN	APO	09:00	08:21	-00:39	Early
04/03/2015	86401	1369078	KINGMAN	APO	09:00	07:53	-01:07	Early
04/04/2015	86401	1369078	KINGMAN	APO	09:00	08:11	-00:49	Early
04/06/2015	86401	1369078	KINGMAN	APO	09:00	08:31	-00:29	Early
04/07/2015	86401	1369078	KINGMAN	APO	09:00	08:00	-01:00	Early
04/08/2015	86401	1369078	KINGMAN	APO	09:00	08:32	-00:28	Early
04/09/2015	86401	1369078	KINGMAN	APO	09:00	08:35	-00:25	Early
04/10/2015	86401	1369078	KINGMAN	APO	09:00	08:04	-00:56	Early
04/11/2015	86401	1369078	KINGMAN	APO	09:00	08:29	-00:31	Early
04/13/2015	86401	1369078	KINGMAN	APO	09:00	08:33	-00:27	Early
04/14/2015	86401	1369078	KINGMAN	APO	09:00	08:31	-00:29	Early
04/16/2015	86401	1369078	KINGMAN	APO	09:00	08:49	-00:11	On Time

Total Dist Scans:	31	
On Time:	3	9.7%
Early:	28	90.3%
Late:	0	00.0%
Missing:	0	00.0%

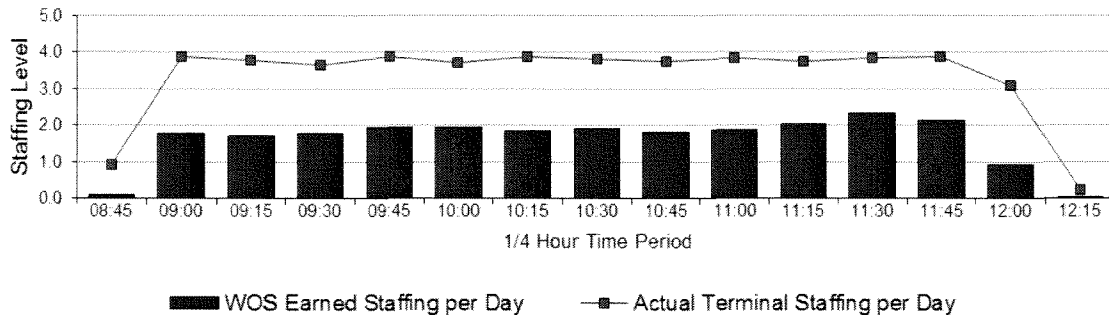
## **LDC 45 – WINDOW SERVICES:**

**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.

### **KINGMAN 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.



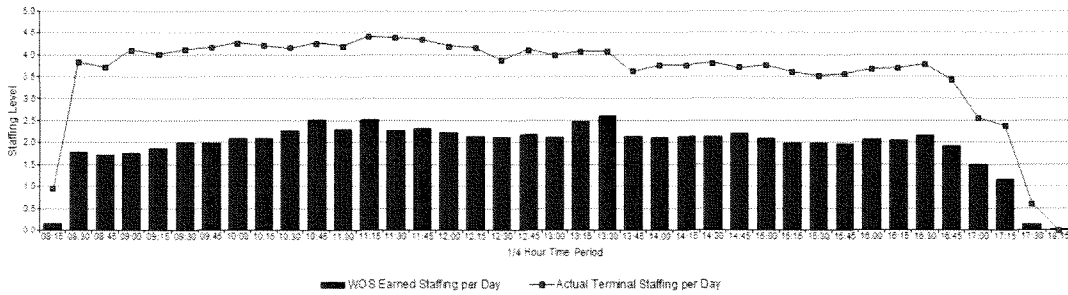
<b>1/4 Hour of Day</b>	<b>WOS Earned Staffing per Day</b>	<b>Actual Terminal Staffing per Day</b>
08:45	0.1	0.9
09:00	1.8	3.9
09:15	1.7	3.8
09:30	1.8	3.7
09:45	1.9	3.9
10:00	2.0	3.7
10:15	1.8	3.9
10:30	1.9	3.8
10:45	1.8	3.8
11:00	1.9	3.9
11:15	2.0	3.8
11:30	2.3	3.9
11:45	2.1	3.9
12:00	0.9	3.1
12:15	0.1	0.2

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

## KINGMAN 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
08:15	0.2	0.9
08:30	1.8	3.8
08:45	1.7	3.7
09:00	1.8	4.1
09:15	1.9	4.0
09:30	2.0	4.1
09:45	2.0	4.2
10:00	2.1	4.3
10:15	2.1	4.2
10:30	2.3	4.2
10:45	2.5	4.3
11:00	2.3	4.2
11:15	2.5	4.4
11:30	2.3	4.4
11:45	2.3	4.4
12:00	2.2	4.2
12:15	2.1	4.2
12:30	2.1	3.9
12:45	2.2	4.1
13:00	2.1	4.0
13:15	2.5	4.1
13:30	2.6	4.1
13:45	2.1	3.6
14:00	2.1	3.8
14:15	2.2	3.8
14:30	2.1	3.8
14:45	2.2	3.7
15:00	2.1	3.8
15:15	2.0	3.6
15:30	2.0	3.5
15:45	2.0	3.6
16:00	2.1	3.7
16:15	2.1	3.7
16:30	2.2	3.8
16:45	1.9	3.4
17:00	1.5	2.6
17:15	1.2	2.4
17:30	0.1	0.6
18:15	0.0	0.0

FY 2015 YTD WK 1-28:  
MPOS ANALYSIS YTD FY 2015:

KINGMAN PO - KINGMAN PO [034440] LDC 45LA EARNED WORKSHEET							
BENCHMARK METRICS							
Period: FY2014 (302 Retail Days)							
Total Function 4 Percent Achieved							0.00%
WORKLOAD ELEMENT		EARNED		ACTUAL		PCT ACH	
MIN PER TRANS		1.28		2.26		56.74%	
SSK ADOPTION (Candidate Revenue)		\$ 0		\$ 0		17.60%	
TRANS PER 1412		235.62		156.06		66.24%	
CURRENT METRICS							
Period: 09/27/2014 - 04/17/2015 (167 Retail Days; 29 Weeks)							
Total Function 4 Percent Achieved							68.13%
WORKLOAD ELEMENT		EARNED		ACTUAL		PCT ACH	
MIN PER TRANS		1.34		2.48		54.00%	
SSK ADOPTION (Candidate Revenue)		\$519,817		\$79,594		15.31%	
TRANS PER 1412		225.39		152.09		67.48%	
CURRENT LDC 45LA EARNED WORKHOURS							
SOURCE	TRANS CNT	ERN MIN	ERN ICE MIN	ERN TOT	ACT 45LA	VARIANCE	PCT ACH
mPOS	404	347.68	173.84	8.69			
SSK/APC	11486		5,743.00	95.72			
LDC45LA (ACTUAL=eFlash 45LA)				104.41	196.00	91.59	53.27%

**\*\*KINGMAN WILL RECEIVE ADDITIONAL TRANSACTION CREDIT WITH THEIR mPOS. THE UNIT MUST ENSURE ALL CLERKS THAT ARE UTILIZING THE MPOS ARE CLOCKED INTO OPERATION 3520. THIS INCLUDES ALL NON-REVENUE SCANS ON PACKAGE ACCEPTANCE\*\***

**Observation:** The clerks are not making their productivity time of 1.34 minutes per transaction, the clerks are averaging 2.48 minutes per transaction (54% achieved); window clerks earn 225.39 transactions per 1412, they are averaging 152.09 transaction (15.31%); and their SSK had the potential to earn \$519,817.00, the lobby assistant is to generate more revenue through the SSK and has only generated \$79,594.00.

**Recommendation:** Supervisor / Postmaster must convey the importance of earning lobby assistant hours, potential to earn 8 hrs. Per day. The lobby assistant is to move the line by utilizing the mPOS and SSK, get the customer ready so transaction times are minimized, and to increase the number of transactions when a 1412 is decided to be opened.

**Observation:** There is a lobby log at the window; however, there was no indication the non-revenues had been entered into the POS.

**Recommendation:** Have a system to verify daily that all the non-revenue transactions have been entered.

**Observation:** I did not see the mPOS being utilized during my time in the lobby.

**Recommendation:** The mPOS generates 1.29 minutes per transaction / scan. This must be utilized daily to receive credit for the Lobby Assistant Clerk, Operation 3520.

## LDC 48 – ADMINISTRATIVE:

<b>KINGMAN PO - KINGMAN PO - LDC 48 EARNED WORKHOURS</b>				
<b>WORKLOAD ELEMENT</b>	<b>SOURCE</b>	<b>BENCH VALUE</b>	<b>CSV FACTORS INCLUDES STB</b>	<b>BENCHMARK MINS / DAY</b>
APC MAINTENANCE	# MINUTES PER MACHINE	1	4.8281 minutes per machine	4.83
<b>AVG MAILINGS PER</b>	# PER	41.00	Mailings * 12 Mth * 27.5850 minutes / 302	44.94
BOX ACCOUNTABLE MAIL	ROUTES 1 per 500	7.27	5.7933 minutes per route	42.12
CALLER SERVICE (PAID)	AVG DAY	9	Callers * 1.2124 minutes	10.91
CARRIER ACCOUNTABLES	ROUTES	52	5.7933 minutes per route	301.25
<b>COLLECTIONS</b>	ACTUAL	8	Actual + (STB Factor 0.0729)	8.58
DISPATCH & CFS/PARS PREP	DELIVERIES	33749	6.8058 minutes per 1000 possible	222.94
<b>EXPRESS MAIL DELIVERY</b>	ACTUAL	0	Actual + (STB Factor 0.0729)	0.00
SCANS	# OF SCANS	951	0.0440 minutes for each scan	41.84
FIRM HOLDOUT	AVG DAY	23	Firm Holdouts * 1.2060 minutes	27.74
<b>FLEX TIME</b>	APPROV MIN	0.00	Actual Authorized + (STB Factor 0.0729)	0.00
UBBM	DELIVERIES	33749	2.4141 minutes per 500 Deliveries	162.95
<b>OFFSITE TRAVEL/ADMIN</b>	ACTUAL MINUTES	0.00	Actual + (STB Factor 0.0729)	0.00
<b>OPN &amp;CLS SUPPLIES &amp;SVCS</b>	# OF OFFICES	1.0	12.07 minutes per office	12.07
P.O. BOX MAINT	BOXES-RENTED	3634	Rented boxes * 1.9305 minutes / 302	23.23
<b>PREMIUM FOWARDING SVC</b>	ACTUAL	2	Actual + (STB Factor 0.0729)	2.15
SCF/HUB	SCF WORKSHEET	332.99	SCF Worksheet + (STB Factor 0.0729)	357.25
VALIDATE 1412'S	POS	5.84	5.7933 minutes per 1412	33.84
<b>VERIFY DEPOSIT/TRANSMIT</b>	# OF OFFICES	1	33.1650 minutes per Office	33.17
<b>Period 09/27/2014 - 04/17/2015 (167 Data Days)</b>			<b>TOTAL EARNED MINUTES PER DAY</b>	<b>1329.79</b>
<b>Report date 04/20/2015</b>			<b>TOTAL LDC48 EARNED HOURS</b>	<b>3701.26</b>

Bold Lettering = District Level Editable Workload Elements

**Observation:** BMEU has 144 mailings per month.

**Recommendation:** Any changes to the number of mailings will affect LDC 48 credit (Additional 103 mailings).

<b>KINGMAN ARIZONA PO</b>		<b>LDC 48 EARNED WORKHOURS</b>		<b>BENCHMARK</b>
<b>WORKLOAD ELEMENT</b>	<b>SOURCE</b>	<b>VALUE</b>	<b>FACTORS INCLUDES STB</b>	<b>MINS / DAY</b>
APC MAINTENANCE	# PER MACHINE	0	4.8281 per machine	0.00
<b>AVG MAILINGS PER</b>	# PER	144	Mailings * 12 Mth * 27.5850 min / 302	157.84
BOX ACCOUNTABLE MAIL	ROUTES 1 per 500	0	5.7933 minutes per route	0.00
CALLER SERVICE (PAID)	AVG DAY	0	Callers * 1.2124 minutes	0.00
CARRIER ACCOUNTABLES	ROUTES	0	5.7933 minutes per route	0.00
<b>COLLECTIONS</b>	ACTUAL	8	Actual + (STB Factor 0.0729)	8.58
DISPATCH DLVS	DELIVERIES	0	5.7933 minutes per 1000 possible	0.00
<b>EXPRESS MAIL DELIVERY</b>	ACTUAL	0	Actual + (STB Factor 0.0729)	0.00
SCANS	# OF SCANS	0	0.0440 min for each scan	0.00
FIRM HOLDOUT	AVG DAY	0	Firm Holdouts * 1.2060 minutes	0.00
<b>FLEX TIME</b>	APPROV MIN.	0	Actual Authorized Other Time	0.00
UBBM	DELIVERIES	0	2.4141 minutes per 500 Deliveries	0.00
<b>OFFSITE TRAVEL/ADMIN</b>	ACTUAL MINUTES	0	Actual + (STB Factor 0.0729)	0.00
<b>OPN &amp;CLS SUPPLIES &amp;SVCS</b>	# OF OFFICES	0	12.07 minutes per office	0.00
P.O. BOX MAINT	BOXES-RENTED	0	Rented boxes * 1.9305 min / 302	0.00
<b>PREMIUM FOWARDING SVC</b>	ACTUAL	2	Actual + (STB Factor 0.0729)	2.15
VALIDATE 1412'S	POS	0	5.7933 minutes per 1412	0.00
<b>VERIFY DEPOSIT/TRANSMIT</b>	# OF OFFICES	1	33.1650 minutes per Office	33.17
<b>Period 05/15/2010 (6 Data Days)</b>			<b>TOT.BENCHMARK MINUTES P/DAY</b>	<b>201.73</b>
<b>Report date 5/26/2010</b>			<b>TOT.ADMIN BENCHMARK HOURS</b>	<b>20.17</b>

**Observation:** Kingman a General Clerk to answer phones, and provide miscellaneous duties in the office. Some of the duties include assisting LDC 43 Allied / LDC 48 Admin earned, this clerk is not making any of the necessary TACS rings; however this position is not a funded position and should be reposted during the City staff re-structuring. (See LDC 48 – Desk Audit below)



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

**Observation:** Kingman has a FTR come in at 9:00 a.m. to 15:00 p.m. to sit in the BMEU area. The clerk indicated there are no more than 3-4 customers daily.

**Recommendation:** This position can assist customers upon their arrival; however, this clerk can do miscellaneous duties LDC 48 / LDC 43, or pull slips in the lobby.

LDC 48 ONLY Form for Desk Audit

OFFICE Kingman (General Clerk) ZIP 86401  
 DAY Thursday POSITION \_\_\_\_\_ DATE 4-16-15  
 NAME Juanitta Gratineau

TIME	ACTIVITY (minimum every 15 minutes)	PHONE (tally marks)
8-8:45	Parcels	
9:00	70 Phones	
	30 Mail (PM) 1/4 Address Verifications (incoming) 5 misc.	
9:15	15 Phones	
	15 Computer Login/emails (20+)	
9:30	15 Phones	
	15 Break	
9:45	15 Phones	
	35 wait/gets CPUs - reports + 2nd notices	
10:05	15 Phones	
10:05	Unit Reserve Audit	
10:45	15 Phones	
	Lunch	
15	15 Phones	
	15 emails (20+) / COA issue	
	30 Address Verifications (outgoing) 44	
	30 Terminal towers (PBS) connect wires/troubleshoot	
1:00	30 Phones	
	25 PBS Helpdesk - troubleshoot under counter	
1:45	15 Phones	
	20 CPU Supplies / outgoing mail	
2:00	30 Phones	
	15 CPU Violation letters (orig/Dist Retail)	
	10 Break	

\* All phones are in ~~increments~~ 5 min or more increments while doing other jobs.

FORM 48-1002014 11:29 AM

Desk Audit.xls DESK AUDIT Tracking

documents  
or Excel.

LDC 48 ONLY Form for Desk Audit

OFFICE Kingman ZIP 86401  
 DAY Thursday DATE 4-16-15  
 NAME Juanitta Gratineau

TIME	ACTIVITY (minimum every 15 minutes)	PHONE (tally marks)
30	eBuy order (cust supp/office supp)	
30	Phones	
1:10	Retail Audit Cust COA issue	
2:30	Retail Audit	

## **SUMMARY:**

The largest impact to Kingman, Arizona is their staffing. Kingman is overstaffed in CSV by 273 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 earn.

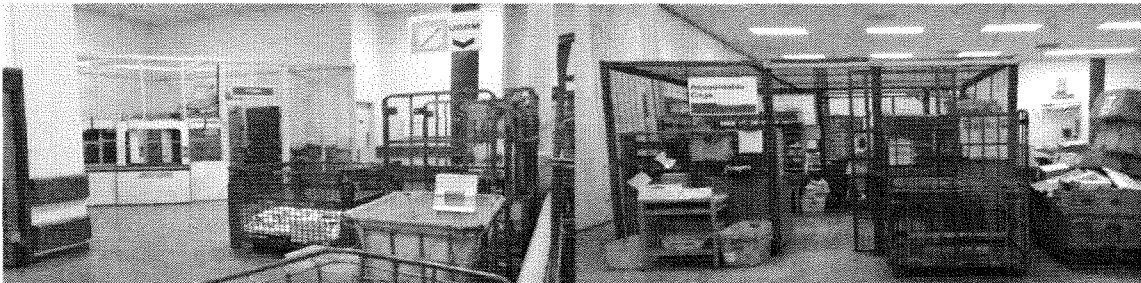
The new Mail Arrival Profile (OWC – 4 Walls) is bringing mail to this unit earlier so Supervisors / Managers / Postmasters are able to manage staffing efficiently. This unit is having a problem reporting late trucks (MAQ PAQ) out of Las Vegas NV P&DC and the unit is not notified when there are late arriving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

Kingman must also have a Pool Clerk for the offsite Retail office of Chloride (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 and clerks must avoid double / triple handling the mail. Kingman demonstrated on both days of the review volume discrepancies.

Kingman is in need of a Lean Mail Visio (CAD DESIGN) analysis. Esther Fetzer, Mike Van Arden, and I will create a Leaner office floor layout to excess unnecessary equipment that is congesting this office. This will allow supervision to be more accessible between the two floor spaces. Take out the conveyer belt. The Red Room can be moved over to the other side for the VMF, and the VMF cage can be the new Red Room is one of the idea the Team had. See below:



*Julie House*  
*Team Lead*  
*Finance – Budget Analyst (A) / Function 4 Coordinator*  
*Arizona District*  
*602.225.3277*

*Al Ganote*  
*Function 4 Coordinator*  
*Arizona District*  
*602.225.3034*

*Mary Smith*  
*Function 4 Coordinator*  
*Arizona District*  
*602.225.3136*

*Esther Fetzer*  
*Function 2 Coordinator*  
*Arizona District*  
*602.225.3485*

*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)**