WESTERN AREA HUMAN RESOURCES

UNITED STATES POSTAL SERVICE

April 24, 2015

APWU

APR 2 4 2015

WESTERN REGION COORDINATOR

To: () Pacific Area Locality Misses Area Localie () So. West Area Localis)

Withholding info. I Staffing (52 V=(s) Status Updata

Grievance Administration

Pleasa review, take action and reduce issues to writ-

Comments

Conzalez, Coordinator

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

RE: Notice of Withholding for Bullhead City, AZ

Dear Mr. Gonzalez:

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

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

Sincerely,

Anita Works for Simon Storey

Manager, Human Resources

Western Area

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

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

aw: 49642

Impacted Bid Cluster

Installation Address

Area Name

Impact Type

Date of Impact

Period (Dates) of Review Performed

Report Prepared By

Report Prepared Date

Reviewed By

Phone

BULLHEAD CITY POST OFFICE

WESTERN

Reduction Other Than by Attrition

09/30/2015

04/26/2014 thru 04/24/2015

Victoria Valenzuela

04/24/2015

John Diperi

(602) 225-5400

Graft = CLERK

| | A Current Average Weekiy Hrs | B Planned Weekly Hrs | C Weekly Hrs Savings | D Monthly Savings | E Annual Work Hours Savings | F Annual FTE Savings | G Current FTE Yearly Hr Rate |
|-------|---------------------------------------|-------------------------------|--|--------------------------------------|--------------------------------------|---------------------------------|---------------------------------------|
| Total | 523 | 419 | -104 | -416 | -5408 | ~3 | 1612 |
| | | | Over* | Time Impact | | | |
| | Current OT Average Weekly Hrs | Current OT Rate | Planned OT per Week from changes | Additional Planned OT per Week | Percent Planned OT per Week | Planned OT Hours per Week | Planned OT Rate |
| Total | 17 | 3.3% | -15 | 0 | | 2 | .5% |

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 Õ d. Number of CLERK Casuals that will have Reduced Hours Õ e. Number of CLERK Casuals that will be Terminated O f. Number of CLERK Casuals Remaining After Impact g. Provide Narrative Justifying need for Remaining CLERK Casuals No data Mail Handler (MHAs) a. Current Number of CLERK MHAs on Rolls 0 0 b. Current Total Non-OverTime CLERK MHA Hours per Month 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 f. Provide Narrative Explaining need for Excessing

City Carrier Assistant (CCAs)

No data

a. Current Number of CLERK CCAs on Rolls

| b. Current Total Non-OverTime CLERK CCA Hours per Month | C |
|--|---|
| c. Planned Reduction in Total Non-OverTime CLERK CCA Hours per Month | 0 |
| d. Number of CLERK CCAs that will have Reduced Hours | Q |
| 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 | *************************************** |
| b. Current Total Non-OverTime CLERK PSE Hours per Month | 120 |
| c. Planned Reduction in Total Non-OverTime CLERK PSE Hours per Month | -20 |
| d. Number of CLERK PSE that will have Reduced Hours | 900 .40 |
| e. Number of CLERK PSE that will be Terminated | C |
| f. Number of CLERK PSE Remaining After Impact | george descriptions |
| g. Provide Narrative Justifying need for Remaining CLERK PSE | |

PSE will be working a flexible schedule less than 30 hours a week.

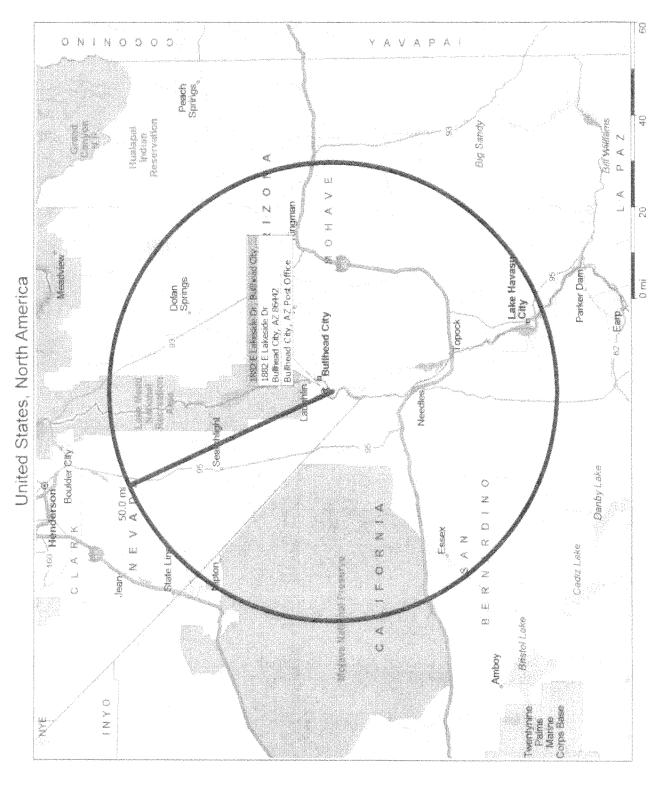
| Part Time Regular (PTRs) | |
|---|------|
| a. Current Number of CLERK PTRs on Rolls | Q |
| b. Planned Number of CLERK PTR Positions after Impact | 0 |
| c. Estimated Number of CLERK PTR Attrition | 0 |
| d. Will there be any CLERK PTRs Excessed from Craft or Installation | NO |
| CLERK PTRs | 0 |
| e. Provide Narrative Explaining need for Excessing | |
| No data | |
| | |
| | |
| Full Time Regular (FTRs) | |
| a. Current Number of CLERK FTRs on Rolls | 16 |
| b. Planned Number of CLERK FTR Positions After Impact | **** |
| c. Estimated Number of CLERK FTR Attrition | C |
| d. Will there be any CLERK FTRs Excessed from Craft or Installation | YES |
| If Yes how Many CLERK FTRs | ** |
| e. Provide Narrative Explaining need for Excessing | |
| Excessing 3 Clerks | |

WorkHour Impact Report-CLERK

Preliminary Summary

| a. Total Planned Non-OT Reduction per Month for Regulars and PTRs | -396 |
|---|------|
| b. Planned Reduction in Total OT Hours per Month | -60 |
| c. Planned Reduction in Casual Non-OT Hours per Month | 0 |
| d. Planned Reduction in MHA Non-OT Hours per Month | 0 |
| e. Planned Reduction in PTF Non-OT Hours per Month | 0 |
| f. Planned Reduction in CCA Non-OT Hours per Month | ٥ |
| g. Planned Reduction in PSE Non-OT Hours per Month | -20 |
| h. Total Planned Non-OT Hours per Month | 1676 |
| i. Total FTE Savings | -3 |

| | | | Š | | | Ş | PEN DATE |
|--|--|--|--|--|--|--|--|
| PRANCE OFFICE | PULL NAME | JOB TITLE | | î ă | Signal Control of the | ľ | Į, |
| 30%2 BULLHEAD CITY PO | NEWNA RICHARD D. | E A A E L L COL | _ | 0 | 48 | z | 4/26/1986 |
| 30965 BUL MOHAVE VALLEY STA | BRUEGGE CAROL L | LEAD SALES & SERVICES ASSOCIATE | _ | 5 | 45 | z | 4/26/1986 |
| 30%2 BULHEAD CITY PO | KEN LARRY J | MAIL PROCESSING CLERK | 0 | 70 | 4 | > | 6651/81/6 |
| 30962 BULLHEAD CITY PO | CONTEXANDA T | MAIL PROCESSING CLERK | 6 | 5 | 43 | 2 | 11/26/1994 |
| 30963 BUL FORT MOHAVE STA | GARONER TRACEY P | LEAD SALES & SERVICES ASSOCIATE | W. C. | - - - - | 4 | z | 12/9/1995 |
| 30% BULLHEAD CITY PO | | MAIL PROCESSING CLERK | 0 | 110 | 48 | 2 | 9861/8/9 |
| 30962 BULLHEAD CITY PO | SALAVEA JULIE ANNE S | MAIL PROCESSING CLERK | 9 | ë | 8 | > | 1/4/1997 |
| 30963 BUL FORT MOHAVE STA | BUL DEBORAL L | SALES AND SERVICES ASSOCIATE | 0 | 0 | 45 | Z | 4/10/1999 |
| SOBOL MEAD CITY PO | YESUNEK RICHARD P. | LEAD SALES & SERVICES ASSOCIATE | | 5 | 45 | > | 1/14/1999 |
| 30962 BULLHEAD CITY PO | OSTENDORF LARRY D. | SALES AND SERVICES ASSOCIATE | 9 | 0, | 45 | >- | 7/14/2001 |
| 30%2 BULLHEAD CITY PO | DOWN DARKEN A | SALES AND SERVICES ASSOCIATE | Ø | 0 | 4 | > | 12/27/2003 |
| 30%2 BULLHEAD CITY PO | NO OSUS MOTION AND THE REAL PROPERTY OF THE PR | MAIL PROCESSING CLERK | 9 | 0.7 | 433 | 2 | 2/2/1/2004 |
| 30962 BULLHEAD CITY PO | DEPTULASYLVAN | SALES AND SERVICES ASSOCIATE | 9 | 5 | 4 | 2 | 4/3/2004 |
| 30964 BUL HIGHWAY STA | SISK BATRIN JANET L | LEAD SALES & SERVICES ASSOCIATE | <u> </u> | 7 | 45 | > | 2/17/2007 |
| 30%2 BULLHEAD CITY PO | SUMAN DONER E | SALES, SVCS/DISTRIBUTION ASSOC | © | 0.0 | 8 | Z | 8/4/2007 |
| 30962 BULLHEAD CITY PO | SWITH TANKA & | SALES, SVCS/DISTRIBUTION ASSOC | 0 | 9, | 24 | 2 | 9/29/2007 |
| Wychatra and pill friends proposed for the proposed for t | | 1000000 Control of the Control of th | Constitution of the same of th | A STATE OF THE PROPERTY OF THE | CONTRACTOR | CAMPANA CANADA CAMPANA | decrease and a second or s |



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DATE: 4/15/2015

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

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

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

| | | F4 LD | C Variar | ices to P | lan Wee | ks 1 to 2 | 8 | | | |
|-----------------------|--------|--------|----------|-----------|---------|-----------|--------|-------|---------|---------|
| Office | LDC 42 | LDC 43 | LDC 44 | LDC 45 | LDC 47 | LDC 48 | LDC 94 | F4 OT | F4 PLAN | F4 S/B |
| OATMAN PO | 0 | 0 | 0 | 0 | -272 | 0 | 90 | 0 | -182 | -10,124 |
| BUL-MOHAVE VALLEY STA | 0 | -10 | 238 | -302 | 0 | -17 | 0 | 1.4 | -91 | -370 |
| BUL-HIGHWAY STA | 0 | -28 | 88 | -58 | 0 | 65 | 0 | 1.4 | 67 | 7,960 |
| BUL-FORT MOHAVE STA | 0 | -56 | 222 | 131 | 0 | 36 | 0 | 5.3 | 333 | 17,773 |
| BULLHEAD CITY PO | 4 | 118 | 7 | 574 | 0 | 907 | 26 | 6 | 1,636 | 102,549 |

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

| | | | 0.0000000000000000000000000000000000000 | CLERK/MAILHANDLER CO | | |
|----------------------------|--|--|---|--|---|------------------------|
| Delwary Days: 302 | | ************************************** | CITY-BUL | LHEAD CITY PO 030962 | DATE | : 84/14/2015 |
| Leave Replaceme | | | | | | las (dipula) |
| Leave Type Annual Leave | Has Per Day | 10.50% | Anna and Anna and a | Formula: g Dely House x 10 50% w6 day w 8/40 hr V/H | 70 Vin 90 | nes Esmed Centhints |
| Sick Leave | 55 | 4 00% | | vg Desymous x 10 subsets as year with the transfer of the With | | Cleavering |
| WOP | 55 | 1 00% | | we Dely Hours x 1,00% x/6 dey w/k/40 hr k/// | | Charle At His |
| (Subtract Overtime) | 55 | 5 00% | | wa Dalin Hours x 5 60% xi6 day wiki40 hr Wh | | Clear N H |
| Net Total | | 10.50% | | /OT Replacement Needs >> | | Ossovii re |
| | | .0.00 | | scement for Replacement >> | | Oee/Unv |
| | | | ., | otal Leave Replacement >> | | Clark M PK |
| C. | rrent on R | a the | | Earned Compl | 0.0000000000000000000000000000000000000 | |
| Full Time Clerk | ···cui cai l'i | UH25 | 12 | Full Time Clerk | CRESTED 1 | |
| Part Time Flexible | Clork | | ก็ | Part Time Flexible Clerk | | |
| Part Time Regula | | | 0 | Part Time Regular Clerk | | |
| Postal Support E | | | 1 | Postal Support Employee | | |
| Non-Traditional F | | | á | Non-Traditional Full-Time | | |
| Flex Non-Traditio | | | 0 | Flex Non-Traditional Full-Tim | A | |
| Full Time Mailhan | | C | O O | Full Time Mailhandler | | |
| Part Time Flexible | e Mailhandler 0 Part Time Flexible Mailhandler | | | | | |
| Part Time Regula | 11 17 17 17 15 1000 6 100 1 17 1000 | andler 0 Part Time Regular Mailhandler | | | | |
| | ilHandler Assistant 0 Mailhandler | | | | | |
| Total F4 on Ro | ls | | 13 | | 9 | |
| Current Actual | | Daily Hrs | Employee: | · Target | Daily Hrs | Employe |
| LDC 41 Caretteria | | 0.00 | 0.00 | LDC 41 cassumes | 0.00 | 0.00 |
| LDC 42 CHANNING | | 0.21 | 0.03 | LDC 42 cs-ss/Hs | 0.18 | 0.03 |
| LDC 43 comments | | 23.12 | 3.49 | LDC 43 casystems | 19.88 | 3.00 |
| LDC 44 CIERMINE | | 3 2 5 | 0.49 | LDC 44 CERUHR | 2 33 | 0.35 |
| LDC 45 CIENNINI | | 19.77 | 2.98 | LDC 45 Centiles | 13.07 | 197 |
| LDC 48 CIENNAMES | | 28.15 | 4.25 | LDC 48 Carrynna | 19.46 | 2.94 |
| Total Actual Da | uity Hrs | 74.49 | 11.25 | Total Earned Daily Hrs | 54.92 | 8.29 |
| Daily Hours Actu | ::::::::::::::::::::::::::::::::::::: | andre grant properties to the first service of | 74.49 | Daily Hours Earned | | 54.92 |
| Current Complen | | | 13 | Target Complement | gu) muunga saan bel Galee ah ah ah ah ah | 9.26 |
| FTEE Current | | | 1730 | FTEE Target | | 1791 |
| Projected Annual | Hrs Actual | | 22,496 | Projected Annual Hrs Earne | d | 16,585 |
| On Duty Required | Totals | | 8.29 | Full Time Equiv Employee (H | lrs per) | 1791 |
| Leave Replacem | ent To tals | | 0.96 | Variance FTEE | | 3.74 |
| | 1 | | 9.26 | Complement % Achieved | | 69.23% |

WEBCOINS DATA 04/14/2015:

| WINDOW HRS | FIN | OFFICE | LAST | FIRST | MI | EMP ID | JOB ID | JOB TITLE | D/A | FUNC | LDC | HCES ORG ID | START | END | SDO |
|-------------------|-------|-----------------------|-------------|------------|----|---------|----------|---------------------------------|-----|------|-----|-------------|-------|------|--------|
| M - F 8:30 -17:00 | 30962 | BULLHEAD CITY PO | DEPTULA | SYLVIA | М | 1286042 | 70163964 | SALES AND SERVICES ASSOCIATE | 110 | 4 | 45 | 1021828 | 815 | 1715 | SUNTHU |
| SAT 9:00-13:00 | 30962 | BULLHEAD CITY PO | CONTE | KAREN | Т | 3047048 | 70479430 | MAIL PROCESSING CLERK | 110 | 4 | 43 | 1021828 | 300 | 1130 | SUNMON |
| | 30962 | BULLHEAD CITY PO | GUZMAN | DONENE | М | 3749054 | 70698318 | SALES, SVCS/DISTRIBUTION ASSOC | 110 | 4 | 43 | 1021828 | 600 | 1500 | SUNTHU |
| | 30962 | BULLHEAD CITY PO | SMITH | TANYA | М | 4014516 | 70725256 | SALES,SVCS/DISTRIBUTION ASSOC | 110 | 4 | 43 | 1021828 | | | |
| | 30962 | BULLHEAD CITY PO | PENSE | CHARLES | В | 3230592 | 70970833 | PSE MAIL PROCESSING CLERK | 813 | 4 | 48 | 948 | | | |
| | 30962 | BULLHEAD CITY PO | DUNN | DARREN | Α | 2953774 | 95568790 | SALES AND SERVICES ASSOCIATE | 110 | 4 | 45 | 1021828 | 600 | 1530 | SUNWED |
| | 30962 | BULLHEAD CITY PO | VITELLO | CATHERINE | T | 3354494 | 95583058 | MAIL PROCESSING CLERK | 110 | 4 | 43 | 1021828 | 500 | 1400 | SUNTUE |
| | 30962 | BULLHEAD CITY PO | SALAVEA | JULIE ANNE | S | 3000293 | 95608885 | MAIL PROCESSING CLERK | 110 | 4 | 43 | 1021828 | 430 | 1300 | SUNFRI |
| | 30962 | BULLHEAD CITY PO | KLEIN | LARRY | J | 3271190 | 95623504 | MAIL PROCESSING CLERK | 110 | 4 | 43 | 1021828 | 430 | 1300 | SATSUN |
| | 30962 | BULLHEAD CITY PO | WOLOSUK | MICHELLE | K | 2713718 | 95720238 | MAIL PROCESSING CLERK | 110 | 4 | 43 | 1021828 | 900 | 1800 | SATSUN |
| | 30962 | BULLHEAD CITY PO | YESLINEK | RICHARD | P | 3213484 | 95797008 | LEAD SALES & SERVICES ASSOCIATE | 110 | 4 | 45 | 1021828 | 845 | 1745 | SATSUN |
| | 30962 | BULLHEAD CITY PO | OSTENDORF | LARRY | D | 3010050 | 95825386 | SALES AND SERVICES ASSOCIATE | 110 | 4 | 45 | 1021828 | 815 | 1715 | SATSUN |
| | 30962 | BULLHEAD CITY PO | NEWMAN | RICHARD | D | 3324789 | 95840796 | BULK MAIL TECH | 110 | 4 | 48 | 1021828 | 600 | 1430 | SATSUN |
| SAT 1300-1600 | 30963 | BUL-FORT MOHAVE STA | BULL | DEBORAH | L | 2954468 | 95638371 | SALES AND SERVICES ASSOCIATE | 110 | 4 | 45 | 20022784 | 800 | 1700 | SUNTUE |
| SAT 1300-1600 | 30963 | BUL-FORT MOHAVE STA | GARDNER | TRACEY | P | 3229877 | 95840622 | LEAD SALES & SERVICES ASSOCIATE | 110 | 4 | 45 | 20022784 | 745 | 1645 | SATSUN |
| CLOSED SAT | 30964 | BUL-HIGHWAY STA | SISK-BATRIN | JANET | L | 2442830 | 95618506 | LEAD SALES & SERVICES ASSOCIATE | 110 | 4 | 45 | 20022785 | 800 | 1700 | SATSUN |
| CLOSED SAT | 30965 | BUL-MOHAVE VALLEY STA | BRUEGGE | CAROL | L | 3370907 | 95517226 | LEAD SALES & SERVICES ASSOCIATE | 11(| 4 | 45 | 20022786 | 800 | 1630 | SATSUN |

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

| Staffing and Scheduling Tool (SST) Flowcharts Actions Reports F4 Reports F2 References Problems | Access 24 Hrs | Scanning WCF | op 5 | | | | | |
|---|------------------|---------------|----------|--------------------------|---------------|---|-----|--------------|
| Return REG PIR PIE PSE UAR ONLY Total Career Exception | 18 ALL Hours | - Not Washing | Ass ORNA | Yitais | Skt Structure | *************************************** | | |
| | ORN | A All Clerks | | ************************ | | | | |
| Employee | Week 1 | Week 2 | Week 3 | Week 4 | 4 Week Total | Reason | | |
| Catherine Vitelio (110) | 0.06 | 0,00 | 6.00 | 32.00 | 32.00 | Other (comments required) | ~ | Front Dolete |
| TERESA CHERRY SEANS (814) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | Picase Select | w w | Prist |

The attached report describes employees who are on the initis and not available. Please review these employees and determine if action needs to be taken to process a separation. It is critical we process timely separations when decreases an advantage our representations from the initial content and approximation of the process timely separations.

Eingavens who resigned or were terrenated must be separated anneography via eFRESC Forms to properly reflect their employmens statut Employees on appropriate CVVP rive to FMLA protected have-CVVCP/USERIAA, etc. require no action

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

combine Bulk Mail Tech and window on the same bid job. This needs to be verified with Labor / Human Resources / Postal Inspection Service

- Clerks start at 04:00 a.m., the first truck arrival is at 05:12 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
- Bullhead City is built over CSV earned by 153.96hrs, their e1994 must be rebuilt to CSV earned:

| REF FIR PIF Hours 0 to 1 1 to 2 2 to 3 3 to 4 to 5 5 to 6 sto 7 7 to 8 8 to 9 9 to 10 10 to 2 2 to 3 3 to 4 to 5 5 to 6 sto 7 7 to 8 8 to 9 9 to 10 10 to 2 2 to 3 3 to 4 to 5 5 to 6 sto 7 7 to 8 8 to 9 9 to 10 10 to 2 2 to 3 3 to 4 to 5 5 to 6 sto 7 7 to 8 8 to 9 9 to 10 10 to 2 2 to 3 3 to 4 to 5 5 to 6 sto 7 7 to 8 8 to 9 9 to 10 10 to 2 2 to 3 3 to 4 to 5 5 to 6 sto 7 7 to 8 8 to 9 9 to 10 10 to 2 2 to 3 3 to 4 to 5 5 to 6 6 to 7 7 to 8 8 to 9 9 to 10 10 to 2 2 to 3 3 to 4 to 5 5 to 6 6 to 7 7 to 8 8 to 9 9 to 10 10 10 10 10 10 10 10 10 10 10 10 10 | | 1 to 2 2 to 3 3 to | 4 4 to 5 5 to 6 | 610 7 710 8 810 | | |
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| S IIR 5.00 | | | | | | |
| 9 FIR S.00 | | | 11 1111 1111 11 1111 1111 12 1111 1111 11 1111 1111 | | | |
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| 12 FIR 0.00 | 65 10 15 15 15 15 15 15 1 | | MA (1868) 1888 Ma (1888) 1889 Ma (1888) 1888 Ma (1888) 1888 | | | |
| 13 FIR 8.00 | 88 200 2 | | | | | |
| 14 FIE 0.00 11 11 11 11 11 11 11 11 11 11 11 11 1 | | | | | | |
| 15 PSE 0.00 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | ППТТ |
| 16 PSE 0.00 11 11 11 11 11 11 11 11 11 11 11 11 1 | | | | المناساة استحمادها البيليبياتين الم | | سنسسا اس |
| REFERENCE 12 12 12 12 12 12 12 12 12 12 12 12 12 | | غبلتا المستنبا المسلبان | | | | $\Pi \Box \Box$ |
| | | | | | | |
| | | 1 to 2 2 to 3 3 to | 0 4 4 10 5 5 10 6 | 5 to 7 7 to 8 8 t | 09 9 to 10 10 t | |
| | | | | ······································ | | |
| | CSV VAR | | N Summary 94 CSV V. | | SAT Summery 1994 CSV | VAR |
| LDCs Hours Hours Hours LDCs Hours Hours LDCs Hours | Hours Hours | | | | lours Hours | 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 0.0 | THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY. | Commence and Supplementary of the property of the comments of | 0.00 0.00 | 0.00 |
| LDC 42 1.25 1.62 0.23 LDC 42 0.25 0.17 0.08 LDC 42 0.75 | 0.51 0.24 | LDC 42 0.2 | | | 0.00 0.17 | -0.17 |
| LDC 43 99.75 67.23 32.52 LDC 43 15.00 11.20 3.80 LDC 43 52.75 | 33.61 19.14 | | ~~~~~ | 150.0 | 16.00 11.20 | 4.80 |
| LDC 43 86:00 45:43 40:57 LDC 43 11:75 7:57 4:18 LDC 43 50:00 | 22.71 27.29 | (A0Vad) | | (A3346) | 14.50 7.57 | 5.93 |
| LDC 44 10.75 10.84 -0.09 LDC 44 1.75 1.81 -0.06 LDC 44 5.00 | 5.42 -0.42 | case Commence of the Commence | Call 48 Can Call Communication 1777 1777 1777 1777 1777 1777 1777 17 | 19 LDC 44 | 2.00 1.81 | 0.19 |
| LDC 45 123.75 74.07 49.68 LDC 45 24.25 12.34 11.91 LDC 45 65.50 | 37.03 28.47 | | | tes to supposed. Suppose recognition of the company of the | 9.50 12.34 | -2.84 |
| LDC 48 146 50 115 44 31.06 LDC 48 27.00 19.24 7.76 LDC 48 92.00 | 57.72 24.28 | | | | 10.00 19.24 | -9.24 |
| LDC 48 1000 0.00 | 0.00 0.00 | LDC 48 see 0.0 MGT HRS | 30 0.00 0. 0.00 | .00 LDC 48 344 MGT HRS | (0.00) | 0.06 |
| Total 468.00 314.04 153.96 Total 50.00 52.34 27.56 Total 255.00 | V-131/-141313441-14/1-/ | | | | 52.00 52.34 | -0.34 |
| 2 (SEE 408.000 244.04 125.800 15581 50.00 32.54 2.50 15781 225.00 225 | | - []⊥∪uas 00.1 | NO 32.34 57 | .00 LUMB | | AU |

 Bullhead City is also the Administrative Office for Oatman. Oatman is an SCF out of Kingman and is 25 miles from Bullhead City. The unit is entering volumes weekly in eFlash.

| | | 030962 E | ULLH | EAD CITY F | O-RMPO W | DRKSHEET | |
|---------|-----------|----------|------|------------|--------------|----------------|----------------|
| FIN NBR | RMPO UNIT | DISTRICT | MPOO | UNIT LEVEL | EFFECTIVE FY | EFFECTIVE WEEK | EFFECTIVE DATE |
| 035809 | OATMAN PO | ARIZONA | 2 | 4 | 2014 | 42 | 07/12/2014 |

| CSV WC | RK ANA | LYSIS F | OR FY 15 | - WEEK | (1-28 | |
|------------------------|----------|-----------|----------|---------|----------|-----------|
| 1 (Amaz 19) | Actual | Earned | Variance | SPLY | Variance | %Achieved |
| | Manu | ial (LDC | 43 / LDC | 44) | | |
| LDC 43L HOURS | 387 | 196 | 191 | 251 | 136 | 50.76% |
| LDC 43F HOURS | 436 | 323 | 113 | 320 | 116 | 74.14% |
| LDC 43P HOURS | 1358 | 1490 | -132 | 1206 | 152 | 109.74% |
| LDC 43A HOURS | 1422 | 1130 | 292 | 1128 | 294 | 79.45% |
| LDC 43 TOTAL | 3603 | 3140 | 463 | 2905 | 698 | 87.14% |
| LDC 44 HOURS | 497 | 415 | 82 | 297 | 200 | 83.50% |
| Total Manual Hours | 4100 | 3554 | 546 | 3201 | 899 | 86.69% |
| Retail / A | dminsitr | ation (Li | OC 42/LE | OC 45/1 | DG 48) | |
| LDC 42 HOURS | 32 | 27 | 5 | 35 | -3 | 83.31% |
| LDC 45 HOURS | 2980 | 2167 | 813 | 1920 | 1060 | 72.71% |
| LDC 48 HOURS | 3995 | 2871 | 1124 | 2717 | 1278 | 71.86% |
| Total Retail/Admin Hou | 7007 | 5064 | 1943 | 4672 | 2335 | 72.28% |
| Total Function Four | 11107 | 8619 | 2488 | 7874 | 3233 | 77.60% |

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

MAIL ARRIVAL PROFILE - DATE: 4/14/2015 - 4/15/2015

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

| | | BUL | LHEAD CITY A | PRIL 15TH | . 2015 |
|------------|--------|-----------|--------------|-----------|---|
| ARRIVAL | TIME | CONTAINER | TYPE | | |
| SCHEDULED | ACTUAL | TYPE | CONTAINER | VOLUME | COMMENTS |
| 5:30 | 5:12 | | | TRI | P1 |
| FROM KINGN | IAN | CAGE | ERS | 0.50 | DOCK TRANSFER-TOPACK |
| FROM KINGN | IAN | CAGE | MISC | 0.50 | |
| | | | DRIVER TOOK | ALL THE M | TE |
| ARRIVAL | TIME | | | TRI | P 2 |
| SCHEDULED | ACTUAL | CAGE | LETTERS | 0.25 | REJECTS |
| 6:00 | 5:25 | CAGE | LTRS/FLATS | 0.50 | MANUAL |
| FROM LAS | VEGAS | CAGE | DPS | 1.00 | |
| FROM LAS | VEGAS | CAGE | DPS | 1.00 | |
| FROM LAS | VEGAS | CAGE | DPS | 1.00 | |
| FROM LAS | VEGAS | CAGE | DPS | 1.00 | |
| FROM LAS | VEGAS | CAGE | DPS | 1.00 | |
| FROM LAS | VEGAS | CAGE | DPS | 0.75 | |
| FROM LAS | VEGAS | CAGE | DPS | 0.50 | |
| FROM LAS | VEGAS | CAGE | DPS | 0.50 | |
| FROM LAS | VEGAS | CAGE | DPS | 0.25 | |
| FROM LAS | VEGAS | CAGE | FLATS | 0.75 | NLM |
| FROM LAS | VEGAS | CAGE | FLATS | 0.75 | NLM |
| FROM LAS | VEGAS | CAGE | FLATS | 0.75 | NLM |
| FROM LAS | VEGAS | CAGE | FLATS | 0.75 | NLM |
| FROM LAS | VEGAS | CAGE | FLATS | 0.25 | NLM |
| FROM LAS | VEGAS | CAGE | LETTERS | 0.25 | FORT MOHAVE/86427-86446-86439 |
| FROM LAS | VEGAS | CAGE | LETTERS | 0.25 | FORT MOHAVE/86427-86446-86440 |
| FROM LAS | VEGAS | CAGE | LETTERS | 0.25 | FORT MOHAVE/86427-86446-86441 |
| FROM LAS | VEGAS | WIRE | FLATS | 0.50 | PRESORT BUNDLE |
| FROM LAS | VEGAS | CAGE | FLATS | 1.00 | PRESORT |
| FROM LAS | VEGAS | WIRE | PARCELS | 1.00 | SPRS |
| FROM LAS | VEGAS | CAGE | LETTERS | 0.25 | BHC / HIGHWAY BOXES 86430 |
| ARRIVAL | TIME | | | TR | IP 3 |
| SCHEDULED | ACTUAL | CAGE | MIXED | 0.25 | DOCK TRANSFER-TOPACH |
| | 6:46 | CAGE | LETTERS | 0.50 | RAW / T-PASS |
| FROM KIN | IGMAN | CAGE | FLATS | 0.25 | RAW |
| ARRIVAL | TIME | | | TR | IP 4 |
| SCHEDULED | ACTUAL | HAMPER | MTE | | |
| 7:15 | 7:53 | HAMPER | RES | 1.00 | TRUCK WAS 38 MINUTES LATE, NO |
| FROM LAS | VEGAS | WIRE | PARCELS | 0.25 | THONE CALL OR EMAIL; NOT ABLE TO REPORT ON MAQ PAQ OUT OF |
| FROM LAS | VEGAS | WIRE | PARCELS | 0.50 | LAS VEGAS. DRIVER RECEIVED |
| FROM LAS | VEGAS | WIRE | PARCELS | 0.50 | LATE SLIP PS 5466 |
| FROM LAS | VEGAS | WIRE | PARCELS | 1.00 | |

| | BULLHEAD C | ITY APRIL 15 | ГН, 2015 | |
|--------|---|--|---|-------------------------------|
| TIME | CONTAINER | TYPE | | COMMENTS |
| ACTUAL | TYPE | CONTAINER | | |
| 5:21 | | 1 | RIP 1 | |
| IAN | CAGE | PARCELS | 0.75 | |
| IAN | CAGE | EXPRES | 0.50 | |
| TIME | | Т | RIP 2 | |
| ACTUAL | WIRE | PARCELS | 0.25 | |
| 5:45 | WIRE | PARCELS | 0.75 | |
| VEGAS | WIRE | PARCELS | 0.75 | |
| VEGAS | CAGE | DPS | 1.00 | |
| VEGAS | CAGE | DPS | 1.00 | |
| VEGAS | CAGE | DPS | 1.00 | |
| VEGAS | CAGE | DPS | 0.50 | |
| VEGAS | CAGE | DPS | 0.25 | MAIN |
| VEGAS | CAGE | DPS | 0.25 | MOHAVE |
| VEGAS | CAGE | DPS | 0.25 | FORT MOHAVE |
| VEGAS | CAGE | DPS | 0.25 | HIGHWAY |
| VEGAS | CAGE | DPS | 0.75 | |
| VEGAS | CAGE | DPS | 0.75 | |
| VEGAS | CAGE | DPS | 0.75 | |
| VEGAS | CAGE | DPS | 0.75 | |
| VEGAS | CAGE | FLATS | 0.50 | REJECTS |
| VEGAS. | CAGE | FLATS | 1.00 | NLM |
| VEGAS | CAGE | FLATS | 0.75 | NLM |
| VEGAS | CAGE | FLATS | 0.75 | NLM |
| VEGAS | HAMPER | PARCELS | 1.00 | |
| VEGAS | CAGE | MISC. | 0.50 | EXPRESS |
| VEGAS | HAMPER | FLATS | 0.75 | PRESORT BUNDLE |
| VEGAS | WIRE | FLATS | 0.25 | PRESORT BUNDLE |
| VEGAS | WIRE | PARCELS | 1.00 | |
| VEGAS | WIRE | PARCELS | 1.00 | |
| VEGAS | HAMPER | PARCELS | PARCEL | |
| TIME | | • | | * |
| ACTUAL | 200 | | | |
| 6:38 | | 7 | RIP 3 | |
| GMAN | CAGE | MIXED | 0.50 | |
| TIME | | 7 | RIP 4 | • |
| | CAGE | MTE | | T |
| 7:40 | CAGE | MTE | | 1 |
| | WIRE | PARCELS | 1.00 | TRUCK WAS 30 |
| | WIRE | PARCELS | 1.00 | MINUTES LATE, NO |
| | WIRE | PARCELS | 1.00 | PHONE CALL OR EMAIL: NOT ABLE |
| | HAMPER | PARCELS | 0.25 | TO REPORT ON |
| | OCR | PARCELS | 1.00 | MAQ PAQ OUT OF |
| | | MTE | | LAS VEGAS. |
| VEGAS | HAMPER | MTE | | DRIVER RECEIVED |
| | | | | , |
| VEGAS | CAGE | PARCELS | 0.25 | 7 |
| | AN TIME ACTUAL 5:45 VEGAS | TIME ACTUAL 5:21 IAN CAGE IAN CAGE ITIME ACTUAL WIRE 5:45 WIRE VEGAS WIRE VEGAS CAGE VEGAS WIRE VEGAS WIRE | TIME ACTUAL 5:21 S:21 ACTUAL 5:21 ACTUAL SAN CAGE PARCELS ACTUAL WIRE PARCELS FIME ACTUAL WIRE PARCELS VEGAS WIRE PARCELS VEGAS CAGE DPS VEGAS CAGE FLATS VEGAS CAGE MISC. VEGAS WIRE PARCELS VEGAS WIRE PARCELS | S:21 |

^{**}This is a current IOP the day of the Review updated by Transporation**

BULLHEAD CITY PO TRANSPORTATION INFORMATION

for Monday April 13, 2015 Threshold: 15 Minutes(+/-

| | | | | | THE COMPTON | ARREST () | | | | | |
|----------|---------|---------|---------------|------------------|-------------------|---------------|--------|------------------|-----------------|------------------|--|
| ROUTE ID | TOIR IN | TRIP | FACILITY | DEPART | FACILITY | ARRIVE | | DEPART | FACILITY | ARRIVE | |
| ROUTE IL | 1 | TYPE | FAULTIT | SCHEDULED ACTUAL | PAULIT | SCHEDULED ACT | JAL | SCHEDULED ACTUAL | PAGILITY | SCHEDULED ACTUAL | |
| 890A3 | 21 | UNKNOWN | ✓ LAUGHLIN NV | 05.40 | BULLHEAD CITY PO | 06.00 06 | 35 | | | | |
| 89014 | 3 | UNKNOWN | ✓ LAUGHLIN NV | 06:55 | BULLHEAD CITY PO | 07:15 07: | 14 | | | | |
| 690A3 | 22 | UNKNOWN | 7 | | BUILLHEAD CITY PO | | \neg | 14.30 | LAUGHLIN NV | 14:55 | |
| 89014 | 4 | UNKNOWN | V | | BULLHEAD CITY PO | | | 18:00 | HIGHWAY STATION | 18.10 | |

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

DEPART SCHEDULED ACTUAL 04 40 ARRIVE SCHEDULED ACTUAL ROUTE ID TRIP ID FACILITY FACILITY

LDC Integrity

Observation: Clerks are making moves from one operation to another timely and accurately. Proper clock rings are essential to generate accurate data to assist Operations / Finance reporting anomalies, work hours and overtime.

APRIL 14TH, 2015 EMPLOYEE MOVES REPORT (TACS):

| Week/Day | Fin | Organi | zation | Emp ID | Last Name | FI | D/A | LDC | WkHrs | OTHrs | POT Hrs | Oper/LU | Description of Operation | To FN |
|----------|-------------|------------|---------|----------|---------------|------|------|------|---------|---------|---------|---------|--------------------------|--------|
| | | 8 | ULLHEAD | CITY MA | IN OFFICE / C | ARF | IER | ANNE | X DISTE | RIBUTIO | N/BOX/ | NINDOW | SERVICES | |
| 20150924 | 30962 | BULLHEA | D CITY | 2953774 | DUNN | D | 110 | 4300 | 1.09 | 0 | 0 | 790 | DIS PARCELS | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 3047048 | CONTE | K | 110 | 4300 | 2.98 | 0 | 0 | 790 | DIS PARCELS | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 3230592 | PENSE | С | 813 | 4300 | 2.23 | 0 | 0 | 790 | DIS PARCELS | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 3324789 | NEWMAN | R | 110 | 4300 | 0.59 | 0 | 0 | 790 | DIS PARCELS | 30962 |
| | | ····· | | J | | | | | 6.89 | 0 | 0 | | | |
| 20150924 | 30962 | BULLHEA | D CITY | 3000293 | SALAVEA | J | 110 | 4300 | 1.84 | 0 | 0 | 1500 | DIS LETTERS | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 3047048 | CONTE | K | 110 | 4300 | 0.03 | 0 | 0 | 1500 | DIS LETTERS | 30962 |
| | | | | J | L | · | | | 1.87 | 0 | 0 | | | |
| 20150924 | 30962 | BULLHEA | D CITY | 3271190 | KLEIN | L | 110 | 4300 | 0.83 | 0 | 0 | 1700 | DIS FLATS | 30962 |
| | 1 | | | | L | | | | 0.83 | 0 | 0 | | | |
| 20150924 | 30962 | BULLHEA | D CITY | 3047048 | CONTE | K | 110 | 4300 | 2.07 | 0 | 0 | 1760 | MNL DIS BOX FLT | 30962 |
| 20100021 | 100002 | D OLL: IL! | 0.11 | 10011010 | OOIII | 1.,1 | | 1000 | 2.07 | o | 0 | 1,00 | MITE DIO DOXI EI | 100002 |
| 20150924 | 130062 | BULLHEA | D CITY | 3047048 | CONTE | K | 110 | 4300 | 2.92 | 0 | 0 | 2410 | DIS ALLIED | 30962 |
| 20150924 | | BULLHEA | | 3230592 | | | | 4300 | 0.32 | 0 | 0 | 2410 | DIS ALLIED | 30962 |
| 20150924 | | BULLHEA | | 3271190 | | | | 4300 | 0.92 | 0 | 0 | 2410 | DIS ALLIED | 30962 |
| 20150924 | | BULLHEA | | | GUZMAN | | | 4300 | 0.41 | 0 | 0 | 2410 | DIS ALLIED | 30965 |
| 20150924 | | BULLHEA | | 4014516 | | | | 4300 | 0.27 | 0 | 0 | 2410 | DIS ALLIED | 30963 |
| 20100324 | 100002 | DOLLITE | D OIL | 14014010 | OWITT | 11 | . 10 | 1000 | 4.84 | o | 0 | 2410 | DIO ALLIED | 100000 |
| 20150924 | 30962 | BULLHEA | D CITY | 2953774 | DUNN | D | 110 | 4500 | 6.06 | 0.35 | 0 | 3550 | WINDOW | 30962 |
| 20150924 | | BULLHEA | | | YESLINEK | | - | 4500 | 5.13 | 0 | 0 | 3550 | WINDOW | 30962 |
| 20150924 | - | BULLHEA | | | GUZMAN | + | | 4500 | 5.77 | 0 | 0 | 3550 | WINDOW | 30965 |
| 20150924 | | BULLHEA | | 4014516 | | T | | 4500 | 6.7 | 0 | 0 | 3550 | WINDOW | 30963 |
| 20100021 | 100002 | 10000 | 0171 | 11011010 | <u> </u> | | | 1000 | 23.66 | 0.35 | Ö | 0000 | | 10000 |
| 20150924 | 30962 | BULLHEA | D CITY | 3324789 | NEWMAN | R | 110 | 4800 | 3.5 | 0 | 0 | 5420 | INSURED, COD, CUSTOMS | 30962 |
| | 100002 | | | 1002.700 | 11.1 | | | 1000 | 3.5 | Ŏ | Ō | 0.120 | | 10000 |
| 20150924 | 30962 | BULLHEA | D CITY | 3271190 | KI FIN | TLT | 110 | 4800 | 1.29 | 0 | 0 | 5440 | CAGE SERVICING CARRIER | 30962 |
| - | | | | .) | 1 | 11 | | | 1.29 | 0 | 0 | | | |
| 20150924 | 30962 | BULLHEA | D CITY | 2713718 | WOLOSUK | М | 110 | 4800 | 8 | 0 | 0 | 5580 | ADMIN | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 2953774 | DUNN | D | 110 | 4800 | 0.36 | 0 | 0 | 5580 | ADMIN | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 3000293 | SALAVEA | J | 110 | 4800 | 6.16 | 0 | 0 | 5580 | ADMIN | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 3213484 | YESLINEK | R | 110 | 4800 | 2.87 | 0 | 0 | 5580 | ADMIN | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 3230592 | | С | 813 | 4800 | 0.02 | 0 | 0 | 5580 | ADMIN | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 4014516 | | T | 110 | 4800 | 0.33 | 0 | 0 | 5580 | ADMIN | 30963 |
| | | | | | | | | * | 17.74 | 0 | 0 | | | |
| 20150924 | 30962 | BULLHEA | D CITY | 3010050 | OSTENDORF | L | 110 | 4500 | 8 | 0 | 0 | 5680 | WINDOW | 30962 |
| | | | | | | | | | 8 | 0 | 0 | | | |
| 20150924 | 30962 | BULLHEA | D CITY | 3324789 | NEWMAN | R | 110 | 4200 | 0.57 | 0 | 0 | 6490 | BRM | 30962 |
| | | | | | | | | | 0.57 | 0 | 0 | | | |
| 20150924 | 30962 | BULLHEA | D CITY | 3271190 | KLEIN | L | 110 | 4800 | 4.96 | 0 | 0 | 6780 | ADMIN CLERICAL RECORDS | 30962 |
| | | | | | | | | | 4.96 | 0 | 0 | | | |
| 20150924 | 30962 | BULLHEA | AD CITY | 3230592 | PENSE | С | 813 | 4800 | 1.06 | 0 | 0 | 7420 | MISC NOT IDENTIFIED | 30962 |
| | | | | | | | | | 1.06 | 0 | 0 | | | |
| 20150924 | 30962 | BULLHEA | D CITY | 2953774 | DUNN | D | 110 | 4400 | 0.84 | 0 | 0 | 7690 | WALLING BOX | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 3230592 | PENSE | С | 813 | 4400 | 1.22 | 0 | 0 | 7690 | WALLING BOX | 30962 |
| 20150924 | 30962 | BULLHEA | D CITY | 3749054 | GUZMAN | D | 110 | 4400 | 1.82 | 0 | 0 | 7690 | WALLING BOX | 30965 |
| 20150924 | 30962 | BULLHE A | AD CITY | 4014516 | SMITH | Т | 110 | 4400 | 0.7 | 0 | 0 | 7690 | WALLING BOX | 30963 |
| | | | | | | | ~~~ | | 4,58 | 0 | 0 | | | |
| 20150924 | 30962 | BULLHEA | AD CITY | 3324789 | NEWMAN | R | 110 | 4800 | 3.34 | 0 | 0 | 7940 | MISC MARK UP'S/ NOT CFS | 30962 |
| | | | | | | | | | 3.34 | 0 | 0 | 1 | | |
| | | | | | | | | | 3.34 | | | | | |

APRIL 15TH, 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 |
|----------|-------------|------------------------|--------------|--------------|----------|------|--------|----------|--------|--------|---------|--------------------------|--------|
| | | BULLHEAD | CITY MAIN | OFFICE / CAR | RIE | RAN | NEX D | ISTRIBUT | ION/B | OX / V | INDOW | SERVICES | |
| 20150925 | 30962 | BULLHEAD CITY PO | 3000293 | SALAVEA | J | 110 | 4300 | 0.97 | 0 | | 790 | DIS PARCELS | 30962 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3230592 | PENSE | С | 813 | 4300 | 4.13 | 0 | 1 | 790 | DIS PARCELS | 30962 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3354494 | VITELLO | С | 110 | 4300 | 1.71 | 0 | 1 | 790 | DIS PARCELS | 30962 |
| 20150925 | 30962 | BULLHEAD CITY PO | 4014516 | SMITH | Т | 110 | 4300 | 1.78 | 1.11 | | 790 | DIS PARCELS | 30962 |
| | .1 | | | 1 | | | · | 8.59 | 1,11 | 0 | | | 1 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3000293 | SALAVEA | IJ | 110 | 4300 | 0.8 | 0 | 1 | 1500 | DIS LETTERS | 30962 |
| | 1 | | 10000000 | L | | | 1.000 | 0.8 | 0 | 0 | 1333 | | 10000 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3271190 | KLEIN | П | 110 | 4300 | 0.35 | 0 | 0 | 1700 | DIS FLATS | 30962 |
| | 1 | | 10200 | 1 | | | 1.000 | 0.35 | 0 | 0 | 11.00 | 310 1 2 1 1 3 | 10000 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3000293 | SALAVEA | J | 110 | 4300 | 0.8 | 0 | 0 | 2410 | DIS ALLIED | 30962 |
| 20150925 | | BULLHEAD CITY PO | | | ĸ | 110 | 4300 | 8 | 0 | 10 | 2410 | DIS ALLIED | 30962 |
| 20150925 | | BULLHEAD CITY PO | | PENSE | c | 813 | 4300 | 0.36 | 10 | 10 | 2410 | DIS ALLIED | 30962 |
| 20150925 | | BULLHEAD CITY PO | | | Ľ | 110 | 4300 | 1.43 | 0 | 0 | 2410 | DIS ALLIED | 30962 |
| 20150925 | | BULLHEAD CITY PO | | NEWMAN | R | 110 | 4300 | 0.24 | 0 | 0 | 2410 | DIS ALLIED | 30962 |
| 20150925 | | BULLHEAD CITY PO | | VITELLO | C | 110 | 4300 | 1.54 | 0 | 0 | 2410 | DIS ALLIED | 30962 |
| 20150925 | | BULLHEAD CITY PO | | GUZMAN | D | 110 | 4300 | 0.68 | 0 | 1 0 | 2410 | DIS ALLIED | 30965 |
| 20150925 | | BULLHEAD CITY PO | | | T | 110 | | 0.00 | 0.12 | 0 | 2410 | DIS ALLIED | 30962 |
| 20130923 | 100302 | DOLLITEAD CITT FC | 14014310 | OWITT | <u> </u> | 110 | 14300 | 13.17 | 0.12 | 0 | 2410 | DIS ALLIED | 130902 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3213484 | YESLINEK | R | 110 | 4500 | 5 | 0.12 | 0 | 3550 | WINDOW SERVICES | 30962 |
| 20150925 | | BULLHEAD CITY PO | | GUZMAN | b | 110 | 4500 | 5.74 | 0 | 0 | 3550 | WINDOW SERVICES | 30965 |
| 20150925 | | BULLHEAD CITY PO | | | Ť | 110 | 4500 | 7.33 | 0 | 1 0 | 3550 | WINDOW SERVICES | 30962 |
| | 100002 | DOLLING/ID GITT I | 1 10 1 10 10 | 104 | لنط | | 1 .000 | 18,07 | 0 | 0 | - 0000 | | TOOGOT |
| 20150925 | 30962 | BULLHEAD CITY PO | 3324789 | NEWMAN | R | 110 | 4800 | 4.18 | 0 | 0 | 5420 | INSURED, COD, CUSTOMS | 30962 |
| | 1 | | | | H | | 1000 | 4.18 | 0 | Ō | | | 10002 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3271190 | KLEIN | L | 110 | 4800 | 3.67 | 0 | 0 | 5440 | CAGE SERVICING CARRIER | 30962 |
| | 1 | | 9277100 | | Ť | 1,15 | 1000 | 3.67 | 0 | l o | 1 | | 10000 |
| 20150925 | 30962 | BULLHEAD CITY PO | 2713718 | WOLOSUK | M | 110 | 4800 | 8 | 0 | 0 | 5580 | ADMIN | 30962 |
| 20150925 | | BULLHEAD CITY PO | | SALAVEA | J | 110 | 4800 | 5.43 | 0 | 0 | 5580 | ADMIN | 30962 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3213484 | YESLINEK | R | 110 | 4800 | 3.16 | 0.16 | 0 | 5580 | ADMIN | 30962 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3354494 | VITELLO | С | 110 | 4800 | 0.21 | 0 | 0 | 5580 | ADMIN | 30962 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3010050 | OSTENDORF | L | 110 | 4500 | 8 | 0 | 0 | 5680 | ADMIN | 30962 |
| | | | - | | | | - | 24.8 | 0.16 | 0 | | | |
| 20150925 | 30962 | BULLHEAD CITY PO | 3324789 | NEWMAN | R | 110 | 4200 | 0.3 | 0 | 0 | 6490 | BRM | 30962 |
| | | | | | | | | 0.3 | 0 | 0 | | | |
| 20150925 | 30962 | BULLHEAD CITY PO | 3271190 | KLEIN | L | 110 | 4800 | 2.55 | 0 | 0 | 6780 | ADMIN CLERICAL RECORDS | 30962 |
| | | | | | | | | 2.55 | 0 | 0 | | | |
| 20150925 | 30962 | BULLHEAD CITY PO | 3230592 | PENSE | С | 813 | 4800 | 0.77 | 0 | 0 | 7420 | MISC NOT IDENTIFIED | 30962 |
| | | | | | | | | 0.77 | 0 | 0 | | 4 | |
| 20150925 | | BULLHEAD CITY PO | | PENSE | С | | | | 0 | 0 | 7690 | BOX WALLING MAIL | 30962 |
| 20150925 | | BULLHEAD CITY PO | | VITELLO | С | 110 | - | | 0 | 0 | 7690 | BOX WALLING MAIL | 30962 |
| 20150925 | 30962 | BULLHEAD CITY PO | 3749054 | GUZMAN | D | 110 | 4400 | | 0 | 0 | 7690 | BOX WALLING MAIL | 30965 |
| | | | | | | | · | 3.35 | 0 | 0 | | · | |
| 20150925 | 30962 | BULLHEAD CITY PO | 3324789 | NEWMAN | R | 110 | 4800 | + | 0 | 0 | 7940 | MISC MARK UP'S/ NOT CFS | 30962 |
| | | | | | | | | 3.28 | 0 | 0 | 1 | | |
| | | BULLHEAD MAIN C | | | | | | 83.88 | 1.39 | 0 | | | |

CSAW PULLED ON 04/14/2015:

| | | | | | Daily E | arned t | o Actual A | \nalysis | 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 | 0.20 | 0.00 | 0.00 | 0.00 | 0.28 | 0.25 | 0.22 | 0.00 | 0.22 | 0.00 | 0.22 | 0.00 | 0.25 | 0.00 | 1.39 | 1.17 |
| 43 | 16.57 | 23.91 | 2.52 | 1.68 | 22.03 | 18.99 | 9.99 | 0.00 | 19.88 | 0.00 | 19.88 | 0.00 | 22.36 | 0.00 | 113.23 | 126.57 |
| 44 | 1.40 | 1.46 | 0.00 | 1,41 | 3.29 | 2.94 | 1.12 | 0.00 | 1.81 | 0.00 | 1.81 | 0.00 | 2.01 | 0.00 | 11.46 | 13.26 |
| 45 | 5.99 | 8.00 | 0.00 | 0.00 | 15.85 | 17.91 | 13.34 | 0.00 | 13.34 | 0.00 | 13.34 | 0.00 | 15.01 | 0.00 | 76.86 | 81.01 |
| 48 | 16.19 | 12.86 | 0.00 | 2.45 | 23 13 | 32.78 | 18.50 | 0.00 | 18.50 | 0.00 | 18.50 | 0.00 | 20.81 | 0.00 | 115.63 | 124.41 |
| Totals | 40.35 | 46.23 | 2.52 | 5.54 | 64.58 | 72.87 | 43.18 | 0.00 | 53.75 | 0.00 | 53.75 | 0.00 | 60.44 | 0.00 | 319 | 346 |
| Daily Variance | 5. | 88 | 3. | 02 | 8 | 29 | 10. | 60 | 0.0 | 02 | 0.0 | 02 | 0. | 03 | 21 | 8 |
| Post Schedule | 47. | .08 | 0.0 | 00 | 67. | 17 | 53. | .77 | 53. | 77 | 53. | .77 | 60 | 47 | 336 | .04 |
| Weekly Summary | LDC 4 | 1 L | DC 42 | LDC 4 | 3 LDC | 44 | LDC 45 | LDC | 48 T | OTAL | | Sici | Leave | Over Time | e Pen | alty OT |
| Variance by LDC | 0.00 | | -0.22 | 13.34 | 1. | 31 | 4.15 | 8.7 | 8 2 | 7.86 | | 1 | 0.52 | 0.63 | - 0 | 00 |

ENTRIES MADE ON 04/14/2015:

| 100 | | | | | | | | | | Torres | FECURES | | |
|---------------------------------|----------|--------|-----------|-----------|----------|----------|-------------------|--------|-----------|----------|---------|--------|-----------|
| LTR Preces LDC 41 | 10000 | | | | | | | | | 0 | 0.00 | 0 | |
| FLT Phices LDC 41 TOT LDC 41 | | | | | | | | | | 0 | 0.00 | G | (|
| | | EDITA | BLE FIELD | | | | NEGATIVE ENTRY | | TACS | LDC 43> | 15.82 | | CONTRACT. |
| | CHILDREN | Tree 1 | 100.0 | 7.00 | | Tear 5 | CHRAYON | 101115 | Torrest (| Torres | Number | Actual | FASTOR |
| UDLT INCHES LDC 43 | 13 | 54 | 0 | 5 | G | 36 | 0 | 108 | 9.00 | 2043 | 1.87 | 4,81 | 8.00 |
| JOFL NICHES LDC 43 | 0 | 132 | 0 | 10 | 0 | 46 | 0 | 188 | 15.67 | 1802 | 2.90 | 5.40 | 9.84 |
| PAK Pieces LDC 43 | | | LDC 43P | AK POPULA | TED FROM | AAU Scal | vs: 1960 | | | 1960 | 6.89 | 284.47 | 269.00 |
| ALUED LDC 43 | | | | | | | | | | | 4.16 | 4.16 | 7.54 |
| Torse LDC 43 | 13 | 186 | 0 | 15 | o | 82 | 0 | 296 | 24.67 | 5805 | 15.82 | | |
| | | | | | | | | | TACS | LDC 44 → | 2.06 | | |
| SVLM Inches LDC 44 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 3 | 0.25 | 57 | 0.45 | 0.56 | 5.18 |
| BVLD Pleces LDC 44 | 0 | 1034 | 0 | 0 | 0 | 0 | 0 | 55 | 4.56 | 1034 | 0.45 | 10.13 | 10.36 |
| BVF INCHES LDC 44 | o d | 17 | 17 | o | 0 | 0 | D | 34 | 2.83 | 326 | 0.45 | 6.29 | 7.24 |
| BVP PIECES LDC 44 | 0 | 11 | 0 | O | 0 | 0 | 0 | | | 3.1 | 0.46 | 23.91 | 233.0X |
| TOTAL LDC 44 | n. | 74 | 18 | വ് | ni ni | a | B | 92 | 764 | 1417 | 1.81 | 4,22 | 6.53 |

Observation: Random hours are being entered into CSAW and not the hours to demonstrate the productivity factors (i.e., 6.62 for Distribution; 0.45 for Box).

Recommendation: To enter the correct calculation to provide clerks with their expectations.

| eFlash Trend | WK 2015- | 77 ME | NU 💢 | CW | NW | Custo | mer Sei | rvices | Adjust | ed Work | load (C 8 | SAW) | - 03096 | 2 (2015-2 | 8 PP 9-1 | TUE) |
|-----------------|---------------|-------------|---------------|-------------|-----------------|-------------|----------------|----------|--------------|---------------|--------------------|--------------|---------------|-------------|----------|---------|
| BULLHEAD | CITY - B | ULLHEA | O CITY P | 0 | | Sat 04/04 | Sun 04 | /05 M | on 04/06 | Tues 04/0 | 7 Wed 84 | /08 T | hur 04/09 | Fri 04/10 | 1 T | otal |
| Workload | Trend I | actors | Earned | Tre | end | Pro/Act | Pro/A | ct P | ro/Act | Pro/Act | Pro/A | ct I | Pro/Act | Pro/Act | Pr | o/Act |
| LDC 41 LTRS | 0 | 0 | 0.00 | Voll | n pcs | 0 | 0 | | 9 | 0 | 0 | | 0 | 0 | 13.5 | 0 |
| LDC 41 FLTS | 0 | 0 | 0.00 | Vol i | n pcs | 0 | 0 | | 0 | 0 | 0 | | 0 | - 3 | | 0 |
| LDC 43 UDLT | 9,99 | 8.03 | 1.25 | Lette | ers (ft) | 8.83 | 0.00 | | 14.75 | 11.25 | 3.42 | | 6.58 | 12.17 | | 57.00 |
| LDC 43 UDFL | 18.94 | 9.84 | 1.93 | Flat | s (ft) | 15.42 | 0.00 | | 27.75 | 14.33 | 10.83 | | 18.50 | 13.50 | | 100.33 |
| LDC 43 PAK | 2,677 | 269 | 9.92 | PP | (pcs) | 2033 | 0 | | 2672 | 1610 | 2830 | | 2506 | 3172 | | 14,823 |
| LDC 43 Allied | | 7.58 | 7.58 | Вг | ıse | 6.37 | 0.00 | | 9.10 | 7.28 | 7.28 | | 7.28 | 8.19 | | 46 |
| LDC 43 Total | 29 | | 20.67 | 86 | 3se | 24 | 0 | | 43 | 28 | 1.4 | | 25 | 26 | | 157 |
| LDC 44 BVLM | 0.79 | 5.18 | 0.15 | Lette | ers (ft) | 1.00 | 0.00 | | 1.25 | 0.42 | 0.42 | | 0.75 | 1.00 | | 4.84 |
| LDC 44 BVLD | 1,883 | 10.36 | 0.80 | Ltrs | (pcs) | 1087 | 0 | | 5038 | 1193 | 1291 | | 1572 | 1438 | | 11,619 |
| LDC 44 BOXF | 3.20 | 7.24 | 0.44 | Fite | s (ft) | 1.50 | 0.00 | | 3 42 | 2.33 | 1.92 | | 3.08 | 3.75 | | 16.00 |
| LDC 44 BVP | 67 | 233.00 | 0.29 | PP | (pcs) | 44 | O | | 81 | 28 | 29 | | 76 | 89 | | 347 |
| LDC 44 Total | 12 | 6.48 | 1.90 | Ве | 35 0 | 7 | 0 | | 27 | 8 | 8 | | 11 | 11 | | 72 |
| LDC 45 Trans | 701 | 1.05 | 12.29 | W | os | 239 | 0 | | 866 | 864 | 715 | | 672 | 691 | | 4,047 |
| LDC 45 SSA | 3.29 | 30.00 | 1.64 | W | os | 2.00 | 0.00 | | 4.00 | 3.00 | 3.00 | | 3.00 | 3.00 | | 18.00 |
| LDC 42 | | 0.23 | | Ba | 350 | 0.29 | 0.00 | | 0.28 | 0.22 | 0.22 | | 0.22 | 0.25 | | 1.39 |
| LDC 48 | | 19.27 | 19.27 | 84 | 350 | 16.18 | 0.00 | | 23.12 | 18.50 | 18.50 |) | 18.50 | 20.81 | 1 2 | 115.61 |
| | | | | | Daily I | Earned to | Actual A | Inalysis | TAC | S EBR 🕅 | | | | | | |
| LDC | Sat Earned | Sat TACS | Sun Earned | Sun TACS | Mon Earned | Mon TACS | Tues Earned | Tues | Wed Earne | Wed d TACS | Thur Earned | Thur TACS | Fri Earned | Fri TACS | Earne | PROJ |
| 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 | 0.20 | 0.00 | 0.00 | 0.00 | 0.28 | 0.28 | 0.22 | 0.25 | 0.22 | 0.24 | 0.22 | 0.19 | 0.25 | 0.23 | 1.39 | 1.19 |
| 43 | 16 60 | 18.60 | 0.00 | 0.00 | 23 69 | 25.80 | 16.12 | 21.00 | 19.33 | 22.25 | 19.30 | 28.29 | 22 87 | 22.11 | 117.90 | 138.0 |
| 44 | 1.25 | 6.26 | 0.00 | 0.00 | 3.40 | 2.90 | 1.23 | 2.44 | 1 22 | 2.79 | 1.76 | 2.77 | 1.90 | 2.78 | 10.77 | 19.94 |
| 45 | 4.93 | 4.99 | 0.00 | 0.00 | 16.75 | 20.95 | 15.17 | 18.84 | 13.71 | 19.87 | 12.62 | 17.65 | 15 14 | 18.46 | 78.32 | 100.7 |
| 48 | 16 18 | 12.24 | 0.00 | 0.00 | 23.12 | 31.48 | 18.50 | 30.61 | 18.50 | 33.05 | 18.50 | 33.20 | 20.81 | 27.52 | 115.61 | 168.1 |
| Totals | 39.15 | 42.09 | 0.00 | 0.00 | 67.24 | 81.41 | 51.24 | 73.14 | 52.98 | 78.20 | 52.40 | 82:10 | 60.97 | 71.10 | 324 | 428 |
| Daily Variance | 2. | 94 | 0.6 |)0 | 14 | .17 | 21. | 90 | 2 | 5.22 | 29.7 | 0 | 10 |).13 | 11 | 04 |
| Post Schedule | 47 | .13 | 0.0 | 0 | 67 | .24 | 53. | 83 | | 53.83 | 53.8 | 3 | 60 |).54 | 334 | 5.41 |
| Weekly Summary | LDC 4 | 1 L | DC 42 | LDC 43 | LD4 | C 44 | LDC 45 | LDC | 48 | TOTAL | | Sic | k Leave | Over Time | Per | alty OT |
| Variance by LDC | 0.00 | | -0.20 | 20.15 | 9. | .17 | 22.44 | 52. | 49 | 104.05 | tanah jawa tahunin | | 10.00 | 12.28 | 1 7 | 3.00 |

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 | LDG | Workload Description | Function |
|------------------|------|-------------------------------|----------|
| 6370 | 4200 | Parcel Return Svc Bulk Parcel | |
| €350 | 4200 | Merchandise Return Svc | |
| 6430 | 4200 | Eusiness Reply Mail | |

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

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

| SOURCE | VALUE | CSV FACTORS INCLUDES STB | BENCHMARK MINS / DAY |
|-----------------|---|--|--|
| AVERAGE DAILY | 6 | 2.0367 Minutes ea. Daily avg. | 12.22 |
| AVERAGE DAILY | 18 | BRM/PD Pieces / 10.0666 = Minutes | 1.79 |
| APPROV MIN. | 0.00 | Actual Authorized Other Time | 0.00 |
| AVERAGE DAILY | 0 | 1 4971 Minutes ea. Daily avg. | 0.00 |
| AVERAGE DAILY | 0 | 1.4971 Minutes ea. Daily avg. | 0.00 |
| (149 Data Days) | тот.ве | NCHMARK MINUTES P/DAY | 14.01 |
| | TOT. | LDC42 BENCHMARK HOURS | 34.79 |
| | AVERAGE DAILY AVERAGE DAILY APPROV MIN. AVERAGE DAILY AVERAGE DAILY | AVERAGE DAILY 6 AVERAGE DAILY 18 APPROV MIN. 0.00 AVERAGE DAILY 0 AVERAGE DAILY 0 (149 Data Days) TOT.BE | AVERAGE DAILY 6 2.0367 Minutes ea. Daily avg. AVERAGE DAILY 18 BRM/PD Pieces / 10.0666 = Minutes APPROV MIN. 0.00 Actual Authorized Other Time AVERAGE DAILY 0 1.4971 Minutes ea. Daily avg. AVERAGE DAILY 0 1.4971 Minutes ea. Daily avg. |

LDC 43 – DISTRIBUTION:

DISTRICT TEAMS VOLUME RECORDING 4/14/2015:

| BULLHEAD CITY - DISTRI | BUTION | | TRIP 1 | TRIP 2 | TRIP 3 | TRIP 4 | CURTAIL | TOTAL |
|-------------------------|---------------------|------------|--------|--------|--------|--------|---------|---------|
| April 14, 2015 | | CARRY OVER | 5:12 | 5:25 | 6:46 | 7:53 | | |
| LETTERS - DPS RETURNS | IN PIECES | 11" | | | | | | 11" |
| LETTERS - WORKING PREF | INCHES | | I | 46" | 3" | 5.5** | | 56.5 |
| LETTERS - WORKING STD | INCHES | | I | I | L | | I | |
| LETTERS - CFS RETURNS | INCHES | | | | | | | |
| LETTERS - MISTHROWS | INCHES | | | | 2" | 7.75" | | 9.75 |
| TOTAL LETTERS IN INCHES | INCHES | 1:1: | | 46" | 5" | 13.25" | | 75.25 |
| FLATS - WORKING PREF | INCHES | | | 138" | 33" | 15" | | 186" |
| FLATS - WORKING PERIOD | INCHES | | I | | | | | |
| FLATS - WORKING STD | INCHES | | | | | | | |
| FLATS - CFS RETURNS | INCHES | | I | | | | | I |
| FLATS - MISTRHOWS | INCHES | | | | 6PCS | 7.5" | | 7.75" |
| TOTAL FLATS | S EXCHANC INCHES | | | ES DC | | | | 193.75" |

UNITS VOLUME RECORDING 4/14/2015:

| DATE | DA | ιΥ | FY | REPORTING UNIT | | | S | IGNATUR | E | |
|------------------|----------------|--------------|----------------------|----------------|--------------|---------|-------------|---------|----------------|--|
| 4/14/2015 | TUES | DAY | 2015 | BU | LLHEAD C | iTY | JEFF LOVETT | | | |
| | | | | LET | TERS | | | | | |
| ON HAND FIRST | ON HAND STD | 530 VEGAS | 545 KINGMAN | 700 KINGMAN | 815 VEGAS | REJECTS | REWORK | DEL | CURT | |
| | 13 | 24 | | 5 | | | | | | |
| | | 30 | | | | | | | | |
| TOTAL | 13 | 54 | | 5 | | | 72 | | | |
| area na alama | | | | FL. | ATS | | | | | |
| ON HAND FIRST | ON HAND STD | 530 VEGAS | 545 KINGMAN | 700 KINGMAN | 815 VEGAS | REJECTS | REWORK | DEL | CURT | |
| | | 43 | | 10 | | | | | | |
| | | 17 | | | | | | | | |
| | | 38 | | | | | | | | |
| | | 34 | | | | | | | | |
| TOTAL | | 132 | | 10 | | | 142 | | | |
| | | Bertell file | Control of the State | BOX S | ECTION | | | | Edit Fred Alle | |
| | | E E E | IAIN | FORT M | OHAVE | HIG | HWAY | MOHAV | /E VALLEY | |
| EOR | | 1 | 034 | 99 | 3 | | 356 | | 545 | |
| MANUAL LETTERS | | | 3 | 6 | | | 4 | | 2 | |
| MANUAL FL | ATS | | 34 | 3: | 3 | | 12 | | 21 | |
| PARCELS | | | 11 | 9+ | - 1 | | 5 | 4 | 7 + 5 | |

UNIT RECORDED INTO CSAW:

| Percent in the second | | WED DIE | | | | | | | | | Administration | | |
|-----------------------|-------------|-------------------------------|-----------|-----------|----------|---------|-------------------|---|----------------------------------|------------|----------------|--------|--------------|
| | | | | | | | | | | | | 100000 | TIMITY |
| LTR Pieces LDC 41 | | | | | | | | | | 0 | 0.00 | 0 | MACALINA CO. |
| FLT Pieces LDC 41 | | | | | | | | | | 0 | 0.00 | Ø | |
| TOT LOC 41 | | | | | 3.131.13 | | A Section | 111364 | | 0 | 0.00 | | |
| | | ■ - EDIN | ил Енгі О | | | | NEGATIVE ENTRY | | TACS | LDC 43> | 22.23 | PRODU | 1194119 |
| | OF BUILDING | THE | Free 2 | 1000-3 | 11000 | 1000 | CAHRYOVAL | 100 100 | FOTFEE | TO FG | Houses | ACTUAL | 100 |
| UDLT INCHES LDC 43 | 9 | - 0 | 20 | 0 | 5 | 31 | 0 | 65 | 5 42 | 1230 | 0.80 | 6.77 | 8. |
| UDFL INCHES LDC 43 | - 3 | | 92 | 11 | 5 | 63 | 0 | 174 | 14 50 | 1667 | 0.35 | 41.43 | 9. |
| PAK Pieces LDC 43 | | Paradament and a second and a | LDC 43F | AK POPULA | TED FROM | AAU SCA | NS 2892 | *************************************** | Maria and Anna and Anna and Anna | 2892 | 8.59 | 336.67 | 269 |
| ALUED LDC 43 | | | | | | | | | | | 12 49 | 12.49 | 7. |
| TOTAL LDC 43 | 12 | 0 | 112 | 11 | 10 | 94 | 0 | 239 | 19 92 | 5789 | 22.23 | | |
| | | | | | | | | | TACS | S LDC 44 → | 1.77 | | |
| BVLM INCHES LDC 44 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 3 | 0.25 | 57 | 0.00 | 0.00 | 5. |
| BVLD PIECES LDC 44 | 0 | _0 | 1216 | 0 | g | 0 | 0 | 64 | 5.36 | 1216 | 0.00 | 0.00 | 10 |
| BVF INCHES LDC 44 | 0 | 0 | 10 | 9 | G | 0 | 0 | 19 | 1.58 | 182 | 0.00 | 0.00 | 7 |
| BVP Pieces LDC 44 | 0 | 0 | 37 | 0 | 0 | 0 | 0 | | | 37 | 0.00 | 0.00 | 233 |
| TOTAL LDC 44 | 0 | 0 | 75 | 11 | 0 | 0 | 0 | 86 | 7.19 | 1455 | 0.00 | 0.00 | 6. |
| | | | | 6000 | | DAILY V | | incom . | | | | | |

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

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

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

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

| Summary | 4/11/2015 | 4/12/2015 | 4/13/2015 | 4/14/2015 | CSAW | 4/15/2015 | CSAW | 4/16/2015 | 4/17/2015 | TOTAL |
|--------------|-----------|-----------|-----------|-----------|--------|-----------|--------|-----------|-----------|------------------------|
| Summary | SAT | SUN | MON | TUE | EARNED | WED | EARNED | THU | FRI | TUTAL |
| UDLT LDC 43 | 1,494 | 0 | 1,929 | 2,043 | | 1,230 | | 1,286 | 1,078 | Total Pieces |
| UDFL LDC 43 | 2,386 | 0 | 2.137 | 1,802 | | 1,667 | | 1,830 | 1.782 | Total Pieces |
| PAK LDC 43 | 1,955 | 679 | 2,685 | 1,960 | | 2,892 | | 2,041 | 2,951 | Total Pieces |
| BVLM LDC 44 | 246 | 0 | 170 | 57 | | 57 | | 95 | 113 | Total Pieces |
| BVLD LDC 44 | 1,259 | 0 | 5,470 | 1,034 | | 1,216 | | 1,408 | 1,665 | Total Pieces |
| BOXF LDC 44 | 192 | 0 | 297 | 326 | | 182 | | 297 | 335 | Total Pieces |
| BVP LDC 44 | 53 | 0 | 62 | 11 | | 37 | | 39 | 49 | Total Pieces |
| Total LDC 43 | 23.91 | 1.68 | 18.99 | 15,32 | U.28 | 22.23 | 20.98 | 18.7 | 19.01 | Total Progra TACS |
| LDC 43 L | 3.76 | 0 | 2.31 | 1,87 | 112 | 9.8 | 6,07 | 2.44 | 0 | Total Hours TACS |
| LDC 43 F | 0.89 | 0 | 3.19 | 2.9 | 150 | 0.58 | 147 | 0 | 1.18 | Total House FACS |
| LDC 43 P | 7.56 | 1.57 | 9.91 | 6.80 | 7.29 | 0.59 | 10.75 | 7.42 | 8.01 | Ratal House-TACS |
| LDC 43 A | 11.7 | 0.11 | 3.58 | 1.16 | | 12.40 | 2.64 | 8.84 | 9.82 | TOTAL PROGRESTACS |
| LDC 44 Total | | | | 2.06 | 1.12 | 1.77 | 1.14 | | | Total House TACS |
| LDC 44 DPS | | | | | 0.05 | | 0.05 | | | |
| LDC 44 L | | | | | 0.44 | | 0.52 | | | |
| LDC 44 F | | | | | 0.39 | | 0.22 | | | |
| LDC 44 P | | | | | 0.05 | | 0.16 | | | |
| LDC 45 | | | | 19.19 | 15.55 | 20.33 | 15.77 | | | Team Hearts TACS |
| LDC 48 | | | | 35.42 | 18.5 | 37.26 | 18.5 | | | 2.162 Total Hours-TACS |
| Т | ACS / CSA | W EARNED |) | 73.06 | 52.67 | 81.89 | 55.81 | И | EEK TOTAL | - 322 414 |
| | VARIA | NCE | | 20 | 39 | 26 | 98 | | 92 HOUR | S OVER EARNED |

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

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

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

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

| | Distribution Up Time Report by Facility ZIP Code Area: WESTERN District: ARIZONA Date Range: 04/14/2015 - 04/14/2016 | | | | | | | | |
|-------------------|--|---------------------|-----------|--------------|---------------|----------|--------|--|--|
| Date | ZIP Code | Location | Sub Type | Sched UpTime | Actual UpTime | Variance | Status | | |
| 04/14/2015 | 66442 | BULLHEAD CITY | APO | 09:30 | 09:12 | -00:18 | Early | | |
| 04/14/2015 | 66442 | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:12 | -00:18 | Early | | |
| Total Dist Scans: | 2 | | | | | | | | |
| On Time | Ċ | 90.0% | | | | | | | |
| Early: | 2 | 100 0% | | | | | | | |
| Late. | Ø | 90.0% | | | | | | | |
| Missing: | 0 | 00.0% | | | | | | | |

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

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

Observation: The morning clerk spends most of the morning in the carrier bar. Time recorded on LDC 48 Desk Audit. Clerk was observed taking notice left parcels from the Annex to the Main at 4:45 a.m. **Recommendation:** The second notice parcels can be sent over with the box mail in the morning to avoid the clerk making unnecessary travel back and forth.

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

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

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

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

Observation: Clerk was observed pulling fletters out of flats and working in letter hot case. **Recommendation:** Supervisor needs to instruct clerk to cease double handling the mail.

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

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

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

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

Productivity Analysis FY 15 Week 1 - 28

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

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

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

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

LDC 44 - BOX SECTION:

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

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

| Date | ZIP Code | Location | Sub Type | Sched UpTime | Actual UpTime | Variance | Status |
|------------------|----------|---------------|----------|--------------|---------------|----------|--------|
| 04/14/2015 | 36442 | BULLHEAD CITY | APO | 13:30 | 98:55 | -04:35 | Early |
| Total Box Scans: | 1 | | | | | | |
| On Time: | 0 | 00 0% | | | | | |
| Early: | 1 | 100 0% | | | | | |
| Late: | 0 | 00.0% | | | | | |
| Missing: | 0 | 00.0% | | | | | |

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

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

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

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

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

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

Observation: Clerks are not demonstrating productivities in the Box Section on both days of the review. **Recommendation:** Supervisors must set the Box Section expectations; utilize CSAW to calculate the Ft. per Hr. / Factor = Time allotted in the Box Section.

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

Management must coordinate and direct all personnel moves to expedite all workload 34 – Day Analysis of P O Box Up-Time:

| Box U | p Time | Report - B | ULLHEAD CITY ARI | ZONA, for 2 | ZIP Codes: 86442 | - 86442, for date: | 03/06/201 | 5 - |
|------------|--------|-------------|------------------|-------------|------------------|--------------------|-----------|--------|
| Date | ZΙΡ | Facility ID | Location | Sub Type | Sched Up Time | Actual Up Time | Variance | Status |
| 03/06/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 09:39 | -03:51 | Early |
| 03/07/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:23 | -03:07 | Early |
| 03/09/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 11:18 | -02:12 | Early |
| 03/10/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:02 | -03:28 | Early |
| 03/11/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:02 | -03:28 | Early |
| 03/12/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:44 | -02:46 | Early |
| 03/13/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:02 | -03:28 | Early |
| 03/14/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:46 | -02:44 | Early |
| 03/16/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 11:22 | -02:08 | Early |
| 03/17/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 09:39 | -03:51 | Early |
| 03/18/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:19 | -03:11 | Early |
| 03/19/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:22 | -03:08 | Early |
| 03/20/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:48 | -02:42 | Early |
| 03/21/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:23 | -03:07 | Early |
| 03/23/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:46 | -02:44 | Early |
| 03/24/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 09:14 | -04:16 | Early |
| 03/25/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:18 | -03:12 | Early |
| 03/26/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:15 | -03:15 | Early |
| 03/27/2015 | | 1356312 | BULLHEAD CITY | APO | 13:30 | 11:00 | -02:30 | Early |
| 03/28/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:02 | -03:28 | Early |
| 03/30/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:11 | -03:19 | Early |
| 03/31/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:26 | -03:04 | Early |
| 04/01/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:20 | -03:10 | Early |
| 04/02/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:20 | -03:10 | Early |
| 04/03/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:09 | -03:21 | Early |
| 04/04/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:17 | -03:13 | Early |
| 04/06/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:43 | -02:47 | Early |
| 04/07/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 09:34 | -03:56 | Early |
| 04/08/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 09:05 | -04:25 | Early |
| 04/09/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 09:52 | -03:38 | Early |
| 04/10/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 09:52 | -03:38 | Early |
| 04/11/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 09:57 | -03:33 | Early |
| 04/13/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 10:05 | -03:25 | Early |
| 04/14/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 13:30 | 08:55 | -04:35 | Early |
| | | | Total Box Scans: | 34 | | | | |
| | | | On Time: | 0 | | 00.0% | | |
| | | | Early: | 34 | | 100.0% | | |
| | | | Late: | 0 | | 00.0% |] | |
| | | | Missing: | 0 | | 00.0% | | |

34 - Day Analysis of Distribution Up-Time:

| Distr | Up Tin | ne Report - | BULLHEAD CITY ARIZONA, | for ZIP Codes: | 86442 - 86442, for | date: 03/06/2015 | - 04/14/20 | 15 |
|------------------------|---------------|-------------|------------------------|----------------|--------------------|------------------|-------------|---|
| Date | ZIP | Facility ID | Location | Sub Type | | Actual Up Time | | Status |
| 3/06/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:09 | -00:21 | Early |
| 3/06/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:09 | -00:21 | Early |
| 3/07/2015 | | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:17 | -00:13 | On Tim |
| 3/07/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:17 | -00:13 | On Tim |
| 3/09/2015 | | 1356311 | | APO | | 10:09 | +00:39 | Late |
| | | | BULLHEAD CITY | | 09:30 | | | Late |
| 3/09/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 10:09 | +00:39 | |
| 3/10/2015 | | 1356312 | BULLHEAD CITY | APO | 09:30 | 08:57 | -00:33 | Early |
| 3/10/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 08:57 | -00:33 | Early |
| 3/11/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:07 | -00:23 | Early |
| 3/11/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:07 | -00:23 | Early |
| 3/12/2015 | | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:33 | +00:03 | Late |
| 3/12/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:33 | +00:03 | Late |
| 3/13/2015 | | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:15 | -00:15 | Early |
| 3/13/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:15 | -00:15 | Early |
| 3/14/2015 | | 1356311 | | | | 09:13 | -00:03 | On Tim |
| | | | BULLHEAD CITY | APO | 09:30 | | | |
| 3/14/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:27 | -00:03 | On Tim |
| 3/16/2015 | | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:43 | +00:13 | Late |
| 3/16/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:43 | +00:13 | Late |
| 3/17/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:12 | -00:18 | Early |
| 3/17/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:12 | -00:18 | Early |
| 3/18/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:29 | -00:01 | On Tin |
| 3/18/2015 3/18/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:29 | -00:01 | On Tin |
| | | | | APO | | 09:18 | -00:12 | On Tir |
| 3/19/2015 | | | BULLHEAD CITY | | 09:30 | | | · |
| 3/19/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:18 | -00:12 | On Tir |
| 3/20/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:36 | +00:06 | Late |
| 3/20/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:36 | +00:06 | Late |
| 3/21/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:19 | -00:11 | On Tir |
| 3/21/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:19 | -00:11 | On Tir |
| 3/23/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:34 | +00:04 | Late |
| 3/23/2015 | | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:34 | +00:04 | Late |
| 3/24/2015 | | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:12 | -00:18 | Earl |
| 3/24/2015 | | | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:12 | -00:18 | Early |
| 1/24/2015 | | | | APO APO | | | -00:15 | |
| | - | | BULLHEAD CITY | | 09:30 | 09:15 | | Earl |
| 3/25/2015 | | | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:14 | -00:16 | Earl |
| 3/26/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:20 | -00:10 | On Tir |
| 3/26/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:20 | -00:10 | On Tir |
| 3/27/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:15 | -00:15 | Earl |
| 3/27/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:14 | -00:16 | Earl |
| 3/28/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:12 | -00:18 | Earl |
| 3/28/2015 | | | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:12 | -00:18 | Earl |
| 3/30/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:23 | -00:07 | On Tir |
| 3/30/2015 | | | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:23 | -00:07 | On Tir |
| 3/31/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:54 | +00:24 | Late |
| | | | | | | | | TO A STATE OF THE |
| 3/31/2015 | | | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:54 | +00:24 | Lat |
| 1/01/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:21 | -00:09 | On Tir |
| 1/01/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:21 | -00:09 | On Tir |
| 1/02/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:03 | -00:27 | Earl |
| 1/02/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:03 | -00:27 | Earl |
| 1/03/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:30 | 00:00 | On Tir |
| 1/03/2015 | | | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:30 | 00:00 | On Ti |
| /04/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:33 | +00:03 | Lat |
| 1/04/2015 | | | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:33 | +00:03 | Lat |
| ~~~~ | | ~~~~ | BULLHEAD CITY ANNEX | | | | | On Ti |
| /06/2015 | | | | APO | 09:30 | 09:30 | 00:00 | |
| /06/2015 | | · | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:30 | 00:00 | On Ti |
| /07/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:08 | -00:22 | Earl |
| 1/07/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:08 | -00:22 | Earl |
| /08/2015 | 86442 | 1356312 | BULLHEAD CITY | APO | 09:30 | 09:08 | -00:22 | Earl |
| /08/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:08 | -00:22 | Earl |
| 1/09/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:18 | -00:12 | On Ti |
| /09/2015 | | | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:18 | -00:12 | On Ti |
| 1/10/2015 | | | | APO | 09:30 | 09:14 | -00:12 | Earl |
| 10/2015 1/10/2015 | | | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:13 | -00:17 | Earl |
| | | | | | | | | |
| /11/2015 | | | | APO | 09:30 | 09:10 | -00:20 | Earl |
| 1/11/2015 | | | BULLHEAD CITY ANNEX | CARR ANNX | 09:30 | 09:10 | -00:20 | Earl |
| 1/13/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:30 | 00:00 | On Ti |
| 1/13/2015 | 86442 | 1356311 | BULLHEAD CITY ANNEX | CARR_ANNX | 09:30 | 09:30 | 00:00 | On Ti |
| 4/14/2015 | | | BULLHEAD CITY | APO | 09:30 | 09:12 | -00:18 | Earl |
| 1/14/2015 | | | BULLHEAD CITY ANNEX | CARR ANNX | | 09:12 | -00:18 | Earl |
| · 1-52010 | ,,00442 | 1 1000011 | | | 1 03.30 | 55.12 | -55, 15 | 1 |
| | | | Total Dist Scans: | 68 | | 1 05 001 | 4 | |
| | | | On Time: | 24 | | 35.3% | . | |
| | | | Early: | 30 | 1 | 44.1% | 1 | |
| | | | Late: | 14 | | 20.6% | I | |
| | | | 1 | | | | | |

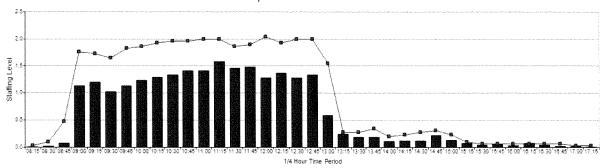
LDC 45 – WINDOW SERVICES:

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

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

WOS Earned - Actual Staffing Graph

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

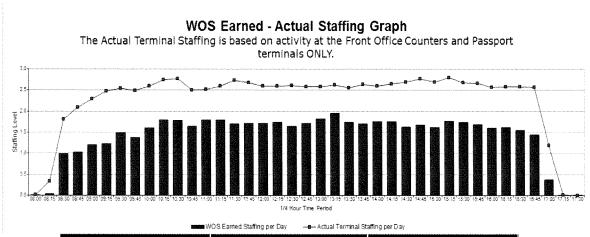


WOS Earned Staffing per Day

| | WOS Earned Staffing | Actual Terminal |
|--|---------------------|---------------------------------------|
| 1/4 Hour of Day | per Day | Staffing per Day |
| 08:15 | 0.0 | 0.0 |
| 08:30 | 0.0 | 0.1 |
| 08:45 | 0.1 | 0.5 |
| 09:00 | 1.1 | 1.8 |
| 09:15 | 1.2 | 1.7 |
| 09:30 | 1.0 | 1.7 |
| 09:45 | 1.1 | 1.8 |
| 10:00 | 1.2 | 1.9 |
| 10:15 | 1.3 | 1.9 |
| 10:30 | 1.3 | 2.0 |
| 10:45 | 1.4 | 2.0 |
| 11:00 11:15 | 1.4 1.6 | 2.0 2.0 |
| 11:30 | 1.5 | 1.9 |
| 11:45 | 1.5 | 1.9 |
| 12:00 | 1.3 | 2.0 |
| 12:15 | 1.4 | 1.9 |
| 12:30 | 1.3 | 2.0 |
| 12:45 | 1.3 | 2.0 |
| 13:00 | 0.6 | 1.6 |
| 13:15 | 0.2 | 0.3 |
| 13:30 | 0.2 | 0.3 |
| 13:45 | 0.2 | 0.3 |
| 14:00 | 0.1 | 0.2 |
| 14:15 | 0.1 | 0.2 |
| 14:30 | 0.1 | 0.3 |
| 14:45 | 0.2 | 0.3 |
| 15:00 | 0,1 | 0.2 |
| 15:15 | 0.1 | 0.1 |
| 15:30 15:45 | 0.0 | 0.1 |
| 16:00 | 0.1 0.0 | 0.1 0.1 |
| 16:15 | 0.0 | 0.1 |
| 16:30 | 9.0 | 0.1 |
| 16:45 | 0.0 | 0.1 |
| ······································ | | · · · · · · · · · · · · · · · · · · · |

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

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



| 1/4 Harris of Davi | WOS Earned Staffing per Day | Actual Terminal |
|-----------------------|--------------------------------|-------------------------|
| 08:00 | 0.0 | Staffing per Day 0.0 |
| 08:15 | 0.0 | 0.3 |
| 08:30 | 1.0 | 1.8 |
| 08:45 | 1.0 | 2.1 |
| 09:00 | 1.2 | 2.3 |
| 09:15 | 1.2 | 2.5 |
| 09:30 | 1.5 | 2.5 |
| 09:45 | 1.4 | 2.5 |
| 10:00 | 1.6 | 2.6 |
| 10:15 | 1.8 | 2.7 |
| 10:30 | 1.8 | 2.8 |
| 10:45 | 1.6 | 2.5 |
| 11:00 11:15 | 1.8 1.8 | 2.5 2.6 |
| 11:30 | 1.7 | 2.7 |
| 11:45 | 1.7 | 2.7 |
| 12:00 | 1.7 | 2.6 |
| 12:15 | 1.7 | 2.6 |
| 12:30 | 1.6 | 2.6 |
| 12:45 | 1.7 | 2.6 |
| 13:00 | 1.8 | 2.6 |
| 13:15 | 2.0 | 2.6 |
| 13:30 | 1.7 | 2.5 |
| 13:45 | 1.7 | 2.6 |
| 14:00 | 1.7 | 2.6 |
| 14:15 | 1,8 | 2.6 |
| 14:30 14:45 | 1.6 | 2.7 |
| 14:45 | 1.7 1.6 | 2.8 2.7 |
| 15:00 | 1.8 | 2.8 |
| 15:30 | 1.7 | 2.7 |
| 15:45 | 1.7 | 2.7 |
| 16:00 | 1.6 | 2.6 |
| 16:15 | 1.6 | 2.6 |
| 16:30 | 1.5 | 2.6 |
| 16:45 | 1.4 | 2.6 |
| 17:00 | 0.4 | 1.2 |

FY 2015 YTD WK 1-28:

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

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

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

Observation: There is no current Window / Retail Observations 4000A – 4000B's in this office. **Recommendation**: Supervisors are required to conduct 4000A – 4000B quarterly on all employees.

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

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

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

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

| Bull | Bullhead City - Lobby Assistance | | | | | | |
|------------|----------------------------------|---|--|--|--|--|--|
| Begin Time | Begin Time End Time Non-Revenue | | | | | | |
| 10:02 | 10:05 | 2 | | | | | |
| 11:01 | 11:02 | 1 | | | | | |
| 12:27 | 12:32 | 5 | | | | | |
| 13:10 | 13:30 | 5 | | | | | |

Observation: Wait Time In Line increased during lunch breaks.

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

WAIT TIME IN LINE

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

| CLERKS | | | | | LAR |
|-----------|-------|-------|------|-------|-----------------|
| DARREN | 9:10 | 9:20 | 0:10 | BREAK | |
| RICHARD | 9:11 | 9:16 | 0:05 | MISC | BT |
| RICHARD | 9:18 | 9:25 | 0:07 | LOBBY | lo _L |
| DARREN | 9:21 | 9:22 | 0:01 | MISC | 11 |
| DARREN | 9:37 | 9:50 | 0:13 | MISC | <u>IL</u> |
| RICHARD | 9:40 | 9:45 | 0:05 | MISC | ET |
| LARRY | 9:47 | 9:48 | 0:01 | MISC | DAR |
| RICHARD | 9:47 | 9:56 | 0:09 | LOBBY | BT |
| LARRY | 9:55 | 10:14 | 0:19 | MISC | |
| DARREN | 10:19 | 10:23 | 0:04 | LOBBY | OL |
| RICHARD | 10:26 | 10:37 | 0:11 | BREAK | IL |
| DARREN | 10:28 | 10:29 | 0:01 | LOBBY | ET |
| LARRY | 10:28 | 10:30 | 0:02 | MISC | |
| RICHARD | 10:40 | 11:40 | 1:00 | LUNCH | RICH |
| DARREN | 11:52 | 12:52 | 1:00 | LUNCH | BT |
| DARREN | 11:57 | 11:59 | 0:02 | LOBBY | OI |
| LARRY | 13:00 | 14:00 | 1:00 | LUNCH | |
| RICHARD | 10:26 | 10:37 | 0:11 | BREAK | <u>IL</u> |
| L TIME AV | VAY - | LUNCH | 1:10 | | ET |

| LARRY | 8:30 |
|---------|-------|
| вт | 8:15 |
| OL | 13:00 |
| IL | 14:00 |
| ET | 17:15 |
| DARREN | 9:00 |
| ВТ | 9:00 |
| OL | 11:52 |
| IL | 12:52 |
| ET | 18:03 |
| RICHARD | 9:09 |
| ВТ | 8:47 |
| OL | 10:40 |
| IL | 11:40 |
| ET | 14:30 |

| # CUSTOMERS | # OF CLERKS | Visit | Tender | Start | End | LAPSE | Rev | # Items |
|----------------|----------------|-------------|-------------------|----------|----------|---------|-------|------------|
| 2 | 1 | 16714545570 | Cash | 09:13:26 | 09:15:27 | 0:02:01 | 19.99 | 1 |
| 2 | 1 | 16714545866 | Non-Revenue Visit | 09:14:06 | 09:14:08 | 0:00:02 | | 1 |
| 1 | 2 | 16714545867 | Cash | 09:16:28 | 09:16:39 | 0:00:11 | 0.49 | 1 |
| 1 | 2 | 16714545868 | Debit Card | 09:16:51 | 09:18:00 | 0:01:09 | 9.8 | 1 |
| 1 | 2 | 16714545571 | Non-Revenue Visit | 09:17:33 | 09:17:47 | 0:00:14 | | 1 |
| 3 | 1 | 16714545572 | Debit Card | 09:20:54 | 09:22:44 | 0:01:50 | 2.1 | 2 |
| 3 | 2 | 16714545573 | VISA | 09:23:21 | 09:25:43 | 0:02:22 | 9 | 1 |
| 2 | 2 | 16714545574 | Cash | 09:26:13 | 09:28:00 | 0:01:47 | 14.25 | 1 |
| 2 | 2 | 16714545869 | Cash | 09:28:22 | 09:29:39 | 0:01:17 | 0.21 | 1 |
| 2 | 2 | 16714545575 | Cash | 09:28:50 | 09:28:56 | 0:00:06 | 9.8 | 1 |
| 2 | 2 | 16714545576 | Cash | 09:29:33 | 09:30:26 | 0:00:53 | 3.29 | 1 |
| 5 | 2 | 16714545870 | Debit Card | 09:30:07 | 09:32:16 | 0:02:09 | 0.49 | 1 |
| 5 | 2 | 16714545577 | Cash | 09:31:13 | 09:31:31 | 0:00:18 | 9.8 | 1 |
| 5 | 2 | 16714545578 | Cash | 09:33:05 | 09:33:55 | 0:00:50 | 5.75 | 1 |
| 2 | 2 | 16714545579 | AMEX | 09:35:55 | 09:38:19 | 0:02:24 | 6.6 | 2 |
| 2 | 2 | 16714545750 | Non-Revenue Visit | 09:36:17 | 09:37:17 | 0:01:00 | | 2 |
| 2 | 2 | 16714545871 | Debit Card | 09:37:23 | 09:38:35 | 0:01:12 | 3.58 | 1 |
| 2 | 2 | 16714545872 | Non-Revenue Visit | 09:39:15 | 09:39:36 | 0:00:21 | | 0 |
| 2 | 2 | 16714545580 | Non-Revenue Visit | 09:39:37 | 09:39:48 | 0:00:11 | | 0 |
| 2 | 2 | 16714545581 | Debit Card | 09:40:33 | 09:41:27 | 0:00:54 | 12.65 | 1 |
| 2 | 2 | 16714545582 | Check | 09:44:23 | 09:44:54 | 0:00:31 | 31 | 1 |
| 4 | 2 | 16714545583 | Debit Card | 09:45:04 | 09:45:52 | 0:00:48 | 5.75 | 1 |
| 4 | 2 | 16714545873 | Cash | 09:46:09 | 09:47:28 | 0:01:19 | 3.01 | 2 |
| 4 | 2 | 16714545584 | Check | 09:46:30 | 09:47:05 | 0:00:35 | 31 | 1 |
| 4 | 2 | 16714545585 | Cash | 09:49:52 | 09:51:18 | 0:01:26 | 3.4 | 1 |
| 2 | 2 | 16714545751 | Cash | 09:51:11 | 09:51:25 | 0:00:14 | 1.96 | 4 |
| 2 | 2 | 16714545586 | Cash | 09:51:56 | 09:53:35 | 0:01:39 | 5.72 | 2 |
| 2 | 2 | 16714545752 | Cash | 09:52:45 | 09:52:58 | 0:00:13 | 0.98 | 2 |
| 2 | 2 | 16714545753 | Cash | 09:53:29 | 09:54:05 | 0:00:36 | 2.66 | 1 |
| 2 | 2 | 16714545587 | Debit Card | 09:54:05 | 09:55:04 | 0:00:59 | | 1 |
| 2 | 2 | 16714545754 | Debit Card | 09:54:39 | 09:56:48 | 0:02:09 | 49 | 1 |
| 1 | 1 | 16714545755 | Cash | 09:59:47 | 10:00:00 | 0:00:13 | 0.49 | 1 |
| 2 | 2 | 16714545756 | Non-Revenue Visit | 10:01:20 | 10:01:29 | 0:00:09 | | 0 |
| 1 | 2 | 16714545757 | Cash | 10:03:43 | 10:04:47 | 0:01:04 | 3.3 | 1 |
| 2 | 2 | 16714545588 | Debit Card | 10:04:29 | 10:04:52 | 0:00:23 | 49 | 1 |
| 1 | 2 | 16714545874 | Check | 10:05:27 | 10:07:59 | 0:02:32 | 15 | 1 |
| 1 | 2 | 16714545758 | Cash | 10:05:43 | 10:06:34 | 0:00:51 | 3.17 | i |
| 1 | 2 | 16714545759 | Cash | 10:07:05 | 10:07:44 | 0:00:39 | 0.49 | i |

| | Т | | - | 1 /2 /2 /2 | | 1 | | |
|---------------|-------------|----------------------------|-------------------|--|--|---------|-------------|---|
| 1 | 2 | 16714545760 | Non-Revenue Visit | 10:08:06 | 10:08:07 | 0:00:01 | | 1 |
| 1 | 2 | 16714545761 | Non-Revenue Visit | 10:09:31 | 10:10:29 | 0:00:58 | | 2 |
| 1 | 2 | 16714545762 | Non-Revenue Visit | 10:10:37 | 10:10:37 | 0:00:00 | | 1 |
| 1 | 2 | 16714545763 | Debit Card | 10:10:57 | 10:14:37 | 0:03:40 | 12.65 | |
| 1 | 2 | 16714545875 | Debit Card | 10:11:08 | 10:11:30 | 0:00:22 | 9.8 | 1 |
| 2 | 3 | 16714545764 | Cash | 10:15:14 | 10:15:21 | 0:00:07 | 4.9 | 10 |
| 2 | 3 | 16714545765 | Cash | 10:15:49 | 10:16:32 | 0:00:43 | 1.47 | 3 |
| 2 | 3 | 16714545589 | Cash | 10:15:58 | 10:18:31 | 0:02:33 | 6.6 | 2 |
| 2 | 3 | 16714545766 | Cash | 10:16:55 | 10:18:01 | 0:01:06 | 1,19 | 1 |
| 3 | 2 | 16714545876 | Split Tender | 10:20:20 | 10:25:08 | 0:04:48 | 1.25 | 1 |
| 3 | 2 | 16714545590 | Cash | 10:22:34 | 10:24:15 | 0:01:41 | 1.24 | 2 |
| 3 | 2 | 16714545767 | Cash | 10:23:58 | 10:24:39 | 0:00:41 | 0.49 | 1 |
| 3 | 2 | 16714545591 | Debit Card | 10:24:38 | 10:25:50 | 0:01:12 | 7.7 | 1 |
| 3 | 2 | 16714545768 | Non-Revenue Visit | 10:26:54 | 10:29:42 | 0:02:48 | | 2 |
| 3 | 11 | 16714545592 | Split Tender | 10:27:42 | 10:28:23 | 0:00:41 | 21 | 1 |
| 3 | 11 | 16714545769 | Debit Card | 10:29:49 | 10:31:08 | 0:01:19 | 12.65 | 1 |
| 2 | 2 | 16714545770 | Cash | 10:32:06 | 10:33:31 | 0:01:25 | | 1 |
| 2 | 2 | 16714545593 | Cash | 10:33:09 | 10:34:51 | 0:01:42 | | 1 |
| 2 | 2 | 16714545771 | Debit Card | 10:34:31 | 10:36:07 | 0:01:36 | 3.3 | 1 |
| 3 | 2 | 18714545594 | Cash | 10:35:49 | 10:36:06 | 0:00:17 | 0.62 | 1 |
| 3 | 2 | 16714545595 | Debit Card | 10:36:31 | 10:37:21 | 0:00:50 | 0.62 | 1 |
| 3 | 2 | 16714545772 | Non-Revenue Visit | 10:37:35 | 10:38:24 | 0:00:49 | | 2 |
| 3 | 2 | 16714545877 | Non-Revenue Visit | 10:37:54 | 10:37:54 | 0:00:00 | | 1 |
| 3 | 2 | 16714545596 | VISA | 10:37:57 | 10:39:47 | 0:01:50 | 49 | 1 |
| 3 | 2 | 16714545878 | Cash | 10:38:16 | 10:38:30 | 0:00:14 | 0.49 | 1 |
| 3 | 2 | 16714545879 | Debit Card | 10:38:50 | 10:41:21 | 0:02:31 | 9.8 | 1 |
| 4 | 2 | 16714545597 | Cash | 10:40:38 | 10:42:01 | 0:01:23 | 3.3 | 1 |
| 4 | 2 | 16714545880 | Cash | 10:41:45 | 10:41:51 | 0:00:06 | 9.8 | 1 |
| 4 | 2 | 16714545881 | Cash | 10:42:18 | 10:42:33 | 0:00:15 | 0.49 | 1 |
| 4 | 2 | 16714545598 | VISA | 10:42:44 | 10:43:58 | 0:01:14 | | 1 |
| 4 | 2 | 16714545882 | Debit Card | 10:43:11 | 10:44:25 | 0:01:14 | 11.3 | 1 |
| 4 | 2 | 16714545599 | VISA | 10:44:29 | 10:46:11 | 0:01:42 | | 1 |
| 4 | 2 | 16714545883 | Cash | 10:44:58 | 10:45:47 | 0:00:49 | 0.42 | 2 |
| 2 | 2 | 16714545600 | Debit Card | 10:46:51 | 10:48:35 | 0:01:44 | 4.9 | 1 |
| 2 | 2 | 16714545884 | Non-Revenue Visit | 10:47:35 | 10:47:38 | 0:00:03 | | 1 |
| 2 | 2 | 16714545885 | Debit Card | 10:47:46 | 10:51:16 | 0:03:30 | 170 | 5 |
| 2 | 2 | 16714545601 | Cash | 10:49:40 | 10:50:44 | 0:01:04 | 0.49 | 1 |
| 4 | 2 | 16714545886 | Debit Card | 10:51:43 | 10:52:11 | 0:00:28 | 0.49 | 1 |
| 4 | 2 | 16714545602 | Cash | 10:51:49 | 10:52:27 | 0:00:38 | 1.19 | 1 |
| 4 | 2 | 16714545887 | Cash | 10:52:23 | 10:53:25 | 0:01:02 | 1.25 | 1 |
| 4 | 2 | 16714545603 | Cash | 10:53:08 | 10:54:22 | 0:01:14 | 1.25 | 1 |
| 4 | 2 | 16714545604 | Cash | 10:54:42 | 10:55:23 | 0:00:41 | 2.86 | 1 |
| 2 | 2 | 16714545888 16714545605 | Cash Dobit Cord | 10:55:58 | 10:57:25 11:00:05 | 0:01:27 | 5.5 11.5 | 2 |
| 2 | 2 | | | | | | 11.5 | ************************ |
| <u>2</u> 1 | 2 2 | 16714545889 16714545606 | | 10:57:52 | | 0:00:09 | 2.2 | 0 |
| 1 | | 16714545606 | Cash Cash | 11:01:17 11:04:43 | 11:02:27 | 0:01:10 | 3.3 | 1 |
| 3 | 2 2 | 16714545890 | Cash | 11:04:43 | 11:06:57 | 0:02:14 | 3.3 2.59 | 1 |
| 3 | 2 | 16714545891 | Cash | 11:08:30 | 11:09:37 | 0.02.12 | 5.85 | 1 |
| 3 | 2 | 16714545608 | Cash | 11:08:36 | 11:09:31 | 0:00:55 | 0.49 | 1 |
| 3 | 2 | 16714545892 | Debit Card | 11:10:12 | 11:11:26 | 0:00:55 | 6.4 | 1 |
| 3 | 2 | 16714545609 | Cash | 11:10:12 | 11:11:26 | 0:02:11 | 9.8 | ! |
| 3 | 2 | 16714545893 | Debit Card | 11:11:46 | 11:12:59 | 0:02:11 | 9.8 | 20 |
| 3 | 2 | 16714545610 | Cash | 11:13:41 | | 0:01:14 | 5.18 | 2 |
| 3 | 2 | 16714545810 | Cash | 11:13:41 | 11:14:55 | 0:02:02 | 6.6 | 2 |
| 2 | 2 | 16714545611 | | the state of the s | | 0:02:02 | 3.3 | 1 |
| 2 | 2 | 16714545895 | Cash Cash | 11:16:19 11:16:27 | OR AND | | 9.8 | 1 |
| 2 | | 16714545896 | Cash | 11:17:10 | 11:10:32 | 0:00:05 | 0.98 | 1 |
| 2 | 2 2 | 16714545897 | Non-Revenue Visit | | • | | 0.90 | 0 |
| 2 | 2 | | | 11:18:00 | | 0.03:10 | 0.00 | *************************************** |
| <u> </u> | | 16714545612 | Cash | 11.10.33 | 11:19:20 | 0:00:47 | 0.98 | 2 |

| 2 | 2 | 16714545613 | Non-Revenue Visit | 11:19:43 | 11:19:53 | 0:00:10 | | 0 |
|--|---|--------------|-------------------|----------|----------|-----------|---------|----------------------|
| 3 | 2 | 16714545614 | Cash | 11:20:29 | 11:20:40 | 0:00:11 | 0.98 | 2 |
| 3 | 2 | 16714545615 | Cash | 11:20:52 | 11:22:12 | 0:01:20 | 9.95 | 1 |
| 3 | 2 | 16714545898 | Debit Card | 11:21:56 | 11:22:53 | 0:00:57 | 5.75 | 1 |
| 3 | 2 | 16714545616 | Split Tender | 11:22:50 | 11:23:22 | 0:00:32 | 0.98 | 2 |
| 3 | 2 | 16714545899 | Cash | 11:23:18 | 11:24:16 | 0:00:58 | 12.65 | 1 |
| 3 | 2 | 16714545617 | Cash | 11,23,49 | 11:24:46 | 0:00:57 | 7.7 | 1 |
| 3 | 2 | 16714545900 | Cash | 11:24:54 | 11:25:22 | 0:00:28 | 0.7 | 1 |
| 5 | 2 | 16714545618 | Non-Revenue Visit | 11:26:08 | 11:26:35 | 0:00:27 | | 0 |
| 5 | 2 | 16714545901 | Debit Card | 11:26:30 | 11:26:54 | 0:00:24 | 4.9 | 10 |
| 5 | 2 | 16714545619 | Non-Revenue Visit | 11:26:44 | 11:26:55 | 0:00:11 | | 0 |
| 5 | 2 | 16714545620 | Non-Revenue Visit | 11:27:04 | 11:27:20 | 0:00:16 | | 0 |
| 5 | 2 | 16714545902 | Cash | 11:27:06 | 11:27:10 | 0:00:04 | 9.8 | 1 |
| 5 | 2 | 16714545903 | Non-Revenue Visit | 11:27:40 | 11:27:41 | 0:00:01 | | 1 |
| 5 | 2 | 16714545904 | Non-Revenue Visit | 11:28:24 | 11:29:39 | 0:01:15 | | 2 |
| 5 | 2 | 16714545621 | Cash | 11:28:41 | 11:29:07 | 0:00:26 | 0.49 | 1 |
| 5 | 2 | 16714545905 | MasterCard | 11:29:55 | 11:30:32 | 0:00:37 | 49 | 1 |
| 1 | 2 | 16714545622 | Non-Revenue Visit | 11:31:17 | 11:31:40 | 0:00:23 | | 1 |
| 1 | 2 | 16714545906 | Debit Card | 11:31:40 | 11:33:24 | 0:01:44 | 19.99 | 1 |
| 1 | 2 | 16714545623 | Non-Revenue Visit | 11:31:47 | 11:31:58 | 0:00:11 | | 1 |
| 1 | 2 | 16714545624 | VISA | 11:33:36 | 11:36:56 | 0:03:20 | 6.6 | 2 |
| 1 | 2 | 16714545907 | Debit Card | 11:34:21 | 11:36:07 | 0:01:46 | 6.6 | 2 |
| 3 | 2 | 16714545908 | Debit Card | 11:37:45 | 11:38:53 | 0:01:08 | 0.62 | 1 |
| 3 | 2 | 16714545625 | Cash | 11:38:37 | 11:39:23 | 0:00:46 | 1.61 | 1 |
| 3 | 2 | 16714545909 | Debit Card | 11:39:06 | 11:39:38 | 0:00:32 | 19.6 | 2 |
| 1 | 2 | 16714545910 | Split Tender | 11:40:20 | 11:41:39 | 0:01:19 | 3.3 | 1 |
| 1 | 2 | 16714545773 | Cash | 11:40:48 | 11:42:19 | 0:01:31 | | Ö |
| 1 | 2 | 16714545911 | Cash | 11:42:14 | 11:43:26 | 0:01:12 | 1.68 | 3 |
| 1 | 2 | 16714545626 | Non-Revenue Visit | 11:42:19 | 11:43:13 | 0:00:54 | | 1 |
| 1 | 2 | 16714545774 | Cash | 11:43:30 | 11:44:17 | 0:00:47 | 0.62 | 1 |
| 1 | 2 | 18714545627 | Cash | 11,44,30 | 11:44:54 | 0:00:24 | 0.7 | 1 |
| 1 | 2 | 16714545775 | Cash | 11:44:54 | 11:45:07 | 0:00:13 | 0.49 | 1 |
| 1 | 2 | 16714545912 | Cash | 11.44.56 | 11:46:16 | 0.01.20 | 7.87 | 1 |
| ······································ | 2 | 16714545628 | VISA | 11:49:42 | 11:53:18 | 0:03:36 | 11.6 | 4 |
| 1 | 2 | 16714545776 | Cash | 11:54:04 | 11:54:33 | 0:00:29 | 0.21 | 1 |
| 1 | 2 | 16714545629 | Cash | 11:54:36 | 11:56:01 | 0:01:25 | 3.3 | 1 |
| 2 | 2 | 16714545777 | Debit Card | 11:55:46 | 11:56:30 | 0:00:44 | 0.49 | 1 |
| 2 | 2 | 16714545630 | Non-Revenue Visit | 11:57:14 | 11:57:23 | 0:00:09 | 9.10 | 0 |
| 2 | 2 | 16714545631 | Non-Revenue Visit | 11:57:46 | 11:57:55 | 0:00:09 | | 0 |
| 2 | 2 | 16714545778 | Cash | 11:59:14 | 12:05:53 | 0:06:39 | 10.8 | 8 |
| 2 | 2 | 16714545632 | Cash | 11:59:23 | 12:00:49 | 0:01:26 | 0.98 | 2 |
| 2 | 3 | 16714545633 | Cash | 12:01:34 | 12:01:46 | 0:00:12 | 0.98 | 2 |
| 2 | 3 | 16714545634 | Debit Card | 12:02:45 | 12:05:37 | 0:02:52 | 6.6 | 2 |
| 6 | 3 | 16714545635 | VISA | 12:06:03 | 12:07:02 | 0:00:59 | 17.9 | 1 |
| 6 | 3 | 16714545636 | Non-Revenue Visit | 12:07:48 | 12:07:57 | 0:00:09 | | 0 |
| 6 | 3 | 16714545779 | AMEX | 12:07:48 | 12:08:39 | 0:00:51 | 19.6 | 2 |
| 6 | 3 | 16714545637 | Debit Card | 12:08:08 | 12:08:51 | 0:00:43 | 1.25 | 1 |
| 6 | 3 | 16714545780 | Cash | 12:09:18 | 12:09:41 | 0:00:23 | 1.19 | 1 |
| 3 | 3 | 16714545638 | Cash | 12:10:15 | 12:10:32 | 0:00:17 | 1.24 | 2 |
| 2 | 3 | 16714545639 | Non-Revenue Visit | 12:13:16 | 12:13:07 | 0:00:51 | 1 | 2 |
| 2 | 3 | 16714545781 | Cash | 12:12:42 | 12:12:51 | 0:00:09 | 9.8 | 1 |
| 2 | 3 | 16714545640 | Debit Card | 12:13:18 | 12:14:35 | 0:01:17 | 9.8 | 1 |
| 2 | 3 | 16714545782 | Debit Card | 12:14:41 | 12:16:46 | 0:02:05 | 9.8 | 1 |
| 3 | 3 | 16714545641 | Cash | 12:15:01 | 12:15:17 | 0:00:16 | 5.99 | 1 |
| 3 | 3 | 16714545642 | Split Tender | 12:15:48 | 12:16:42 | 0:00:54 | 9.8 | 1 |
| 3 | 3 | 16714545643 | Cash | 12:17:16 | 12:17:28 | 0:00:34 | 0.42 | 2 |
| 3 | 3 | 16714545783 | Cash | 12:17:16 | 12:17:58 | 0:00:12 | 2.13 | 1 |
| 3 | 3 | 16714545644 | Non-Revenue Visit | 12:17:16 | 12:17:30 | 0:00:42 | 2.13 | 2 |
| 3 | 3 | 16714545784 | Cash | 12:19:37 | 12:21:49 | 0:01:02 | 11.95 | 1 |
| | | 1 107 (4040) | | | | · U.UZ.IZ | . 11.20 | B. COSTANIA (EASTER) |

| 44 | 3 | 16714545646 | Non-Revenue Visit | 12:24:39 | 12:24:46 | 0:00:07 | | 0 |
|----|-------------|-------------|--------------------|----------|--|---------|-------|-----|
| 4 | 3 | 16714545647 | Debit Card | 12:24:57 | 12:26:40 | 0:01:43 | 1.25 | 1 |
| 3 | 3 | 16714545785 | Cash | 12:25:11 | 12:26:10 | 0:00:59 | 9.8 | 1 |
| 3 | 3 | 16714545786 | Cash | 12:26:52 | 12:28:03 | 0:01:11 | 1.47 | 3 |
| 3 | 3 | 16714545648 | Cash | 12:27:11 | 12:28:02 | 0:00:51 | 0.49 | 1 |
| 3 | 3 | 16714545787 | Non-Revenue Visit | 12:28:22 | 12:28:22 | 0:00:00 | | 1 |
| 3 | 3 | 16714545788 | Cash | 12:28:44 | 12:30:23 | 0:01:39 | 1.65 | 1 |
| 3 | 3 | 16714545649 | Cash | 12:28:56 | 12:30:08 | 0:01:12 | 1.99 | 1 |
| 2 | 3 | 16714545789 | Cash | 12:31:11 | 12:32:29 | 0:01:18 | 1.05 | 1 |
| 2 | 3 | 16714545790 | Non-Revenue Visit | 12:32:38 | 12:32:39 | 0:00:01 | | 1 |
| 2 | 3 | 16714545791 | Non-Revenue Visit | 12:32:44 | 12:32:44 | 0:00:00 | | 1 |
| 2 | 3 | 16714545792 | Non-Revenue Visit | 12:32:58 | 12:32:58 | 0:00:00 | | 1 |
| 2 | 3 | 16714545793 | Debit Card | 12:34:10 | 12:34:50 | 0:00:40 | 9.8 | 1 |
| 2 | 3 | 16714545794 | VISA | 12:35:54 | 12:37:37 | 0:01:43 | 3.3 | 1 |
| 2 | 3 | 16714545650 | Cash | 12:36:52 | 12:37:58 | 0:01:06 | 2.32 | 1 |
| 2 | 3 | 16714545795 | Debit Card | 12:38:10 | 12:39:11 | 0:01:01 | 1.05 | 1 |
| 2 | 3 | 16714545651 | Non-Revenue Visit | 12:38:22 | 12:39:11 | 0:00:49 | .,, | 3 |
| 2 | 3 | 16714545796 | Debit Card | 12:39:53 | 12:40:18 | 0:00:25 | 9.8 | 1 |
| 1 | 3 | 16714545652 | Cash | 12:40:11 | 12:40:32 | 0:00:21 | 9.8 | 1 |
| 1 | 3 | 16714545797 | Cash | 12:41:15 | 12:43:07 | 0:01:52 | 6.6 | 2 |
| 1 | 3 | 16714545653 | Check | 12:42:19 | 12:46:24 | 0:04:05 | 9.8 | 1 |
| 1 | 3 | 16714545798 | Cash | 12:43:59 | 12:45:03 | 0:01:04 | 5.75 | 1 |
| 1 | 3 | | Cash | | 1 | 0:00:30 | 0.7 | 1 |
| 1 | 3 | 16714545799 | | 12:45:34 | 12:46:04 | | 19.6 | 2 |
| 1 | | 16714545800 | Split Tender | 12:46:33 | 12:47:04 | 0:00:31 | | 4 |
| 1 | 3 | 16714545654 | Cash | 12:47:24 | 12:51:19 | 0:03:55 | 10.9 | |
| | 3 | 16714545801 | Cash | 12:47:50 | 12:48:05 | 0:00:15 | 9.8 | 20 |
| 1 | 3 | 16714545802 | Cash | 12:48:43 | 12:49:06 | 0:00:23 | 1.4 | 1 |
| 1 | 3 | 16714545803 | Debit Card | 12:49:38 | 12:50:17 | 0:00:39 | 49 | 1 |
| 0 | 3 | 16714545804 | MasterCard | 12:50:59 | 12:55:13 | 0:04:14 | 12.35 | 1 |
| 0 | 3 | 16714545655 | Debit Card | 12:51:55 | 12:52:57 | 0:01:02 | 7.05 | 1 |
| 0 | 3 | 16714545656 | Cash | 12:53:44 | 12:54:01 | 0:00:17 | 1.3 | 1 |
| 2 | 3 | 16714545913 | Cash | 12:55:18 | 12:55:24 | 0:00:06 | 19.6 | 2 |
| 2 | 3 | 16714545805 | Debit Card | 12:57:23 | 12:57:46 | 0:00:23 | 19.6 | 2 |
| 2 | 3 | 16714545914 | Check | 12:57:24 | 12:58:24 | 0:01:00 | | 1 |
| 2 | 3 | 16714545806 | Non-Revenue Visit | 12:58:02 | 12:58:03 | 0:00:01 | | 1 |
| 2 | 3 | 16714545807 | Non-Revenue Visit | 12:59:05 | 12:59:09 | 0:00:04 | | 3 |
| 2 | 3 | 16714545808 | Non-Revenue Visit | 12:59:59 | 13:00:14 | 0:00:15 | | 0 |
| 3 | 2 | 16714545809 | Cash | 13:00:37 | 13:02:35 | 0:01:58 | 4.9 | 10 |
| 3 | 2 | 16714545915 | Non-Revenue Visit | 13:02:04 | 13:02:05 | 0:00:01 | | 1 |
| 3 | 2 | 16714545916 | VISA | 13:02:34 | 13:04:47 | 0:02:13 | 6.6 | 2 |
| 3 | 2 | 16714545810 | Cash | 13:03:19 | 13:03:51 | 0:00:32 | 5.75 | 1 |
| 3 | 2 | 16714545811 | Cash | 13:04:31 | 13:04:37 | 0:00:06 | 9.8 | 1 |
| 1 | 2 | 16714545917 | Cash | 13:05:43 | 13:06:07 | 0:00:24 | 1.15 | 1 |
| 1 | 2 | 16714545918 | | | · | 0:01:05 | | 1 |
| 1 | 2 | 16714545812 | | 13:06:43 | | 4 | 1.3 | 1 |
| 1 | 2 | 16714545919 | | 13:08:39 | 13 09 52 | 0.01:13 | 3.3 | 1 |
| 1 | 2 | 16714545813 | Debit Card | 13:09:41 | 13:10:58 | 0:01:17 | | 1 |
| 1 | 2 | 16714545920 | MasterCard | 13:10:22 | 13:13:11 | 0:02:49 | 1,15 | -1 |
| 1 | 2 | 16714545814 | Cash | 13:12:06 | 13:12:46 | 0:00:40 | 0.34 | 1 |
| 1 | 2 | 16714545815 | Cash | 13:13:51 | 13:14:59 | 0:01:08 | 3.3 | 1 |
| 1 | 2 | 16714545816 | VISA | 13:15:40 | 13:19:34 | 0:03:54 | 9.1 | 5 |
| 1 | 2 | 16714545921 | Cash | 13:16:36 | 13:23:02 | 0:06:26 | 36.9 | 9 |
| 2 | | 16714545817 | | | The state of the s | 0:00:25 | 1,19 | 1 |
| | 2 2 | | Cash Dobit Card | 13:20:08 | 13:20:33 | • | | |
| 2 | | 16714545818 | Debit Card | 13:21:01 | 13:21:22 | 0.00:21 | 0.98 | 2 |
| 2 | 2 | 16714545819 | Cash | 13:21:43 | 13.22.55 | 0:01:12 | 2.1 | 2 |
| 2 | 2 | 16714545820 | Cash | 13.23.20 | 13:24:35 | 0:01:15 | | 1 |
| 2 | 2 | 16714545922 | MasterCard | 13:24:03 | 13:25:31 | 0:01:28 | 34.04 | - 1 |
| 2 | 2 | 16714545821 | Cash | 13:25:07 | 13:25:20 | 0:00:13 | 0.7 | 1 |
| 2 | 2 | 16714545822 | Cash | 13:26:04 | 13:26:16 | 0:00:12 | 0.42 | 2 |
| 2 | 2 | 16714545923 | Debit Card | 13:26:44 | 13:29:17 | 0:02:33 | 1.05 | 1 |

| 2 | 2 | 16714545823 | Debit Card | 13:28:15 | 13:31:32 | 0:03:17 | 9,8 | 1 |
|---|---|-------------|-------------------|----------|----------|---------|------|---|
| 2 | 2 | 16714545924 | Debit Card | 13:29:45 | 13:31:33 | 0:01:48 | 1.47 | 3 |
| 5 | 2 | 16714545824 | Cash | 13:31:56 | 13:33:14 | 0:01:18 | 8.8 | 1 |
| 5 | 2 | 16714545925 | VISA | 13:31:59 | 13:33:18 | 0:01:19 | 1.61 | 2 |
| 5 | 2 | 16714545926 | Cash | 13:33:44 | 13:35:02 | 0:01:18 | 1.4 | 1 |
| 5 | 2 | 16714545825 | Cash | 13:34:52 | 13:36:44 | 0:01:52 | 0.49 | 1 |
| 2 | 2 | 16714545927 | Cash | 13:35:23 | 13:35:48 | 0:00:25 | 0.49 | 1 |
| 2 | 2 | 16714545928 | Debit Card | 13:36:19 | 13:37:26 | 0:01:07 | 3.3 | 1 |
| 2 | 2 | 16714545826 | Non-Revenue Visit | 13:37:46 | 13:37:59 | 0:00:13 | | 0 |
| 2 | 2 | 16714545929 | Cash | 13:37:51 | 13:38:07 | 0:00:16 | 0.98 | 2 |
| 2 | 2 | 16714545930 | Cash | 13:38:24 | 13:39:20 | 0:00:56 | 9.8 | 1 |
| 2 | 2 | 16714545827 | Debit Card | 13:38:24 | 13:40:58 | 0:02:34 | 1.4 | 1 |
| 2 | 2 | 16714545931 | Debit Card | 13:39:57 | 13:41:17 | 0:01:20 | 9.8 | 1 |

LDC 48 – ADMINISTRATIVE:

| WORKLOAD ELEMENT | SOURCE | BENCH VALUE | CSV FACTORS INCLUDES STB | BENCHMARK MINS / DAY |
|-----------------------------------|-----------------------|----------------|--|-------------------------|
| APC MAINTENANCE | # MINUTES PER MACHINE | 0 | 4.8281 minutes per mechine | 0.00 |
| AVG MAILINGS PER | # PER | 106.00 | Mailings ^ 12 Nm ^ 27,5850 minutes / 302 | 116 19 |
| BOX ACCOUNTABLE MAIL | ROUTES 1 per 500 | 2 42 | 5.7933 minutes per route | 14.02 |
| CALLER SERVICE (PAID) | AVG DAY | 0 | Catters *1.2124 minutes | 0.00 |
| CARRIER ACCOUNTABLES | ROUTES | 44 | 5 7933 monutes per conte | 254.91 |
| COLLECTIONS | ACTUAL | 72 | Actual * (STS Factor 0.0729) | 77.25 |
| DISPATCH & CFS/PARS PREP | DELIVERIES | 34474 | 5.5058 minutes per 1000 possibre | 227 73 |
| EXPRESS MAIL DELIVERY | ACTUAL | 0 | Aptual + (STB Factor 0 0729) | 0.00 |
| SCANS | # OF SCANS | 273 | 0 0440 minutes for each scan | 12.01 |
| FIRM HOLDOUT | AVG DAY | 10 | Firm Haldouts * 1 2050 minutes | 12.06 |
| FLEX TIME | APPROV MIN. | 0.00 | Actual Authorized + (STB Factor 0 0729) | 0.00 |
| UBBM | DELIVERIES | 34474 | 2.4141 minutes per 500 Deliveries | 166.45 |
| OFFSITE TRAVEL/ADMIN | ACTUAL MINUTES | 120.00 | Actual + (STB Factor G 0729) | 128 75 |
| OPN &GLS SUPPLIES &SVCS | # OF OFFICES | 2.0 | 12.07 minutes per office | 24 14 |
| PO BOX MAINT | BOXES-RENTED | 1209 | Rented boxes * 1 9085 minutes / 302 | 7.73 |
| PREMIUM FOWARDING SVC | ACTUAL | 0 | Actual + (STB Pactor 0.0729) | 0.00 |
| VALIDATE 1412'S | POS | 3 42 | 5.7933 minutes per 1412 | 19 80 |
| VERIFY DEPOSIT/TRANSMIT | # OF OFFICES | 1: | 33,1660 minutes per Office | 33 17 |
| Period 10/11/2014 - 04/10/2015 (: | 149 Dota Days) | | TOTAL EARNED MINUTES PER DAY | 1094.18 |
| Report date 04/14/2015 | | | TOTAL LDC48 EARNED HOURS | 2717.22 |

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

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

Observation: Bullhead has Michelle Wolosuk that is used as a General Clerk to answer phones, eBuy, Supplies, COARS, pulls slips for the lobby, scans parcels in PM and works the Registry Room. **Recommendation:** Bullhead does not earn a General Clerk position and will need to utilize this position as a clerk.

Observation: Bullhead has a FTR come in at 9:00 a.m. to do the Postage Dues / BRM, sets up the Dispatch, verifies drop shipments, accountable cage, scans parcels, and is the BMEU clerk. **Recommendation:** Cross train clerks to perform the job duties of the BMEU clerk and to perform other duties such as dispatch, scanning parcels, accountable cage and other duties as needed. These duties

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

Observation: BMEU clerk and General clerk did not utilize the PASS or DSS but used the old IMD scanner to scan AAU for UPS drop shipment packages and alpha code to sort packages to the correct routes. The postmaster explained he spoke to operations and the problem is still ongoing. **Recommendation:** Clerks need to utilize the PASS and / or DSS machines for all packages to increase productivity. A one-day test needs to be conducted scanning the UPS parcels with the PASS system followed by a scan using the IMD scanner. Review the AAU reports from the PASS and IMD scanner to compare AAU scans missed.

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

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

Observation: There is no dispatch log to record trips, drivers and dispatch times. **Recommendation:** A log should be kept to track all inbound and outbound dispatches.

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

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

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

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

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

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

| | COLLECTION B | OX ANAL | YSIS FOR L | OC 48: ZIPS 86442 8644 | 10 86429 86426 | |
|------------|-----------------------|------------|------------|------------------------|----------------|-----------|
| 8644200001 | 1882 LAKESIDE DR | SNORKEL | 17:00 | | NO DATA | 86442P020 |
| 8644200002 | 1882 LAKESIDE DR | SNORKEL | 17:00 | | NO DATA | 86442P020 |
| 8644200032 | 1882 LAKESIDE DR | PO LOB DRP | 17:00 | | NO DATA | 86442P020 |
| 8642600009 | 4821 HIGHWAY 95 | SNORKEL | 16:00 | | NO DATA | 86426P010 |
| 8642600010 | 4821 HIGHWAY 95 | SNORKEL | 16:00 | | NO DATA | 86426P010 |
| 8642600007 | 4821 HIGHWAY 95 STE 7 | PO LOB DRP | 16:15 | | NO DATA | 86426P010 |
| 8642600008 | 4821 HIGHWAY 95 STE 7 | PO LOB DRP | 16:15 | | NO DATA | 86426P010 |
| 8644000000 | 8045 S HIGHWAY 95 | STANDARD | 15:30 | | NO DATA | 86440P010 |
| 8644000002 | 8045 S HIGHWAY 95 | PO LOB DRP | 15:30 | | NO DATA | 86440P010 |
| 8642900004 | 990 HIGHWAY 95 | PO LOB DRP | 15:45 | | NO DATA | 86429P010 |
| 8642900000 | 990 HIGHWAY 95 | SNORKEL | 16:45 | | NO DATA | 86429P010 |
| 8642900002 | 990 HIGHWAY 95 | SNORKEL | 16:45 | | NO DATA | 86429P010 |

SUMMARY:

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

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

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

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

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

This office is extremely clean and efficient.

VOLUME ARRIVAL PROFILE ANALYSIS FROM FEBRUARY TO PRESENT:

| Activity | 0 | 0.5 | 1 | 1.5 | 2 | 2.5 | 3 | | | | | | | reflec 6.5 | | | | 8.5 | 9 | 9.5 | 10 | 11 | 11 | Г |
|---|---|-----------------|----------------|-----------|---------------------|-----------------------------|--|---|---|---|---|--|-------------|---------------|-----------|------------|------------------------|------------------------------|-------------------------|--|------------------|--|-------------------|-------|
| AD CITY PO | | | | | | | | | | | | | | | | | | | | | | | | |
|) (0 rural) (25 hcr) roule Office Carriers | is state | | | | | | - | | | | -т | | | | — т | | 18 | 4 | 8 | 3 | т | г | 1 | Τ- |
| Street Carriers | + | | | | | | \dashv | -+ | | \dashv | -+ | -+ | \dashv | - | 1 | - | -10 | 4 | 12 | 9 | 5 | 2 | ├─ | t |
| Other | | | | | | | | | | | \Box | | | | | | 1 | | | | | | | L |
| Collections | + | | | | - | | \dashv | - | | | - | | _ | — | | | | | | <u> </u> | ┼ | ┞ | <u> </u> | ╀ |
| Clerk Plant Packages | +-+ | | | | \vdash | | - | - | | 1 | -1+ | | 2 | | - | | -1 | -1- | 2 | ├── | ┼─ | ├─ | | ╁ |
| T MINO MANAGOO | + | | | | -1 | | 1 | \dashv | | | 7 | | | | | | | $\neg \neg$ | | 9 | t | | | t |
| AAU Scans | | | | | \Box | | | | | | 27 | | 293 | 470 | 220 | 414 | 531 | 107 | 56 | DC 5 | 4 | 22 | L_ | L |
| Las Vegas NV P&DC Trips | 1-1 | | - | | \vdash | | \dashv | | | | \dashv | | AU | | AU | | | | | ├ ── | ┼— | — | - | ╀ |
| Facility | | | | | | | | TIM | EPM | (Time | es in | the P | | lect f | | /End | imes | 1 | | | | . | 1 | • |
| Activity | 12 | 13 | 13 | 14 | 14 | 15 | 15 | | | | | | | 19 | | | | | 21 | 21.5 | 22 | 23 | 23 | Γ |
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| Activity | 0 | 0.5 | 1 | 1.5 | 2 | 2.5 | 3 | 3.5 | | | | | | 6.5 | | 7.5 | 8 | 8.5 | 9 | 9.5 | 10 | 11 | 11 | Т |
| D CITY PO | | | | | | | | | | | | | | | | | | | | | | | | |
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| Plant Packages | 29 | 30 | 94 | 84 | 96 | 112 | 48 | 161 | | | \Box | | | | | | | | <u> </u> | ↓ | | ↓ | | 4 |
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| Street Carriers Other Clerk Plant Packages | | 5 | 22 | 12 | 72 | 3 | 34 | 100 | 57 | 47 | 2 70 | 3 73 | 33 | 58 | 1 | 17 | 4 | 1 | 5 | 3 | 561 | 121 | 605 | 5 |
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| Street Carriers Other Clerk Plant Packages AAU Scans Las Vegas NV P&DC Phoenix AZ P&DC Trips 5 Facility Activity D CITY PO (0 rural) [25 hcr) route Office Carriers Street Carriers Clerk Plant Packages AAU Scans Las Vegas NV P&DC Trips Facility Activity D CITY PO Activity | 3 3 3 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0.5 | 22 191 | 1.5 | 72 77 2 2 2 2 1 | 3 130 LU 2.5 | 34 5 | 1 100 4 4 3 3.5 | 57 1 1 1 1 1 4 5 896 | 47 1 1 4.5 | imees li | 73 918 \$ in the 1 | 1 274 | 501 | ct str. 7 | 188 | 22 5 1 2 8 | 919 | 9 4 3 2 462 | 9.5 9.5 4 17 1 18 DC 5 | 77 | 39 | 898 896 111 | 3 |
| Street Carriers Other Clerk Plant Packages AAU Scans Las Vegas NV P&DC Phoenix AZ P&DC Trips 5 Facility Activity D CITY PO (o rural) (25 hcr) route Office Carriers Street Carriers Other Clerk Plant Packages AAU Scans Las Vegas NV P&DC Trips Facility Activity | 3 3 3 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 0.5 | 22 191 | 1.5 | 72 77 2 2 2 2 1 | 3 130 LU 2.5 | 34 5 | 1 100 4 4 3 3.5 | 57 1 1 1 1 1 4 5 896 | 47 1 1 4.5 | imees li | 73 918 \$ in the 1 | 1 274 | 501 | ct str. 7 | 188 | 22 5 1 2 8 | 919 | 9 4 3 2 462 | 9.5 9.5 4 17 1 18 DC 5 | 77 | 39 | 898 896 111 | 3 |
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| Street Carriers Other Other Clerk Plant Packages AAU Scans Las Vegas NV P&DC Trips 15 Facility Activity D CITY PO (10 rural) (25 hcr) route Clerk Plant Packages AAU Scans Las Vegas NV P&DC Trips Trips Facility Activity Other Clerk Plant Packages AAU Scans Las Vegas NV P&DC Phoenix AZ P&DC Trips Facility Activity D CITY PO (10 rural) (25 hcr) route Office Carriers Street Carriers Street Carriers Other | 79 12 12 | 0.5 | 22 191 1 | 1.5 | 72 77 77 2 21 21 14 | 3 130 LU 2.5 45 | 34 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 100 4 3.5 716 16 | 57 1 1 1 1 4 5 896 16 | 47 1 4.5 4.5 1 1 1 17 | 70 S S S S S S S S S S | 73 918 5.5 5.5 | 1 274 | 501 | 451 | 188 | 22 5 1 2 8 | 919 | 9 4 3 2 462 | 9.5 9.5 4 17 1 18 DC 5 | 77 | 39 | 898 896 111 | 3 |
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| Street Carriers Other Clerk Plant Packages AAU Scans Las Vegas NV P&DC Trips Facility Activity D CITY PO (In rural) [25 hor) routs Other Clerk Plant Packages AAU Scans Las Vegas NV P&DC Trips ACTIVITY ACTIVITY ACTIVITY D CITY PO (In rural) [25 hor) routs AAU Scans Las Vegas NV P&DC Trips Facility Activity D CITY PO (In rural) [25 hor) routs Office Carriers Street Carriers Street Carriers Other | 79 12 12 | 0.5 | 22 191 1 | 1.5 | 72 77 77 2 21 21 14 | 3 130 LU 2.5 45 | 34 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 1 100 4 3.5 716 16 | 57 1 1 4 5 898 16 | 47 1 4.5 4.5 1 1 1 17 | 70 S S S S S S S S S S | 73 918 5.5 5.5 | 1 274 | 501 | 451 | 188 | 22 5 1 2 8 | 919 | 9 4 3 2 462 | 9.5 9.5 4 17 1 18 DC 5 | 100 | 39- | 11 26: | 3 3 |
| Street Carriers Other Clerk Plant Packages AAU Scans Las Vegas NV P&DC Phoenix AZ P&DC Trips 5 Facility Activity D CITY PO (0 rural) (25 hcr) route Office Carriers Street Carriers Clerk Plant Packages AAU Scans Las Vegas NV P&DC Trips Facility Activity D CITY PO (0 rural) (25 hcr) route Clerk | 79 79 72 72 | 86 | 22 191 1 | 1.5 | 72 77 21 21 14 | 3 130 LU 2.5 45 | 34 5 1 1 1 1 1 5 | 1 100 4 3.5 3.5 1 1 1 1 | 57 1 1 4 4 5 896 896 7 2 | 47 1 4.5 4.5 1 1 1 17 | 5 5 S S S S S S S S S S S S S S S S S S | 73 918 \$ in the 1 18 | 1 274 AU 19 | 501 flect | 451 | 188 | 8 AU time 20 | 919 8.5 1 338 21 | 4 3 2 462 | 896 4 17 1 18 DC: | 7 7 5 5 52 | 39- | 11 26: | 3 |

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)