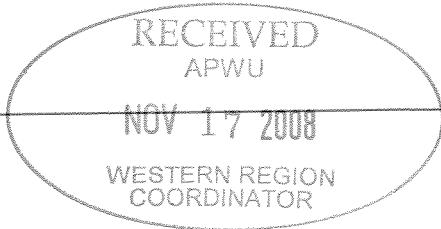


Western Area
Human Resources



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

North CA
North NW
See Radius!

November 12, 2008

Omar M. Gonzalez
Western Regional Coordinator
APWU, AFL-CIO
500 Airport Blvd., Suite 450
Burlingame, CA 94010-1940

- Withholding Info
- Staffing Issue(s)
- Status Update
- Grievance Administration

- Please review, take action and reduce issues to writing
- Comments

Re: Withholding Notice for South Lake Tahoe, CA

Omar M. Gonzalez, Coordinator

Dear Mr. Gonzalez:

As a follow-up to the October 30, 2008 notice to you regarding Function Four Impacts that provided you with the Site Impact Report for the South Lake Tahoe Post Office, the following provides additional information.

The South Lake Tahoe Post Office removed its CSBCS machines in July 2008. A recent Function Four Report shows that the office is over-staffed by three level PS-6 FTR clerks and one level PS-7 Senior Mail processor. Because of their need to excess four clerks outside of the installation and/or craft, the Sierra Nevada Performance Cluster is authorized to withhold four FTR positions, level PS-7 and below in the clerk, custodian, mail handler, and city letter carrier crafts within a radius of 100 miles from the South Lake Tahoe Post Office.

If you have any questions, please contact Dan L. Foster, Labor Relations Specialist at 303-313-5702.

Sincerely,

Dan L Foster for
Valerie E. Martin
Manager Human Resources
Western Area

cc: Manager Labor Relations Western Area
Manager Operations Support Western Area
Manager Delivery Programs Support Western Area
District Manager: Sierra-Nevada
Managers Human Resource: Sierra-Nevada
Managers Labor Relation: Sierra-Nevada
Manager Human Resources Pacific Area
NALC NBA Region 1
Regional Director NPMHU Denver

Attachments: Site Impact Report, Map, Function Four Report, Seniority Roster



Date: October 3, 2008

POSTMASTER Teresa Stinson
 SUBJECT Nevada Sierra Function 4 Review
 South Lake Tahoe

On Tuesday, Wednesday, and Thursday, September 23rd – 26th, 2008, the Function 4 Review Team completed a comprehensive Function 4 review of the South Lake Tahoe Post Office, to include LDCs 43, 44, 45, and 48. Prior to the review the Team Leader met with the team including the Postmaster and the MPOO to review the plans and purpose of this review.

The South Lake Tahoe Main office contains 15 rural routes, a PO Box section, and a retail window operation. This station is also responsible for the Tahoe Valley, Bijou, Meyer, and Fallen Leaf Retail finance stations, which contain a PO Box and Retail operation. CSBCS machines were removed from Tahoe Main July 12, 2008. Although the WA F4 program utilizes 52 weeks of data to calculate variance, I ran CSV from 7-12-08 through 9-26-2008. Total F4 hours percent achieved for this time period is 72.28 %, total F4 hours variance over earned of +2,358 hours, a FTEE variance of 6.71 and a FTES variance of 5.50.

This Function 4 review focused on the following:

1. Service to our customers:
 - a. Internal operations: mail to carriers timely, accurately, and by cut-off time
 - b. PO Box customers: box up-time being achieved
 - c. Retail customers: efficient retail operations, achieving WTIL goals
 - d. Mail delivered to our customers in accordance with service standards
2. Productivity and Efficiency:
 - a. Management interaction with clerks: prioritizing work, providing direction and expectations
 - b. Efficient and productive clerical operations
 - c. Volume measuring and recording: accurate, and correct procedures followed
 - d. LDC integrity
3. Staffing and scheduling:
 - a. On rolls compared to earned
 - b. Recommend staffing and scheduling changes

The following is a summary of the team's findings, observations, and recommendations. All comments are related to the South Lake Tahoe Main Office, unless noted otherwise:

1. Service to our customers, internal and external:
 - a. PO Box cutoff times are properly posted, in the retail lobby and inside the Post Office, in all offices
 - b. box up-time being achieved at SLT Main, Bijou, and Meyer, however the box often fails at Tahoe Valley
 - i. Recommend additional management involvement at Tahoe Valley, setting expectations for work to be completed, based on available volume and expected priming and walling rates
 - c. WTIL failures at Tahoe Main, Tahoe Valley, and Bijou. Meyers was the only unit that made WTIL. At Bijou on 9/25/08 the unit failed Wait Time in Line 3 times in the following order: 6:20 min; 5:15 min; 6:42 min. All wait time failures occurred during

- i. Recommend retail supervisor review operations at these offices weekly, setting expectations, and training clerks as needed
 - c. Management is not conducting random review of WebBATS at these offices, resulting PO Box maintenance not being current
 - 4. LDC Integrity:
 - a. Not all clerks are maintaining LDC integrity.
 - i. Recommend management retrain and instruct clerk in proper clock ring procedures, reviewing TACS each day to ensure compliance.
 - 5. Staffing and Scheduling Issues:
 - a. Unit currently has a FTES variance of +5.5
 - b. Current on rolls F4 staffing is 22
 - c. Earned F4 staffing is 18
 - d. Windows are overstaffed at Bijou, Tahoe Valley and SLT Main.
 - 6. Recommended staffing and scheduling changes:
 - a. Staff retail window at Bijou with two SSAs, instead of the current three and assign specific allied duties to be completed during slow periods
 - b. Staff retail window at Tahoe Valley with four SSAs instead of five and assist them in prioritizing workload.
 - c. Eliminate two SSA positions at Tahoe Main.
 - d. Eliminate delivery of Express pieces to addresses with no home delivery and no PO Box. Set a schedule for transportation arrival to Tahoe Valley and Bijou based on workload rather than "when he finishes with Express delivery"

Additional recommendations provided by the team:

- 1. Staffing and scheduling to workload:
 - a. Recommend CSAW be utilized to the fullest extent possible to assist in managing clerical operations and in staffing and scheduling to the available workload
- 2. Management utilize the WOS earned vs actual graphs to assist in proper scheduling of SSAs

The Team provided assistance to local management as follows:

- 1. Assisted local Station management team in building PS 1994s:
 - a. Earned (Mon-Fri, Sat, and day after holiday)
- 2. Developed mail arrival profiles, with volumes, containers and times
- 3. Validated, reapproved, and updated "other" time in CSV

The F4 Team Leader conducted an informal exit with the Postmaster and POOM on September 26 2008 where we discussed the above observations, recommendations, opportunities for improvement, all in an effort to improve service to our customers, increase productivity and efficiency, and improve the staffing and scheduling of clerks to achieve earned Function 4 workhours.

Current Staffing of Clerks:	22
Earned Staffing of Clerks:	18

A complete and comprehensive review package, to include observations and recommendations, will be provided to the Postmaster of South Lake Tahoe, as well as a copy to the POOM and additional copies to be distributed to the DM, MOPS, and Complement Coordination.

Ivy Tunender
F4 Review Team Leader

WorkHour Impact Report

Impacted Bid Cluster	SOUTH LAKE TAHOE POST OFFICE
Installation Address	
Area Name	WESTERN
Impact Type	Reduction Other Than by Attrition
Date of Impact	12/13/2008
Period (Dates) of Review Performed	10/13/2007 thru 10/10/2008
Report Prepared By	Ivy Tunender
Report Prepared Date	11/12/2008
Reviewed By	Shaun Mossman
Phone	(702) 361-9300

WorkHour Impact Report

Craft = CLERK

	A Current Average Weekly 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	818	660	-158	-632	-8216	-4	1924

OverTime Impact

	Current OT Average Weekly Hrs	Current OT Rate	Planned OT per Week from changes	Additional Planned OT per Week	Percent Planned OT per Week	Planned OT Hours per Week	Planned OT Rate
Total	82	10%	-16	0		66	10%

WorkHour Impact Report

Casuals

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

Part Time Flexible (PTFs)

a. Current Number of CLERK PTFs on Rolls	4
b. Current Total Non-OverTime CLERK PTFs Hours per Month	608
c. Planned Reduction in Total Non-OverTime CLERK PTFs Hours per Month	-36
d. Number of CLERK PTFs that will have Reduced Hours	3
e. Will there be any CLERK PTFs Excessed from Craft or Installation	NO
If Yes how Many CLERK PTFs	0
f. Provide Narrative Explaining need for Excessing	
3 PTF's with reduced hours. PTF workhours were reduced as a result of the removal of CSBCS machines in July 08.	

Transitional Employees (TEs)

a. Current Number of CLERK TEs on Rolls	0
b. Current Total Non-OverTime CLERK TE Hours per Month	0
c. Planned Reduction in Total Non-OverTime CLERK TE Hours per Month	0
d. Number of CLERK TEs that will have Reduced Hours	0
e. Number of CLERK TEs that will be Terminated	0
f. Number of CLERK TEs Remaining After Impact	0
g. Provide Narrative Justifying need for Remaining CLERK TEs	
N/A	

WorkHour Impact Report

Part Time Regular (PTRs)

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

Full Time Regular (FTRs)

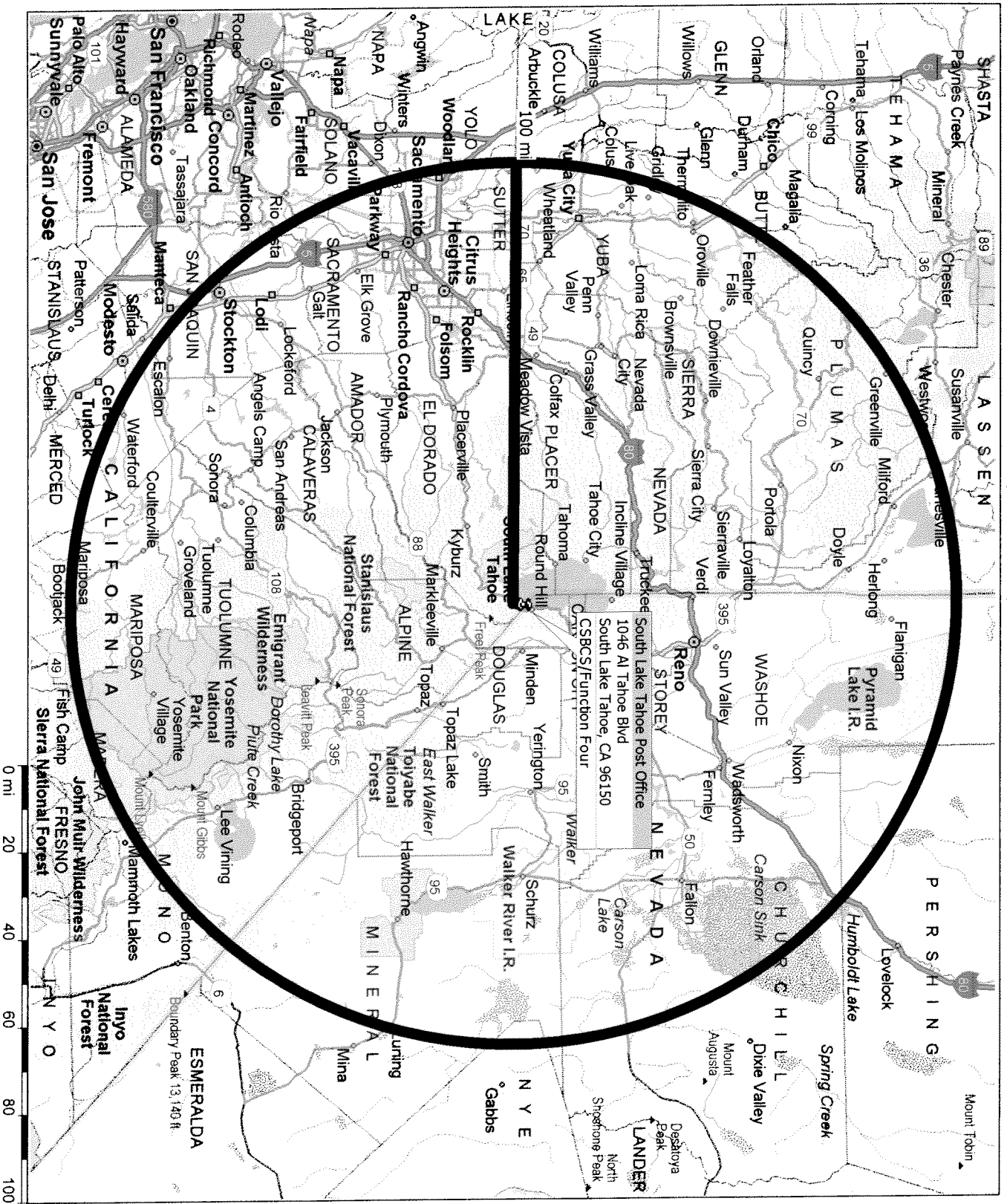
a. Current Number of CLERK FTRs on Rolls	18
b. Planned Number of CLERK FTR Positions After Impact	14
c. Estimated Number of CLERK FTR Attrition	0
d. Will there be any CLERK FTRs Excessed from Craft or Installation	YES
If Yes how Many CLERK FTRs	4
e. Provide Narrative Explaining need for Excessing	
<p>CSBCS machines were removed from the installation in July 2008 and positions were not reduced at that time. It was agreed that a full F4 review would be performed in September 2008 to identify positions to be excessed.</p>	

WorkHour Impact Report-CLERK

Preliminary Summary

a. Total Planned Non-OT Reduction per Month for Regulars and PTRs	-596
b. Planned Reduction in Total OT Hours per Month	-64
c. Planned Reduction in Casual Non-OT Hours per Month	0
d. Planned Reduction in PTF Non-OT Hours per Month	-36
e. Planned Reduction in TE Non-OT Hours per Month	0
e. Total Planned Non-OT Hours per Month	2640
f. Total FTE Savings	-4

Reno, Nevada, United States



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