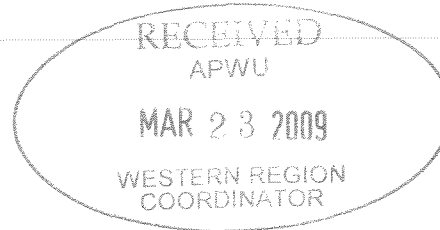


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March 20, 2009



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

RE: Notice of Impacts in Caldwell, ID

Dear Mr. Gonzalez:

Based on a review of clerk operations and reductions in mail volume at the Caldwell, ID Post Office, there is insufficient work for one full-time regular employee. In order to minimize impact due to the planned excessing we are authorizing withholding of one residual vacancy at the same or lower level in all crafts in the affected installation and at the same or lower level in surrounding installations within a 100-mile radius of the Caldwell, ID Post Office. I will be in contact to discuss widening the radius as the office is located in southwest Idaho; a location with few offices with full-time positions nearby.

If you have questions, please contact Gloria Borsick, Labor Relations Specialist at 303-313-5444.

Sincerely,

A handwritten signature in cursive script that reads "Gloria K. Borsick".

Gloria K. Borsick for  
Valerie E. Martin  
Manager, Human Resources  
Western Area

Attachments: Site Impact Report, Radius Map, Seniority List, F-4 Information

cc: Manager, Labor Relations, Western Area  
Manager, In-Plant Support, Western Area  
Manager, Delivery Programs Support, Western Area  
District Manager, Spokane  
Manager, Human Resources, Spokane  
Manager, Labor Relations, Spokane  
NPMHU Western Regional Director (Denver)  
NALC NBA Region 2

## WorkHour Impact Report

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<b>Impacted Bid Cluster</b>	CALDWELL POST OFFICE
<b>Installation Address</b>	
<b>Area Name</b>	WESTERN
<b>Impact Type</b>	Reduction Other Than by Attrition
<b>Date of Impact</b>	02/23/2010
<b>Period (Dates) of Review Performed</b>	03/01/2008 thru 02/27/2009
<b>Report Prepared By</b>	Simon Storey
<b>Report Prepared Date</b>	03/19/2009
<b>Reviewed By</b>	Lloyd Wilkinson
<b>Phone</b>	(509) 626-6700

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## 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	350	315	-35	-140	-1820	-1	1820

### OverTime Impact

	Current OT Average Weekly Hrs	Current OT Rate	Planned OT per Week from changes	Additional Planned OT per Week	Percent Planned OT per Week	Planned OT Hours per Week	Planned OT Rate
Total	13	3.7%	-1	0		12	3.8%

## 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 on rolls	

### Part Time Flexible (PTFs)

a. Current Number of CLERK PTFs on Rolls	1
b. Current Total Non-OverTime CLERK PTFs Hours per Month	140
c. Planned Reduction in Total Non-OverTime CLERK PTFs Hours per Month	0
d. Number of CLERK PTFs that will have Reduced Hours	
e. Will there be any CLERK PTFs Excessed from Craft or Installation	NO
If Yes how Many CLERK PTFs	0
f. Provide Narrative Explaining need for Excessing	
No change anticipated, PTF work hours reduced to extent possible.	

### 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	
None on rolls	

## 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	
None on rolls	

### Full Time Regular (FTRs)

a. Current Number of CLERK FTRs on Rolls	9
b. Planned Number of CLERK FTR Positions After Impact	8
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	1
e. Provide Narrative Explaining need for Excessing	
realignment of bid assignments to match reduced workload	

## WorkHour Impact Report-CLERK

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### Preliminary Summary

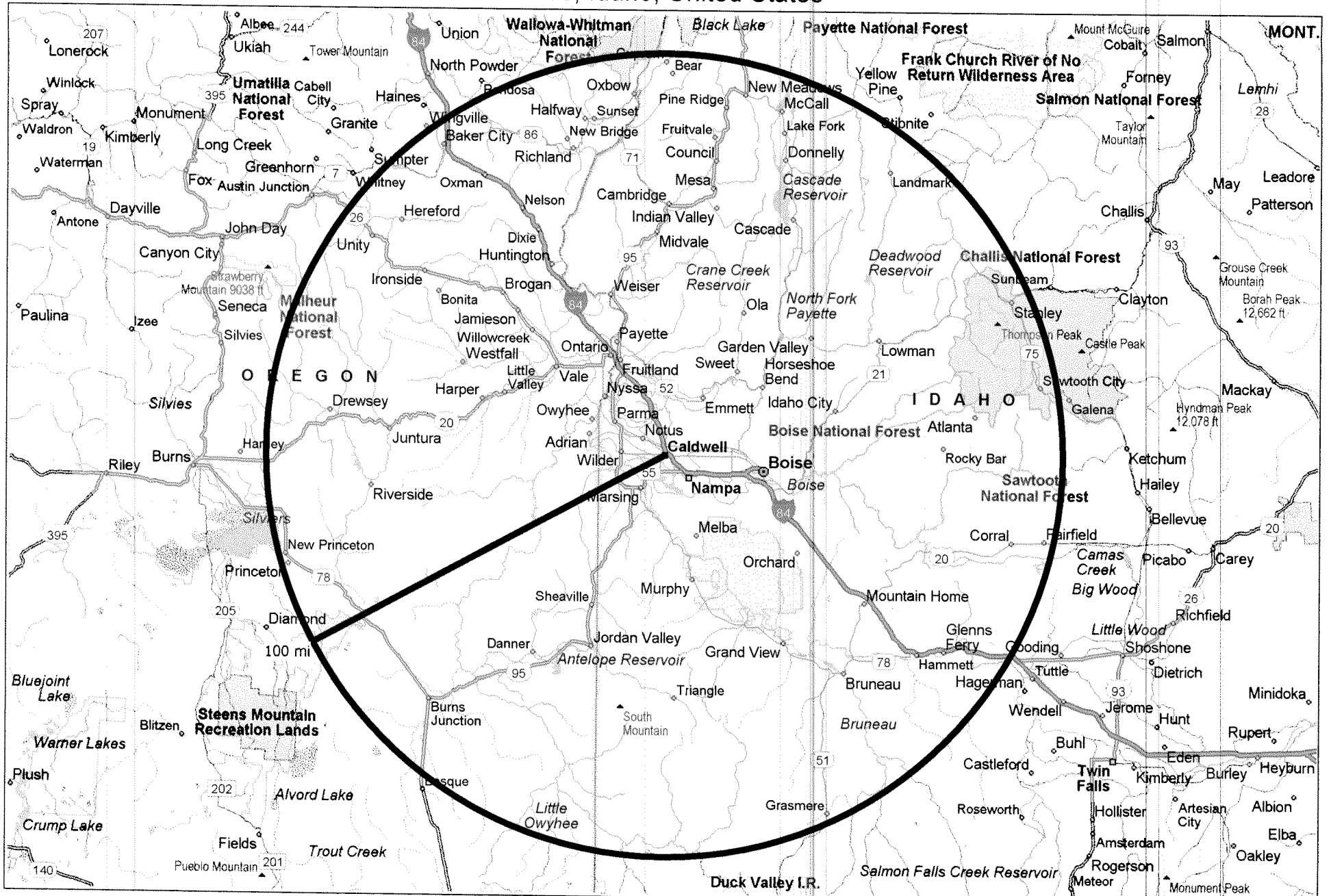
a. Total Planned Non-OT Reduction per Month for Regulars and PTRs	-140
b. Planned Reduction in Total OT Hours per Month	-4
c. Planned Reduction in Casual Non-OT Hours per Month	0
d. Planned Reduction in PTF Non-OT Hours per Month	0
e. Planned Reduction in TE Non-OT Hours per Month	0
e. Total Planned Non-OT Hours per Month	1260
f. Total FTE Savings	-1

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OFFICE	FULL NAME	JOB TITLE	EMP LEVEL	D/A	LDC	SEN DATE	VET PREF
CALDWELL PO	ANDERSON SUSAN I.	BULK MAIL CLERK	7	110	48	11/13/1993	N
CALDWELL PO	SONERSEN LINDA V.	LEAD SALES & SERVICES ASSOCIATE	7	110	45	6/14/2003	N
CALDWELL PO	MCCLIMANS THOMAS C.	WINDOW CLK	6	110	45	3/28/1987	Y
CALDWELL PO	GILLIES JAY A.	MAIL PROCESSING CLERK	6	110	43	8/11/1990	Y
CALDWELL PO	COMSTOCK CLAIRE M.	MAIL PROCESSING CLERK	6	110	43	7/19/1997	N
CALDWELL PO	BUIE JESSE D.	MAIL PROCESSING CLERK	6	110	43	9/26/1998	Y
CALDWELL PO	BOWMAN STEVEN D.	SALES,SVCS/DISTRIBUTION ASSOC	6	110	43	5/19/2001	Y
CALDWELL PO	MYERS NORMAN L.	SALES,SVCS/DISTRIBUTION ASSOC	6	110	43	7/10/2004	Y
CALDWELL PO	SPHAR VIRGINIA E.	SALES,SVCS/DISTRIBUTION ASSOC	6	110	48	8/20/2005	N
CALDWELL PO	GOLDSBY DEBBIE R.	SALES,SVCS/DISTRIBUTION ASSOC	6	410	43	11/25/2006	N

# Boise, Idaho, United States



# F4 Hour Worksheet

Station: < Caldwell

Volumes are taken from a weekly average of SPLY volumes

(wk 22-25) minus YTD Reductions from Wk 16 FY 09

Benchmark Productivity <u>Distribution</u>		Benchmark Productivity <u>Boxing</u>		<u>Distribution Volumes</u>		<u>Box Volumes</u>	
43 Ltrs	7.92	44 Ltrs	6.51	Letters	106	Letters	90
43 Flts	9.79	44 Flts	6.51	Flats	98	Flats	25
43 Parcels	303	44 Parcels	225	Parcels	8590	Parcels	110
43 Allied	6.47	44 DPS	10			DPS (pcs)	17798

	Sat	Mon	Tue	Wed	Thu	Fri	Totals
Workload Percentages	13.00%	21.00%	17.00%	18.00%	14.00%	17.00%	100.00%
Dist Letter Volume	13.78	22.26	18.02	19.08	14.84	18.02	106.00

Workload Percentages	16.00%	18.00%	15.00%	18.00%	17.00%	16.00%	100.00%
Dist Flat Volume	15.68	17.64	14.70	17.64	16.66	15.68	98.00

Workload Percentages	18.00%	23.00%	15.00%	13.00%	15.00%	16.00%	100.00%
Dist Parcel Volume	1546	1976	1289	1117	1289	1374	8590

Workload Percentages	11.00%	11.00%	11.00%	43.00%	14.00%	10.00%	100.00%
Box Letter Volume	9.90	9.90	9.90	38.70	12.60	9.00	90.00

Workload Percentages	11.00%	27.00%	6.00%	23.00%	27.00%	6.00%	100.00%
Box Flat Volume	2.75	6.75	1.50	5.75	6.75	1.50	25.00

Workload Percentages	18.00%	13.00%	13.00%	26.00%	15.00%	15.00%	100.00%
Box Parcel Volume	20	14	14	29	17	17	110

Workload Percentages	18.00%	19.00%	14.00%	17.00%	13.00%	19.00%	100.00%
Box DPS Volume	3204	3382	2492	3026	2314	3382	17798

	Sat	Mon	Tue	Wed	Thu	Fri	Totals
<b>Dist Letter Volume</b>	13.78	22.26	18.02	19.08	14.84	18.02	106.00
Letter Productivity	7.92	7.92	7.92	7.92	7.92	7.92	47.52
Earned Hours	1.74	2.81	2.28	2.41	1.87	2.28	13.38

<b>Dist Flat Volume</b>	15.68	17.64	14.70	17.64	16.66	15.68	98.00
Flat Productivity	9.79	9.79	9.79	9.79	9.79	9.79	58.74
Earned Hours	1.60	1.80	1.50	1.80	1.70	1.60	10.01

<b>Dist Parcel Volume</b>	1546	1976	1289	1117	1289	1374	8590
Parcel Productivity	303	303	303	303	303	303	1818
Earned Hours	5.10	6.52	4.25	3.69	4.25	4.54	28.35

<b>Box Letter Volume</b>	9.90	9.90	9.90	38.70	12.60	9.00	90.00
Letter Productivity	6.51	6.51	6.51	6.51	6.51	6.51	39.06
Earned Hours	1.52	1.52	1.52	5.94	1.94	1.38	13.82

<b>Box Letter Vol (DPS pcs / 215)</b>	14.90	15.73	11.59	14.07	10.76	15.73	82.78
Productivity (Boxing DPS)	10	10	10	10	10	10	60
Earned Hours	1.49	1.57	1.16	1.41	1.08	1.57	8.28

<b>Box Flat Volume</b>	2.75	6.75	1.50	5.75	6.75	1.50	25.00
Flat Productivity	6.51	6.51	6.51	6.51	6.51	6.51	39.06
Earned Hours	0.42	1.04	0.23	0.88	1.04	0.23	3.84

<b>Box Parcel Volume</b>	20	14	14	29	17	17	110
Parcel Productivity	225	225	225	225	225	225	1350
Earned Hours	0.09	0.06	0.06	0.13	0.07	0.07	0.49

	Sat	Mon	Tue	Wed	Thu	Fri	Totals
LDC 43 Allied Hours	5.52	7.89	6.31	6.31	6.31	7.1	39.44

	Sat	Mon	Tue	Wed	Thu	Fri	Totals
TOTAL LDC 43 Hours	13.96	19.02	14.34	14.21	14.14	15.51	91.18

	Sat	Mon	Tue	Wed	Thu	Fri	Totals
LDC 44 Hours	3.52	4.19	2.97	8.36	4.12	3.26	26.43

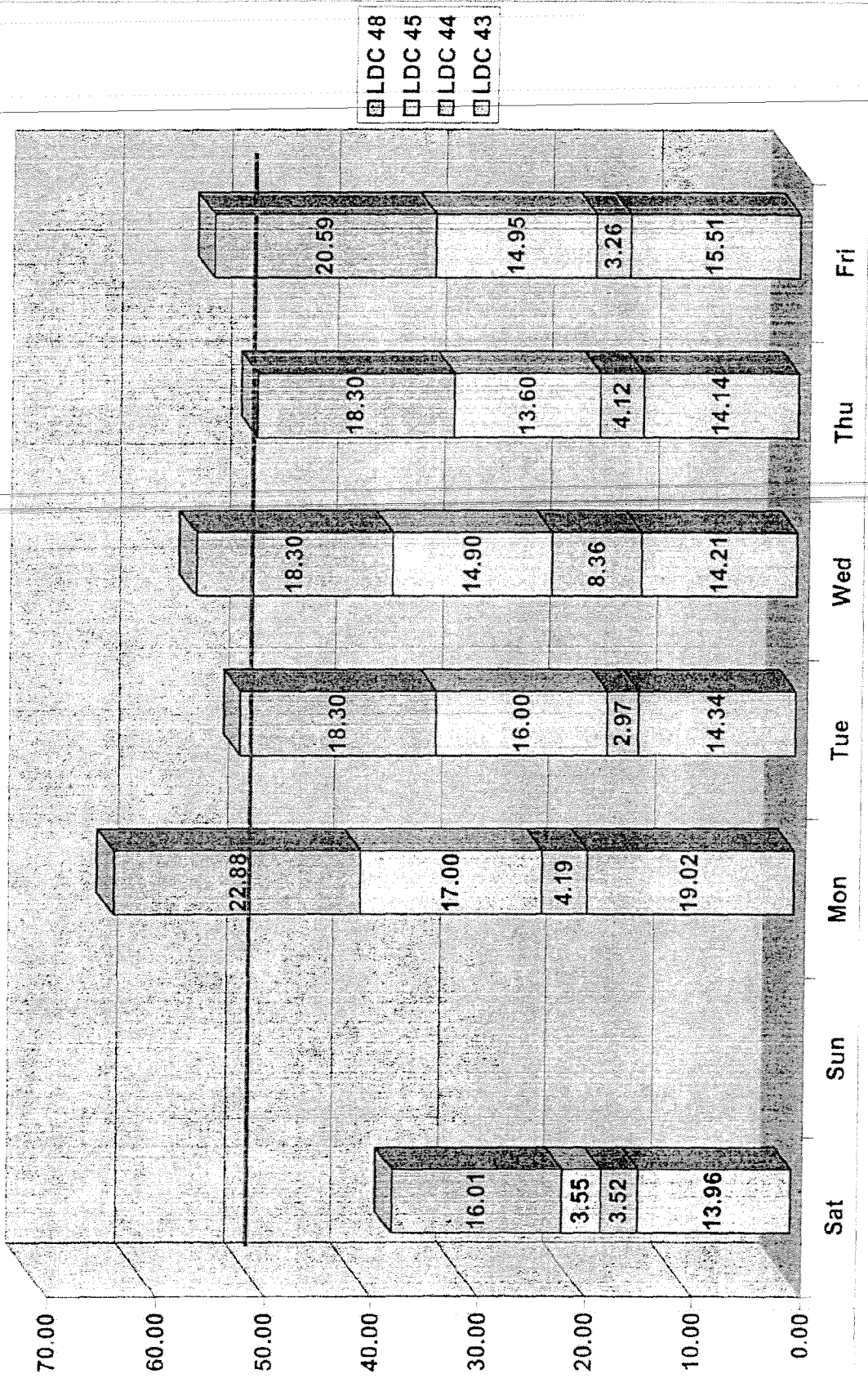
	Sat	Mon	Tue	Wed	Thu	Fri	Totals
LDC 45 Hours	3.55	17.00	16.00	14.90	13.60	14.95	80.00

	Sat	Mon	Tue	Wed	Thu	Fri	Totals
LDC 48 Hours	16.01	22.88	18.3	18.3	18.3	20.59	114.38

SPLY Volumes - CSSOM

Office	Volume Type	Wk 22	Wk 23	Wk 24	Wk 25	Averages	YTD reduction to SPLY (Wk 16)	Adjusted Volumes
Caldwell	Dist Ltr (Feet)	147	140	120	143	138	23.0%	106
	Dist Flt (Feet)	111	126	117	115	117	16.7%	98
	Parcels	9,472	9,226	7,390	8,272	8590	0.0%	8590
	Box Ltr (Feet)	91	94	105	88	95	5.1%	90
	Box Flt (Feet)	28	38	27	29	31	17.7%	25
	Parcels	128	98	113	193	133	17.1%	110
<Station #2>	Dist Ltr (Feet)					0	0.0%	0
	Dist Flt (Feet)					0	0.0%	0
	Parcels					0	0.0%	0
	Box Ltr (Feet)					0	0.0%	0
	Box Flt (Feet)					0	0.0%	0
	Parcels					0	0.0%	0
<Station #3>	Dist Ltr (Feet)					0	0.0%	0
	Dist Flt (Feet)					0	0.0%	0
	Parcels					0	0.0%	0
	Box Ltr (Feet)					0	0.0%	0
	Box Flt (Feet)					0	0.0%	0
	Parcels					0	0.0%	0
<Station #4>	Dist Ltr (Feet)					0	0.0%	0
	Dist Flt (Feet)					0	0.0%	0
	Parcels					0	0.0%	0
	Box Ltr (Feet)					0	0.0%	0
	Box Flt (Feet)					0	0.0%	0
	Parcels					0	0.0%	0
<Station #5>	Dist Ltr (Feet)					0	0.0%	0
	Dist Flt (Feet)					0	0.0%	0
	Parcels					0	0.0%	0
	Box Ltr (Feet)					0	0.0%	0
	Box Flt (Feet)					0	0.0%	0
	Parcels					0	0.0%	0
Station #6>	Dist Ltr (Feet)					0	0.0%	0
	Dist Flt (Feet)					0	0.0%	0
	Parcels					0	0.0%	0
	Box Ltr (Feet)					0	0.0%	0
	Box Flt (Feet)					0	0.0%	0
	Parcels					0	0.0%	0

<Caldwell>



STANDARD FLASH TEMPLATE

L/C Description	Act Ddays 6 Sply Ddays 6		Act Ddays 24 Sply Ddays 25		Act Ddays 99 Sply Ddays 101							
	Plan	Actual	Plan	Actual	Plan	Actual						
25 RURAL CARRIERS	895	895	10.6	2.6	3,957	3,619	9.4	-2.7	15,827	14,915	6.1	-1.9
20 D/S SUPERVISOR	44	44	-54.2	-63.3	217	384	-43.5	-45.8	1,214	1,584	-23.4	-14.4
26 CC CHS SUPPORT	2	1	100.0	100.0	48	6	700.0	2360.0	85	23	269.6	372.2
92 CRNS D/S TRNG HRS	0	5	-100.0	0.0	12	24	-50.0	0.0	56	108	-49.1	522.2
41 OFFICE	175	153	14.4	-13.4	729	624	16.8	-15.1	3,214	2,656	21.0	-13.1
22 STREET	570	510	11.8	-5.3	2,305	2,056	11.7	-5.7	9,483	8,463	12.1	-1.4
27 COLLECTIONS	9	11	-18.2	-10.0	38	41	-7.1	2.7	155	200	-22.5	3.3
EMCC CITY CARRIER HRS	754	674	11.9	-7.4	3,075	2,731	12.8	-8.3	12,852	11,319	13.5	-4.6
FN2Z CITY DELIVERY	800	775	3.1	-14.4	3,352	3,145	6.5	-10.8	14,207	13,034	9.0	-4.7
FN2 TOTAL D/S HRS	1,790	1,671	7.1	-5.8	7,309	5,763	8.1	-6.6	30,934	27,949	7.5	-3.3
37 BUILDING SYS EQUIP	48	0	0.0	20.0	151	0	0.0	-12.7	572	0	0.0	-25.8
38 BUILDING SERV-CUSTOD	22	67	-87.2	-21.4	22	277	-92.3	-21.4	361	1,124	-65.9	583.9
93 CRNS V/S&P/E TRNG HRS	0	0	0.0	0.0	2	2	-100.0	0.0	0	6	-100.0	0.0
EXGB TOTAL FINI & EQUIP	70	67	4.5	2.9	173	279	-38.0	-13.9	955	1,130	-15.5	15.5
94 CRNS C/S TRNG HRS	1	5	-80.0	0.0	14	21	-33.3	1390.0	15	58	-74.1	650.0
47 UNIT DIST MANUAL	119	99	20.2	5.3	505	416	21.4	0.4	1,992	1,875	6.2	-4.6
44 FO BOX DIST	24	25	-4.0	-20.0	101	105	-3.8	-23.5	454	457	-0.7	-14.2
45 WAREHO SERVICE	119	93	28.0	7.2	445	386	15.3	-5.5	1,797	1,723	4.3	-7.7
46 VESING EQIP	0	0	0.0	100.0	0	0	0.0	-100.0	0	0	0.0	-100.0
43 ADMIN MISC	98	114	-14.0	-25.8	411	450	-8.1	-20.7	1,540	1,741	-14.0	-24.0
EMCC C/S CLERK/WH HRS	360	331	8.8	-7.2	1,462	1,357	7.4	-10.3	5,782	5,846	-1.1	-12.5
FN4 TOTAL C/S HRS	361	336	7.4	-7.0	1,476	1,378	7.1	-9.4	5,798	5,904	-1.9	-12.3
80 EM/INSTALL MGR	40	36	11.1	0.0	152	145	4.1	-9.5	640	604	6.0	-5.7
96 ADMIN TRNG HRS	0	0	0.0	0.0	0	1	-100.0	0.0	8	4	100.0	0.0
FN6 ADMIN TOTAL	40	36	11.1	0.0	152	147	3.1	-9.5	648	608	6.6	-4.6
FN7 TRAINING (NON-ACC)	1	10	-90.0	0.0	26	48	-45.4	2500.0	79	176	-53.1	618.2
FN7 TOTAL HOURS	2,261	2,110	7.2	-5.6	5,110	9,567	6.2	-7.2	37,435	35,591	5.2	-4.4
FN9 TOT OSHA INJ/ILLNES	0	0	0.0	-100.0	0	0	0.0	-100.0	1	0	0.0	-75.0
OFF OSHA INJ/ILL FREQ	0.00	0.00	0.0	-100.0	0.00	0.00	0.0	-100.0	5.34	0.00	0.0	-73.8
29A VEH ACC TOTAL	0	0	0.0	0.0	0	0	0.0	0.0	0	0	0.0	-100.0
VACC VEH ACCIDENT RATE	0.00	0.00	0.0	0.0	0.00	0.00	0.0	0.0	0.00	0.00	0.0	-100.0
CRBB CURA RURAL BOXES	68,640	69,714	-1.5	6.2	274,184	278,571	-1.6	1.9	1,125,834	1,138,604	-1.1	4.2
SRBB RURAL BOXES	11,440	11,619	-1.5	6.2	44,257	44,257	-28.0	6.1	11,372	11,501	-1.1	6.3
CSLT CASHED LETTERS	10,853	14,138	-23.2	-50.3	44,257	61,575	-28.0	-48.2	234,247	258,100	-9.2	-41.0
CSFL CASHED FLATS	32,923	35,294	-6.7	-13.9	144,334	175,539	-17.8	-25.9	648,036	763,203	-15.1	-23.6
CSVL TOT CASHED VOL	43,776	49,432	-11.4	-27.1	188,691	237,114	-20.4	-33.3	882,343	1,021,303	-13.6	-29.1
SEQ SEQUENCED VOLUME	39,096	10,904	258.5	54.0	99,612	29,118	242.1	7.3	387,597	138,816	179.2	1.7
CRS CITY CARR DES	153,427	142,952	7.3	-6.3	646,134	622,601	3.8	-12.1	2,699,011	2,609,589	3.4	-8.1
EXCC CITY CARRIER HGS	964	1,104	-12.7	-2.6	3,206	4,758	-30.3	-30.3	18,675	21,904	-23.9	-25.6
CDV TOT CDV PIECE	236,299	203,288	16.2	-5.2	934,437	888,833	5.1	-15.9	3,968,951	3,769,808	5.3	-13.0
CRD CUM DELIVERIES	64,122	64,134	-0.0	0.9	255,456	256,456	0.0	-3.0	1,056,950	1,056,962	-0.0	-1.0
SDP DSS DEL	10,687	10,689	-0.0	0.9	10,686	10,686	0.0	1.0	10,676	10,676	0.0	0.0
DRSP DSS % - ALL OFFICES	93.39	91.00	2.6	5.8	91.00	91.00	2.8	4.5	92.01	91.00	1.1	4.5
EPH TOT CASHED VOL PER HR	250	323	-22.6	-15.8	380	319	20.5	-20.5	328.6	385	-28.6	-18.5
OEI OFFICE EFF INDICATOR	366.41	419.18	-12.6	16.5	351.88	410.99	-14.4	15.6	328.89	397.95	-17.4	13.9
SEI STREET EFF INR	112.49	126.75	-10.5	6.6	111.15	124.13	-10.5	2.8	111.46	124.89	-10.8	0.4
TEI DELIVERIES PER HOUR	84.82	84.31	-10.1	6.8	81.83	82.89	-11.9	3.8	81.35	82.31	-11.9	2.8

L/C Description	Act Ddays 6 Sply Ddays 6		Act Ddays 24 Sply Ddays 25		Act Ddays 99 Sply Ddays 101	
	Act/Plan	% SPLY	Act/Plan	% SPLY	Act/Plan	% SPLY
CRAS CITY CARR BASE HOURS	0.00	0.0	0.00	0.0	0.0	0.0
CRAN CITY CARRBASE HRS	0.00	0.0	0.00	0.0	0.0	0.0
UDMT UNIT DIST LTRS VOL	26,047	-24.4	102,998	-28.0	491,680	-20.2
UDFL UNIT DIST FLAT VOL	11,498	-16.0	45,804	-8.2	219,652	-3.6
OVPI BUSY PROCD - PCS/43	315.50	-31.8	296.54	-36.4	332.58	-20.8
OVPE DIST PROCD-PCS/43+48	173.02	-19.5	223.99	-27.0	189.85	-17.4
BULD LBS BOX LETTERS	18,060	0.0	74,128	0.0	320,377	-2.6
BVIM MAGNAL BOX BOL LTRS	2,100	0.0	7,650	0.0	37,741	0.0
BOXL BOX DIST LTRS VOL	20,160	-3.1	81,788	-8.9	358,118	-4.7
BOXF BOX DIST FLAT VOL	3,016	-22.4	13,168	-19.0	65,473	7.3
RVP BOX PARCELS	120	0.0	494	0.0	2,109	0.0
PAK PACKAGES	10,543	7,799	34,269	36.7	217,051	164,037
PRVF UNIT NO RECORD RATE	17.41	0.00	35.51	0.00	14.74	0.00
OTHER FREQ CT RATIO	4.88	-56.0	7.28	-20.0	7.77	-18.2
OTAR SH4 CT RATIO	0.83	-88.4	0.61	-91.8	3.05	-53.3
UTVA TOTAL OVERTIME	50	-61.2	274	-40.7	1,328	-37.8
UTTR TOTAL OT RATIO	2.21	-63.8	3.01	-44.2	3.55	-29.7
RQTR TOTAL RO RATIO	0.00	-100.0	0.00	-100.0	0.01	-95.4
FOTT TOTAL POT	0	-100.0	0	-100.0	3	-95.2
S2SR RURAL SL RATIO	0.81	-79.3	1.87	-57.7	5.51	101.2
S2BR CITY DEL SL RATIO	3.50	-24.6	2.06	-53.2	2.47	-49.5
S3HR PLANREQIP SL RATIO	0.00	-100.0	24.28	515.8	4.09	150.7
SLAR FR4 SL RATIO	3.88	-23.4	2.64	-44.8	3.72	-2.4
SBIT TOTAL SICK LEAVE	50	92	391	-41.2	3.98	2.3
SLTR TOTAL SL RATIO	2.21	-49.3	2.46	-44.7	1,505	-0.1
L47L UNIT DIST HRS LETTER	14	0.0	4.45	-43.7	4.07	4.6
L47E UNIT DIST HRS FLATS	12	0.0	54	0.0	244	0.0
L43P UNIT DIST HRS PARCEL	29	0.0	14.3	49	197	0.0
L43A UNIT DIST HRS ALLIED	64	99	1.1	0.0	558	0.0
BSHG RURAL CAT	8.43	0.00	8.68	0.00	1,875	-47.0
					0.00	0.0
					0.00	-28.1

MPOO AREA (3) Customer Service Variance Summary 102 Customer Service Days 09/27/2008 to 01/30/2009													
Tot Auto/Mech Var Hrs: 0		Tot Manual Var Hrs: 319		Tot Retail Var Hrs: 169		Tot Admin Var Hrs: - 364		Tot F4 Var Hrs: 124					
Tot Auto/Mech Var Vol: 0		Tot Manual Var Vol: - 366		Tot Retail Trans: 129		Tot Fuh 4 Var Hrs: 124		FTES Variance: 0.2					
FTES CLERKS/MAILHANDLERS ACTUAL: 9 FTES CLERKS/MAILHANDLERS EARNED: 9													
Auto Mech		Auto Mech		Auto Mech		Auto Mech		Auto Mech		Auto Mech		Auto Mech	
Hours %	Achd	Hours %	Achd	Hours %	Achd	Hours %	Achd	Hours %	Achd	Hours %	Achd	Hours %	Achd
Manual	Retail	Admin	Manual	Retail	Admin	Manual	Retail	Admin	Manual	Retail	Admin	Total F4	Total F4
Hours %	Hours %	Hours %	Volume %	Volume %	Volume %	Volume %	Trans %	Trans %	Hours %	Hours %	Hours %	Hours	Hours
Achd	Achd	Achd	Var	Var	Var	Var	Var	Var	Var	Var	Var	Var	Var
0.00	87.36	90.80	123.03	0.00	-5.43	0.18	97.91	124.12	8.80	8.61	0.18		
CALDWELL PO													

AREA CUSTOMER SERVICE VARIANCE - [990]-SPOKANE PFC						
CALDWELL PO - CALDWELL PO 151225			Variance Date: 02/03/2009			
Analysis Period: 09/27/2008 to 01/30/2009 - Customer Service Days: 102			Unit Level: 21 Man Yr: 0 CAG: E			
Benchmark Generation: FY 2008 WK 1 - FY 2008 WK 52			[CALDWELL PO] CALDWELL PO			
FTEE COMPLEMENT ANALYSIS						
UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED	
Full Time Clerk	0	0	9	9	0%	
Part Time Flexible Clerk	9	9	1	-8	900.00%	
Part Time Regular Clerk	0	0	0	0	0.00%	
Full Time MH	0	0	0	0	0.00%	
Part Time Flexible MH	0	0	0	0	0.00%	
Part Time Regular MH	0	0	0	0	0.00%	
Full Time Equivalent Emp	9	9	10	0.79	92.13%	
Full Time Equivalent Hrs	1870	1870	1759			
WORKHOUR ANALYSIS						
<i>Automation/Mechanized (LDC41L-41F)</i>						
UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED	
LDC 41 Ltrs Hours	0	0	0	0	0%	
LDC 41 Flts Hours	0	0	0	0	0%	
Total Auto/Mech Hours	0	0	0	0	0%	
<i>Manual (LDC43-44)</i>						
LDC 43L Hours	323	285	254	-31	112.11%	
LDC 43F Hours	203	193	203	10	95.19%	
LDC 43P Hours	515	738	572	-166	129.10%	
LDC 43A Hours	660	671	1022	351	65.64%	
LDC 43 Total	1701	1887	2051	164	92.02%	
LDC 44 Hours	336	315	470	155	67.02%	
Total Manual Hours	2037	2202	2521	319	87.36%	
<i>Retail/Admin (LDC 42,45,46,48)</i>						
LDC 42 Hours	166	0	0	0	0%	
LDC 45 Hours	1624	1672	1841	169	90.80%	
LDC 46 Hours	10	0	0	0	0%	

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% VARIANCE
<b>WORKLOAD ANALYSIS</b>					
LDC 48 Hours	1938	1944	1580	-364	123.03%
Total Retail/Admin Hours	3738	3615	3421	-194	105.68%
Total Function Four	5775	5818	5942	124	97.91%
<b>UNIT VARIABLES</b>					
LDC 41 TPF Ltrs Vol Pcs	0		0	0	0%
LDC 41 TPF Flts Vol Pcs	0		0	0	0%
Auto/Mech Volume	0		0	0	0%
LDC 43 Dist Vol Ltrs (Ft)	2557		2256	-301	-11.78%
LDC 43 Dist Vol Flts (Ft)	1983		1891	-92	-4.66%
LDC 43 Dist Vol PP/Spr	156136		223756	67620	43.31%
LDC 44 Box Ltrs (Ft)	1571		1616	45	2.88%
LDC 44 Box Flts (Ft)	617		600	-17	-2.80%
Manual Vol (w/o PP/Spr)	6728		6363	-365	-5.43%
LDC 45 Transactions	70521		70650	129	0.18%
Retail Transaction Volume	70521		70650	129	0.18%
<b>PRODUCTIVITY ANALYSIS</b>					
UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED
LDC 41 Ltr PPH	0	0	0	0	0%
LDC 41 Flt PPH	0	0	0	0	0%
LDC 43 Dist Vol Ltrs FPH	7.92	7.92	8.88	0.96	112.11%
LDC 43 Dist Vol Flts FPH	9.79	9.79	9.32	-0.47	95.19%
LDC 43 Dist PP/Spr PPH	303	303	391	88	129.04%
LDC 43 Allied Hrs per day	6.47	6.58	10.02	3.44	65.64%
LDC 44 Box L&F FPH	6.51	7.03	4.71	-2.32	67.04%
LDC 45 Min. per Trans	1.38	1.42	1.56	0.14	90.80%
LDC 45 Trans per 1412	190.68		182.09	-8.60	95.49%
<b>UNIT ROUTE AND DELIVERIES ANALYSIS</b>					
UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% VARIANCE
City Routes	16		15	-1	-6.25%
Rural Routes	17		19	2	11.76%
CDS Routes	0		0	0	0%

POB Equivalent Routes	9	9	0	0.00%
City Deliveries	10664	10687	23	0.22%
Rural Deliveries	11296	11415	119	1.05%
CDS Deliveries	0	0	0	0%
PO Box Deliveries	1082	1082	0	0.00%
<b>FTES DAILY STAFFING ANALYSIS</b>				
<b>UNIT VARIABLES</b>	<b>BENCHMARK</b>	<b>EARNED</b>	<b>ACTUAL</b>	<b>VARIANCE</b>
Clerk/Mailhandler	8.55	8.62	8.79	0.18

# WOS Earned - Actual Staffing Graph

**Report Filter:**

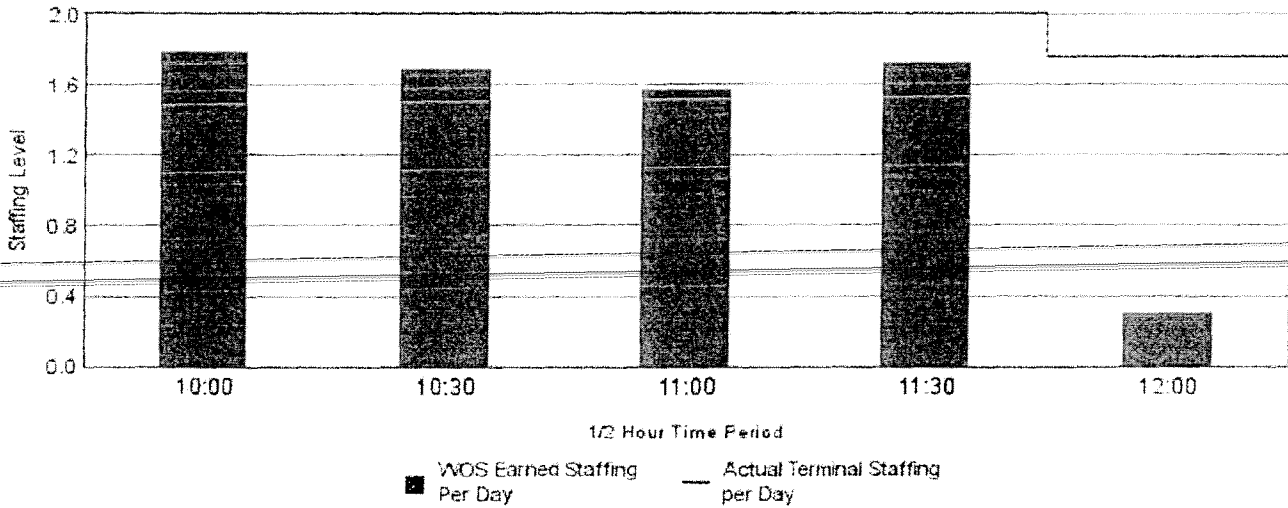
Post Office In List (CALDWELL PO) and Month In List (Oct 2008) and Day of Week In List (SATURDAY)  
 ( Actual Terminal Staffing per Day Greater than 0 )

**View Filter:**

The filter is empty.

## WOS Earned - Actual Staffing Graph

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



1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day
10:00		1.8	2.0
10:30		1.7	2.0
11:00		1.6	2.0
11:30		1.7	2.0
12:00		0.3	1.8

$$7.1 \div 2 = 3.55$$

# WOS Earned - Actual Staffing Graph

**Report Filter:**

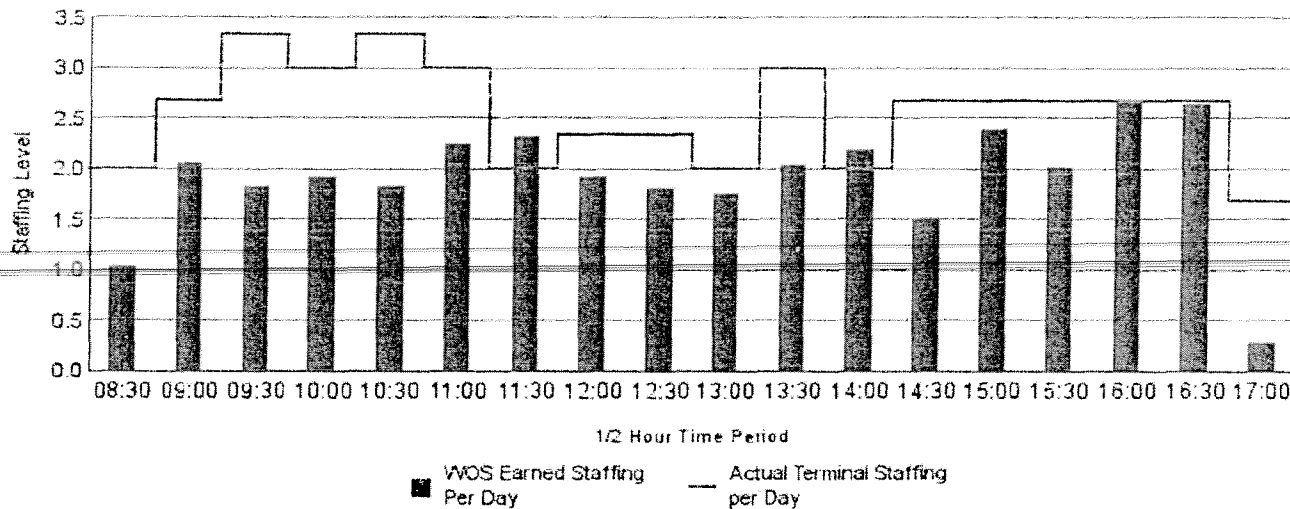
Post Office In List (CALDWELL PO) and Month In List (Oct 2008) and Day of Week In List (MONDAY)  
 ( Actual Terminal Staffing per Day Greater than 0 )

**View Filter:**

The filter is empty.

## WOS Earned - Actual Staffing Graph

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



1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day
08:30		1.0	2.0
09:00		2.0	2.7
09:30		1.8	3.3
10:00		1.9	3.0
10:30		1.8	3.3
11:00		2.2	3.0
11:30		2.3	2.0
12:00		1.9	2.3
12:30		1.8	2.3
13:00		1.7	2.0
13:30		2.0	3.0
14:00		2.2	2.0
14:30		1.5	2.7
15:00		2.4	2.7
15:30		2.0	2.7
16:00		2.7	2.7
16:30		2.6	2.7
17:00		0.3	1.7

$34.1 \div 2 = 17$

# WOS Earned - Actual Staffing Graph

**Report Filter:**

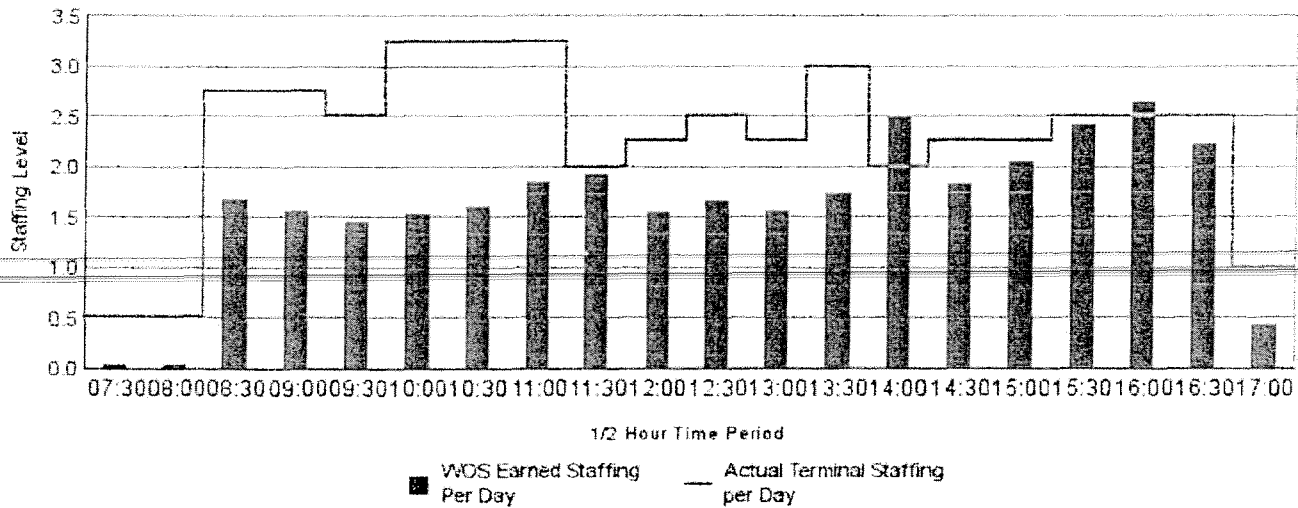
Post Office In List (CALDWELL PO) and Month In List (Oct 2008) and Day of Week In List (TUESDAY)  
 ( Actual Terminal Staffing per Day Greater than 0 )

**View Filter:**

The filter is empty.

## WOS Earned - Actual Staffing Graph

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



1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day
07:30		0.0	0.5
08:00		0.0	0.5
08:30		1.7	2.8
09:00		1.6	2.8
09:30		1.5	2.5
10:00		1.5	3.3
10:30		1.6	3.3
11:00		1.8	3.3
11:30		1.9	2.0
12:00		1.5	2.3
12:30		1.7	2.5
13:00		1.6	2.3
13:30		1.7	3.0
14:00		2.5	2.0
14:30		1.8	2.3
15:00		2.0	2.3
15:30		2.4	2.5
16:00		2.6	2.5
16:30		2.2	2.5
17:00		0.4	1.0

32 ÷ 2 = 16

# WOS Earned - Actual Staffing Graph

**Report Filter:**

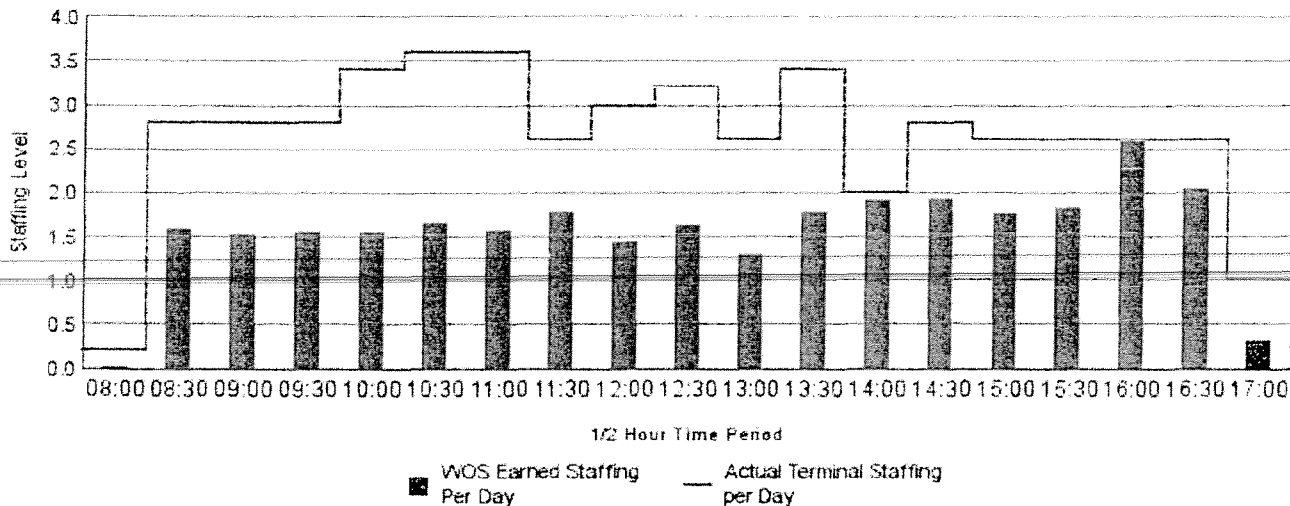
Post Office In List (CALDWELL PO) and Month In List (Oct 2008) and Day of Week in List (WEDNESDAY)  
 ( Actual Terminal Staffing per Day Greater than 0 )

**View Filter:**

The filter is empty.

## WOS Earned - Actual Staffing Graph

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



1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day
08:00		0.0	0.2
08:30		1.6	2.8
09:00		1.5	2.8
09:30		1.6	2.8
10:00		1.6	3.4
10:30		1.7	3.6
11:00		1.6	3.6
11:30		1.8	2.6
12:00		1.4	3.0
12:30		1.6	3.2
13:00		1.3	2.6
13:30		1.8	3.4
14:00		1.9	2.0
14:30		1.9	2.8
15:00		1.8	2.6
15:30		1.8	2.6
16:00		2.6	2.6
16:30		2.0	2.6
17:00		0.3	1.0

$29.8 \div 2 = 14.9$

# WOS Earned - Actual Staffing Graph

**Report Filter:**

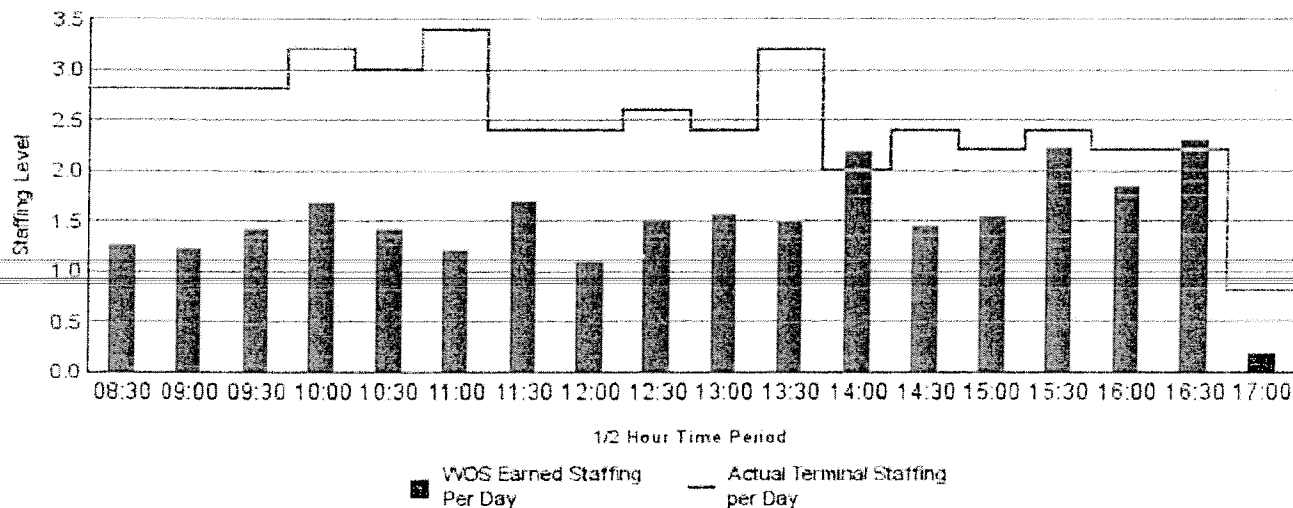
Post Office In List (CALDWELL PO) and Month In List (Oct 2008) and Day of Week In List (THURSDAY)  
 ( Actual Terminal Staffing per Day Greater than 0 )

**View Filter:**

The filter is empty.

## WOS Earned - Actual Staffing Graph

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



1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day
08:30		1.3	2.8
09:00		1.2	2.8
09:30		1.4	2.8
10:00		1.7	3.2
10:30		1.4	3.0
11:00		1.2	3.4
11:30		1.7	2.4
12:00		1.1	2.4
12:30		1.5	2.6
13:00		1.6	2.4
13:30		1.5	3.2
14:00		2.2	2.0
14:30		1.4	2.4
15:00		1.5	2.2
15:30		2.2	2.4
16:00		1.8	2.2
16:30		2.3	2.2
17:00		0.2	0.8

$27.2 \div 2 = 13.6$

# WOS Earned - Actual Staffing Graph

**Report Filter:**

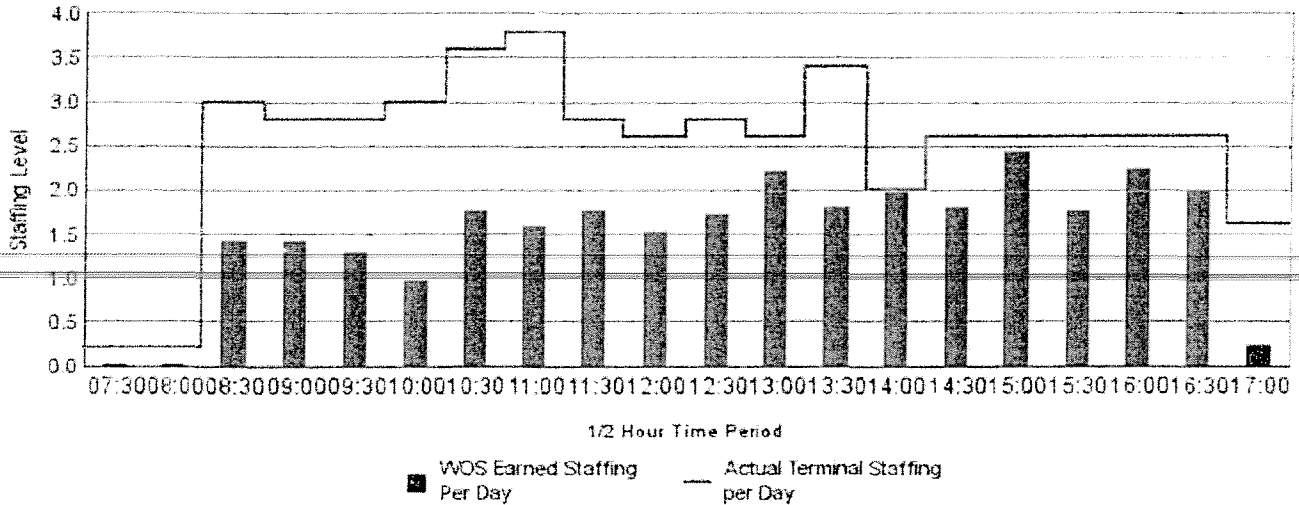
Post Office In List (CALDWELL PO) and Month In List (Oct 2008) and Day of Week In List (FRIDAY)  
 ( Actual Terminal Staffing per Day Greater than 0 )

**View Filter:**

The filter is empty.

## WOS Earned - Actual Staffing Graph

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



1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day
07:30		0.0	0.2
08:00		0.0	0.2
08:30		1.4	3.0
09:00		1.4	2.8
09:30		1.3	2.8
10:00		1.0	3.0
10:30		1.8	3.6
11:00		1.6	3.8
11:30		1.8	2.8
12:00		1.5	2.6
12:30		1.7	2.8
13:00		2.2	2.6
13:30		1.8	3.4
14:00		2.0	2.0
14:30		1.8	2.6
15:00		2.4	2.6
15:30		1.8	2.6
16:00		2.2	2.6
16:30		2.0	2.6
17:00		0.2	1.6

$29.9 \div 2 = 14.95$

eFlash		Trend WK:2009-17		MENU	CW	NW	Customer Services Adjusted Workload (CSAW) - 151225							(2009-18 PP 3-2 TUE)
CALDWELL PO					Sat 01/24	Sun 01/25	Mon 01/26	Tues 01/27	Wed 01/28	Thur 01/29	Fri 01/30	Total		
Workload	Trend	Factors	Earned	Trend	Pro/Act	Pro/Act	Pro/Act	Pro/Act	Pro/Act	Pro/Act	Pro/Act	Pro/Act		
LDC 41 LTRS	0	0	0.00	Vol in pcs	0	0	0	0	0	0	0	0		
LDC 41 FLTS	0	0	0.00	Vol in pcs	0	0	0	0	0	0	0	0		
LDC 43 UDLT	22.39	7.92	2.83	Letters (ft)	14.50 <sup>13</sup>	0.00	24.00 <sup>21</sup>	19.50 <sup>17</sup>	21.50 <sup>18</sup>	16.25 <sup>14</sup>	19.00 <sup>17</sup>	114.75		
LDC 43 UDFL	17.99	9.79	1.84	Flats (ft)	15.75 <sup>16</sup>	0.00	17.75 <sup>18</sup>	15.50 <sup>15</sup>	17.50 <sup>18</sup>	16.75 <sup>17</sup>	16.75 <sup>16</sup>	100.00		
LDC 43 PAK	2,409	302	7.95	PP (pcs)	1908 <sup>18</sup>	0	2412 <sup>23</sup>	1622 <sup>15</sup>	1412 <sup>13</sup>	1530 <sup>15</sup>	1659 <sup>16</sup>	10,543		
LDC 43 Allied		6.58	6.58	Base	5.52 <sup>18</sup>	0.00	7.89 <sup>18</sup>	6.31 <sup>18</sup>	6.31 <sup>18</sup>	6.31 <sup>18</sup>	7.10 <sup>18</sup>	39		
LDC 43 Total	40		19.19	Base	30	0	42	35	39	33	36	215		
LDC 44 BVLM	1.63	4.66	0.35	Letters (ft)	1.00 <sup>11</sup>	0.00	1.00 <sup>11</sup>	1.00 <sup>11</sup>	4.00 <sup>13</sup>	1.25 <sup>14</sup>	1.00 <sup>10</sup>	9.25		
LDC 44 BVLD	3,280	9.32	1.55	Ltrs (pcs)	3321 <sup>16</sup>	0	3450 <sup>19</sup>	2507 <sup>14</sup>	2986 <sup>17</sup>	2341 <sup>13</sup>	3455 <sup>19</sup>	18,060		
LDC 44 BOXF	5.58	6.52	0.86	Flts (ft)	3.00 <sup>11</sup>	0.00	7.00 <sup>21</sup>	1.50 <sup>6</sup>	6.00 <sup>23</sup>	7.00 <sup>22</sup>	1.75 <sup>6</sup>	26.25		
LDC 44 BVP	22	210.00	0.11	PP (pcs)	22 <sup>18</sup>	0	15 <sup>13</sup>	15 <sup>13</sup>	32 <sup>25</sup>	18 <sup>15</sup>	18 <sup>15</sup>	120		
LDC 44 Total	22	7.06	3.07	Base	19	0	23	14	23	19	18	115		
LDC 45 Trans	719	1.26	15.05	WOS	191	0	875	702	743	642	850	4,003		
LDC 45 SSA	3.84	30.00	1.92	WOS	2.00	0.00	4.00	5.00	4.00	5.00	5.00	25.00		
LDC 46		0.00	0.00	Base	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0		
LDC 42		1.62	1.62	Base	1.36	0.00	1.94	1.56	1.56	1.56	1.75	10		
LDC 48		19.07	19.07	Base	16.01	0.00	22.88	18.30	18.30	18.30	20.59	114		

Daily Earned to Actual Analysis																TACS	EBR
LDC	Sat Earned	Sat TACS	Sun Earned	Sun TACS	Mon Earned	Mon TACS	Tues Earned	Tues TACS	Wed Earned	Wed TACS	Thur Earned	Thur TACS	Fri Earned	Fri TACS	Earned	PROJ/TACS	
41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
42	1.36	0.00	0.00	0.00	1.94	0.00	1.56	0.00	1.56	0.00	1.56	0.00	1.75	0.00	9.73	0.00	
43	15.28	20.17	0.00	0.00	20.72	25.99	15.73	20.64	15.49	18.95	15.14	19.35	16.70	15.72	99.05	120.82	
44	2.54	3.14	0.00	0.00	3.18	3.83	1.89	2.59	3.53	5.17	2.73	3.90	2.39	4.53	16.27	23.16	
45	5.23	5.23	0.00	0.00	20.68	19.70	18.30	24.09	17.45	19.65	16.29	24.98	19.98	25.14	97.93	118.79	
46	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	
48	16.01	8.47	0.00	0.00	22.88	17.10	18.30	19.64	18.30	19.78	18.30	10.57	20.59	21.39	114.38	96.95	
<b>Totals</b>	<b>40.42</b>	<b>37.01</b>	<b>0.00</b>	<b>0.00</b>	<b>69.40</b>	<b>66.62</b>	<b>55.78</b>	<b>66.96</b>	<b>56.33</b>	<b>63.55</b>	<b>54.02</b>	<b>58.80</b>	<b>61.42</b>	<b>66.78</b>	<b>337</b>	<b>360</b>	
Daily Variance	-3.41		0.00		-2.78		11.18		7.22		4.78		5.36		22		
Post Schedule	49.74		0.00		70.97		56.82		56.82		56.82		63.89		355.05		

Weekly Summary	LDC 41	LDC 42	LDC 43	LDC 44	LDC 45	LDC 46	LDC 48	TOTAL	Sick Leave	Over Time	Penalty OT
Variance by LDC	0.00	-9.73	21.77	6.89	20.86	0.00	-17.43	22.35	14.36	2.65	0.00