

**AREA CUSTOMER SERVICE VARIANCE - [826] SANTA ANA PFC**

**NEWPORT BEACH PO - NEWPORT BEACH PO 055376**

Variance Date: 04/05/2007

Analysis Period: 12/30/2006 to 03/30/2007 - Customer Service Days: 74

Unit Level: 0 Man Yr: 2 CAG: C

Benchmark Generation: 01/12/2007-03/30/2007

[NEWPORT BEACH PO] NEWPORT BEACH PO

**FREE COMPLEMENT ANALYSIS**

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED
Full Time Clerk	37	38	44	6	86.36%
Part Time Flexible Clerk	9	9	9	0	100.00%
Part Time Regular Clerk	1	1	1	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%
<b>Full Time Equivalent Emp</b>	<b>47</b>	<b>48</b>	<b>54</b>	<b>5.67</b>	<b>89.50%</b>
<b>Full Time Equivalent Hrs</b>	<b>1792</b>	<b>1770</b>	<b>1774</b>		

**WORKHOUR ANALYSIS**

*Automation/Mechanized (LDC41-42)*

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED
LDC 41 Hours	0	0	0	0	0%
LDC 42 Hours	0	0	0	0	0%
<b>Total Auto/Mech Hours</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>

*Manual (LDC43-44)*

LDC 43 Hours	741	1761	1987	226	129.85%
LDC 43B Hours	2475	5829	1985	-3844	34.10%
LDC 43P Hours	1202	1242	939	-303	76.37%
LDC 43A Hours	1726	1326	6114	4388	253.23%
<b>LDC 43 Total</b>	<b>10144</b>	<b>11599</b>	<b>10406</b>	<b>-1188</b>	<b>90.50%</b>
LDC 44 Hours	567	975	2430	1455	431.23%
<b>Total Manual Hours</b>	<b>11111</b>	<b>11539</b>	<b>12838</b>	<b>1299</b>	<b>89.89%</b>

*Retail/Admin (LDC45-46-4D)*

LDC 45 Hours	4139	4042	4849	807	117.38%
LDC 46 Hours	0	0	446	446	0%
LDC 4A Hours	5307	5367	5341	-26	101.40%
<b>Total Retail/Admin Hours</b>	<b>9406</b>	<b>9409</b>	<b>10635</b>	<b>1226</b>	<b>88.47%</b>
<b>Total Function Four</b>	<b>20517</b>	<b>20948</b>	<b>23473</b>	<b>2525</b>	<b>89.24%</b>

**WORKLOAD ANALYSIS**

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% VARIANCE
LDC 41 TPE Vol Pcs	0		0	0	0%
LDC 42 TPE Vol Pcs	0		0	0	0%
<b>Auto/Mech Volume</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>0%</b>
LDC 43 Dist Vol Pcs (F)	8927		9028	101	1.13%
LDC 43 Dist Vol Pcs (R)	34448		38675	2225	6.46%
LDC 43 Dist Vol Pcs (S)	364255		378173	13918	3.82%

LDC 44 Box Lits (P)	2975		2012	37	21%
LDC 44 Box Flts (P)	2712		2745	33	23%
Manual Vol (w/o PP/Sprs)	49062		51458	2396	4.88%
LDC 45 Transactions	141373		141497	124	0.09%
Retail Transaction Volume	141373		141497	124	0.09%

PRODUCTIVITY ANALYSIS

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED
LDC 41 PPH	0	0	0	0	0%
LDC 42 PPH	0	0	0	0	0%
LDC 43 Dist Vol Lits FPH	5.13	5.13	6.51	1.38	126.98%
LDC 43 Dist Vol Flts FPH	6.29	6.29	16.61	10.32	263.91%
LDC 43 Dist PP Sprs FPH	305	305	405	100	133.00%
LDC 43 Allied Flts per day	22.32	22.32	82.62	60.30	282.25%
LDC 44 Box L & F FPH	5.99	5.99	2.37	-3.62	40.13%
LDC 45 Trans Min per	1.75	1.75	2.06	0.31	85.58%

UNIT ROUTE AND DELIVERIES ANALYSIS

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED
City Routes	103		103	0	0.00%
Rural Routes	0		0	0	0%
CDS Routes	0		0	0	0%
POB Equivalent Routes	3		3	0	0.00%
City Deliveries	31913		31904	-9	-0.04%
Rural Deliveries	0		0	0	0%
CDS Deliveries	0		0	0	0%
PO Box Deliveries	4032		4032	0	0.01%

FTE'S DAILY STAFFING ANALYSIS

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE
Clerk/Mailhandler	41.99	43.31	48.06	4.76

Workload Worksheet - NEWPORT BEACH PO - NEWPORT BEACH PO						
<b>Benchmark LDC 41</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
DBCS Pcs	0	12500	0.00	0.00	0	0
CSBCS Pcs	0	19038	0.00	0.00	0	0
Number of DBCS Machines	0					
Number CSBCS Machines	0					
Allied DBCS		13.45	0.00	0.00	0	
Allied CSBCS		49.05	0.00	0.00	0	
Total LDC 41	Other>>>	0.00	0.00	0.00	0	0
<b>Earned LDC 41</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
DBCS Pcs	0	12500	0.00	0.00	0	0
CSBCS Pcs	0	19038	0.00	0.00	0	0
Number of DBCS Machines	0					
Number CSBCS Machines	0					
Allied DBCS		13.45	0.00	0.00	0	
Allied CSBCS		49.05	0.00	0.00	0	
Total LDC 41	Other>>>	0.00	0.00	0.00	0	0
<b>Benchmark LDC 42</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
FSM Pcs	0	1200	0.00	0.00	0	0
Nbr of FSM Machines	0					
Allied FSM		11.93	0.00	0.00	0	
Total LDC 42	Other>>>	0.00	0.00	0.00	0	0
<b>Earned LDC 42</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
FSM Pcs	0	1200	0.00	0.00	0	0
Nbr of FSM Machines	0					
Allied FSM		11.93	0.00	0.00	0	
Total LDC 42	Other>>>	0.00	0.00	0.00	0	0
<b>Benchmark LDC 43</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
LtrMan Footage	8927	5.50	1823.15	118.33	1741	5.13
FitMan Footage	34448	6.75	5103.34	372.03	5475	6.29
PP/Sprs Man Pcs	364255	325.00	1120.79	81.71	1202	303
Allied Hrs per Day			1809.44	117.33	1727	23.33
Total LDC 43	Other>>>	0.00	9456.72	689.39	10146	
<b>Earned LDC 43</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
LtrMan Footage	9028	5.50	1841.50	119.67	1761	5.13
FitMan Footage	36673	6.75	5432.98	396.06	5829	6.29
PP/Sprs Man Pcs	378173	325.00	1193.81	84.83	1248	303
Allied Hrs per Day			1809.44	117.33	1727	23.33
Total LDC 43	Other>>>	0.00	9847.52	717.86	10585	
<b>Benchmark LDC 44</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
LtrMan	297.48	5.00	59.50	4.34	64	4.66
FitMan	2711.58	7.00	387.37	26.24	416	6.52
PFMan	29822	225.00	132.54	9.66	142	209.71

DPS	2877.29	10.00	267.73	19.52	267	9.32
Allied (Box Rent Notices)	4032	0.0537	53.05	3.87	57	
<b>Total LDC 44</b>	<i>Other&gt;&gt;&gt;</i>	<i>0.00</i>	<i>900.18</i>	<i>65.62</i>	<i>966</i>	<i>5.89</i>
<b>Earned LDC 44</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
LirMan	301.18	5.00	60.24	4.39	65	4.66
FitMan	2745.01	7.00	392.14	28.59	421	6.52
PPMan	29822	225.00	132.54	9.66	142	209.71
DPS	2710.59	10.00	271.06	19.76	291	9.32
Allied (Box Rent Notices)	4032	0.0537	53.05	3.87	57	
<b>Total LDC 44</b>	<i>Other&gt;&gt;&gt;</i>	<i>0.00</i>	<i>909.04</i>	<i>66.27</i>	<i>976</i>	<i>5.90</i>
<b>Benchmark LDC 45</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
Daily Average Transactions	141373	1.10	2591.83		2592	1.10
WOS Ancillary (33%)			855.30		855	
Open/Close	1184	30.000	592.00		592	30.000
<b>Total LDC 45</b>	<i>Other&gt;&gt;&gt;</i>	<i>0.00</i>	<i>4039.13</i>		<i>4039</i>	<i>1.71</i>
<b>Earned LDC 45</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
Daily Average Transactions	141497	1.10	2594.11		2594	1.10
WOS Ancillary (33%)			856.96		856	
Open/Close	1184	30.000	592.00		592	30.000
<b>Total LDC 45</b>	<i>Other&gt;&gt;&gt;</i>	<i>0.00</i>	<i>4042.17</i>		<i>4042</i>	<i>1.71</i>
<b>Benchmark/Earned LDC 46</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
Number of Machines	0					
Vending Days	65					
Service Time	0.00		0.00	0.00	0	
Audit Time	0.000		0.00	0.00	0	
Travel Time	0.00		0.00	0.00	0	
<b>Total LDC 46</b>	<i>Other&gt;&gt;&gt;</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0</i>	
<b>Benchmark LDC 48</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
Delivery Support	2,660,250	0.0228	1010.90	73.69	1085	0.0245
<b>Earned LDC 48</b>	<b>Volume</b>	<b>Prod Rate</b>	<b>Hrs</b>	<b>STB</b>	<b>Analysis Prd</b>	<b>Net Rate</b>
Delivery Support	2,659,264	0.0228	1010.52	73.67	1084	0.0245
Benchmark Total LDC 48					5367	
<i>Adjusted for Deliveries</i>					-0	
<b>Total LDC 48</b>	<i>Other&gt;&gt;&gt;</i>	<i>133.01</i>			<i>5367</i>	

**NEWPORT BEACH PO - NEWPORT BEACH PO - LDC 48 EARNED  
WORKHOURS**

<b>WORKLOAD ELEMENT</b>	<b>SOURCE</b>	<b>VALUE</b>	<b>AWPS FACTORS</b>	<b>BENCHMARK MINS / DAY</b>
P.O.BOX MAINT	BOXES-RENTED	4032	Rented boxes *2.145 min / 302	28.63
FIRM CALLER SERVICE	AVG DAY	102	Firm holdouts *1.84 minutes	186.68
BOX ACCOUNTABLE MAIL	ROUTES 1 per 500	8.06	6.437 minutes per route	51.88
CARRIER ACCOUNTABLES	ROUTES	103	6.437 minutes per route	663.01
CITY ROUTES	DELIVERIES	31918	Not Applicable	
RURAL ROUTES	DELIVERIES	0	Not Applicable	
HCR ROUTES	DELIVERIES	0	Not Applicable	
POST OFFICE BOXES	RENTED	4032	Not Applicable	
TELEPHONE	DELIVERIES	35949	3.2187 minutes per 1000 Deliveries	115.71
CFS MAINTENANCE	DELIVERIES	35949	5.437 minutes per 500 Deliveries	46.28
CLAIMS	DELIVERIES	35949	3.2187 minutes per 5000 Deliveries	23.14
NIXIE/UBM	DELIVERIES	35949	5.3645 minutes per 500 Deliveries	385.70
2ND NOTICES DLVS	DELIVERIES	35949	2.145 minutes per 1000 Deliveries	77.11
DISPATCH DLVS	DELIVERIES	35949	6.437 minutes per 1000 possible	231.41
VALIDATE 1412 'S	ACTUAL	16	6.437 minutes per 1412	102.99
BRM/PD AVG # ACCT. POSTED DAILY	AVERAGE	800	2.263 Minutes est. Daily avg.	1810.40
BRM/PD AVG PIECES DAILY	CALC MINUTES	2150	BRM/PD Pieces / 9.060 = Minutes	237.31
CANCEL MAIL	ACTUAL MINUTES	0	Actual * (STB Factor 0.0729)	0.00
EXPRESS/PRIORITY SCANS	# OF SCANS	1172	0.150 min for each of the 1st 200 + 0.062 min each > 200	90.26
VERIFY DEPOSIT/TRANSMIT DATA	# OF OFFICES	1	55.850 minutes per Office	55.85
COLLECTIONS	ACTUAL	180.00	Actual * (STB Factor 0.0729)	193.12
AVG MAILINGS PER	# PER	0.00	Mailings * 13.424 * 30.850 min / 302	0.00
OPEN & CLOSE SUPPLIES & SERVICES	# OF OFFICES	1	13.41 minutes per office	13.41
OTHER		100.52	Actual Authorized Other Time	107.89
<b>Period 12/30/2006 - 03/30/2007 (74 Data Days)</b>		<b>TOT BENCHMARK MINUTES P/DAY</b>		<b>4351.75</b>
<b>Report date 04/06/2007</b>		<b>TOT LDC48 BENCHMARK HOURS</b>		<b>5367.16</b>

Bold Lettering = District Level Editable Workload Elements



Compiement Total 47.73

Compiement % Achieved 88.9%

DISTRICT CODE 926  
POST OFFICE FINANCE NBR 055376  
POST OFFICE NAME NEWPORT BEACH PO  
UNIT NAME NEWPORT BEACH PO  
UNIT FINANCE NUMBER 055376  
UNIT LEVEL 0  
BENCHMARK V41D 0.00  
BENCHMARK V41C 0.00  
BENCHMARK V42 0.00  
BENCHMARK DVL 26344495.06  
BENCHMARK DVF 51499073.08  
BENCHMARK PPTU 4735319.94  
BENCHMARK BVL 877853.86  
BENCHMARK BVF 4053810.28  
BENCHMARK LDC44\_dps 7900694.36  
BENCHMARK LDC44\_pp 387686.00  
BENCHMARK LDC41 0.00  
BENCHMARK LDC41D 0.00  
BENCHMARK LDC41C 0.00  
BENCHMARK LDC42 0.00  
BENCHMARK LDC43T 131505.40  
BENCHMARK LDC43L 22549.28  
BENCHMARK LDC43F 70889.78  
BENCHMARK LDC43P 15632.50  
BENCHMARK LDC43A 22433.84  
BENCHMARK LDC44 17479.54  
BENCHMARK LDC45 52621.40  
BENCHMARK LDC46 0.00  
BENCHMARK LDC48 68773.86  
BENCHMARK LDC45 TRANS 691589.00  
BENCHMARK LDC45 CLERK AMOUNT 16.00  
BENCHMARK LDC45 TRANS MIN 761095.00  
BENCHMARK LDC45 TOTAL DAYS 309  
BENCHMARK NBR DBCS 0  
BENCHMARK NBR CSBCS 0  
BENCHMARK NBR UFSM 0  
BENCHMARK NBR AFSM 0  
BENCHMARK NBR SPLSM 0  
BENCHMARK CITY ROUTES 103.00  
BENCHMARK RURAL ROUTES 0.00

BENCHMARK HCR ROUTES	0.00
BENCHMARK EQUIV. BOX ROUTES	8.06
BENCHMARK CITY DELIVERIES	31917.83
BENCHMARK RURAL DELIVERIES	0.00
BENCHMARK HCR DELIVERIES	0.00
BENCHMARK EQUIV. BOX DELIVERIES	4031.50
MAN YEAR IND	2
OFFICE OPEN SATURDAY	1
AVERAGE FIRM HOLDOUTS	102
CAG C	
NUMBER DBCS	0.000000
NUMBER CSBCS	0.000000
DBCS PIECES	0.00
CSECS PIECES	0.00
FSM 42 PIECES	0
FLASH LDC 41	0.00
FLASH LDC 42	0.00
FLASH LDC 43	10408.00
FLASH LDC 44	2430.00
FLASH LDC 45	4848.00
FLASH LDC 46	446.00
FLASH LDC 48	5341.00
FLASH LDC L43A	6114.00
FLASH LDC L43F	1968.00
FLASH LDC L43L	1387.00
FLASH LDC L43P	939.00
FLASH WDVL	2049414.00
FLASH WDVF	4217339.00
FLASH PPTU	378173.00
FLASH WBVL	683672.00
FLASH WBVF	315676.00
DELIVERY DAYS	74
UNIT RETAIL DAYS	74
TOTAL TRANSACTIONS	141497.00
DAILY TRANS AMOUNT	691589.00
TRANS MIN AMOUNT	761095.00
LDC 45 CLERK AMOUNT	16
LDC 45 TOT DAYS AMOUNT	805
CLERKS CREDITS NBR	0
TRAVEL TIME	0.00

CLERK COLLECTIONS TIME AMT 180.00  
CANCEL TIME AMOUNT 0.00  
BRM POSTING AMOUNT 800.00  
BRM PIECES AMOUNT 2150.00  
VERIFY DEPOSIT IND 1  
VALIDATE 1412 IND 1  
EXPRESS MAIL AMOUNT 1172.00  
AVERAGE MAILINGS AMT 0.00  
CITY ROUTES 103.00  
RURAL ROUTES 0.00  
HCR ROUTES 0.00  
EQUIVALENT BOX ROUTES 8.06  
CITY DELIVERIES 31904.00  
RURAL DELIVERIES 0.00  
HCR DELIVERIES 0.00  
BOX DELIVERIES 4032.00  
CLERKS FT 44  
CLERKS PTF 9  
CLERKS PTR 1  
MAILHANDERLERS FT 0  
MAILHANDERLERS PT 0  
MAILHANDERLERS PTR 0  
BENCHMARK LOC45 TRANS RDM 1837843.28  
BENCHMARK LOC45 TRANS MIN FACT 1.10  
SELECTED BEGIN PERIOD 12/30/2006  
SELECTED END PERIOD 03/30/2007  
OTHER TIME 41 0.00  
OTHER TIME 42 0.00  
OTHER TIME 43 0.00  
OTHER TIME 44 0.00  
OTHER TIME 45 0.00  
OTHER TIME 46 0.00  
OTHER TIME 48 100.52  
LETTER PRODUCTIVITY 1163.88  
FLAT PRODUCTIVITY 723.50