



OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

**Postal Vehicle Services – Scheduling
and Staffing –
Western Pennsylvania District

Audit Report**

August 12, 2011

Report Number NL-AR-11-005



HIGHLIGHTS

August 12, 2011

Postal Vehicle Services - Scheduling and Staffing - Western Pennsylvania District

Report Number NL-AR-11-005

IMPACT ON:

The Western Pennsylvania District's Postal Vehicle Services (PVS) Operations

WHY THE OIG DID THE AUDIT:

Our objectives were to determine whether scheduling and staffing of PVS operations were efficient, effective, and economical.

WHAT THE OIG FOUND:

The Western Pennsylvania District can more efficiently and effectively manage PVS transportation processes and schedules, thereby reducing driver workhours, as well as associated fuel use and damage claims. In addition, the Postal Service could use alternate schedules to include split days off. This would allow managers to more efficiently staff operations and match workhours with workload. By making these changes, we estimate the Western Pennsylvania District could save about \$1 million a year in labor and related costs.

WHAT THE OIG RECOMMENDED:

Ensure that Pittsburgh Processing and Distribution Center managers follow prescribed fleet management procedures for making PVS changes to the schedules in a more timely fashion, verify elimination of workhours from trip schedules, and reassess the remaining workhours, documenting the reasons for retaining them. We also recommended the Western Pennsylvania District negotiate the use of split days off with

local union officials and continue to reduce operating costs through staff reductions. Further, we recommended the scheduling clerk position be eliminated from the employee complement. Finally, we recommended local management issue guidance on the use of chock blocks placed next to truck wheels by PVS motor vehicle operators and provide oversight of chock block usage.

WHAT MANAGEMENT SAID:

Management agreed with the findings and recommendations. Transportation network managers will participate in fleet management refresher training. The Eastern Area will review schedules to remove 1,252 unassigned workhours and reassess 2,056 spotter workhours. Management will also be entering into local negotiations with union officials to continue the use of split days off. They will be eliminating the scheduling clerk position from the employee complement. Management also plans to hold service talks on the use of chock blocks and will perform periodic checks to ensure compliance.

AUDITOR COMMENT:

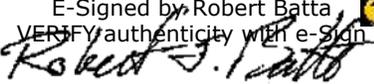
The OIG considers management's comments responsive to the recommendations and the corrective actions should resolve the issues identified in the report.

[Link to review the entire report](#)



August 12, 2011

MEMORANDUM FOR: JORDAN M. SMALL
VICE PRESIDENT, EASTERN AREA OPERATIONS

E-Signed by Robert Batta
VERIFY authenticity with e-Sign


FROM: Robert J. Batta
Deputy Assistant Inspector General
for Mission Operations

SUBJECT: Audit Report – Postal Vehicle Services – Scheduling and Staffing – Western Pennsylvania District
(Report Number NL-AR-11-005)

This report presents the results of our audit of the Western Pennsylvania District Postal Vehicle Services Scheduling and Staffing (Project Number 11XG026NL000).

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Jody J. Troxclair, director, Transportation, or me at 703-248-2100.

Attachments

cc: Patrick R. Donahoe
Megan Brennan
David E. Williams
Cynthia F. Mallonee
Pamela S. Grooman
Charles P. McCreadie
Corporate Audit and Response Management

TABLE OF CONTENTS

Introduction	1
Conclusion	1
Excess Workhours and Associated Cost Reductions.....	2
Opportunities to Further Reduce Overall PVS Driver Labor Costs.....	3
Other Matters – Cost Reductions for Scheduling Clerk.....	3
Other Matters – Safety Concerns.....	4
Recommendations	4
Management’s Comments	5
Evaluation of Management’s Comments.....	5
Appendix A: Additional Information	6
Background	6
Objectives, Scope, and Methodology	6
Prior Audit Coverage	8
Appendix B: Monetary Impacts	11
Workhour and Cost Reductions	11
Appendix C: Consecutive and Non-Consecutive Days Off Analysis	13
Appendix D: Management’s Comments.....	14

Introduction

This report presents the results of the Western Pennsylvania District Postal Vehicle Services (PVS) Scheduling and Staffing audit (Project Number 11XG026NL000). The U.S. Postal Service Office of Inspector General (OIG) initiated this audit because the Western Pennsylvania District was one of the at-risk districts in our operational risk assessment based on key transportation indicators. Our objectives were to determine whether scheduling and staffing of PVS operations were efficient, effective, and economical. See [Appendix A](#) for additional information about this audit.

The U.S. Postal Service transportation network includes both nationwide transportation between cities and major facilities as well as delivery transportation between local Post Offices and neighborhood delivery and pick-up points. Network transportation using Postal Service vehicles and employees is called PVS. Management typically assigns PVS vehicles and personnel to Postal Service network facilities, such as network distribution centers (NDCs) or processing and distribution centers (P&DCs) in or near metropolitan areas. PVS operations are normally conducted within 50 miles of the 154 Postal Service facilities with PVS operations. PVS drivers travel about 150 million miles annually.

Because PVS operations are local, they are managed at the facility level under guidance from district, area, and headquarters transportation officials. Drivers who work within the PVS craft are represented by the American Postal Workers Union (APWU) and the work rules governing PVS operations are covered under the collective bargaining agreement. The existing collective bargaining agreement requires consecutive days off for employees in most circumstances.

Conclusion

The Western Pennsylvania District can more efficiently and effectively manage PVS transportation processes and schedules, thereby reducing driver workhours as well as associated fuel use and damage claims. In addition, the Postal Service could use alternate schedules to include split days off. This would allow managers to more efficiently staff operations and match workhours with workload. By making these changes, we estimate the Western Pennsylvania District could save about \$10 million in labor and related costs over 10 years or about \$1 million annually.

Excess Workhours and Associated Cost Reductions

Officials could more effectively and efficiently manage PVS transportation processes and schedules at the Pittsburgh P&DC.¹ We determined that, although PVS schedules overall were generally efficient at the facility, we found that some PVS schedules included:

- Unassigned time when drivers were not needed for a specific trip or related activity.
- Underutilized trips that management could have consolidated.

We found that management conducted schedule and vehicle utilization reviews at this location; however, they did not always change schedules in a timely fashion as dictated by the dynamic and fluid operational transportation environment.

We concluded that the Pittsburgh P&DC could reduce PVS workhours by 3,308 and save more than \$1.4 million over 10 years without negatively affecting service. The Postal Service would achieve more than 90 percent of the savings through personnel workhour reductions and also realize fuel cost and damage claim savings, as depicted in Table 1.

**Table 1. PVS Potential Savings – Funds Put to Better Use
(Personnel, Fuel, and Damage Claims)**

Cost Category	FY 2012 Total	FY 2013 (Annual) Total	10-Year Total ² (FYs 2012 through 2021)	Percentage
Personnel	\$141,649	\$138,683	\$1,290,212	90.9
Fuel	8,298	8,237	80,253	5.7
Damage Claims	5,209	5,130	48,679	3.4
Total	\$155,157	\$152,050	\$1,419,144	100%

Further, the actions would help achieve the fuel consumption goals outlined in the Postal Service’s National Energy Plan by reducing fuel use for Postal Service-owned vehicles. See [Appendix B](#) for detailed calculations.

Throughout our audit, we coordinated proposed schedule realignments with local transportation managers. The managers reviewed each proposal with their own assessment of operational requirements, and we discussed any differences. Management agreed to 1,252 of the 3,308 workhours identified as unnecessary, and we believe the remaining 2,056 workhours could produce additional savings without jeopardizing mail on-time performance.

¹ The Pittsburgh P&DC is the only postal processing facility in the Western Pennsylvania District.

² The standard OIG practice for calculations of this type employs a 10-year cash flow methodology, discounted to present value by applying factors published by Postal Service Headquarters Finance.

Opportunities to Further Reduce Overall PVS Driver Labor Costs

The Postal Service needs more flexibility in staffing and scheduling PVS drivers to make the operations more efficient and reduce costs. We concluded that the Postal Service, under the existing union bargaining agreement, must give successive days off in certain size facilities, which results in the need for additional drivers to cover schedules. With consecutive days off, two additional employees are needed to cover each of the five full-time schedules. With non-consecutive days off, one additional employee is needed to cover each of the five full-time schedules (see [Appendix B](#) for a chart illustrating how the use of split days off results in fewer workhours). Thus, the Postal Service has an opportunity to save more than \$7.9 million over 10 years by reducing these costs at the Pittsburgh P&DC. See [Appendix B](#) for our detailed calculations.

Moreover, we found work rule flexibility had been previously allowed. Recognizing the need to change work rules governing drivers due to insufficient work, on January 15, 2009, the Postal Service and the APWU entered into an agreement to relax some of the work rules regarding motor vehicle drivers.³ The Pittsburgh P&DC staff was able to take advantage of these provisions, specifically relating to split days off. However, with ratification of the new collective bargaining agreement, the MOU became null and void.

Other Matters – Cost Reductions for Scheduling Clerk

We found the scheduling clerk position at the Pittsburgh P&DC is no longer needed. According to Postal Service officials at headquarters, scheduling clerk positions were no longer authorized when they installed the Vehicle Information Transportation Analysis Logistic (VITAL⁴) system nationwide. The existing transportation supervisor at the Pittsburgh P&DC has the responsibility to monitor the schedules available in the VITAL system and make necessary changes. While these scheduling positions were purged nationwide, Pittsburgh P&DC officials continued to fund the scheduling position locally. Eliminating this position will save more than \$700,000 over 10 years. See [Appendix B](#) for detailed calculations.

³ This Memorandum of Understanding (MOU) allowed PVS drivers to work under modified work rules at a limited number of pilot facilities. The MOU, in part, allowed drivers to have split days off, work eight nonconsecutive hours within a 9-, 10-, 11-, or 12-hour day and allowed management to move employees into different positions within the installation without penalty, as long as work was not performed in the motor vehicle craft.

⁴ VITAL is a stand-alone computer system that was initiated around 2007, and allows local managers the ability to house all information relating to the managing of PVS operations at their facilities including schedules, employees, and facilities serviced.

Other Matters – Safety Concerns

During our observations of PVS vehicles parked at the Pittsburgh P&DC dock, we found that more than 85 percent of the trailers were not using ‘chock’ blocks. Postal Service policies require PVS drivers to approach loading docks by backing vehicles to the door or platform space, setting the brake, shutting off the engine, and placing the chock blocks behind specified wheels. This occurred because local officials were not following or enforcing the policy. The chock blocks are a safety feature intended to prevent accidental movement of the vehicle. See the following illustration:



Source: OIG.

Trailer parked at the Pittsburgh P&DC dock. Pictured is a chock block, which should be placed behind the wheel to prevent movement, according to Postal Service policy.

Recommendations

We recommend the vice president, Eastern Area Operations:

1. Ensure that Pittsburgh Processing and Distribution Center managers follow prescribe fleet management procedures for making Postal Vehicle Service changes to the schedules in a more timely fashion to match the fluid operational changes.
2. Verify the elimination of 1,252 workhours from the Postal Vehicle Service trip schedules assigned to the Pittsburgh Processing and Distribution Center.
3. Reassess the remaining 2,056 workhours and eliminate them as indicated by the reassessment, or document the reasons for retaining the workhours.
4. Negotiate the use of split days off with local union officials and continue to reduce operating costs through staff reductions.
5. Eliminate the scheduling clerk position from the Pittsburgh Processing and Distribution Center employee complement.

6. Ensure the use of chock blocks at the Pittsburgh Processing and Distribution Center by Postal Vehicle Service motor vehicle operators and provide oversight of chock block usage.

Management's Comments

Management agreed with our findings and recommendations. Management stated they will conduct refresher training covering fleet management policies and procedures. Management will also remove 1,232 unassigned workhours from PVS schedules and agreed to reassess an additional 2,056 spotter hours. In addition, management will conduct negotiations with the local union to discuss the continued use of split days off, and management will be eliminating the scheduling clerk position from the complement. Finally, management will provide PVS service talks to employees regarding the use of chock blocks and will perform periodic checks to ensure compliance. Management expects to complete this work by October 31, 2011. See [Appendix D](#) for management's comments in their entirety.

Evaluation of Management's Comments

The OIG considers management's comments responsive to the recommendations and the corrective actions should resolve the issues identified in the report. Regarding local union negotiations to continue the use of split days off, management's actions should result in continued savings at the same level realized under the prior agreement.

The OIG considers all of the recommendations significant, and therefore requires OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. These recommendations should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendations can be closed.

Appendix A: Additional Information

Background

The Postal Service transportation network includes nationwide transportation between cities and major facilities as well as delivery transportation between local post offices and neighborhood delivery and pickup points. Network transportation using Postal Service vehicles and employees is called PVS. Management typically assigns PVS vehicles and personnel to Postal Service network facilities, such as NDCs or P&DCs in or near metropolitan areas. PVS operations are normally conducted within 50 miles of the 154 Postal Service facilities with PVS operations. PVS drivers travel about 150 million miles annually. Because PVS operations are local, they are managed at the facility level under guidance from district, area, and headquarters transportation officials.



Source: OIG.

Cargo vans at the Pittsburgh P&DC await mail for transport to stations.

The work rules governing PVS operations are covered under the collective bargaining agreement. The existing agreement requires consecutive days off in certain size facilities. Local management can negotiate with local union officials to allow for split days off in their facilities.

Objectives, Scope, and Methodology

Our objectives were to determine whether scheduling and staffing of PVS operations were efficient, effective, and economical. Because individual facilities control PVS operations, we localized our audit approach. This report focuses on PVS operations in the Western Pennsylvania District of the Postal Service's Eastern Area. The only processing facility in the Western Pennsylvania District that employs PVS operations is the Pittsburgh P&DC.

During our work, we visited the Pittsburgh P&DC as well as other associate offices. We reviewed relevant Postal Service policies and procedures, interviewed managers and employees, and observed and photographed operations. We evaluated the type of mail carried and considered on-time service standards. We examined the cost of

PVS operations, including the cost of PVS personnel, fuel, and damage claims. We also reviewed the existing collective bargaining agreement the Postal Service has with the APWU.



Source: OIG.

**PVS cargo van delivering mail to the University of
Pittsburgh administrative office.**

Using Postal Service computer-generated data and other records, we analyzed 118 Western Pennsylvania District driver schedules; identified 163,865 annual workhours associated with those schedules; and evaluated individual trips and trip load volume. We conducted the analysis to determine whether management could reduce workhours and labor costs. As part of our review of the Western Pennsylvania District's PVS schedules, we analyzed driver assignments and determined whether drivers made duplicate or unproductive trips. We also reviewed the fuel-reduction initiatives for Postal Service-owned vehicles as contained in the Postal Service's National Energy Plan and determined whether our recommendations impacted the initiatives.

We conducted this performance audit from February through August 2011 in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. We discussed our observations and conclusions with management on June 16, 2011, and included their comments where appropriate.

We assessed the reliability of computer-generated data by review of data compared to observations, physical inspections, and discussions with appropriate officials. We noted several weaknesses in the computer-generated data that limited our work. For example, some computer records had missing data and inaccurate load volumes. Although these limitations constrained our work, we were able to compensate by applying alternate audit procedures, including observation, physical inspection, and discussion with appropriate officials. We also applied conservative principles to our workhours and cost-reduction estimates.

Prior Audit Coverage

Report Title	Report Number	Final Report Date	Monetary Impact (in millions)
<i>Postal Vehicle Service Transportation Routes – Memphis Processing and Distribution Center</i>	NL-AR-07-003	3/30/2007	\$7.3
<i>Postal Vehicle Service Transportation – Los Angeles Bulk Mail Center</i>	NL-AR-07-006	9/21/2007	\$4.9
<i>Postal Vehicle Service Transportation Routes – San Francisco Processing and Distribution Center</i>	NL-AR-08-003	3/26/2008	\$10.1
<i>Postal Vehicle Service Transportation Routes – Northern Virginia Processing and Distribution Center</i>	NL-AR-08-006	9/25/2008	\$8.0
<i>Postal Vehicle Service Transportation Routes – Minneapolis Processing and Distribution Center</i>	NL-AR-09-001	2/13/2009	\$9.3
<i>Postal Vehicle Service Transportation Routes – Philadelphia Bulk Mail Center</i>	NL-AR-09-005	7/17/2009	\$4.3
<i>Postal Vehicle Service Transportation Routes – Philadelphia Processing and Distribution Center</i>	NL-AR-09-006	7/20/2009	\$5.4
<i>Postal Vehicle Service Transportation Routes – Cardiss Collins Processing and Distribution Center</i>	NL-AR-10-002	12/28/2009	\$18.3
<i>Postal Vehicle Service Transportation Routes – Southern Maryland Processing and Distribution Center</i>	NL-AR-10-006	7/14/2010	\$4.8

<i>Postal Vehicle Service Transportation Routes – Washington Network Distribution Center</i>	NL-AR-10-007	8/4/2010	\$2.8
<i>Postal Vehicle Services – Scheduling and Staffing - Atlanta District</i>	NL-AR-10-008	9/29/2010	\$40.1
<i>Postal Vehicle Service Transportation Routes – Suburban Maryland Processing and Distribution Center</i>	NL-AR-11-001	1/13/2011	\$6.5
<i>Postal Vehicle Services – Scheduling and Staffing – Connecticut Valley District</i>	NL-AR-11-002	3/18/2011	\$19.9
<i>High-Risk Series: Restructuring the U.S. Postal Service to Achieve Sustainable Financial Viability</i>	GAO-09-937SP	7/2009	N/A
<i>U.S. Postal Service Restructuring Urgently Needed to Achieve Financial Viability</i>	GAO-09-958T	8/6/2009	N/A
<i>U.S. Postal Service Financial Crisis Demands Aggressive Action</i>	GAO-10-538T	3/18/2010	N/A
<i>U.S. Postal Service Strategies and Options to Facilitate Progress toward Financial Viability</i>	GAO-10-455	4/2010	N/A
<i>U.S. Postal Service Action Needed to Facilitate Financial Viability</i>	GAO-10-624T	4/15/2010	N/A

At the request of the former vice president of Network Operations, the OIG has worked with the Postal Service to reduce PVS costs indicated in the preceding chart. We have issued 14 audit reports that identified labor and other potential savings. Management agreed with all of our recommendations. The methodology and findings presented in these reports are comparable to the zero-base methodology⁵ and findings in this report. In addition based on this past work, we identified areas

⁵ A “zero-base” review consists of analyzing whether tasks were actually needed and, if so, analyzing how much time the drivers needed to perform them.

where additional flexibilities were needed in the PVS craft, which led to the audit work that is the basis of this report.

The U.S. Government Accountability Office (GAO) issued five documents that include reports and summaries of testimony to Senate subcommittees relating to the Postal Service's financial crisis and recommendations needed to achieve financial viability. The GAO found that the Postal Service's financial condition has deteriorated, its financial outlook is poor, and financial problems are likely to continue unless management makes fundamental changes that address the challenges in its current business model by better aligning costs with revenue. The GAO concluded that making the necessary progress toward financial viability would require the Postal Service and congress to pursue strategies and options that would:

- Reduce compensation, benefits, and other operations and network costs using the collective bargaining process to address wages, benefits, and workforce flexibility.
- Address legal restrictions and resistance to realigning Postal Service operations, networks, and workforce.

Appendix B: Monetary Impacts

Workhour and Cost Reductions⁶

Excess Workhour and Associated Cost Reductions				
Cost Category	Fiscal Year (FY) 2012 Total	FY 2013 (Annual) Total	10-Year Total (FY 2012 to 2021)	Percentage
Agreed				
Personnel	\$53,611	\$52,488	\$488,315	34.4%
Fuel	8,298	8,237	80,253	5.7
Damage Claims	5,209	5,130	48,679	3.4
Agreed Total	\$67,119	\$65,855	\$617,247	43.5%
Disagreed				
Personnel	\$88,038	\$86,195	\$801,897	56.5%
Disagreed Total	\$88,038	\$86,195	\$801,897	56.5%
Total Zero-Based	\$155,157	\$152,050	\$1,419,144	100.0%

Postal Service Agreed Work hour Reductions from Elimination of Scheduling Clerk Position			
Cost Category	FY 2012 Total (Phased In Over 2 Years)	FY 2013 (Annual) Total	10-Year Total (FYs 2012-2021)
Scheduling Clerk	\$40,780	\$79,853	\$702,116

Postal Service Agreed Work hour Reductions from Split Days Off Conversion			
Cost Category	FY 2012 Total (Phased In Over 2 Years)	FY 2013 (Annual) Total	10-Year Total (FYs 2012- 2021)
Split Days Off Conversion	\$261,075	\$730,310	\$7,904,843

⁶ Totals slightly different due to rounding.

Total Work hour and Related Savings			
Cost Category	FY 2012 Total (Phased In)	FY 2013 (Annual) Total	10-Year Total FYs 2012-2021)
Excess Workhours, Fuel and Tort Savings	\$155,157	\$152,050	\$1,419,144
Elimination of Schedule Examiner Position	40,780	79,853	702,116
Split Days Off Conversion	261,075	730,310	7,904,843
Total	\$457,012	\$962,213	\$10,026,103⁷

The standard OIG practice for work hour savings calculations employs a 10-year cash flow methodology, discounted to present value by applying the following factors published by Postal Service Headquarters Finance.

Rates by Type	Factor	Published
Discount Rate/Cost of Borrowing	3.875 %	5/7/2010
Labor Escalation Rate	1.7 %	5/7/2010
Fuel Cost Escalation Rate	3.1 %	5/7/2010
Tort Cost Claim Escalation Rate	2.3 %	5/7/2010

⁷ Impact Category: Funds put to better use are funds that could be used more efficiently by implementing recommended actions.

Appendix C: Consecutive and Non-Consecutive Days Off Analysis

Fewer Drivers are Needed with Nonconsecutive Days Off - Daily schedules require replacement drivers to cover days off. The number of drivers needed on lower-volume Sundays is a small percentage of the number needed during other days of the week. With consecutive days off, more drivers than necessary are scheduled on Sundays, resulting in an excess amount of unassigned or stand-by time. With non-consecutive days off, most drivers would have lower volume Sundays off and another day during the week. With consecutive days off, two replacement drivers are needed for every five schedules. With non-consecutive days off, one replacement driver is needed for every five schedules.

Consecutive Days Off Schedule – Two Replacement Drivers Needed for Every 5 Daily Schedules								
Route	Consecutive Days Off	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
101	Saturday/Sunday	101	101	101	101	101	Replacement Driver 1	Replacement Driver 1
102	Monday/Tuesday	Replacement Driver 1	Replacement Driver 1	102	102	102	102	102
103	Tuesday/Wednesday	103	Part-Time Flex/Casual	Replacement Driver 1	103	103	103	103
104	Thursday/Friday	104	104	104	Replacement Driver 2	Replacement Driver 2	104	104
105	Friday/Saturday	105	105	105	105	Part-Time Flex/Casual	Replacement Driver 2	105

Nonconsecutive Days Off Schedule – One Replacement Driver Needed for Every 5 Daily Schedules								
Route	Non-Consecutive Days Off	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
101	Saturday/Sunday	101	101	101	101	101	Replacement Driver 1	Small number of schedules covered by part-time flexible or casual employees.
102	Sunday/Monday	Replacement Driver 1	102	102	102	102	102	
103	Sunday/Tuesday	103	Replacement Driver 1	103	103	103	103	
104	Sunday/Wednesday	104	104	Replacement Driver 1	104	104	104	
105	Sunday/Thursday	105	105	105	Replacement Driver 1	105	105	

Appendix D: Management's Comments

JORDAN M. SMALL
VICE PRESIDENT, AREA OPERATIONS
EASTERN AREA



August 1, 2011

Shirian Holland
Office of Inspector General
Acting Director, Audit Operations

SUBJECT: Transmittal of Draft Audit Report – Postal Vehicle Services – Scheduling and Staffing – Western Pennsylvania District (Report Number NL-AR-11-DRAFT)

The Eastern Area has reviewed the subject Draft Audit Report (Project Number 11XG026NL000) and is in agreement with the recommendations, but questions the monetary calculated savings. The savings of \$7,904,843 over a ten-year period would be a result of the use of the split layoff days already in place. In August 2010 the Eastern Area implemented the MOU/PVS Amended Work Rules Pilot dated 1/15/09 at the Pittsburgh P&DC. One of the main components in the MOU is the use of split lay off days. The estimated savings in work hours and miles due to this implementation is \$800,000 for FY11. These savings are contingent on the local negotiations in recommendation 4. Even with the agreement to continue the utilization of split lay off days, there would not be an additional \$7,904,843 in savings. This amount would be the result of the continued use of split lay off days.

Recommendation 1:

Ensure that Pittsburgh Processing and Distribution Center managers follow prescribed fleet management procedures for making Postal Vehicle Service changes to the schedules in a more timely fashion to match the fluid operational changes.

Response

The Eastern Area agrees with the recommendation. The Distribution Networks department will conduct a refresher training session via meeting place with all Transportation Network Managers within the Eastern Area. The training will cover the policies and procedures as outlined in Handbook PO 701 (233), Fleet Management, March 1991, VITAL and Zero Basing.
Completion Date: 8/31/11 Completed by: Annie Kramzer, PVS Analyst Eastern Area

Recommendation 2:

Verify the elimination of 1,252 work hours from the Postal Vehicle Service trip schedules assigned to the Pittsburgh Processing and Distribution Center.

Response

The Eastern Area agrees with the recommendation. According to the CBA, full time regular employees are guaranteed 8 hours of work per day. A consequence of this is some unassigned time in PVS schedules. The TANS manager at the Pittsburgh P&DC will enter into negotiations with the local union to have PVS drivers perform other APWU duties during unassigned time in their schedule. In addition, under the new CBA, we can hire NTFT employees who can be assigned to schedules with less than 40 hours per week. The TANS manager at the Pittsburgh P&DC will review the existing schedules to create positions without unassigned time for these new NTFT employees.

Completion Date: 8/31/11 Completed by: Tom Enzerra, A/TANS Manager WPA

ONE MARQUIS PLAZA
5315 CAMPBELLS RUN ROAD
PITTSBURGH PA 15277-7010
PHONE: 412-494-2510
FAX: 412-494-2582

Recommendation 3:

Reassess the remaining 2,056 work hours and eliminate them as indicated by the reassessment, or document the reasons for retaining the work hours.

Response

The Eastern Area agrees with the recommendation. The TANS Manager at the Pittsburgh P&DC will perform a 60-day study on the activities performed by the four two spotter position and provide the necessary documentation needed to keep this position in place.

Completion Date: 10/31/11 Completed by: Tom Enzerra, A/TANS Manager WPA

Recommendation 4:

Negotiate the use of split days off with local union officials and continue to reduce operating costs through staff reductions.

Response

The Eastern Area agrees with this recommendation. The TANS Manager at the Pittsburgh P&DC will enter into local negotiations with the local APWU union to discuss the continued use of split lay off days. It is the belief of this office that the PVS operation should reflect the hours of operation in Customer Service and Mail Processing. The TANS Manager will also manage the use of the PSEs, which will be hired according to the new contract, to keep flexibility in the PVS operation.

Completion Date: 8/31/11 Completed by: Tom Enzerra, A/TANS Manager WPA

Recommendation 5:

Eliminate the scheduling clerk position from the Pittsburgh Processing & Distribution Center employee complement.

Response

The Eastern Area agrees with this recommendation. The TANS Manager at the Pittsburgh P&DC will begin the process of eliminating the scheduling clerk position, working with the Western PA District HR department.

Completion Date: 8/31/11 Completed by: Tom Enzerra, A/TANS Manager WPA

Recommendation 6:

Ensure the use of chock blocks at the Pittsburgh Processing and Distribution Center by Postal Vehicle Service motor vehicle operators and provide oversight of chock block usage.

Response

The Eastern Area agrees with this recommendation. Documented service talks will be given by the STOs to all PVS employees, and the STOs will also perform periodic checks to ensure compliance to the local chock block policy.

Completion Date: 8/31/11 Completed by: Tom Enzerra, A/TANS Manager WPA

This report has no exemptions under the Freedom of Information Act.

If you have any questions or require further information, please contact Annie Kramzer, PVS Analyst, Eastern Area (412-494-2648).


Jordan M. Small

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