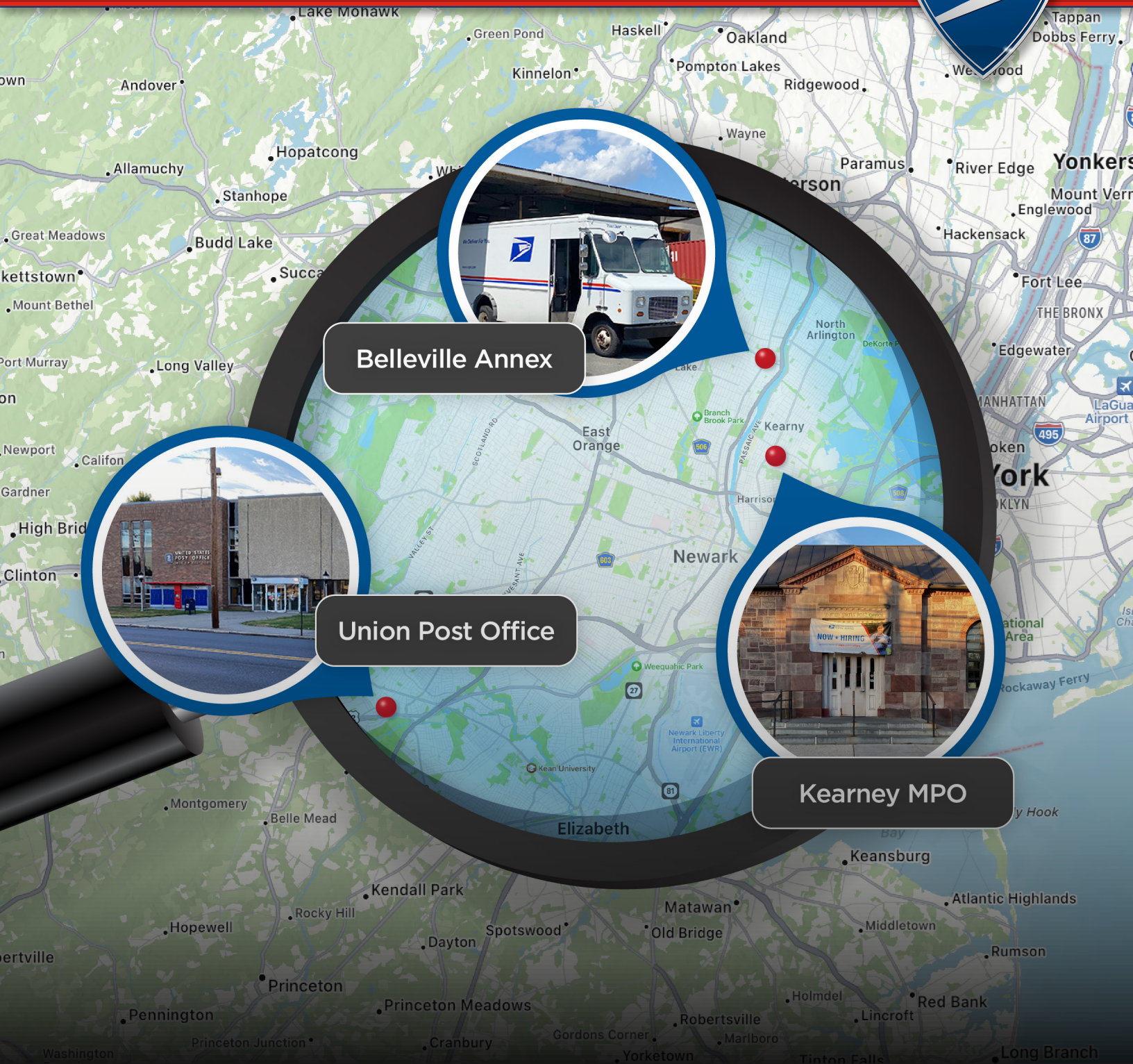


Mail Delivery, Customer Service, and Property Conditions Review – Select Units, New Jersey District

AUDIT REPORT

Report Number 22-170-R23 | December 2, 2022



Belleville Annex

Union Post Office

Kearney MPO

Table of Contents

Cover

Transmittal Letter 1

Results 2

Background 2

Objective, Scope, and Methodology 2

Results Summary 3

Finding #1: Delayed Mail 3

What We Found 3

Why Did It Occur 4

What Should Have Happened 4

Effect on the Postal Service and Its Customers 4

Management Actions 5

Recommendation #1 5

Finding #2: Package Scanning 5

What We Found 5

Why Did It Occur 6

What Should Have Happened 6

Effect on the Postal Service and Its Customers 6

Management Actions 6

Recommendation #2 6

Finding #3: Truck Arrival Scanning 6

What We Found 6

Why Did It Occur 7

What Should Have Happened 7

Effect on the Postal Service and Its Customers 7

Recommendation #3 7

Finding #4 Arrow Keys 7

What We Found 7

Why Did It Occur 7

What Should Have Happened 8

Effect on the Postal Service and Its Customers 8

Management Actions 8

Finding #5: Property Conditions 8

What We Found 8

Why Did It Occur 9

What Should Have Happened 9

Effect on the Postal Service and Its Customers 9

Management Actions 10

Recommendation #4 10

Management's Comments 10

Evaluation of Management's Comments 10

Appendix A: Management's Comments 11

Contact Information 13

Kearney MPO

Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

December 2, 2022

MEMORANDUM FOR: MICHAEL P. DEIGNAN
MANAGER, NEW JERSEY DISTRICT

A handwritten signature in black ink, reading "Joseph E. Wolski", is positioned above the "FROM:" field.

FROM: Joseph E. Wolski
Director, Field Operations

SUBJECT: Audit Report – Mail Delivery, Customer Service, and Property
Conditions Review – Select Units – New Jersey Region (Report
Number 22-170-R23)

This report presents the results of our audit of Mail Delivery, Customer Service, and Property Conditions Review – Select Units – New Jersey Region.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Jennifer Schneider, Operational Manager, or me at 703-248-2100.

Attachment

cc: Postmaster General
Corporate Audit and Response Management
Chief Retail & Delivery Officer & Executive Vice President
Vice President, Delivery Operations
Vice President, Retail & Post Office Operations
Vice President, Processing and Maintenance Operations
Vice President, Atlantic Area Retail & Delivery Operations

Results

Background

This report presents a summary of the results of our self-initiated audit assessing mail delivery, customer service, and property conditions at three select delivery units in the New Jersey Region of the Atlantic Area (Project Number 22-170). These delivery units included the Belleville Annex in Belleville, the Kearny Main Post Office (MPO) in Kearny, and the Union Post Office in Union. We judgmentally selected these delivery units based on the number of Stop-the-Clock (STC)¹ scans occurring at the delivery unit, rather than at the customer's point of delivery, and indicators for undelivered mail.² We previously issued interim reports³ to district management for each of these units regarding the conditions we identified. In addition, we issued a report on the efficiency of operations at the Dominick V. Daniels Processing and Distribution Center (P&DC),⁴ which services these three delivery units. The delivery units have 176 city routes that serve about 250,800 people in several ZIP codes, which are considered urban communities⁵ (see Table 1).

Table 1. Service Area, Population, and Routes

| Delivery Units | Service Area ZIP | Population | City Routes |
|-------------------|---------------------|----------------|-------------|
| Belleville Annex | 07104, 07109, 07110 | 114,608 | 64 |
| Kearny MPO | 07031, 07032 | 56,039 | 37 |
| Union Post Office | 07040, 07083, 07088 | 80,153 | 75 |
| Total | | 250,800 | 176 |

Source: U.S. Postal Service Office of Inspector General (OIG) analysis of various variance programs and Esri data.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery, customer service, and property conditions at the Belleville Annex, Kearny MPO, and the Union Post Office in the New Jersey District.

We reviewed delivery metrics, including the number of routes and carriers, mail arrival time, number of reported delayed mailpieces, package scanning, and distribution up-time.⁶ In addition, during our site visits the week of August 15, 2022, we reviewed mail conditions; package and truck arrival scanning procedures; arrow key⁷ security procedures; and delivery unit safety, security, and maintenance conditions. We also analyzed the scan status of mailpieces at and around carrier cases and in the "Notice Left" area.⁸ Finally, we interviewed unit management and employees.

We conducted this audit from August through November 2022 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 objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective. We discussed our observations and conclusions with management on November 17, 2022 and included their comments where appropriate.

- ¹ A scan event that indicates the Postal Service has completed its commitment to deliver or attempt to deliver the mail piece. Examples of STC scans include "Delivered", "Available for Pick-up", and "No Access."
- ² The undelivered mail metrics include Customer 360 (C360) inquiries, Informed Delivery inquiries, and non-delivered routes.
- ³ *Mail Delivery, Customer Service, and Property Conditions Review - Belleville Annex, Belleville, NJ* (Report Number 22-170-1-R23, dated October 19, 2022); *Mail Delivery, Customer Service, and Property Conditions Review - Kearny Main Post Office, Kearny, NJ* (Report Number 22-170-2-R23, dated October 19, 2022); *Mail Delivery, Customer Service, and Property Conditions Review - Union Post Office, Union, NJ* (Report Number 22-170-3-R23, dated October 19, 2022).
- ⁴ *Efficiency of Operations at the Dominick V. Daniels Processing and Distribution Center, Kearny, NJ* (Report Number 22-169-R23, dated October 19, 2022).
- ⁵ We obtained ZIP Code information related to population and urban/rural classification from Esri, which is based on 2010 Census Bureau information.
- ⁶ Time of day that clerks have completed distributing mail to the carrier routes.
- ⁷ A distinctively shaped key carriers use to open mail-receiving receptacles such as street collection boxes and panels of apartment house mailboxes equipped with an arrow lock. Arrow keys are accountable property and are subject to strict controls.
- ⁸ The area of a delivery unit where letters or packages that the carriers were unable to deliver are stored for customer pickup.

We relied on computer-generated data from the Product Tracking and Reporting (PTR)⁹ system, Delivery Condition Visualization (DCV),¹⁰ the Surface Visibility (SV)¹¹ database, and the electronic Facilities Management System (eFMS).¹² Although we did not test the validity of the controls over these systems, we assessed the accuracy of the data by reviewing existing information, comparing data from other sources, observing operations, and interviewing Postal Service officials knowledgeable about the data. We determined the data were sufficiently reliable for the purposes of this report.

Results Summary

We identified issues affecting mail delivery, customer service, and property conditions at all three delivery units. Specifically, we found delayed mail and deficiencies with package scanning, truck arrival scanning, arrow key controls, and property conditions (see Table 2).

Table 2. Summary of Results

| Controls Reviewed | Deficiencies Identified – Yes or No | | |
|------------------------|-------------------------------------|------------|-------------------|
| | Belleville Annex | Kearny MPO | Union Post Office |
| Delayed Mail | Yes | Yes | Yes |
| Package Scanning | Yes | Yes | Yes |
| Truck Arrival Scanning | Yes | Yes | No |
| Arrow Keys | Yes | No | Yes |
| Property Conditions | Yes | Yes | Yes |

Source: Results of our fieldwork during the week of August 15, 2022.

Finding #1: Delayed Mail

What We Found

On the morning of August 16, 2022, we identified 2,642¹³ pieces of delayed letter and flat mail between the Belleville Annex, Kearny MPO, and Union Post Office (see Table 3). Specifically, we found 569 pieces of delayed letter and flat mail at the Belleville Station, 507 pieces of delayed letter and flat mail at the Kearny MPO, and 1,566 pieces of delayed letter and flat mail at the Union Post Office. Management at each location did not accurately report this delayed mail in the Delivery Condition Visualization (DCV)¹⁴ system. See Figure 1 for delayed mail found at the hot case and Figure 2 for examples of delayed mail found at carrier cases.

Table 3. Delayed Mail

| Mail Type | Belleville Annex | Kearny MPO | Union Post Office | Total |
|--------------|------------------|------------|-------------------|--------------|
| Letters | 487 | 435 | 1,351 | 2,273 |
| Flats | 82 | 72 | 215 | 369 |
| Total | 569 | 507 | 1,566 | 2,642 |

Source: OIG count of delayed mailpieces identified during our visit August 16, 2022.

Figure 1. Delayed Mail at Hot Case



Source: OIG photo taken August 16, 2022.

⁹ A system of record for all delivery status information for mail and packages with trackable services and barcodes.

¹⁰ A tool for unit management to manually self-report delayed mail, which provides a snapshot of daily mail conditions at the point in time when carriers have departed for the street.

¹¹ Surface Visibility collects end-to-end data by linking multiple scans of a single asset to create visibility data to support planning, management, and optimization of the surface network.

¹² A custom-built Postal Service system used to manage work orders, contracts, and payments for facility construction, repairs, and alteration contracts, along with real estate contracts.

¹³ Count of mail included individual piece counts and estimates based on conversion factors.

¹⁴ A tool for unit management to manually self-report delayed mail, which provides a snapshot of daily mail conditions at the point in time when carriers have departed for the street.

Figure 2. Examples of Delayed Mail at the Carrier Cases



Source: OIG photos taken August 16, 2022.

Why Did It Occur

Management at the Belleville Annex stated that the mail was first inadvertently delivered from the P&DC to the wrong delivery unit and brought to the Belleville Annex later in the afternoon.

A supervisor stated that when this occurs the unit attempts to deliver this mail; however, the manager was unaware that it was his responsibility to report in DCV any portion of the mail that the delivery unit is unable to deliver.

Management at the Kearny MPO was not aware that undelivered mail brought back by carriers is considered delayed.

At the Union Post Office, carriers brought mail back from the street that included incomplete deliveries from the previous day for various reasons. The carriers brought some of this undelivered mail to management's attention using a Postal Service (PS) Form 1571, *Undelivered Mail Report*, which was signed by management and placed with the mail. The postmaster stated that the PM supervisor forgot to report the delayed volume in DCV.

In addition, employees should have placed some of the mail at the Union Post Office carrier cases in proper separations for subsequent processing. The manager had been at the unit for one month and stated that she was aware that she had to address this and other issues and was prioritizing their order of completion.

What Should Have Happened

Management should have ensured that all mail was processed and delivered daily and that there were enough resources to deliver all the mail each day. Postal Service policy¹⁵ states that all types of First-Class Mail, Priority Mail, and Priority Express Mail are always committed for delivery on the day of receipt. In addition, managers are required¹⁶ to report all mail that remains in a unit after the carriers have left for their street duties in DCV.

Effect on the Postal Service and Its Customers

When mail is delayed, there is an increased risk of customer dissatisfaction, which may adversely affect the Postal Service brand. In addition, inaccurate reporting of delayed mail in DCV provides management at the local, district, area, and headquarters levels with an inaccurate status of mail delays and can result in improper actions taken to address issues.

¹⁵ Committed Mail & Color Code Policy for Marketing Mail stand-up talk, February 2019.

¹⁶ Informed Visibility Delivery Condition Visualization User Guide, March 2022.

Management Actions

During our audit, management at the Union Post Office implemented a procedure in which all carriers must present any returned mail and explain the reason upon returning to the unit before placing the mail in the specified locations.

Recommendation #1

We recommend the **District Manager, New Jersey District**, develop a plan to ensure that all committed mail is delivered daily, all delayed mail volume is entered into the proper system, and management systematically reviews the data and enforces reporting compliance at the Belleville Annex, Kearny Main Post Office, and Union Post Office.

Finding #2: Package Scanning

What We Found

Employees improperly scanned packages at all three delivery units. Specifically, employees scanned 2,651 packages at the delivery units instead of at the delivery points between May and July 2022 (see Table 4). Further analysis of the STC scan data for these packages showed that about 60 percent were scanned “Delivered”. These data exclude scans that could properly be made at the unit, such as “Delivered – PO Box” and “Customer (Vacation) Hold” but, rather, represents scans performed at the delivery unit that should be made at the point of delivery. In addition, we only included “Delivery Attempted – No Access to Delivery Location” scans performed Monday through Friday to avoid legitimate scans for businesses closed over the weekend.

In addition, on the morning of August 16, 2022, before carriers arrived for the day, we selected 124 packages to review and analyze scanning and tracking history. We judgmentally selected 79 packages from the carrier cases and 45 packages from the “Notice Left” area.

Of the 79 sampled packages at the carrier cases, 14 (17.72 percent) had missing or improper scans, including:

- Seven were scanned “Delivery Attempted – No Access to Delivery Location.” Five of these were scanned at a location other than the point of delivery and two should have been returned to

sender as they had been at the unit since March and June 2022.

- Three were missing STC scans to let the customer know the reason for non-delivery.
- Two were scanned “Delivered”, which should only be done when a package is successfully left at the customer’s point of delivery.
- One was scanned “Return to Post Office for Address Verification” but was scanned at the delivery unit.
- One was scanned “Available for Pickup” but was not scanned at the point of delivery.

Further, 26 of the 45 (57.78 percent) reviewed packages in the “Notice Left” area were not returned to the sender, as required.¹⁷ These packages ranged from one to 65 days past their return dates.

Table 4. STC Scans at Delivery Unit

| STC Scan Type | Belleville Annex | Kearny MPO | Union Post Office | Total | Percentage |
|---|------------------|------------|-------------------|--------------|-------------|
| Delivered | 140 | 710 | 765 | 1,615 | 60.92% |
| Delivery Attempted – No Access to Delivery Location | 327 | 179 | 291 | 797 | 30.06% |
| Receptacle Full / Item Oversized | 7 | 0 | 79 | 86 | 3.24% |
| Delivery Exception – Weather Delay | 67 | 0 | 0 | 67 | 2.53% |
| No Secure Location Available | 37 | 0 | 17 | 54 | 2.04% |
| Delivery Exception / Animal Interference | 2 | 0 | 11 | 13 | 0.49% |
| Refused | 9 | 0 | 1 | 10 | 0.38% |
| No Authorized Recipient | 6 | 1 | 2 | 9 | 0.34% |
| Total | 595 | 890 | 1,166 | 2,651 | 100% |

Source: OIG analysis of the Postal Service’s PTR System data.

¹⁷ *Notice Left and Return Guidelines*, dated July 2007, state that domestic packages should be returned to sender on the 15th calendar day after a notice is left and international packages should be returned to sender on the 30th calendar day after a notice is left.

Why Did It Occur

These scanning issues occurred because unit management did not adequately monitor and enforce proper package scanning and handling procedures. Specifically:

- The PM supervisor at the Belleville Annex stated that he was not aware of the improperly scanned packages, that carriers sometimes do not follow instructions, and that some carriers are unsure which scan is appropriate. Some carriers stated that they did not know when it was appropriate to use STC scans in the office, with one carrier indicating that he did not distinguish between “Business Closed” and “Delivery Attempted – No Access to Delivery Location” scans.
- Management at the Kearny MPO stated that most of the scans that occurred at the delivery unit were related to firm sheet¹⁸ failures. Specifically, when carriers scanned firm sheets during delivery, the scans did not always capture all the packages listed on the firm sheet log; therefore, carriers had to manually scan the missing packages on the firm sheet log. Regarding the two packages found at the carrier stations, management did not ensure that carriers were checking in with a supervisor upon returning from their street deliveries to determine if all packages were delivered and management did not ensure that a supervisor conducted a PM walkthrough to search for undelivered packages. In addition, management stated that packages in the “Notice Left” area were not returned timely because no one checked the area due to the unit being understaffed.
- Management at the Union Post Office did not enforce proper package scanning and handling procedures. Specifically, unit management stated that they have the PM supervisors review the End of Day report¹⁹ to look for missing package scans. The supervisor then asks the corresponding carrier if they delivered the package and if they did, the carrier manually enters the STC scan in the scanner.

What Should Have Happened

Management should have monitored scan performance daily and enforced compliance. The Postal Service’s goal is to ensure proper delivery attempts for mailpieces to the correct address with proper service,²⁰ which includes scanning packages at the time and location of delivery.²¹ Packages in the “Notice Left” area should have been reviewed for second notices and returned to sender if they remained after the prescribed number of days.

Effect on the Postal Service and Its Customers

Customers rely on accurate scan data to track their packages in real time. When employees do not scan mailpieces correctly, customers are unable to determine the actual status of their packages. By improving scanning operations, management can potentially improve mail visibility, increase customer satisfaction, and enhance the customer experience and Postal Service brand.

Management Actions

During our audit, management at the Kearny MPO took corrective action by implementing a plan to ensure employees properly scan firm sheets at the expected delivery point. They returned all packages that exceeded their return dates and are verifying that Notice Left packages are reviewed daily for proper handling.

Recommendation #2

We recommend the **District Manager, New Jersey District**, develop and execute a plan to ensure all employees at the Belleville Annex and Union Post Office are trained on standard operating procedures for package scanning and handling and that unit management systematically reviews scan data and enforces compliance.

Finding #3: Truck Arrival Scanning

What We Found

Employees at the Belleville Annex, Kearny MPO, and Union Post Office did not scan all incoming trailer/truck barcodes,²² as required. We reviewed data related to morning truck arrival scans from May 1 to July 31, 2022 and found that employees did not perform scans for 301 of the 658 trips (45.74 percent) arriving from the Dominick V. Daniels P&DC (see Table 5).

¹⁸ A list of packages for delivery to one address documented with a single barcode. Firm sheets are used to link packages sent to one address on a single form.

¹⁹ Displays the number of Arrival at Unit (AAU) scans, the number of STC scans, and the percentage of AAU scans with a corresponding STC scan for each facility in the user’s area or district.

²⁰ *Delivery Done Right the First Time* stand-up talk, March 2020.

²¹ *Carriers Delivering the Customer Experience* stand-up talk, July 2017.

²² The trailer barcode on the back door and inside right and left walls of the trailer.

Table 5. Truck Arrival Scans from May 1 through July 31, 2022

| Unit | Count of Inbound Trips | Count of Missed Scans | Percentage Missing |
|-------------------|------------------------|-----------------------|--------------------|
| Belleville Annex | 177 | 109 | 61.58% |
| Kearny MPO | 242 | 80 | 33.06% |
| Union Post Office | 239 | 112 | 46.86% |
| Total | 658 | 301 | 45.74% |

Source: OIG analysis of data extracted from the Postal Service's SV System.

During our site visit we observed missed truck arrival scans at the Belleville Annex. While at the Kearny MPO and Union Post Office, we observed proper truck arrival scanning practices.

Why Did It Occur

Management at the Belleville Annex and Kearny MPO did not monitor scan performance data to ensure that all trucks received an arrival scan. Specifically, Belleville Annex management stated they were not aware that the mail handler responsible for scanning was not given proper instructions on truck arrival scanning. Kearny MPO management stated that they were not aware that they should be monitoring truck arrival scans, nor did they know how to get the reports for review.

What Should Have Happened

Management should have reviewed truck arrival tracking reports to ensure that employees were performing all expected truck scans. According to Postal Service policy,²³ employees must scan the trailer barcode on Postal Service trailers/trucks and Highway Contract Route trucks arriving at the delivery unit during local operating hours.

Effect on the Postal Service and Its Customers

When employees do not scan the truck barcode, the Postal Service does not receive timely transportation information and is unable to address issues that may be causing mail delays, which could affect customer service.

Recommendation #3

We recommend the **District Manager, New Jersey District**, develop and execute a plan to ensure management at the Belleville Annex and Kearny Main Post Office reviews truck/trailer arrival scanning performance daily and enforces compliance.

Finding #4 Arrow Keys

What We Found

Management at the Belleville Annex and Union Post Office did not properly manage and safeguard arrow keys.²⁴ We reviewed inventory logs for arrow keys and conducted a physical inventory of keys at the units. At the Belleville Annex, we identified 17 of the 60 keys at the unit were not listed on the inventory log. At the Union Post Office, we identified eight keys at the unit were not listed on the inventory log and we could not find 24 of the 54 (44.44 percent) keys listed on the inventory log.

Additionally, the arrow keys were not always secured. Specifically, the Belleville Annex cabinet was unlocked throughout the day and the Union Post Office registry cage containing arrow keys was often left open and unattended throughout our visit. We also found that employees were not signing the daily log to acknowledge their acceptance and return of assigned keys.

Why Did It Occur

These conditions occurred due to insufficient management oversight.

Management at the Belleville Annex did not have a procedure in place to control the daily distribution and semiannual survey of keys. For the return of keys, the manager relied on the PM supervisor to verify that all keys are accounted for, lock the case, and send a photo of the locked case to the station manager each night. However, the manager did not ensure that the PM supervisor was doing this consistently.

Management at the Union Post Office did not enforce procedures for properly issuing arrow keys to carriers or for carriers to properly return them. Management stated that they do not have a process in place to control arrow keys. Previously, management used timecards to ensure the return of arrow keys, but the unit now uses carrier scanners for timekeeping. Unit management has not implemented another process to maintain control over their arrow keys.

²³ United States Postal Service Standard Operating Procedure – Subject: Trailer Scans at the Delivery Units (DU).

²⁴ Carriers use arrow keys to open mail receptacles, such as collection boxes and apartment mailboxes. Arrow keys are accountable items and are subject to strict controls.

What Should Have Happened

Management should have ensured that employees were properly following arrow key security procedures. According to Postal Service policy,²⁵ management must keep an accurate inventory of all keys and conduct a semiannually physical survey of all building keys. In addition, policy²⁶ states that arrow keys must remain secured until they are individually assigned to personnel. A supervisor or clerk must supervise employees signing out keys on the inventory log. Upon return, arrow keys should be deposited in a secure location and a supervisor or clerk must verify that all keys have been returned and accounted for daily.

Effect on the Postal Service and Its Customers

When there is insufficient oversight and supervision of accountable items such as arrow keys, there is increased risk of mail theft. These thefts damage the Postal Service's reputation and diminish public trust in the nation's mail system. Additionally, because arrow keys are used to open mail receptacles, lost or misplaced keys could impact mail delivery.

Management Actions

During our audit, management provided support for the following actions taken:

- Belleville Annex implemented a plan that requires unit management to provide evidence that the arrow keys are secured and properly signed for daily.
- Union Post Office management implemented a plan requiring supervisors verify that arrow keys are appropriately accounted for and secured.

Based on actions management has taken, we are not making a recommendation regarding arrow keys.

Finding #5: Property Conditions

What We Found

We found safety and maintenance issues at all three delivery units. At the Belleville Annex we identified issues including non-completion of annual fire extinguisher inspections since 2020, restrooms with damaged walls and inoperable fixtures (see Figure 3), an unsecured ladder, and excessive amounts of rubber bands scattered throughout the postal vehicle parking lot.

Figure 3. Damaged Wall in Men's Bathroom and Inoperable Fixture in Women's Bathroom



Source: OIG photos taken August 17, 2022.

We identified issues at the Kearny MPO, including a broken water fountain with stagnant water (see Figure 4), non-completion of monthly fire extinguisher inspections since September 2021 and of annual inspections since 2020, and inoperable toilets in the men's and women's restrooms (see Figure 5).

²⁵ *Administrative Support Manual* Issue 13, Sections 273.461, 273.464, and 273.471, July 1999, updated through March 31, 2022.

²⁶ *Standard Work: Arrow Key Accountability*, January 2022; and *USPS Arrow Key Standard Work*, January 2022.

Figure 4. Broken Water Fountain



Source: OIG photo taken August 18, 2022.

Figure 5. Inoperable Toilets in the Men's and Women's Restrooms



Source: OIG photos taken August 17, 2022.

We identified issues at the Union Post Office, including non-completion of annual fire extinguisher inspections, loose bollards on the loading dock, and storage sheds in the parking lot in disrepair (see Figure 6).

Figure 6. Storage Sheds in Disrepair



Source: OIG photo taken August 16, 2022.

Why Did It Occur

Unit management did not take the necessary actions to ensure that property condition issues were corrected timely. Specifically, the Belleville Annex manager requested maintenance assistance on July 13, 2022, but overlooked the needed follow up when maintenance personnel stopped coming. At the Kearny MPO, unit management was not aware of the property conditions.

Additionally, Union Post Office management thought the fire extinguishers were inspected on an automatic renewal basis but were not aware that the previous postmaster had not paid for the service. Further, they did not follow up on reported repairs to verify completion.

What Should Have Happened

Management should have provided sufficient oversight of personnel responsible for maintaining facilities, reported safety and maintenance issues as they arose, and followed up for completion. The Postal Service is required to maintain a safe environment for employees and customers. In addition, the Occupational Safety and Health Administration (OSHA) requires employers to provide a safe and healthy workplace free of recognized hazards.²⁷

Effect on the Postal Service and Its Customers

Management's attention to maintenance and safety and security deficiencies can reduce the risk of injury to employees and customers; reduce related costs,

²⁷ OSHA Act of 1970 and Handbook EL-801, *Supervisor's Safety Handbook*.

such as workers' compensation claims, lawsuits, and OSHA penalties; and enhance the customer experience and Postal Service brand.

Management Actions

During our audit, management provided support for the following actions taken:

- Belleville Annex restrooms were repaired, the parking lot was cleared of debris, and the ladder was secured.
- Kearny MPO monthly and annual fire extinguisher inspections are current, one of the two restrooms was repaired, and there is a work order in place to remove the broken water fountain.

Recommendation #4

We recommend the **District Manager, New Jersey District**, address all building safety and maintenance issues identified at the Belleville Annex, Kearny Main Post Office, and the Union Post Office.

Management's Comments

Management agreed with the findings and recommendations in this report. See [Appendix A](#) for management's comments in their entirety.

Regarding recommendation 1, management is requiring each unit to validate delayed mail daily with the use of photos and the DCV report sent to their Manager, Post Office Operations. The target implementation date is January 31, 2023.

Regarding recommendation 2, management is requiring Belleville Annex and the Union Post Office to review the GEO scanning report daily to identify scans made inside the GEO location. Additionally, management stated corrective action will be taken for non-compliance. The target implementation date is January 31, 2023.

Regarding recommendation 3, management stated that they will conduct periodic observations of employees responsible for scanning trucks and will run the Regional Intelligent Mail Server truck scan report to confirm compliance. The target implementation date is January 31, 2023.

Regarding recommendation 4, management stated that they have fixed all issues at the Kearney Main Post Office and Union Post Office. All issues at the Belleville Annex have been addressed except for annual inspection of the fire extinguishers, which is expected to be completed by the end of December. The target implementation date is February 28, 2023.

Evaluation of Management's Comments

The OIG considers management's comments responsive to the recommendations in the report.

All recommendations require OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. 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: Management's Comments



November 22, 2022

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: Mail Delivery, Customer Service, and Property Conditions
Review – Select Units, New Jersey Region (Project Number 22-170-DRAFT)

Thank you for providing the Postal Service with an opportunity to review and comment on the findings and recommendations contained in the draft audit report, *Mail Delivery, Customer Service, and Property Conditions Review – Select Units, New Jersey Region*.

Management agrees with the five findings in the report related to delayed mail, package scanning, truck load scans, Arrow keys and property conditions.

Following are our comments on each of the four recommendations as there was no recommendation for Arrow keys since it was abated already.

Recommendation 1:

We recommend the **District Manager, New Jersey District**, develop a plan to ensure that all committed mail is delivered daily, all delayed mail volume is entered into the proper system, and management systematically reviews the data and enforces reporting compliance at the Belleville Annex, Kearney Main Post Office, and Union Post Office.

Management Response/Action Plan:

Management agrees with this recommendation. Each unit will validate daily to their MPOO if there is delayed mail by sending pictures of the workroom area as well as DCV report.

Target Implementation Date: 01/31/2023

Responsible Official:

Belleville Annex: Manager, Customer Service
Kearney Main Post Office: Postmaster
Union Post Office: Postmaster

Recommendation 2:

We recommend the **District Manager, New Jersey District**, develop and execute a plan to ensure all employees at the Belleville Annex and Union Post Office are trained on standard operating procedures for package scanning and handling and that unit management systematically reviews scan data and enforces compliance.

Management Response/Action Plan:

Management agrees with this recommendation. Management at Belleville Annex and Union Post Office will review the GEO scanning report daily to identify scans made inside of the GEO location. Corrective action will be taken on non-compliance.

Target Implementation Date: 01/31/2023

Responsible Official:

Belleville Annex: Manager, Customer Service

Union Post Office: Postmaster

Recommendation 3:

We recommend the **District Manager, New Jersey District**, develop and execute a plan to ensure management at the Belleville Annex and Kearny Main Post Office reviews truck/trailer arrival scanning performance daily and enforces compliance.

Management Response/Action Plan:

Management agrees with this recommendation. Management will conduct periodic observations of employees responsible for scanning trucks and will run RIMS truck scan report to confirm compliance.

Target Implementation Date: 01/31/2023

Responsible Official:

Belleville Annex: Manager, Customer Service

Kearney Main Post Office: Postmaster

Recommendation 4:

We recommend the **District Manager, New Jersey District**, address all building safety and maintenance issues identified at the Belleville Annex, Kearny Main Post Office, and the Union Post Office.

Management Response/Action Plan:

Management agrees with this recommendation. All property conditions at the Kearney Main Post Office have been fixed. At Union Post Office all items have been fixed. All issues at Belleville Annex have been fixed except for the annual inspection of the fire extinguishers—expected to be complete by the end of December.

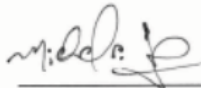
Target Implementation Date: 02/28/2023

Responsible Official:

Belleville Annex: Manager, Customer Service

Kearney Main Post Office: Postmaster

Union Post Office: Postmaster



Michael P. Deignan

District Manager, New Jersey District

cc: A/Vice President, Area Retail & Delivery Operations (Atlantic)
Corporate Audit & Response Management

OFFICE OF INSPECTOR GENERAL UNITED STATES POSTAL SERVICE



Contact us via our [Hotline](#) and [FOIA](#) forms. Follow us on social networks. Stay informed.

1735 North Lynn Street, Arlington, VA 22209-2020
(703) 248-2100

For media inquiries, please email press@uspsoig.gov or call (703) 248-2100