



Office of Inspector General | United States Postal Service

## Audit Report

# Delivery and Customer Service Issues – Greenpoint and Williamsburg Stations, Brooklyn, NY

Report Number 19-003-R20 | December 31, 2019



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# Transmittal Letter



OFFICE OF INSPECTOR GENERAL  
UNITED STATES POSTAL SERVICE

December 31, 2019

MEMORANDUM FOR: ERIC E. HENRY  
MANAGER, TRIBORO DISTRICT

E-Signed by Hilderbrand, Sherry   
VERIFY authenticity with eSign Desktop  
*Sherry A. Hilderbrand*

for  
FROM: Sean Balduff  
Director, Delivery and Retail Response Team

SUBJECT: Audit Report – Delivery and Customer Service Issues –  
Greenpoint and Williamsburg Stations, Brooklyn, NY  
(Report Number 19-003-R20)

This report presents the results of our audit of Delivery and Customer Service Issues –  
Greenpoint and Williamsburg Stations, Brooklyn, NY.

We appreciate the cooperation and courtesies provided by your staff. If you have any  
questions or need additional information, please contact Sherry Hilderbrand, Operations  
Manager, at [shilderbrand@uspsoid.gov](mailto:shilderbrand@uspsoid.gov), or me at 703-248-2100.

Attachment

cc: Postmaster General  
Vice President, Delivery and Retail Operations  
Vice President, Northeast Area  
Corporate Audit and Response Management

# Results

## Background

This report presents the results of our audit assessing mail delivery and customer service issues at the Greenpoint and Williamsburg Stations, Brooklyn, NY (Project Number 19-003). We conducted this audit in response to a June 21, 2019, request from four New York members of Congress (Senators Charles Schumer and Kirsten Gillibrand, and Representatives Nydia Velazquez and Carolyn Maloney) and New York state Assemblyman Joseph Lentol. These members raised concerns of untimely mail deliveries, misdeliveries, and no deliveries in specific ZIP Codes in Brooklyn, NY.

The Greenpoint and Williamsburg Stations are in the Triboro District of the Northeast Area. The Williamsburg Station has 44 city routes and 34 parcel routes delivered by 82 Full-Time Regular (FTR) city carriers and 15 City Carrier Assistants (CCA). The Greenpoint Station has 22 city routes and 11 parcel routes delivered by 36 FTR city carriers and eight CCAs.<sup>1</sup>

## Objective, Scope, and Methodology

Our objective was to evaluate mail delivery and customer service issues for the Williamsburg and Greenpoint Stations in Brooklyn, New York.

To accomplish our objective, we reviewed delivery metrics including the number of routes and carriers, amount of reported delayed mail, package scanning, and distribution up-time.<sup>2</sup> During our site visits on August 27-28, 2019, we reviewed station safety and security procedures, Post Office (PO) Box and retail lobby conditions, mail conditions, and arrow lock key<sup>3</sup> security procedures. We analyzed the scan status of mailpieces at the carrier cases and in the “Notice Left”<sup>4</sup> area of each facility. We also interviewed unit management and employees.

We relied on computer-generated data from the Postal Service’s Product Tracking and Reporting system. We did not test the validity of controls over this system; however, we verified the accuracy of the data by performing various tests based on reasonableness. We determined the data were sufficiently reliable for the purposes of this report.

We conducted this audit from August through December 2019, in accordance with generally accepted government auditing standards. 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 discussed our observations and conclusions with management on December 4, 2019 and included their comments where appropriate.

## Finding # 1: Undelivered and Delayed Mail

We identified undelivered and delayed mail<sup>5</sup> at the Williamsburg Station and delayed mail at the Greenpoint Station. Postal Service policy<sup>6</sup> states that all types of First-Class Mail, Priority Mail, and Priority Mail Express are scheduled (committed) for delivery or processing on the day of receipt at the post office. Customers rely on timely and consistent mail delivery service. When mail is delayed, there is an increased risk of customer dissatisfaction, which may adversely affect the Postal Service brand.

### Williamsburg Station

We identified undelivered and delayed mail at the Williamsburg Station that was scheduled for delivery on the prior day at 16 carrier cases and the clerk flat sorting case.<sup>7</sup> Specifically, we found Priority and First-Class mail scheduled for delivery on August 26, 2019, but still at the carrier and clerk cases on our August 27, 2019 site visit (see [Figures 1, 2, and 3](#)).

1 CCAs are non-career employees that deliver mail on designated city routes and are covered by the National Association of Letter Carriers agreement.

2 Distribution up-time is the time of day that clerks have completed distributing mail to the carrier routes after the mail has arrived from the processing center.

3 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 lock keys are accountable property and are subject to strict controls.

4 The area of a postal facility where letters or packages that the carriers were unable to deliver are stored for customer pickup.

5 Mail that is still in the delivery unit after the carriers have left for street delivery.

6 Delivery Unit Service Talk-Committed Mail & Color Code Policy for Marketing Mail, February 2019.

7 A piece of equipment that contains labeled separations into which clerks or carriers manually sort letters, flats, or irregular parcels.

### Figures 1, 2, and 3. Delayed Mail at the Williamsburg Station



Source: U.S. Postal Service Office of Inspector General (OIG) photographs taken at the Williamsburg Station on the morning of August 27, 2019. Mail pictured was scheduled to be delivered on August 26, 2019.

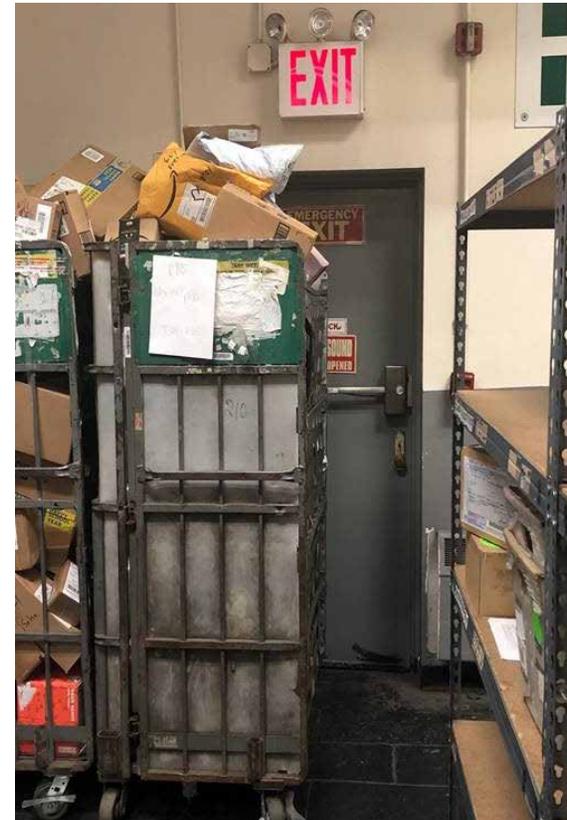
Further, on the evening of August 27, 2019 we observed undelivered mail in carrier satchels, pushcarts, cases, and a vehicle. This mail was scheduled to be delivered that day and included First-Class Mail Letters, First-Class Mail Flats, and Certified Mail.

We also observed containers and tubs full of undelivered and returnable mail at various places throughout the unit dating back to 2016. Specifically, we found:

- Four containers of parcels labeled as “Return to Sender” dated August 24 and August 25, 2019 that should have been returned prior to our visit. Figure 4 is an example of two of these containers.
- A tub of postage-due mail that included a loose check dated July 4, 2016.
- An all-purpose container of marketing mail with the year “2018” identified on the mailpiece spines.

- Twenty-five Merchandise Return Service<sup>8</sup> packages for one customer that had not been processed and delivered. These packages should have been processed and delivered on the day they arrived at the unit.

### Figure 4. Container of “Return to Sender” Parcels at the Williamsburg Station



Source: OIG photographs taken at the Williamsburg Station on August 27, 2019.

<sup>8</sup> Merchandise Return Service allows authorized companies to pay postage and extra service fees so that items can be returned by their customers (at no charge to their customers) using merchant provided pre-paid labels.

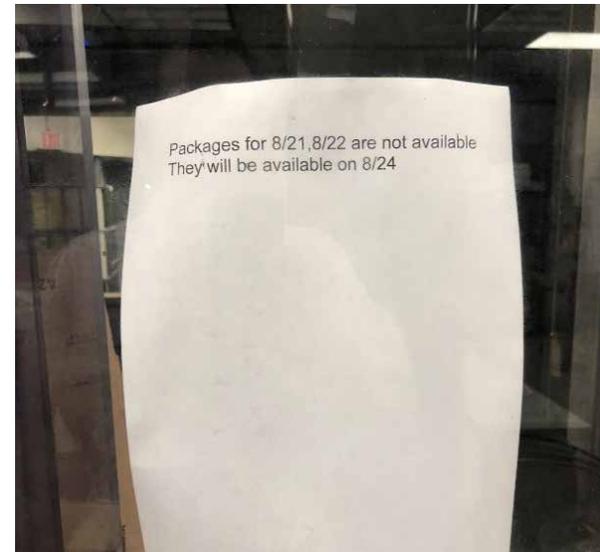
We also determined that packages were not available to be picked up by customers as scheduled. During our visit on August 27, 2019, we observed containers of packages on the workroom floor adjacent to the “Notice Left” shelf (see Figure 5) that should have been available to customers but instead were waiting for the clerks to perform an unnecessary “Available for Pick-up” scan. The manager explained that these packages required an “Available for Pick-up” scan the next morning to let customers know the packages were in the post office and available for pick-up. However, there is no need to perform this scan at the unit because the carrier would have performed an “Attempted Notice Left” scan during the delivery attempt and left a notice<sup>9</sup> indicating when the package would be available for the customer to pick up the following day. We further observed a sign in the lobby notifying customers that packages, which had been attempted for delivery on August 21 and 22 would not be available for customer pick-up until August 24, 2019 (see Figure 6). These packages should have been available for pickup the next day after the attempted deliveries.

**Figure 5. Containers of Parcels at the Williamsburg Station**



Source: OIG photographs taken at the Williamsburg Station on August 27, 2019

**Figure 6. Notice in the Lobby at the Williamsburg Station**



Source: OIG photographs taken at the Williamsburg Station on August 27, 2019.

These conditions occurred because the manager did not adequately oversee operations at the unit and clerks were not used efficiently. As a result, he was not aware of the undelivered and delayed mail, the tub of postage due mail, or the container of marketing mail. Further, he stated that due to manpower issues, he could not address the PO Box overflow issues or ensure the adherence to PO Box management procedures. However, based on our analysis of earned workhours,<sup>10</sup> the unit did not appear to have a staffing shortage.

<sup>9</sup> When a carrier is unable to deliver packages to a customer on the first attempt, they complete a Postal Service (PS) Form 3849, Delivery Notice/Reminder/Receipt (“Notice Left”) form and place it in the customer’s mailbox, indicating a delivery was attempted unsuccessfully.

<sup>10</sup> Earned workhours are the number of workhours a unit earns derived from national performance standards and the workload of a unit.

While we observed multiple classes of delayed mail, there was no delayed mail reported in the Customer Service Daily Reporting System (CSDRS)<sup>11</sup> for that timeframe, as required.<sup>12</sup> Management did not report the delayed mail because the carriers did not notify the supervisors of the undelivered mail and the supervisors did not follow the P.M. Activity Submission checklist. The P.M. Activity Submission checklist specifies that management must review all areas to ensure the unit is free of all outgoing mail. In addition, management did not verify that any deliverable mail that carriers brought back had a PS Form 1571, Undelivered Mail Report,<sup>13</sup> attached. Inaccurate reporting of delayed mail provides management at the local, district, area, and headquarters levels with an inaccurate status of mail delays and can result in improper action or no action taken to address issues.

When we identified the container of marketing mail with the year “2018” on the mailpiece spines, the station manager took immediate action by having it distributed and delivered on the day of our site visit. Likewise, once identified, district management took immediate corrective action on the following items during our audit:

- Delayed mail – district personnel instructed station management on committed mail policy.
- Return to sender parcels – operations support personnel trained unit personnel on the proper handling and worked with unit personnel to process the mail.
- PO Box mail – operations support personnel sorted and processed delayed mail and a retail specialist was scheduled to retrain unit personnel on mail compliance.

- Merchandise Return Service – district personnel instructed management to allow time for clerks to process Merchandise Return Service packages.

### Greenpoint Station

We identified delayed mail during our observations at the Greenpoint Station on August 27, 2019. Specifically, we observed collection and Registered Mail at the station from the previous delivery day. We also observed undeliverable Certified and international mailpieces being held beyond the authorized retention periods. Specifically:

- We identified two tubs of collection mail and six pieces of Registered Mail from the previous day. The station manager stated that the carriers returned to the office with the collection mail after the last scheduled dispatch of mail to the mail processing facility.<sup>14</sup> She also stated they received the Registered Mail late from their contract postal unit.<sup>15</sup>
- We identified 92 pieces of Certified Mail and one piece of international mail that were not returned to the sender according to the “Notice Left and Return Guidelines”.<sup>16</sup> The mailpieces were held between two and 47 days beyond their authorized retention periods.

These conditions occurred because management failed to follow the P.M. Activity Submission checklist and guidelines for returning undeliverable Certified and international mail. Further, the Triboro District’s guidance states that all mail which fails to meet the last dispatch must be taken either to the closest station with a later dispatch, or to the Brooklyn Processing and Distribution Center.<sup>17</sup>

By ensuring all mail is processed and delivered timely, management can increase customer satisfaction and enhance the Postal Service brand.

11 CSDRS is a delivery unit based system that provides a snapshot of the daily condition of the mail at the point in time when the carriers have departed for the street. The data in this system is used to provide management with a formal delayed mail reporting tool.

12 CSDRS Users Guide, dated September 30, 2016.

13 If a carrier brings undelivered mail back to the office, they are required to obtain PS Form 1571 from the unit manager, document any mail that was not delivered, sign the form, and give it to a unit manager.

14 The last dispatch of the day that is loaded on transportation in time to meet the service standard for the mail class or destination.

15 A post office located inside a retail establishment and operated by the retailer’s employees.

16 Certified and international mail should be returned to sender 15 days after a notice is left and international mail should be returned to sender 30 days after a notice is left.

17 Standard Operating Procedure, *Collection Culling Procedures*, dated September 2010.

### Recommendation #1:

We recommend the **District Manager, Triboro District**, instruct the Postmaster, Brooklyn, and Williamsburg and Greenpoint Station management, to develop an action plan to ensure all mail is being delivered in a timely manner and standard operating procedures are followed for reporting delayed mail, handling of returnable mail, and collection of mail from contract postal units.

### Recommendation #2:

We recommend the **District Manager, Triboro District**, instruct district support personnel to periodically review and monitor delivery operations in units to ensure mail is not being delayed.

## Finding # 2: Package Scanning Issues

During our visits on August 27-28, 2019, we identified deficiencies in package scanning, including missing scans and improper scans. The Postal Service measures package delivery service performance from the point of package acceptance through the first delivery attempt. Each delivery unit is required to have distribution clerks scan all arriving barcoded items as “Arrival at Unit” and delivery employees scan items at the time of attempted delivery using the appropriate stop-the-clock<sup>18</sup> scan. An improper scan is a stop-the-clock scan performed at any location other than the delivery location. The Postal Service’s goal is to ensure mail is delivered to the correct address with proper service,<sup>19</sup> which includes scanning every mailpiece at the point of delivery<sup>20</sup> and ensuring 100 percent visibility throughout the process.<sup>21</sup>

We judgmentally selected packages at each station before the carriers arrived for the day to review the scanning and tracking data.

Of the 162 packages we selected at the Williamsburg Station, 50 were at the carrier cases, 64 were in the “Notice Left” area and 48 were at the clerk flat sorting case. We determined that 20 of the 50 packages at the carrier cases,

22 of the 64 packages in the “Notice Left” area, and 47 of the 48 at the clerk flat sorting case were missing a scan or had improper scans. Specifically:

- Thirty-nine packages at the clerk flat sorting case were scanned “Available for Pick-up”, and received this scan at the same time of day with an Intelligent Mail Device scanner. These items should have been delivered the previous day or received a scan at the time of the attempted delivery to indicate the reason for non-delivery.
- Nineteen packages (four at the clerk flat sorting case, six in the “Notice Left” area, and nine at the carrier cases) did not have a stop-the-clock scan. All packages should have received a scan at the time of attempted delivery.
- Fourteen packages (three at the clerk flat sorting case, seven in the “Notice Left” area, and four at the carrier cases) were scanned as “Delivered” but were still located at the unit. A “Delivered” scan should only be made when a package is successfully left at the delivery address.
- Ten packages (one at the clerk flat sorting case and nine in the “Notice Left” area) did not have an “Arrival at Unit” scan and five of those were over a year old. Without this scan, the visibility of the location of the package to the customer may be negatively impacted and there is an increased risk that subsequent notices and returns will not be made.
- Four packages at the carrier cases were scanned “Business Closed” at the same time on one mobile delivery device but were for different addresses. These scans should have been performed at each individual delivery address.
- Three packages at the carrier cases were scanned as “No Access” at the unit rather than at the delivery address.

Of the 36 packages we selected at the Greenpoint Station, six were at the carrier cases and 30 were in the “Notice Left” area. We determined that four of the six

<sup>18</sup> A scan event that indicates the USPS has completed its commitment to deliver or attempt to deliver the mail piece. Examples of stop-the-clock include “Delivered”, “Available for Pick-up”, “No Access” and “Business closed”.

<sup>19</sup> Delivering a Positive Customer Experience - Delivery Done Right stand-up talk.

<sup>20</sup> Where Is My Package (WIMP) and Scanning, February 2017.

<sup>21</sup> *Scanning at a Glance – Delivering 100 Percent Visibility*, August 2011.

packages at the carrier cases and two of the 30 packages in the “Notice Left” area were missing a scan or had improper scans. Specifically:

- Three packages at the carrier cases were scanned as “No Access” at locations other than the delivery address.
- Two packages in the “Notice Left” area did not have a stop-the-clock scan. All packages should have received a scan at the time of attempted delivery.
- One package at the carrier case was scanned as “Delivered”, but was still located at the unit. A “Delivered” scan should only be made when the package is successfully left at the delivery address.

Further, we identified 37 “No Access” scans for the 56 packages found at the carrier cases at both stations. Carriers did not always have access to buildings and scanned packages as “No Access” when they were unable to gain access to buildings with multiple delivery points.<sup>22</sup>

These scan deficiencies occurred because delivery unit personnel did not always follow proper scanning procedures and scan performance was not monitored. The “No Access” scans occurred, in part, because carriers were using private keys to access buildings, rather than using a postal-approved access method. Determining exactly which key opens a building is time-consuming, especially when the route is delivered by a substitute carrier. We identified 40 routes at the Williamsburg Station with a total of 142 private keys or key fobs and 15 routes at the Greenpoint Station with a total of 53 private keys or key fobs to access buildings (see Figure 7).

**Figure 7. Williamsburg Station Route Keys With Private Keys and Key Fobs**



Source: OIG photograph taken at the Williamsburg Station on August 27, 2019.

Postal Service policy prohibits carriers from accepting keys for locks on non-postal mail receptacles, buildings, or offices. Acceptable methods of building access include an electromechanical door lock system, or a key keeper box located within reach of the door. Both devices must incorporate an arrow lock key to access the building key or device needed to gain entry to the building.<sup>23</sup>

<sup>22</sup> Some routes have multiple carriers but only one carrier has the building access keys.

<sup>23</sup> *Postal Operations Manual*, Section 632.21, dated July, 2002.

Customers rely on the Postal Service to scan items upon attempting or completing a delivery at the actual delivery location in order to track their shipment in real time. When inaccurate information is conveyed to customers, it results in confusion, complaints, and a loss of data integrity which causes a loss of customer trust and may negatively impact the Postal Service brand.

### Recommendation #3:

We recommend the **District Manager, Triboro District**, instruct the Postmaster, Brooklyn, and station management to ensure the standard operating procedures for scanning are followed and instruct district support personnel to periodically review and monitor scan data for compliance.

### Recommendation #4:

We recommend the **District Manager, Triboro District**, instruct the Postmaster, Brooklyn, and station management to coordinate with building owners or managers to comply with Postal Service access and mail receptacle policies.

## Finding # 3 Safeguarding of Assets

Employees did not properly secure accountable items at the Williamsburg and Greenpoint Stations. Specifically, during our site visit at the Williamsburg Station on August 27, 2019, we observed a daily bank deposit, valued at \$17,070, that was kept in a locked compartment of the vault. However, we observed the key for this compartment hanging on the wall next to the safe with the safe door open (see Figures 8 and 9). At the Greenpoint Station, we observed three unsecured cash drawers (two in an unlocked drawer of the manager's desk and one in an unlocked safe compartment (see Figures 10 and 11)), a box of money orders on the floor of the manager's office, and sheets of stamps in the manager's unlocked desk drawer.

**Figure 8. Deposit Compartments in Open Vault at the Williamsburg Station**



Source: OIG photographs taken at the Williamsburg Station on August 27, 2019.

**Figure 9. Key to Deposit Compartments in Vault at the Williamsburg Station**



Source: OIG photographs taken at the Williamsburg Station on August 27, 2019.

## Figures 10 and 11. Greenpoint Station Unsecured Cash Drawers in Manager's Desk and Safe



Source: OIG photograph taken at the Greenpoint Station on August 27, 2019.

These conditions occurred because employees did not follow established procedures that would have ensured the items were secured. According to Postal Service Handbook F-101, Field Accounting Procedure, the field unit manager or supervisor must provide adequate security for all accountable items. Accountable items include postal funds, stamp stock, blank money order stock, philatelic products, retail products, accountable receipts, and imprinters.

### Recommendation #5:

We recommend the **District Manager, Triboro District**, instruct the Postmaster, Brooklyn, and station management to follow field accounting procedures for the security of accountable items.

## Finding # 4 Building Safety, Maintenance and Security Conditions

The facilities were not consistently maintained in accordance with applicable building safety, maintenance, and security standards.

At the Greenpoint Station, there was leaking sewage in the manager's office and suspected mold in the manager's office and the basement. These issues were reported in the Electronic Facilities Management System<sup>24</sup> 12 times, beginning

<sup>24</sup> The official Postal Service record for real property inventory and the management system for administering all property-related projects including acquisition, design, construction, disposal, repairs, health and safety mitigations, and property inspections.

on June 8, 2018. However, district management was not aware that the repairs had not been completed as of our site visit. We elevated the Greenpoint issues to the Triboro District Manager on August 27, 2019. Subsequent messaging and scheduling of repair teams occurred and the plumbing causing the leak in the manager's office has been repaired. A mold remediation company completed work on the manager's office on September 26, 2019, and as of October 7, 2019, the basement was being cleared out to be professionally cleaned.

We also noted other safety, maintenance, and security issues including:

- A fire alarm was disengaged, and emergency exits were blocked at the Williamsburg Station. We noted that the fire alarm pull lever was hanging at a 90-degree angle from the wall and a notification beep was sounding at the access panel box. Upon reviewing the access panel, we noted that the fire alarm was disengaged. See Figures 12, 13, and 14 for the disengaged fire alarm and blocked emergency exits.
- Cracked glass in windows, pest infestations, and cracked tile at the Greenpoint Station.

## Figures 12, 13, and 14. Williamsburg Station Disengaged Fire Alarm and Blocked Fire Exits



Source: OIG photographs taken at the Williamsburg Station on August 27, 2019.

### Recommendation #6:

We recommend the **District Manager, Triboro District**, instruct the Postmaster, Brooklyn, and the station management to complete repairs to any remaining items identified during the audit and to escalate repair issues to the District Manager if not completed in a reasonable time.

## Management's Comments

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

In response to recommendation 1, management stated they have instructed the Brooklyn Postmaster and Williamsburg and Greenpoint Station managers to follow the correct protocol for timely mail delivery and report any delayed mail in the Customer Services Daily Reporting System. On December 23, 2019, management provided OIG with photos of the workroom floor and carrier cases cleared of mail at the Greenpoint and Williamsburg Stations (see Figures 15 and 16). Management's target implementation date was November 16, 2019.

### Figure 15. Greenpoint Station Workroom Floor and Carrier Cases Cleared of Mail



Source: Photographs provided by Triboro District Manager on December 23, 2019.

### Figure 16. Williamsburg Station Workroom Floor and Carrier Cases Cleared of Mail



Source: Photographs provided by Triboro District Manager on December 23, 2019.

In response to recommendation 2, management stated the manager of Operations Program Support is conducting bi-weekly service reviews on the Greenpoint and Williamsburg Stations and reporting findings and deficiencies to the Brooklyn Postmaster and Triboro District Manager for abatement. Management's target implementation date was November 16, 2019.

In response to recommendation 3, management stated they have provided the Brooklyn Postmaster and station management staff with the *Delivering and Scanning Accurately and Delivering Packages Professionally* service talk and certified their understanding and responsibilities in following those guidelines. In addition, Operations Program Support will continuously monitor scan data for proper scanning compliance. Management's target implementation date was December 9, 2019.

In response to recommendation 4, management stated they have reissued *Mailbox and Key Keeper Guidelines* to the Brooklyn Postmaster and worked with the building owners to ensure compliance with those guidelines. They will also continue working with the appropriate city officials and the NY Housing Authority to install parcel lockers in buildings where parcels cannot be delivered on the first attempt. Management's target implementation date was December 11, 2019.

In response to recommendation 5, management stated the district finance manager reviewed Handbook F-101, Section 3.9,<sup>25</sup> with Williamsburg and Greenpoint Station management to ensure employees secure all accountable items in the safe and reiterated to the manager and supervisor that they must ensure that safes remain closed and day-locked during business hours and fully locked at the end of the day. In addition, the district finance manager will conduct quarterly reviews to ensure the safeguarding of postal funds and accountable items. Further, management stated that the key for the deposit compartment in the main safe has been removed from the wall and is secured by the Finance supervisor on duty, non-accountable items were removed from the main safe, and locks on the unsecured compartment in the Greenpoint Station safe were replaced and all cash drawers are secured in the safe. Management's target implementation date was December 3, 2019.

In response to recommendation 6, management stated that all repairs identified through the audit have been certified as completed as of September 26, 2019,

by the Triboro Maintenance manager and Northeast Area Customer Relations acting manager.

## 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. The OIG requests written confirmation when corrective actions are completed. Management's target implementation dates for all recommendations have expired and they have submitted documentation to support their closure. The OIG plans to follow-up with unit and district management to ensure all issues identified in this report have been remediated. Therefore, 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.

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<sup>25</sup> Postal Service Handbook F-101 *Field Accounting Procedures* Section 3.9, Safe and Vault Security.

# Appendix A: Management's Comments



December 23, 2019

LAZERICK POLAND  
DIRECTOR, AUDIT OPERATIONS

**SUBJECT:** Delivery and Customer Service Issues – Greenpoint and Williamsburg Stations, Brooklyn, NY – Project Number 19-003

The findings and recommendations outlined in the above noted audit report have been reviewed and we agree with the findings. Our response to the Recommendations are as follows:

**Recommendation #1**

We recommend **the District Manager, Triboro District**, instruct the Postmaster, Brooklyn and Williamsburg and Greenpoint Station management, to develop an action plan to ensure all mail is being delivered in a timely manner and standard operating procedures are followed for reporting delayed mail, handling of returnable mail, and collection of mail from contract postal units.

**Management Response:**

We agree with the recommendation. The Postmaster of Brooklyn and the Williamsburg and Greenpoint Station Managers have been instructed to follow the correct protocol for timely mail delivery. The Brooklyn Postmaster has been instructed that if for any reason mail volume must be delayed in Williamsburg or Greenpoint, the District Manager must be informed with reasons for the delayed mail. Any delayed mail must be properly input into the Customer Services Daily Reporting System (CSDRS). In addition, the unit management staff has been instructed to send daily pictures of the unit's conditions to the District Manager until further notice.

**Target Implementation Date:**

Completed – November 16, 2019

**Responsible Official:**

Postmaster Brooklyn

**Recommendation #2**

We recommend **the District Manager, Triboro District**, instruct district support personnel to periodically review and monitor delivery operations in units to ensure mail is not being delayed.

**Management Response:**

We agree with the recommendation. The Manager of Operations Programs Support is conducting documented bi-weekly service audits on the Greenpoint and Williamsburg stations and reporting findings to the Brooklyn Postmaster and Triboro District Manager for any deficiencies and abatements.

Target Implementation Date:  
Completed – November 16, 2019

Responsible Official:  
Manager Operations Programs Support

**Recommendation #3**

We recommend **the District Manager, Triboro District**, instruct the Postmaster, Brooklyn, and station management to ensure the standard operating procedures for scanning are followed and instruct district support personnel to periodically review and monitor scan data for compliance.

**Management Response:**

We agree with the recommendation. The Postmaster and station management staff have been provided the HQ Delivering and Scanning Accurately and Delivering Packages Professionally service talk and have certified that they understand their responsibility of following those guidelines. Operations Program Support will continuously monitor scan data for compliance to proper scanning procedures.

Target Implementation Date:  
Completed – December 9, 2019

Responsible Official:  
Postmaster Brooklyn

**Recommendation #4**

We recommend **the District Manager, Triboro District**, instruct the Postmaster, Brooklyn, and station management to coordinate with building owners or managers to comply with Postal Service access and mail receptacle policies.

**Management Response:**

We agree with the recommendation. The Brooklyn Postmaster has been reissued the “Mailbox and Key Keeper Guidelines” and has worked with the building owners to comply with those guidelines. Operations Program Support, and Address Management will monitor mail box standards for new constructions, renovations, and minor improvements. The Brooklyn Postmaster will continue to work with the appropriate city officials and the NY Housing Authority to install parcel lockers in buildings where parcels cannot be delivered on the first attempt.

Target Implementation Date:  
Completed – December 11, 2019

Responsible Official:  
Postmaster Brooklyn

**Recommendation #5**

We recommend **the District Manager, Triboro District**, instruct the Postmaster, Brooklyn, and station management to follow field accounting procedures for the security of accountable items.

**Management Response:**

We agree with the recommendation. The Triboro District Finance Manager (DFM) reviewed Section 3.9 of Handbook F-101 with Williamsburg and Greenpoint Station Management to ensure all accountable items are secured in the safes (see Individual Training sign-in sheet). The DFM also reiterated with the Station Manager and Supervisor that they must ensure that all safes remain closed and day-locked during business hours and that the safes are fully locked at the end of each day. Additionally, Triboro District Finance will conduct quarterly review to ensure postal funds and accountable items are properly safeguarded. In regards to the Figure 9 for Williamsburg Station, the key for the deposit compartment in the Main Safe has been removed from the wall and is now secured by the Finance Supervisor on duty. Additionally, non-accountable items were removed from the main safe.(see figure 8b & 9b). In regards to Greenpoint, locks on the unsecured compartment in the safe were replaced and all cash drawers are secured in the safe. (see figure 10b)

**Target Implementation Date:**

Completed – December 3, 2019

**Responsible Official:**

Postmaster, Brooklyn

**Recommendation #6**

We recommend **the District Manager, Triboro District**, instruct the Postmaster, Brooklyn, and the station management to complete repairs to any remaining items identified during the audit and to escalate repair issues to the District Manager if not completed in a reasonable time.

**Management Response:**

We agree with the recommendation. All repairs identified through this audit have been certified completed by the Triboro Maintenance Manager and Northeast Area Customer Relations Acting Manager.

**Target Implementation Date:**

Completed – September 26, 2019

**Responsible Official:**

Northeast Area Facilities Engineer



Digitally signed by Eric E. Henry  
DN: cn=Eric E. Henry, o=USPS,  
ou=Triboro District,  
email=eric.e.henry@usps.gov, c=US  
Date: 2019.12.23 11:54:33 -05'00'

Eric E. Henry  
District Manager, Triboro

cc: VP Area Operations (Northeast)  
Manager Operations Support (Northeast)  
Manager Delivery Program Support (Northeast)  
Area Accounting Manager (Northeast)  
Finance Manager (Triboro)  
Manager, Corporate Audit Response Management



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