



## AUDIT REPORT

# Facility Condition Reviews – Short Hills, Roseville, and Wood Ridge Post Offices

April 2, 2020




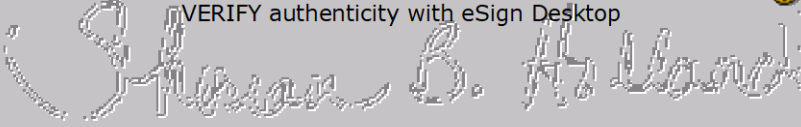
Report Number 20-159-R20



April 2, 2020

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

E-Signed by Holland, Shirian  
VERIFY authenticity with eSign Desktop 



**FROM:** Shirian B. Holland  
Acting Director, Supply Management and Facilities

**SUBJECT:** Audit Report – Facility Condition Reviews –  
Short Hills, Roseville, and Wood Ridge Post Offices  
(Report Number 20-159-R20)

This report presents the results of our audit of Facility Condition Reviews at the Short Hills, Roseville, and Wood Ridge Post Offices.

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

Attachment

cc: Postmaster General  
Chief Operating Officer and Executive Vice President  
Vice President, Facilities  
Vice President, Northeast Area Operations  
Corporate Audit Response Management

## Background

This report presents the results of our self-initiated audit of facility conditions at the Short Hills (owned), Roseville, (owned), and Wood Ridge (owned) Post Offices in the Northern New Jersey District (Project Number 20-159). This audit was designed to provide U.S. Postal Service management with timely information on potential risks related to facility conditions. The Postal Service is required to maintain a safe and healthy environment for both employees and customers in accordance with its internal policies and procedures<sup>1</sup> and Occupational Safety and Health Administration (OSHA)<sup>2</sup> safety laws.

Our fieldwork was completed before the President of the United States issued the national emergency declaration concerning the novel coronavirus disease outbreak (COVID-19) on March 13, 2020. The results of this audit do not reflect operational changes and/or service impacts that may have occurred at these facilities as a result of the pandemic.

## Objective, Scope, and Methodology

Our objective was to determine if Postal Service management is adhering to building maintenance and safety and security standards and employee working condition requirements at post offices.

To accomplish our objective, we developed a checklist of requirements related to building maintenance, safety, and security. We judgmentally selected the Short Hills Post Office based on its square footage, maintenance requests, and total repair/maintenance spending. We selected the Roseville and Wood Ridge Post Offices based on their proximity to the Short Hills Post Office. In addition, we reviewed Postal Service systems to identify maintenance issues and analyzed documentation for deficiencies. We conducted site visits from January 14-16, 2020, and performed observations, completed the checklists, and briefed local management on the issues identified.

We relied on computer-generated data from the Safety Toolkit and electronic Facility Management System (eFMS). We assessed the reliability of the extracted data by reviewing the documentation and comparing it to our observations for completeness, validity, and accuracy. We determined that the data were sufficiently reliable for the purposes of this report.

We conducted this performance audit from January through April 2020 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

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<sup>1</sup> Handbook MS-47, *Housekeeping Postal Facilities*, TL-5, June 27, 2014.

<sup>2</sup> OSHA Act of 1970 and Handbook EL-801, *Supervisor's Safety Handbook*.

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 March 2, 2020, and included their comments where appropriate.

We found that building maintenance, safety, and security at the Short Hills, Roseville, and Wood Ridge Post Offices did not meet prescribed standards. We identified 80 deficiencies at the three facilities, ranging from minor to more serious violations (see [Appendix A](#)). None of the three facilities performed required semiannual housekeeping inspections or maintained Postal Service (PS) Forms 4851, Housekeeping Inspection.

### Building Maintenance

At the Short Hills Post Office we identified issues related to general cleanliness, damaged walls, rusting, dirty ceiling fans and vents, improperly stored supplies and equipment, improper lighting, and general clutter.

Several areas throughout the facility had poor lighting, including temporary lights installed in the men's restroom (see Figure 1). In addition, walls throughout the facility were chipped, peeling, and dirty (see Figure 2) and there was missing tile in the men's restroom. Although some issues were previously reported in eFMS, others were not.

**Figure 1. Lighting in Men's Restroom**



Source: U.S. Postal Service Office of Inspector General (OIG) photo taken on January 14, 2020.

**Figure 2. Peeling Walls**



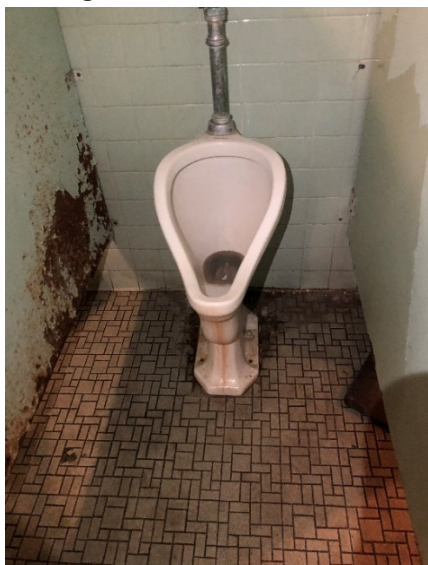
Source: OIG photo taken on January 14, 2020.



We also identified the following 16 maintenance issues at the Short Hills Post Office:

1. Cobwebs in lobby.
2. Dirt and dust on moldings.
3. Dead bugs in light fixtures.
4. Missing and stained ceiling tiles.
5. Holes in floor of postmaster's restroom.
6. Broken toilet seat in men's restroom.
7. Chipped paint on floor in men's locker room.
8. Rusted partitions in men's restroom (see Figure 3).
9. Leaking and corroded pipes.
10. Heating, ventilation, and air conditioning (HVAC) duct work coverings missing, buckling, or hanging.
11. Clogged custodian sink.
12. Parking lot with crumbling concrete, excessive trash/leaves, and overgrown trees/ shrubs.
13. Missing bumpers and rotted wood on dock (see Figure 4).
14. Exterior dock door missing a panel, rusted/chipped paint.
15. Rusted exterior handrails.
16. Faded stop sign in employee parking lot.

**Figure 3. Rusted Partition**



Source: OIG photo taken on January 14, 2020.

**Figure 4. Trash, Bumpers, and Rotted Wood**



Source: OIG photo taken on January 14, 2020.

At the Roseville Post Office, the flooring was stripped and worn (see [Figure 5](#)) and the front of the building was missing bricks (see [Figure 6](#)). There were also dirty air vents; and ceiling tiles were missing, buckling, or stained throughout the facility (see [Figure 7](#)).

**Figure 5. Worn Flooring**



**Figure 6. Missing Bricks**



**Figure 7. Ceiling Issues**



Source (Figures 5, 6, and 7): OIG photos taken on January 15, 2020.

We also identified the following 14 maintenance issues at the Roseville Post Office:

1. Rusted exterior handrails, pillars, and doors.
2. Employee vestibule door missing the rubber seal.
3. Holes in ceilings.
4. Missing tile in women's restroom.
5. Rusted partitions in men's restroom.
6. Flagpole gate does not close properly.
7. Burned out lights on dock.
8. Missing handle on storage room door.
9. Disconnected drainpipe on front of building.
10. Cracks in the walls and floor tiles in the lobby.
11. Cracked counter at window clerk station.
12. Postal cart outside the building containing water and debris.
13. Retaining walls with holes and missing cinder blocks.
14. Faded stop sign in employee parking lot.

At the Wood Ridge Branch, we identified issues related to walls and ceilings, plumbing, dirty vents, and improperly stored supplies and equipment. The wall behind the toilet in the handicap restroom had a hole with exposed pipes (see [Figure 8](#)) and the toilet in the men's restroom leaked when flushed and the urinal was slow to drain. In the lobby, the customer counter had packing tape around the edges instead of trim (see [Figure 9](#)). In addition, walls throughout the facility had cracks, were peeling, dirty, and in need of paint; and ceilings had missing or stained tiles (see [Figure 10](#)).

**Figure 8. Missing Tile in Handicap Restroom**



Source: OIG photo taken on January 16, 2020.

**Figure 9. Lobby Counter**



Source: OIG photo taken on January 16, 2020.

**Figure 10. Wall and Ceiling Issues**



Source: OIG photo taken on January 16, 2020.

**Figure 11. Broken Railing**



Source: OIG photo taken on January 16, 2020.

We also identified the following five maintenance issues at the Wood Ridge Branch:

1. Light fixtures missing covers.
2. Broken railing in vestibule (see Figure 11 above).
3. Latch on the storage room door taped to prevent locking.
4. Rusted parking signage.
5. Wooden storage shed rotted with a broken door hinge.

Management took corrective action during our site visit and cleaned walls and vents and replaced missing and stained ceiling tiles throughout the facility.

## **Building Safety**

At the Short Hills Post Office, we identified issues related to exposed wires, missing fire extinguisher inspections, blocked electrical panels, trip hazards, and potholes in the parking lot.

Electrical panels throughout the facility were missing covers. The boiler panel was removed, exposing the wires, and the voltage associated with the unit could not be easily identified (see [Figure 12](#)). A combination light switch in the postmaster's restroom



was missing the outlet section, and a piece of paper was placed in the hole to cover exposed wires (see Figure 13).

**Figure 12. Uncovered Boiler**



Source: OIG photo taken on January 14, 2020.

**Figure 13. Missing Outlet**



Source: OIG photo taken on January 14, 2020.

We also identified the following six safety issues identified at the Short Hills Post Office:

1. Employee exit door difficult to open.
2. Missing covers for light switches and other electrical sockets.
3. None of the fire extinguishers had been inspected since November 2019.
4. Torn carpet causing a trip hazard.
5. Flammable items improperly stored.
6. Boxes and trash throughout basement, causing a trip hazard.

At the Roseville Post Office we identified issues related to blocked and open electrical panels, missing fire extinguisher inspections, exposed wiring, unsecured ladders, and potential trip hazards.

The workroom floor at the Roseville Post Office had an electrical switch attached to the ceiling tile not securely mounted (see [Figure 14](#)). In addition, one fire extinguisher had not been inspected since September 2018 (see [Figure 15](#)) and the remaining fire extinguishers had not had monthly inspections since November 2019.



Figure 14. Unsecured Ceiling Tile



Source: OIG photo taken on January 15, 2020.

Figure 15. Fire Extinguisher not Inspected Monthly



Source: OIG photo taken on January 15, 2020.

We also identified the following five safety issues identified at the Roseville Post Office:

1. Unsecured ladders on the workroom floor and vestibule.
2. Exposed electrical wiring in the manager's bathroom.
3. Blocked internal Inspection Service door.
4. Flammable items improperly stored.
5. Potential trip hazard caused by a separated and protruding metal car stop along the employee sidewalk (see Figure 16).

Figure 16. Metal Car Stop



Source: OIG photo taken on January 15, 2020.

At the Wood Ridge Branch, we identified issues related to missing fire extinguisher inspections, outlets with missing covers, and potholes in the parking lot. Electrical panels and the ladder leading to the roof in the electrical room were blocked by boxes and equipment. This room also served as a storage room and was cluttered with supplies (see [Figures 17](#) and [18](#)). In addition, one fire extinguisher had not been

inspected monthly since April 2019, and the other fire extinguishers had not been inspected monthly since September 2019.

**Figure 17. Blocked Electrical Panels**



Source: OIG photo taken on January 16, 2020.

**Figure 18. Blocked Ladder to Roof**



Source: OIG photo taken on January 16, 2020.

We also identified the following four safety issues identified at the Wood Ridge Branch:

1. Unsecured ladder in vestibule.
2. Cement car stops in customer parking lot not secured.
3. Flammable items improperly stored.
4. Emergency exit sign did not illuminate.

Management took corrective action during our site visit and unblocked the electrical panels and access to the roof.

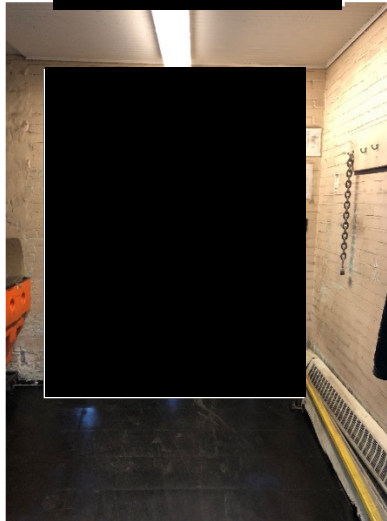
None of the three facilities posted OSHA poster 3167, *Job Safety and Health* (Spanish version), as required by the Postal Service. The Roseville and Wood Ridge Post Offices displayed OSHA poster 3165, *Job Safety and Health* (English version only), and the Short Hills Post Office did not display either of the required posters. In addition, the Wood Ridge Branch did not display poster CA-10, *What a Federal Employee Should Do When Injured at Work*, as required by the Postal Service. At the Wood Ridge Branch management took corrective action during our site visit and posted OSHA poster 3167 and the CA-10.

## **Building Security**

At the Short Hills Post Office the



Figure 19. [REDACTED]



Source: OIG photo taken on January 14, 2020.

Figure 20. [REDACTED]



Source: OIG photo taken on January 15, 2020.

At the Roseville Post Office we found nine of 12 postal vehicles unlocked. In addition, the [REDACTED] (see [Figure 20](#)), leaving the [REDACTED]

At the Wood Ridge Branch seven of 12 Postal Service vehicles were unlocked, leaving them susceptible to possible theft and vandalism.

The Postal Service is required to maintain a safe environment for employees and customers. In addition, OSHA requires employers to provide a safe and healthful workplace free of recognized hazards. More important, these issues could jeopardize the health, safety, and well-being of Postal Service employees and customers. Further, it could create an environment that dissuades customers from doing business in these offices. If management does not address hazards, the Postal Service could potentially incur fines.

Conditions related to building maintenance and safety occurred because management did not follow up on existing issues or address current ones, was not aware that issues existed, or because of a lack of oversight. At the Short Hills Post Office, the contract custodian did not fully adhere to the terms of the cleaning contract. The contract requires the custodian to police<sup>3</sup> or clean<sup>4</sup> the facility Monday through Saturday each week. However, the supervisor stated the custodian only cleans the facility Mondays through Fridays and not on Saturdays, as required by the contract. The postmaster stated that he had only been at the facility for one week and was not aware of the contract's custodian duties or some of the issues that existed.

Fire extinguishers were not always inspected monthly as required<sup>5</sup> due to a lack of oversight. Housekeeping inspections were not conducted semiannually, as required,<sup>6</sup> because local management was not aware of the requirement.

Conditions related to vehicle security at the Wood Ridge and Roseville Post Offices occurred due to lack of oversight. The carriers did not lock their vehicles at the end of the day and management did not perform closing duties to ensure vehicles were secure. Postal Service policy requires carriers to lock vehicle doors if they will be out of direct sight of the vehicle.<sup>7</sup>

At the Roseville Post Office, the [REDACTED] did not work properly, even though the work order was marked as completed in eFMS. The station manager did not submit a subsequent request for additional repairs to the [REDACTED] Postal Service policy requires management to report and track repair work through eFMS.<sup>8</sup>

Management's attention to maintenance, safety, and security deficiencies can reduce the risk of injuries to employees and customers; reduce costs related to workers' compensation claims, lawsuits, and OSHA penalties; and enhance the customer experience and Postal Service brand. We identified issues that could potentially result in \$120,120<sup>9</sup> of risk exposure.

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<sup>3</sup> "Policing" refers to light or as needed cleaning activities such as damp mop spills, arranging desk or table items, and checking the flushing of urinals.

<sup>4</sup> "Cleaning" refers to deep or scheduled cleaning activities such as damp mopping the entire floor, dusting desks and tables, and scrubbing surfaces of urinals.

<sup>5</sup> OSHA, 29 CFR 1910.157.

<sup>6</sup> *Custodial Team Cleaning Handbook*, Section 4.6, March 13, 2019.

<sup>7</sup> Handbook M-41, *City Delivery Carriers Duties and Responsibilities*, Section 822, June 2019.

<sup>8</sup> *Standard Operating Procedures for HUB Repairs and Alterations*, Section 1.3, January 2014.

<sup>9</sup> Based on the average fine amount the Postal Service paid for OSHA violations from 2017 to 2019 for post offices.



**Recommendation #1:** We recommend the **Manager, Northern New Jersey District**, address all building maintenance, safety, and security issues identified at the Short Hills, Roseville, and Wood Ridge Post Offices.

**Recommendation #2:** We recommend the **Manager, Northern New Jersey District**, enforce the terms and conditions of the vendor's Northern New Jersey District cleaning contract.

**Recommendation #3:** We recommend the **Manager, Northern New Jersey District**, ensure fire extinguishers are inspected monthly at the Short Hills, Roseville, and Wood Ridge Post Offices.

**Recommendation #4:** We recommend the **Manager, Northern New Jersey District**, perform and document housekeeping inspections as required at the Short Hills, Roseville, and Wood Ridge Post Offices.

**Recommendation #5:** We recommend the **Manager, Northern New Jersey District**, reiterate policy to report all maintenance and safety issues through the electronic Facilities Management System and monitor the status of all reported issues through completion.

## Management's Comments

Management agreed with the report's findings and recommendations.

Regarding recommendation 1, management stated they have addressed all building maintenance, safety, and security issues identified at the Short Hills, Roseville, and Wood Ridge post offices. Additionally, management provided documentation of items that require assistance from the Facilities Service Office to abate. The target implementation date was March 13, 2020.

Regarding recommendation 2, management stated they have enforced and will continue to enforce the terms and conditions of the district's cleaning contract. Management also stated they provided postmasters with contact information for the Facilities Services Category Management Center (CMC) to gain assistance in following policies and procedures with the cleaning vendors. The target implementation date was March 17, 2020.

Regarding recommendation 3, management stated fire extinguisher inspections were current at all three post offices and will be completed timely going forward. The inspections were completed as of March 17, 2020.

Regarding recommendation 4, management stated they enforced the timely completion of housekeeping inspections and instructed the offices to submit Postal Service Form 4851 to the district safety manager. The target implementation date was March 19, 2020.

Regarding recommendation 5, management stated they enforced the policy to report all maintenance and safety issues through the Facilities Management System and monitor the status of items through completion. The district safety manager will also monitor compliance. The target implementation date was March 4, 2020.

See [Appendix B](#) for management's comments in their entirety.

### **Evaluation of Management's Comments**

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

Regarding recommendation 1, management provided a list of completed and remaining items for each post office, along with photos of completed items. Management expected remaining items to be completed at the Short Hills Post Office by April 10, 2020; at the Wood Ridge Post Office by March 30, 2020; and at the Roseville Post Office by April 1, 2020. The Roseville Post Office also had three items called into the Facilities Service Office with no estimated completion date. Management needs to provide supporting documentation and/or photos of corrective actions taken to address the list of remaining items at each post office.

Regarding recommendation 2, the district finance manager provided the three postmasters with a link to the Facilities Services CMC website, which provides information, resources, and contact information related to cleaning contracts and services. The postmasters were asked to disseminate the information to all Northern New Jersey post offices, stations, and branches to assist with ensuring compliance to the guidelines. We view these actions as sufficient to satisfy the intent of our recommendation. Accordingly, we consider recommendation 2 closed with the issuance of this report.

Regarding recommendation 3, we view management's corrective action taken in completing fire extinguisher inspections to be sufficient to satisfy the intent of our recommendation. Management provided evidence of inspections done at all three post offices. Accordingly, we consider recommendation 3 closed with the issuance of this report.

Regarding recommendation 4, we view management's corrective action taken in completing housekeeping inspections to be sufficient to satisfy the intent of our recommendation. Management provided evidence of completed housekeeping inspections at all three post offices. Accordingly, we consider recommendation 4 closed with the issuance of this report.

Regarding recommendation 5, the district finance manager provided the three postmasters with a link to the resources and tools, including standard operating procedure workflows, relevant to the Facilities Portfolio and Facilities Management System. Management instructed the postmasters to use the Facilities Management System for timely remediation of maintenance and safety issues at all post offices, stations, and branches, and ensure that essential personnel review and familiarize themselves with the information. We view these actions as sufficient to satisfy the intent of the recommendation. Accordingly, we consider recommendation 5 closed with the issuance of this report.

All recommendations require OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. Recommendation 1 should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendation can be closed. Based on the information provided by Postal Service management, we consider recommendations 2, 3, 4, and 5 closed with the issuance of this report.

## Appendix A: Facility Deficiency Summary

	Facility	Short Hills	Roseville	Wood Ridge	Total Deficiencies
<b>Building Maintenance Issues</b>					
1	Lobby (unclean, not free of trash, etc.)	D	✓	✓	1
2	Lobby (damaged counters)	✓	D	D	2
3	General housekeeping (dust, clutter etc.)	D	D	D	3
4	Plumbing not functioning properly (leaking water, clogged drain)	D	✓	D	2
5	Damage to items in bathroom (toilet, partitions, wall tiles, etc.)	D	D	D	3
6	Damaged floor	D	D	✓	2
7	Lighting issues (missing covers)	D	D	D	3
8	Damaged walls	D	D	D	3
9	Damaged ceiling/missing tile	D	D	D	3
10	Rusted doors and lift (exterior)	D	D	✓	2
11	████████████████████	D	D	D	3
12	Chipped handrails (rusty, broken)	D	D	D	3
13	Dirty or broken ceiling fan	D	✓	✓	1
14	Items not properly stored	D	✓	D	2
15	Crumbling concrete or chipped cement	D	D	✓	2
16	Dock area (rotten wood, missing bumpers)	D	✓	✓	1
17	Overgrown trees/shrubs	D	✓	✓	1
18	Trash (exterior of building)	D	D	✓	2
19	Leaking or corroded pipes	D	D	✓	2
20	Torn window screens	D	✓	✓	1
21	Faded or rusted signage	D	D	D	3
22	HVAC duct work coverings missing, etc.	D	✓	✓	1
23	Housekeeping Inspection (PS Form 4851)	D	D	D	3
<b>Building Safety Issues</b>					
24	Trip hazards	D	D	✓	2
25	Electrical outlets (exposed wires, missing covers, etc.)	D	D	D	3
26	Electrical panels with missing covers, blocked, open or broken locks	D	D	D	3



	Facility	Short Hills	Roseville	Wood Ridge	Total Deficiencies
27	Exit door difficult to open	D	✓	✓	1
28	Exit signs not illuminated	✓	✓	D	1
29	Fire extinguishers not inspected monthly	D	D	D	3
30	Flammable items improperly stored	D	D	D	3
31	Potholes and missing car stop in parking lot	D	✓	D	2
32	English and/or Spanish version – OSHA poster 3167, <i>Job Safety and Health</i>	D	D	D	3
33	CA-10, <i>What a Federal Employee Should Do When Injured at Work</i>	✓	✓	D	1
34	Unsecured ladders in vestibule, workroom floor, and dock area	✓	D	D	2
35	Blocked Inspection Service door	✓	D	✓	1
<b>Building Security Issues</b>					
36	[REDACTED]	D	D	✓	2
37	Dock door security gate unlocked	D	✓	✓	1
38	[REDACTED]	✓	D	✓	1
39	Postal vehicles not secured	✓	D	D	2
<b>Total Deficiencies</b>		<b>32</b>	<b>26</b>	<b>22</b>	<b>80</b>

Source: OIG analysis based on facility reviews.

✓ – No deficiency; D – Deficiency

## Appendix B: Management's Comments



March 20, 2020

LAZERICK POLAND  
DIRECTOR, AUDIT OPERATIONS

**SUBJECT:** Facility Condition Reviews – Short Hills, Roseville, and Wood Ridge Post Offices – Report Number 20-159-DRAFT

The finding and recommendation outlined in the above noted audit report has been reviewed and we agree with the finding. We also agree with the Other Impact Category of \$114,660.00.

Our response to the Recommendation is as follows:

**Recommendation #1**

We recommend the **Manager, Northern New Jersey District**, address all building maintenance, safety, and security issues identified at the Short Hills, Roseville, and Wood Ridge Post Offices.

**Management Response:**

We agree with the recommendation. Management has addressed all building maintenance, safety, and security issues identified at the Short Hills, Roseville, and Wood Ridge Post Offices. Items that require assistance from FSO to abate are identified in the Support Documentation.

**Target Implementation Date:**

Completed – March 13, 2020

**Responsible Official:**

Postmasters, Short Hills, Newark and Wood Ridge

**Recommendation #2**

We recommend the **Manager, Northern New Jersey District**, enforce the terms and conditions of the vendor's Northern New Jersey District cleaning contract.

**Management Response:**

We agree with the recommendation. Management has enforced and will continue to enforce the terms and conditions of the District's cleaning contract vendors. District Finance Manager provided the Postmasters with contact information for Facilities Services CMC to gain assistance with following policy and procedures with cleaning vendors.

**Target Implementation Date:**

Completed – March 17, 2020

**Responsible Official:**

Postmasters, Short Hills, Newark and Wood Ridge

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**Recommendation #3**

We recommend the **Manager, Northern New Jersey District**, ensure fire extinguishers are inspected monthly at the Short Hills, Roseville, and Wood Ridge Post Offices.

**Management Response:**

We agree with the recommendation. Management has ensured all fire extinguisher inspections are current and will be completed timely going forward.

**Target Implementation Date:**

Completed – March 17, 2020

**Responsible Official:**

Postmasters, Short Hills, Newark and Wood Ridge

**Recommendation #4**

We recommend the **Manager, Northern New Jersey District**, perform and document housekeeping inspections as required at the Short Hills, Roseville, and Wood Ridge Post Offices.

**Management Response:**

We agree with the recommendation. Management has enforced compliance with housekeeping inspections being performed timely. The offices were instructed to complete the annual Housekeeping Inspection and submit PS Form 4851 to the District Safety Manager.

**Target Implementation Date:**

Completed – March 19, 2020

**Responsible Official:**

Postmasters, Short Hills, Newark and Wood Ridge

**Recommendation #5**

We recommend the **Manager, Northern New Jersey District**, reiterate policy to report all maintenance and safety issues through the electronic Facilities Management System and monitor the status of all reported issues through completion.

**Management Response:**

We agree with the recommendation. Management has enforced the policy to report all maintenance and safety issues through the Facilities Management System and monitor the status of all reported issues through completion. District Safety Manager will monitor compliance as well.

**Target Implementation Date:**

Completed – March 4, 2020

**Responsible Official:**

Postmasters, Short Hills, Newark and Wood Ridge

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Michael P. Deignan  
District Manager, Northern New Jersey

cc: VP Area Operations (Northeast)  
Manager Operations Support (Northeast)  
Controller (Northeast)  
Area Accounting Manager (Northeast)  
Finance Manager (Northern New Jersey)  
Manager, Corporate Audit Response Management