

Lake Jackson Station, Tallahassee, FL: Delivery Operations

AUDIT REPORT

Report Number 24-085-1-R24 | June 7, 2024



Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

June 7, 2024

MEMORANDUM FOR: MAGED S. AZIZ
MANAGER, FLORIDA 1 DISTRICT

A handwritten signature in black ink, reading "Joseph E. Wolski", is centered below the memorandum header.

FROM: Joseph E. Wolski
Director, Field Operations Atlantic & WestPac

SUBJECT: Audit Report – Lake Jackson Station, Tallahassee, FL: Delivery
Operations (Report Number 24-085-1-R24)

This report presents the results of our audit of mail delivery operations and property conditions at the Lake Jackson Station in Tallahassee, Florida.

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

Attachment

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

Results

Background

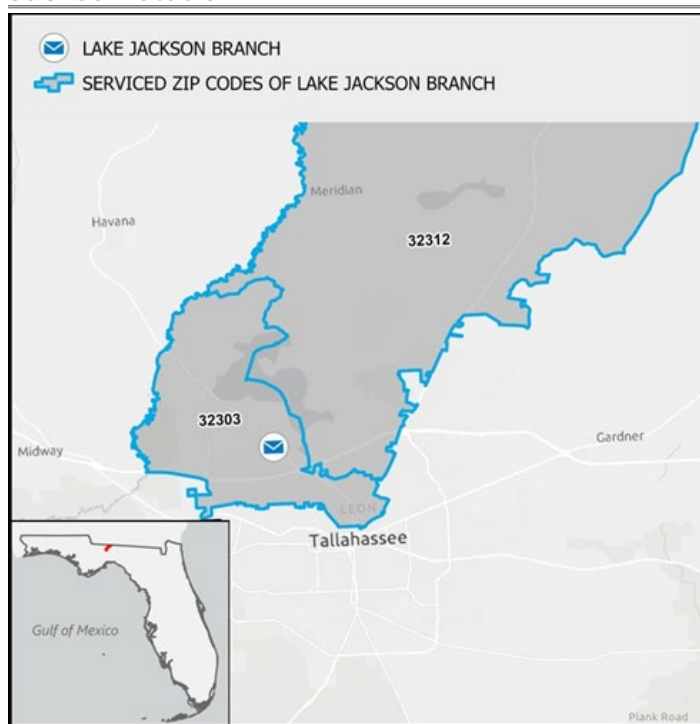
The U.S. Postal Service’s mission is to provide timely, reliable, secure, and affordable mail and package delivery to more than 160 million residential and business addresses across the country. The U.S. Postal Service Office of Inspector General (OIG) reviews delivery operations at facilities across the country and provides management with timely feedback in furtherance of this mission.

This interim report presents the results of our audit of delivery operations and property conditions at the Lake Jackson Station in Tallahassee, Florida (Project Number 24-085-1). It responds to concerns raised by U.S. Representative Neil Dunn about delivery operations in the Tallahassee area. The Lake Jackson Station is in the Florida 1 District of the Southern Area and services ZIP Codes 32303, 32312 and 32318 (see Figure 1). These ZIP Codes serve 81,621 people in a predominantly urban area. Specifically, 76,034 (93 percent) live in urban communities and 5,587 (7 percent) live in rural communities.¹

This delivery unit has 23 rural routes and 32 city routes. The Lake Jackson Station is one of three delivery units² the OIG reviewed during the week of April 1, 2024, that are serviced by the Tallahassee Processing and Distribution Facility (P&DF).

We assessed all units serviced by the Tallahassee P&DF based on the number of Customer 360³ (C360) delivery-related inquiries,⁴ Informed Delivery⁵ contacts, stop-the-clock⁶ (STC) scans performed away from the delivery point, and undelivered route information between December 1, 2023, and February 29, 2024. We also reviewed first and last mile failures⁷ between December 2, 2023, and March 1, 2024.

Figure 1. ZIP Codes Serviced by the Lake Jackson Station



Source: U.S. Postal Service Office of Inspector General.

We judgmentally selected the Lake Jackson Station primarily based on the number of C360 inquiries related to delivery and Informed Delivery contacts. The unit was also chosen based on last mile failures. See [Table 1](#) for a comparison of some of these metrics between the unit and the rest of the district.

1 We obtained ZIP Code information related to population and urban/rural classification from 2020 Census Bureau information.
2 The other two units were the Leon Station, Tallahassee, FL (Project Number 24-085-2), and the Westside Station, Tallahassee, FL (Project Number 24-085-3).
3 A cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.
4 A compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.
5 Informed Delivery is a free and optional notification service that gives residential customers the ability to digitally preview their letter-sized mail and submit inquiries for mailpieces that were expected for delivery but have not arrived.
6 A scan event that indicates the Postal Service has completed its commitment to deliver or attempt to deliver the mailpiece. Examples of STC scans include "Delivered," "Available for Pickup," and "No Access."
7 First mile failures occur when a mailpiece is collected and does not receive a processing scan at the P&DC on the day that it was intended. Last mile failures occur after the mailpiece has been processed at the P&DC on a final processing operation and is not delivered to the customer on the day it was intended.

Table 1. Delivery Metric Comparison Between December 1, 2023, and February 29, 2024

Delivery Metric	Unit Average per Route	District Average per Route
C360 Delivery Inquiries	13.4	7.3
Informed Delivery Contacts	29.9	17.6

Source: U.S. Postal Service Office of Inspector General (OIG) analysis of Postal Service’s C360, Informed Delivery, Facility Database, and Product Tracking and Reporting (PTR) System data extracted on March 11, 2024. PTR is the system of record for all delivery status information for mail and packages with trackable services and barcodes.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery operations and property conditions at the Lake Jackson Station in Tallahassee, FL.

To accomplish our objective, we focused on five audit areas: delayed mail, package scanning, arrow keys,⁸ inaccurate carrier complement and timekeeping, and property conditions. Specifically, we reviewed delivery metrics, including the number of routes and carriers, mail arrival time, amount of reported delayed mail, package scanning, carrier complement and timekeeping, and distribution up-time.⁹ During our site visit we observed mail conditions; package scanning procedures; arrow key security procedures; timekeeping documentation; and unit safety, security, and maintenance conditions. We also analyzed the scan status of mailpieces at the carrier cases and in the “Notice Left” area¹⁰ and interviewed unit management and employees. We discussed our observations and conclusions as summarized in Table 2 with management on May 13, 2024 and included their comments, where appropriate.

We are issuing this interim report to provide the Postal Service with timely information regarding

conditions we identified at the Lake Jackson Station. We will issue a separate report¹¹ that provides the Postal Service with the overall findings and recommendations for all three delivery units, as well as the district. See [Appendix A](#) for additional information about our scope and methodology.

Results Summary

We identified issues affecting delivery operations and property conditions at the Lake Jackson Station. Specifically, we found issues with all five areas we reviewed.

We also identified issues related to the sortation of packages for dispatch to the processing plant (see Table 2).

Table 2. Summary of Results

Audit Area	Deficiencies Identified	
	Yes	No
Delayed Mail	X	
Package Scanning	X	
Arrow Keys	X	
Carrier Complement and Timekeeping	X	
Property Conditions	X	
Other	X	

Source: Results of our fieldwork during the week of April 1, 2024.

We did not identify any issues with the carrier complement. [REDACTED] However, we did identify issues with the management of arrow keys (see [Finding 3](#)) and timekeeping management (see [Finding 4](#)).

⁸ 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.
⁹ Time of day that clerks have completed distributing mail to the carrier routes.
¹⁰ The area of a delivery unit where letters or packages that the carriers were unable to deliver are stored for customer pickup.
¹¹ Florida 1 District: Delivery Operations (Project Number 24-085).

Finding #1: Delayed Mail

What We Found

On the morning of April 2, 2024, we identified 3,614 delayed mailpieces¹² at 36 carrier cases and by the retail window. Specifically, we identified 3,603 letters, 208 flats, and 26 packages. This included carrier-routed letter mail, which is mail that needs to be sorted by the carrier for route delivery. In addition,

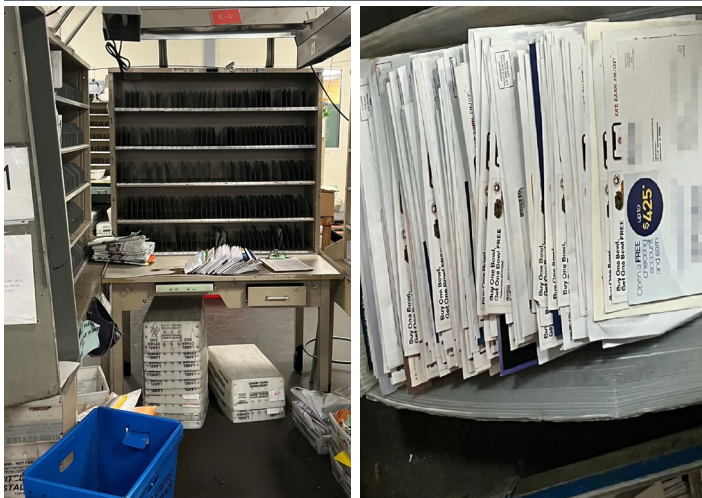
management did not report this mail as undelivered in the Delivery Condition Visualization (DCV)¹³ system. See Table 3 for the number of pieces for each mail type, Figure 2 for an example of delayed mail found at carrier cases, and Figure 3 for delayed packages found by retail window.

Table 3. Types of Delayed Mail Identified

Type of Mail	Carrier Cases	Retail Window	Total Count of Delayed Mail
Letters	3,380	0	3,380
Flats	208	0	208
Packages	15	11	26
Totals	3,603	11	3,614

Source: OIG count of delayed mailpieces identified during our visit on April 2, 2024.

Figure 2. Examples of Delayed Mail in the Carrier Cases



Source: OIG photos taken April 2, 2024.

Figure 3. Delayed Packages by Retail Window



Source: OIG photo taken April 2, 2024.

¹² Count of mail included individual piece counts and OIG estimate based on Postal Service conversion factors in Handbook M-32, *Management Operating Data Systems*, Appendix D.

¹³ 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.

Why Did It Occur

Management did not provide adequate oversight to verify that all mail was cleared from the unit. The AM supervisor did not monitor employees to verify that the carrier-routed letter mail was provided to the carriers on Monday morning before they departed to deliver the mail. In addition, management stated the unit used substitute carriers to deliver some of the routes the previous day and attributed the delayed letters, flats, and packages to those carriers being unfamiliar with the route. Further, the PM supervisor and the officer-in-charge¹⁴ (OIC) acknowledged they failed to do an adequate walkthrough of the building to ensure all mail was delivered, and any delayed or curtailed mail was recorded in DCV. The AM supervisor did not report the carrier-routed letter mail in DCV when it was identified on Monday morning because she did not believe it was her responsibility to do so.

What Should Have Happened

Management should have verified that the delayed mail was taken out for delivery by the carriers and conducted an adequate walkthrough of the workroom to verify that all mail was delivered. 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 in the delivery unit after the carriers have left for their street duties as either delayed or curtailed in DCV. Further, management must update DCV if volumes have changed prior to the end of the business day.

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.

Postal Service Response

The Postal Service agreed with this finding. See [Appendix B](#) for management's comments in their entirety.

¹⁴ Senior manager in charge of the facility.

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

¹⁶ *Informed Visibility Delivery Condition Visualization User Guide*, August 2023.

Finding #2: Package Scanning

What We Found

Employees scanned packages improperly at the delivery unit, scanned packages away from the intended delivery point, and handled packages incorrectly at the unit.

We reviewed package scanning data for scans that occurred at the unit and removed any potentially accurate scans performed.¹⁷ In total, employees improperly scanned 522 packages at the delivery unit between December 2023 and February 2024 (see Table 4). Further analysis of the STC scan data for these packages showed that 81.4 percent of them were scanned “Delivery Attempted – No Access to Delivery Location.”

Table 4. STC Scans at Delivery Unit

STC Scan Type	Count	Percentage
Delivery Attempted – No Access to Delivery Location	425	81.4%
Delivered	63	12.1%
Refused	14	2.7%
Receptacle Full / Item Oversized	9	1.7%
No Secure Location Available	9	1.7%
Animal interference	2	.04%
Total	522	100%*

Source: OIG analysis of the Postal Service’s Product Tracking and Reporting (PTR) System data. PTR is the system of record for all delivery status information for mail and packages with trackable services and barcodes.

*Total percentage may not equal 100 due to rounding.

We also reviewed 225 scans occurring away from the delivery unit and over 1,000 feet¹⁸ from the intended delivery point between December 2023 and February 2024 (see Table 5). We removed scans that could have been performed within policy, such as “Animal

¹⁷ This data does not include scans that could properly be made at a delivery unit, such as “Delivered - PO Box” and “Customer (Vacation) Hold.” Additionally, PO Box scans at the unit were only counted when the delivery point was an address away from the unit. This category does not include mail addressed for a PO Box.
¹⁸ Packages are expected to be scanned within a designated buffer distance from the delivery point. The OIG evaluates any package that was scanned more than 1,000 feet from the delivery point.

Interference” and “Unsafe conditions.” Further analysis of the STC scan data for these packages showed that 91.1 percent of them were scanned “Delivered.”

Table 5. STC Scans Over 1,000 Feet Away From the Delivery Point

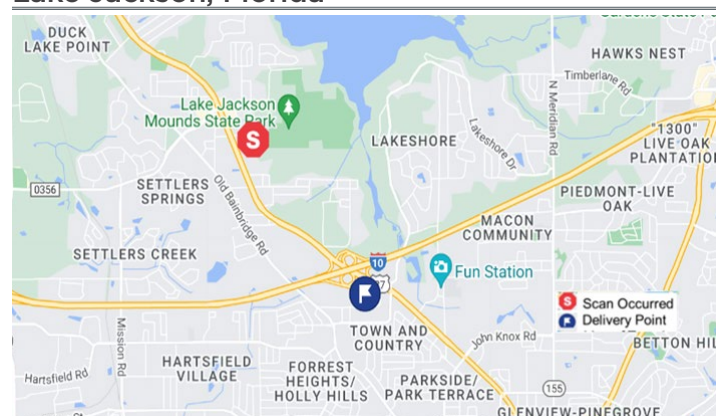
STC Scan Type	Count	Percentage
Delivered	205	91.1%
Delivery Attempted – No Access to Delivery Location	9	4.0%
Delivered to Agent for Final Delivery	9	4.0%
Held at Post Office at Customer Request	1	.4%
Refused	1	.4%
Total	225	100%*

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

*Total percentage may not equal 100 due to rounding.

For example, the map below (see Figure 4) shows an instance where a carrier scanned a package as delivered 2.7 miles away from the delivery point.

Figure 4. Scan Away From the Delivery Point in Lake Jackson, Florida



Source: Postal Service Single Package Look Up.

We also found issues with scanning and handling of packages in the unit. On the morning of April 2, 2024, before carriers arrived for the day, we selected 50 packages¹⁹ to review and analyze scanning and tracking history. Of the 50 sampled packages, nine (18 percent) had improper scans or handling issues, including:

- Five packages from the carrier cases were scanned “Delivery Attempted–No Access to Delivery Location” at the unit, which should have been scanned at the point of delivery and placed in the “Notice Left” area. Two of these packages were scanned “Refused” at the unit on the morning of April 2, 2024, after we selected and reviewed the scanning history.
- Two packages from the “Notice Left” area were scanned “Delivery Attempted–No Access.” These scans were made between 1.2 and 2.4 miles away from the delivery point.
- Two packages from the “Notice Left” area were missing STC scans to inform the customer of the status of their package.

Further, five packages in the “Notice Left” area were not returned to the sender, as required. These packages ranged from three to 14 days past their scheduled return dates.

Why Did It Occur

These scanning issues occurred because unit management did not adequately monitor and enforce proper package scanning and handling procedures. The OIC stated they were unaware of the scanning issues because other duties, such as getting the mail delivered, took precedent over the review of scanning integrity reports. In addition, the OIC stated that some of the carriers were new and may need additional training on how to properly scan the packages. In the last year, the unit did not have a consistent station manager, and the current OIC had only been at the office for three weeks.

The packages in the “Notice Left” section were not returned due to inadequate management oversight. The OIC stated that the packages in the “Notice Left” section were not monitored for timely return because he had been away on leave, and the unit does not have a regular clerk assigned to perform daily reviews of packages in the “Notice Left” section.

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.²²

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 improve mail visibility, increase customer satisfaction, and enhance both the customer experience and the Postal Service brand.

Postal Service Response

The Postal Service agreed with this finding.

¹⁹ We judgmentally selected 30 packages from the carrier cases and all 20 packages from the “Notice Left” area.

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

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

²² *Notice Left and Return Guidelines*, April 2016. 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.

Finding #3: Arrow Keys

What We Found

Unit management did not properly manage arrow keys. On the morning of April 3, 2024, we reviewed the unit's arrow key certification list in the Retail and Delivery Applications and Reports (RADAR)²³ system and conducted a physical inventory of keys at the unit. We determined six of the 51 keys located at the unit were not on the list, and another six of the 51 keys on the list could not be located. Unit management had not reported any of the missing keys to the U.S. Postal Inspection Service.

Why Did It Occur

Management did not provide sufficient oversight to properly manage arrow keys. The OIC stated he has only been at the office for a couple of weeks and has not had time to conduct the arrow key certification himself. In addition, the OIC acknowledged the supervisor who updated the arrow key inventory in March 2024 did not properly account for the keys in the unit. The supervisor who did the certification could not explain why the arrow keys in the unit did not match the certification list in the RADAR system.

What Should Have Happened

According to Postal Service policy,²⁴ management must keep an accurate inventory of all arrow keys. Any missing keys must be immediately reported to the U.S. Postal Inspection Service.

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 open mail receptacles, lost or damaged keys can result in undelivered mail.

Postal Service Response

The Postal Service agreed with this finding.

²³ The arrow key certification in RADAR provides a national platform for all facilities to verify current inventory and account for all arrow keys.

²⁴ *USPS Arrow Key Guidebook: Standard Work Instructions*, updated August 2023.

Finding # 4: Timekeeping Management

What We Found

We determined that management did not complete PS Forms 2240, *Pay, Leave, or Other Hours Adjustment Request*,²⁵ for 11 pay adjustments made between December 2, 2023, and March 1, 2024. For three of the 11 pay adjustments, unit management did not print and retain the PS Forms 2240.

In addition, the station had two disallowed time occurrences for the same period. Management did not print and retain the PS Forms 1017-A, *Time Disallowance Record*,²⁶ for any of these occurrences. Further, management did not complete PS Forms 1017-A entries in the Time and Attendance Collection System (TACS)²⁷ or print and retain hard copies in a secure area.

Why Did It Occur

Regarding pay adjustments and disallowed time occurrences, the OIC stated the supervisors responsible for these records lacked accountability and training. The supervisor responsible for the pay adjustments could not explain why three of the records were missing and said he did not make those entries, although his name was on the entries. For the remaining eight pay adjustments, the supervisor did not follow up to obtain the employees signatures and annotate a discussion. The PM supervisor was unaware of how to resolve disallowed time occurrences and was unaware of the policy to complete and retain PS Forms 1017-A in a secure area.

What Should Have Happened

Postal Service policy²⁸ states that pay adjustment certifications are to be kept on file and attached to supporting documentation for the current calendar year plus the three previous years. Policy²⁹ further states unit personnel must complete PS Forms 1017-A and place them in a notebook binder that is secured

from unauthorized access, documenting the reason for the disallowed time or unauthorized overtime.

Effect on the Postal Service and Its Customers

When proper documentation of pay adjustments and time disallowance is not completed, management could incur additional managerial workhours. In addition, the Postal Service risks violation of the Fair Labor Standards Act³⁰ when unit management does not maintain documentation that shows the justifiable reason and employee notification for disallowed time.

Postal Service Response

The Postal Service agreed with this finding.

²⁵ Form used to adjust either an employee's pay or to adjust timecard data that has been incorrectly reported to the postal data center.

²⁶ Form used only when a supervisor observes, or has reason to know, that an employee did not work while "on the clock." The supervisor must document the basis for any such disallowance. These forms serve as a cumulative record of disallowed time.

²⁷ The system used by Postal Service to automate the collection of employee time and attendance information.

²⁸ *AdjustPay User Guide*, Course No. 31202-25, Updated February 9, 2017.

²⁹ Handbook F-21, *Time and Attendance*, Section 146 - Approving Entries, February 2016.

³⁰ 29 USC § 201-219.

Finding # 5: Property Conditions

What We Found

We found safety, security, and maintenance issues at the Lake Jackson Station.

Property Safety:

- A loose ceiling fan with exposed wire (see Figure 5).
- Dock doors blocked with pallets and wire cages (see Figure 6).
- All eight fire extinguishers missing monthly inspections. The last monthly inspection was performed in June 2021. One fire extinguisher was on the floor, and one was blocked by equipment.
- A light on top of carrier case not secured.
- A ladder in the electrical room not strapped to the wall.

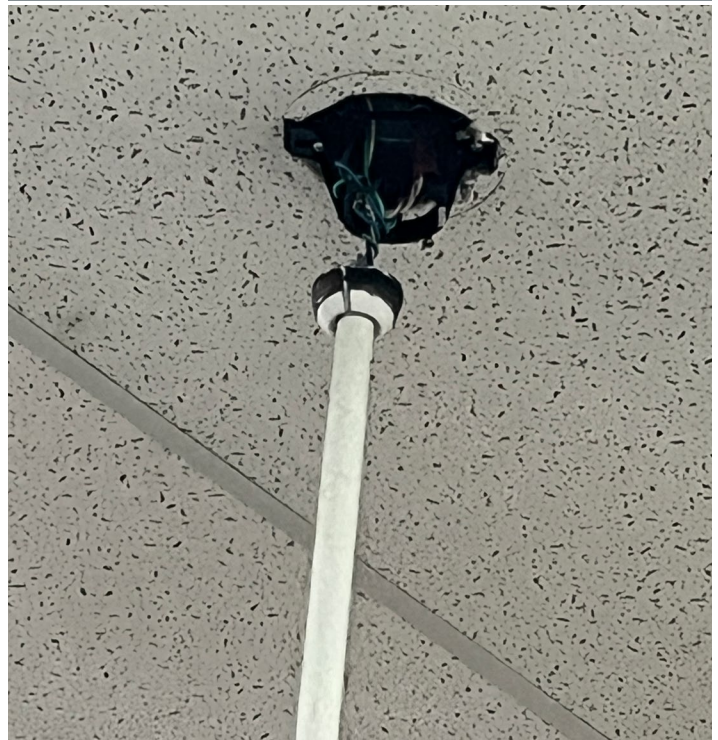
Property Security:

- Dock doors not locked and secured.
- No sign in parking lot stating all vehicles subject to search.

Property Maintenance:

- Black dust on and around the air vents throughout the facility (see Figure 7).
- Numerous stained or broken ceiling tiles over workroom area (see Figure 8).
- Dirty break room; sink and wall in need of repair.
- Storage room in disarray and not accessible.
- Downed tree limbs by the parking lot.

Figure 5. Loose Ceiling Fan With Exposed Wire



Source: OIG photo taken April 2, 2024.

Figure 6. Blocked Dock Doors



Source: OIG photo taken April 2, 2024.

Figure 7. Black Stains on Ceiling Vents



Source: OIG photo taken April 2, 2024.

Figure 8. Stained Ceiling Tiles



Source: OIG photo taken April 2, 2024.

Why Did It Occur

Management did not provide sufficient oversight and take the necessary actions to verify that property condition issues were identified and corrected. Management stated that they were unaware of most of the issues we identified, and for the ones that they were aware of, other duties, such as getting the mail

out for delivery each day took priority over addressing maintenance issues.

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 requires management to maintain a safe environment for employees and customers.³¹

Effect on the Postal Service and Its Customers

Management's attention to maintenance, safety, and security deficiencies can reduce the risk of injuries to employees and customers; reduce related costs, such as workers' compensation claims, lawsuits, and penalties; and enhance the customer experience and Postal Service brand.

Postal Service Response

The Postal Service agreed with this finding.

³¹ Postal Service Handbook EL-801, *Supervisor's Safety Handbook*, July 2020.

Finding # 6: Separation of Packages for Dispatch

What We Found

Employees at the Lake Jackson Station did not properly separate packages destined for the Jacksonville Processing and Distribution Center. Specifically, on April 3, 2024, during the unit's evening operations, we observed that Ground Advantage³² and Priority Mail³³ were in the same containers.

Why Did It Occur

Unit management did not provide oversight to ensure that employees properly separated packages for dispatch to the plant. Specifically, the closing supervisor stated that she did not know that the Priority Mail and the Ground Advantage packages should have been separated. Additionally, the OIC indicated they did not have the ability to print the proper placards to separate the packages.

What Should Have Happened

In July 2023, the Postal Service made significant changes to its parcel processing operations. Specifically, delivery and retail units changed the way they separated packages to accommodate a new package service. On September 26, 2023, the Postal Service implemented³⁴ additional changes for the preparation and dispatch of packages to processing facilities by delivery units of a certain level.³⁵ Postal Service requires these units to separate certain classes of packages when dispatching this mail to the processing facility.

Effect on the Postal Service and Its Customers

Proper mail preparation is required for visibility throughout the Postal Service network. When mail is not properly separated for dispatch to the processing facility, in accordance with proper procedures, there is an increased likelihood that mail will require additional processing steps. Furthermore, this can result in delays and service failures and increased

risk of customer dissatisfaction, which may adversely affect the Postal Service brand.

Postal Service Response

The Postal Service agreed with this finding.

³² A service providing an affordable and reliable way to send parcels inside the U.S. Parcels under 70 pounds arrive in two to five business days.

³³ An expedited service that may contain any mailable matter weighing no more than 70 pounds.

³⁴ *Mail Preparation (MTEL) Changes Level 22 and Above Only*, September 2023.

³⁵ All level-22 units and higher are required to follow these package separation requirements.

Appendix A: Additional Information

We conducted this audit from March through June 2024 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.

In planning and conducting the audit, we obtained an understanding of the delivery operations internal control structure to help determine the nature, timing, and extent of our audit procedures. We reviewed the management controls for overseeing the program and mitigating associated risks. Additionally, we assessed the internal control components and underlying principles, and we determined that the following three components were significant to our audit objective:

- Control Activities
- Information and Communication
- Monitoring

We developed audit work to ensure that we assessed these controls. Based on the work performed, we identified internal control deficiencies related to control activities, information and communication, and monitoring that were significant within the context of our objectives. We will issue a separate report that provides the Postal Service with the overall findings and recommendations for the Lake Jackson, Leon, and Westside Stations, as well as the district. Our recommendations, if implemented, should correct the weaknesses we identified.

We assessed the reliability of PTR, DCV, and TACS by reviewing existing information, comparing data from other sources, observing operations, and interviewing Postal Service officials knowledgeable about the data. We determined that the data were sufficiently reliable for the purposes of this report.

Appendix B: Management's Comments



May 13, 2024

JOHN CIHOTA
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Management Response: Lake Jackson Station, Tallahassee, FL: Delivery Operations – Congressional (Report Number 24-085-1-DRAFT)

Thank you for providing the Postal Service with an opportunity to review and comment on the findings contained in the draft audit report, *Lake Jackson Station, Tallahassee, FL: Delivery Operations*

Management agrees with the five findings in the report on delayed mail, package scanning, arrow keys, timekeeping management, and property conditions.

Management has begun taking steps to address the five findings.

Delayed Mail: Management will conduct a service talk on the proper handling of delayed mail and recording in DCV. Additionally, management at the district level will conduct reviews to monitor for compliance.

Package Scanning: Management will provide a service talk on proper handling and package scanning procedures and conduct reviews to monitor compliance.

Arrow Keys: Management will update the inventory log to reflect all arrow keys on hand and report any missing keys to the U.S. Postal Inspection Service. Management will also provide training on proper handling and security of arrow keys. Additionally, reviews will be conducted to monitor for compliance.

Timekeeping Management: Local management will be trained on proper recording of pay adjustments, and disallowed time. Additionally, reviews will be conducted to monitor compliance.

Property Conditions: Management has begun abating the property condition issues and will submit work orders for repairs required by other resources.

E-SIGNED by MAGED.S AZIZ
on 2024-05-16 11:32:30 EDT

Maged S, Aziz
Manager, Florida 1 District

Cc: Corporate Audit & Response

OFFICE OF INSPECTOR GENERAL

UNITED STATES POSTAL SERVICE



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