

Leon Station, Tallahassee, FL: Delivery Operations

AUDIT REPORT

Report Number 24-085-2-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 recipient information.

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

SUBJECT: Audit Report – Leon Station, Tallahassee, FL: Delivery Operations
(Report Number 24-085-2-R24)

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

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Rick Martinez, 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

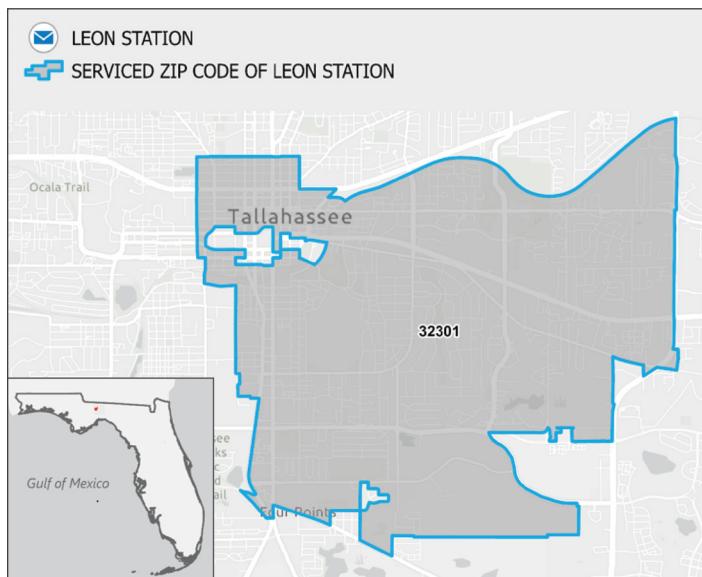
Results

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 Leon Station in Tallahassee (Project Number 24-085-2). It responds to concerns raised by U.S. Representative Neil Dunn about delivery operations in the Tallahassee area. The Leon Station is in the Florida I District of the Southern Area and services ZIP Code 32301 (see Figure 1). This ZIP Code¹ serves 28,645 people in a predominantly urban area.²

Figure 1. ZIP Codes Served by the Leon Station



Source: OIG analysis of ZIP Code data.

This delivery unit has 22 city routes. The Leon Station is one of three delivery units³ 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 360⁴ (C360) delivery-related inquiries,⁵ Informed Delivery⁶ contacts, Stop-the-Clock⁷ (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 failures⁸ between December 2, 2023 and March 1, 2024.

We judgmentally selected the Leon Station primarily based on the number of C360 inquiries related to delivery, Informed Delivery contacts, STC scans performed at the delivery unit, and STC scans performed at least 1,000 feet away from the delivery point. The unit was also selected 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 Specifically, 28,584 (99.8 percent) live in urban communities and 61 (.02 percent) live in rural communities.
3 The other two units were the Lake Jackson Station, Tallahassee, FL (Project Number 24-085-1) and the Westside Station, Tallahassee, FL (Project Number 24-085-3).
4 A cloud-based application that enables Postal Service employees to diagnose, resolve, and track customer inquiries.
5 A compilation of package inquiry, package pickup, daily mail service, and hold mail inquiries.
6 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.
7 A scan event that indicates the Postal Service has completed its commitment to deliver or attempt to deliver the mail piece. Examples of STC scans include “Delivered,” “Available for Pick-up,” and “No Access.”
8 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	16.6	7.3
Informed Delivery Contacts	22.4	17.6
STC Scans at the Unit	20.5	11.0
Scans Performed over 1,000 feet from Delivery Point	9.2	8.8

Source: 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 Leon Station in Tallahassee, FL.

To accomplish our objective, we focused on five audit areas: delayed mail, package scanning, arrow keys,⁹ 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.¹⁰ 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" area¹¹ 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 Leon Station. We will issue a separate report¹² 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 Leon Station. Specifically, we found issues with all five areas we reviewed (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	

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

⁹ 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.

¹⁰ Time of day that clerks have completed distributing mail to the carrier routes.

¹¹ The area of a delivery unit where letters or packages that the carriers were unable to deliver are stored for customer pickup.

¹² Project Number 24-085.

Finding #1: Delayed Mail

What We Found

On the morning of April 2, 2024, we identified 256 delayed mailpieces at three carrier cases. Specifically, we identified 182 letters and 74 flats. In addition, management did not report this mail as undelivered in the Delivery Condition Visualization (DCV)¹³ system. See Figure 2 for examples of delayed mail found at carrier cases.

Figure 2. Example of Delayed Mail in the Carrier Cases



Source: OIG photo taken on April 2, 2024.

Why Did It Occur

Management did not provide adequate oversight to verify all mail was cleared from the unit and any delayed mail was reported in the DCV system. The

station manager stated that the closing supervisor may not have properly checked the carrier cases for mail left in the cases at the end of the day. He also indicated that the PM Supervisor was on leave that week, so he has been rotating with other employees to close the unit. In addition, the station manager stated that delayed mail was not reported in the DCV system because the responsible PM supervisor was new and had not been properly trained on the process.

What Should Have Happened

Management should have conducted an adequate walkthrough of the workroom to verify that all mail was delivered. Postal Service policy¹⁴ states that all types of First-Class Mail, Priority Mail, and Priority Mail Express are always committed for delivery on the day of receipt. In addition, managers are required¹⁵ to report all mail in the delivery unit after the carriers have left for their street duties as either delayed or curtailed in the DCV system. Further, management must update the DCV system 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 the DCV system 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.

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.

¹⁴ *Committed Mail & Color Code Policy for Marketing Mail* stand-up talk, February 2019.

¹⁵ *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.¹⁶ In total, employees improperly scanned 451 packages at the delivery unit between December 2023 and February 2024 (see Table 3). Further analysis of the STC scan data for these packages showed that 79.2 percent of them were scanned “Delivery Attempted – No Access”.

Table 3. STC Scans at Delivery Unit

STC Scan Type	Count	Percentage
Delivery Attempted - No Access	357	79.2%
Refused	65	14.4%
Delivered	16	3.6%
Receptacle Full/ Item Oversized	10	2.2%
No Secure Location Available	2	0.4%
Delivery Exception - Animal Interference	1	0.2%
Total	451	100%

Source: OIG analysis of the Postal Service’s Product Tracking and Reporting (PTR) System data.

We also reviewed 146 scans occurring away from the delivery unit and over 1,000 feet¹⁷ from the intended delivery point between December 2023 and February 2024 (see Table 4). We removed scans that could have been performed within policy, such as “Animal Interference” and “Unsafe conditions”. Further analysis of the STC scan data for these packages

showed that 92.5 percent of them were scanned “Delivered.”

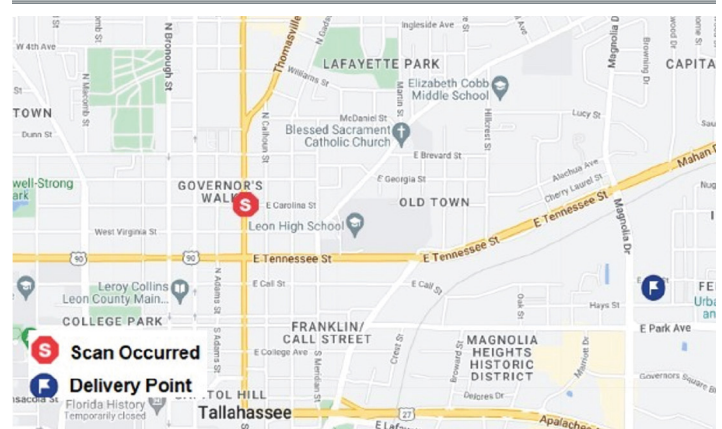
Table 4. STC Scans Over 1000 Feet Away from the Delivery Point

STC Scan Type	Count	Percentage
Delivered	135	92.5%
Delivery Attempted - No Access	11	7.5%
Total	146	100%

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

For example, the map below (see Figure 3) shows an instance where a carrier scanned a package as “Delivery Attempted – No Access” 1.7 miles away from the delivery point.

Figure 3. Scan Away from the Delivery Point in Tallahassee, FL



Source: Postal Service Single Package Look Up.

We also found issues with package scanning in the unit. On the morning of April 2, 2024, before carriers arrived for the day, we selected 60 packages¹⁸ to review and analyze scanning and tracking history. Of the 60 sampled packages, 36 (60 percent) had improper scans, including:

¹⁶ 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, P.O. 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 P.O. Box.
¹⁷ 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.
¹⁸ We judgmentally selected 30 packages from the carrier cases and 30 packages from the “Notice Left” area.

- Twenty-one packages from the “Notice Left” area were scanned “Delivery Attempted – No Access”, “Available for Pick Up”, or “Held at Post Office at Customer Request” and were scanned at the unit with no delivery attempted.
- Eleven packages from the carrier cases were scanned “Delivered”, “Delivery Attempted – No Access”, or “Held at Post Office at Customer Request” and were scanned over 1,000 feet away from the delivery address. These scans occurred between 0.3 to 1.7 miles from the delivery point.
- Two packages from the carrier cases were scanned “Delivery Attempted – No Access” at the unit.
- One package from the carrier case was scanned “Delivered, Left with Individual”.
- One package from the carrier case was scanned “Return to Sender” for over a week and should have been processed for return.

Why Did It Occur

These scanning issues occurred because unit management did not adequately monitor and enforce proper package scanning and handling procedures. Management was not aware of the high number of improper scans made by employees at the unit. The station manager explained that the unit has nine apartment buildings on their routes that the building management has refused package deliveries for their residents, thereby forcing the delivery unit to hold all residents’ packages for pick up instead. He added that this issue has been

an ongoing problem, and he has worked with the postmaster, Manager, Post Office Operations (MPOO), and the USPS legal department for a resolution but does not know when that will happen. He stated that he received directions from the postmaster and the MPOO, via a telephone call, for carriers on those routes to scan the packages at the unit, “Available for Pickup.” Therefore, he did not consider these scans at the unit as scanning exceptions. The unit did not have documentation to support the apartment complexes’ refusal to receive packages nor the directions from postal management to allow carriers to scan packages at the unit.

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,¹⁹ which includes scanning packages at the time and location of delivery.²⁰

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 the customer experience and the Postal Service brand.

Postal Service Response

The Postal Service agreed with this finding.

¹⁹ *Delivery Done Right the First Time* stand-up talk, March 2020.
²⁰ *Carriers Delivering the Customer Experience* stand-up talk, July 2017.

Finding #3: Arrow Keys

What We Found

Unit management did not properly manage and safeguard 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)²¹ system and conducted a physical inventory of keys at the unit. We determined seven of the 26 keys located at the unit were extra keys that were not on the list, and five of the 24 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 (USPIS) and had not updated the arrow key log. In addition, arrow keys were not always kept secure. Specifically, we observed the arrow keys stored in [REDACTED], unsecured in [REDACTED], and in [REDACTED] that was not secured.

Why Did It Occur

Management did not provide sufficient oversight to properly manage and safeguard arrow keys. Specifically, unit management was not aware that the arrow key certification list was inaccurate. The station manager explained that he had entered the unit's keys information in RADAR the previous week and had not realized that the information was not entered correctly. Management was not aware of the extra keys we found, nor had they notified USPIS of the missing keys. In addition, management was not aware that the arrow keys were not properly safeguarded at the unit. Management explained that this was because they prioritized mail and package deliveries.

What Should Have Happened

Management should have verified that arrow key security procedures were properly followed. According to Postal Service policy,²² management must keep an accurate inventory of all arrow keys. Any missing keys must be immediately reported to the USPIS. In addition, unassigned (extra) keys must be listed on the inventory log.

Postal Service policy also states that arrow keys must remain secured until they are individually assigned to personnel. A supervisor or clerk must supervise employees signing out keys on the inventory log. Upon return, arrow keys should be deposited in a secure location and a supervisor or clerk must verify all keys have been returned and accounted for daily.

Effect on the Postal Service and Its Customers

When there is insufficient oversight and supervision of accountable items such as arrow keys, there is increased risk of mail theft. These thefts damage the Postal Service's reputation and diminish public trust in the nation's mail system. Additionally, because arrow keys open mail receptacles, lost or damaged keys can result in undelivered mail.

Postal Service Response

The Postal Service agreed with this finding.

²¹ The arrow key certification in RADAR provides a national platform for all facilities to verify current inventory and account for all arrow keys.

²² USPS Arrow Key Guidebook Standard Work Instructions, updated August 2023.

Finding # 4: Carrier Complement and Timekeeping Management

What We Found

We identified two of the 27 full-time carriers assigned to the unit had not reported to work for at least 12 consecutive weeks between December 2, 2023 and March 1, 2024. One carrier was transferred to another unit and the other carrier has been in the termination process for over a year.

The station had 23 disallowed time occurrences and no unauthorized overtime occurrences between December 2, 2023 through March 1, 2024. However, management did not complete Postal Service (PS) Forms 1017-A, *Time Disallowance Record*,²³ entries in the Time and Attendance Collection System (TACS).²⁴ Management also did not print and retain in a secure location copies of PS Forms 1017-A or 1017-B, *Unauthorized Overtime Record*.²⁵

Lastly, management did not complete, print, or retain PS Forms 2240, *Pay, Leave, or Other Hours Adjustment Request*, for two pay adjustments made between December 2, 2023 through March 1, 2024.

Why Did It Occur

These conditions occurred because unit management did not effectively follow up on carrier complement and timekeeping issues. The station manager explained that the carrier transfer process should have been requested and completed by the manager at the new unit. However, he did not effectively follow up to ensure that the transfer process was completed. The station manager also stated that the termination process can take a long time to be completed by Postal Service Human Resources, but he does not know when he can expect that process to be finalized.

The station manager stated that he has not kept up with resolving and printing the timekeeping forms because he prioritized mail delivery due to the unit's heavy workload. Further, he was not aware that the binders needed to be secured.

What Should Have Happened

Postal Service management must process timely separations to properly reflect employee status and to maximize the office's part-time carrier compliment. Postal Service policy²⁶ 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. Policy²⁷ further states unit personnel must complete PS Form 1017-A and PS Form 1017-B entries 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 inactive employees are not removed from the employee rolls, replacements are unable to be hired. When proper documentation of pay adjustments, time disallowance, and unauthorized overtime is not completed, management could incur additional managerial workhours. In addition, the Postal Service risks violation of the Fair Labor Standards Act²⁸ 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.

²³ 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.

²⁴ The system used by Postal Service to automate the collection of employee time and attendance information.

²⁵ Managers and supervisors are required to complete a PS Form 1017-B the first time a non-exempt employee incurs unauthorized overtime. These forms serve as a cumulative record of unauthorized overtime.

²⁶ *AdjustPay User Guide*, Course No. 31202-25, Updated February 9, 2017.

²⁷ Handbook F-21, *Time and Attendance*, Section 146 – Approving Entries, February 2016.

²⁸ 29 USC § 201-219.

Finding # 5: Property Conditions

What We Found

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

Property Safety:

- All six fire extinguishers at the unit missing updated monthly and annual inspections.
- Loose dock ramp railings with broken concrete bases.
- A set of wooden steps not properly secured to the loading dock.
- A handicap accessible parking ramp with tripping hazard (see Figure 4).
- Two fading handicap accessible parking signs.
- Several parking concrete blocks in the customer parking lot not secured.
- Electrical panels locked in a security cage and inaccessible (see Figure 5).

Figure 4. Handicap Accessible Parking Ramp with Tripping Hazard



Source: OIG photo taken on April 3, 2024.

Figure 5. Electrical Panels Inaccessible and Locked in Security Cage



Source: OIG photo taken on April 3, 2024.

Property Security:

- No sign in parking lot stating all vehicles subject to search.
- Some lights over the customers and employees parking areas not lit (see Figure 6).

Figure 6. Lights Over Customers and Employees Parking Areas Were Not Lit



Source: OIG photos taken April 3, 2024.

Property Maintenance:

- Drainage issues in the loading dock and mail vehicle parking areas.
- Both men’s bathroom urinals dirty and not working properly.
- A steady dripping faucet in the men’s bathroom sink.
- Both women’s bathroom toilets not fully secured to the floor.
- Numerous stained and damaged ceiling tiles over the employee workroom areas (see Figure 7).
- A non-functioning water heater with rust through base (see Figure 8).
- A bent and damaged metal fence post at the mail vehicle parking lot (see Figure 9).
- Several low tree branches at the customer parking area.
- Broken and missing asphalt at the loading dock ramp.
- Several broken light fixtures, some with exposed wires, over carrier cases (see Figure 10).
- An entire bank of lights over the workroom area not working.
- Missing letters at the unit’s front exterior signage.
- Missing light fixture covers in the customer P.O. Box area.
- Cobweb and broken ceiling tile at the main customer entrance.
- Missing wall paint in a corner of the customer P.O. Box area.

Figure 7. Water Stained and Damaged Ceiling Tiles over Workroom Areas



Source: OIG photo taken on April 3, 2024.

Figure 8. Non-Functioning Water Heater with Rusted Through Base



Source: OIG photo taken on April 3, 2024.

Figure 9. Bent and Damaged Metal Fence Post at the Mail Vehicle Parking Lot



Source: OIG photo taken on April 3, 2024.

Figure 10. Several Broken Light Fixtures, with Exposed Wires, over Carrier Cases



Source: OIG photo taken on April 3, 2024.

²⁹ Postal Service Handbook EL-801, *Supervisor's Safety Handbook*, July, 2020.

We found six open repair requests in RADAR for some of the deficiencies we identified, with one request over 100 days old.

Why Did It Occur

Management did not provide sufficient oversight and take the necessary actions to verify that property condition issues were corrected because they do not routinely walk around the facility to look for property condition issues like the ones we found.

Management was not aware of most of the issues we identified but stated that they submit maintenance requests for those they have seen, such as the issues in the bathrooms and the workroom lighting issues. The station manager pointed to some of the supplies that they had received, such as replacement light tubes and a new bathroom sink and faucet. However, he stated that even after numerous calls to maintenance employees, no one has come to the unit to complete the repairs.

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.²⁹

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.

Appendix A: Additional Information

We conducted this audit from March 2024 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 all three components 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 Leon, Lake Jackson, 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

 UNITED STATES
POSTAL SERVICE
May 13, 2024

JOHN CIHOTA
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Management Response: Leon Station, Tallahassee, FL: Delivery Operations –
Congressional (Report Number 24-085-2-DRAFT)

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

Management agrees with the five findings in the report on delayed mail, package scanning, arrow keys, carrier complement and timekeeping, 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. Local management will also receive training on proper recording of delayed mail 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. However, some of the mail identified as having scanning issues were from an apartment building where building management is refusing to accept packages for residents.

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.

Carrier Complement and Timekeeping Management: Regarding the carrier transferred from Leon Station, management at Leon Station will follow up with receiving office on the status of the transfer until completed. Management will also follow up with Human Resources on the status of the one carrier pending termination.

Regarding timekeeping, local management will be trained on proper recording of pay adjustments, unauthorized overtime, 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 11:32:37 EDT

Maged S, Aziz
Manager, Florida 1 District

Cc: Corporate Audit & Response

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UNITED STATES POSTAL SERVICE



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