



### ***IMPACT ON:***

U.S. Postal Service Facility Management, Post Office Operations, Government Services.

### ***WHY THE OIG DID THE AUDIT:***

This is part of a series of reports addressing the 21<sup>st</sup> Century Post Office. Our objective was to assess opportunities for post offices to perform transactions for other government entities.

### ***WHAT THE OIG FOUND:***

Post offices nationwide have surplus space, window, and retail workhour capacity to perform additional government transactions. OIG estimates the interior excess space at 24 percent, including 12,356 unmanned or underused windows.

We recognize the Postal Service's need to optimize its network through consolidations and closures. However, with declining federal department budgets, management could use underused Post Office resources to maintain or expand the reach of government departments to citizens. Providing these services could save much needed resources, expand public access to government services, and provide revenue to the Postal Service.

The agencies we researched have initiatives to expand their access to the

public. While there has been emerging national consensus to reduce facility costs government-wide by consolidating and co-locating functions, the Postal Service has not yet expanded its strategic vision to share surplus capacity with other government entities.

### ***WHAT THE OIG RECOMMENDED:***

We recommended the vice president, Delivery and Post Office Operations, and the vice president, Channel Access, develop and implement a strategy to share surplus Post Office resources with appropriate federal, state, and municipal government agencies.

### ***WHAT MANAGEMENT SAID:***

Management agreed to develop and implement a strategy to share surplus Postal Service resources with appropriate federal agencies. However, they did not agree with part of the recommendation to share resources with state and municipal agencies.

### ***AUDITORS' COMMENTS:***

Overall management's comments were responsive to the recommendation, and corrective actions should resolve the issues. It was not our intention to imply that the Postal Service has legal authority to offer government services to state and municipal agencies.