



## Global Positioning System: End-to-End Platform and Actionable, Robust Reports Needed to Achieve Goals and Potential Return-on-Investment

Report Number DR-MA-11-003

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### **IMPACT ON:**

Delivery and Transportation Operations

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

To review the U.S. Postal Service's use of Global Positioning System (GPS) technology and identify opportunities in delivery and transportation operations.

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

Various opportunities exist to enhance the use of GPS at the Postal Service. GPS technology has been implemented on only 3 percent of delivery vehicles and not on trucks that transport mail. For delivery operations, management uses standard GPS reports from the vendor (rather than customized reports) and districts do not consistently use exception data from the reports to manage operations. The existing GPS for delivery vehicles has helped in street management and anecdotally curtailed negative behavior, as well as provided a basis for return-on-investment. However, the Postal Service could develop an end-to-end, single-sourced GPS platform and back-office accountability for the entire fleet of vehicles and trucks with a focus on taking costs out of the delivery and transportation system.

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

The OIG recommended that management maximize existing GPS functions and create internal best practices for the existing GPS. We also recommended exploring an end-to-end GPS platform that includes full-range functionality and reports for Postal Service vehicles. In addition, we recommended establishing a cross-functional team of Postal Service managers to review existing barcode and scanning systems as well other related tracking and scanning opportunities.

### **WHAT MANAGEMENT SAID:**

Management generally agreed with the findings and recommendations. They agreed to work with their vendor to improve the existing GPS program and develop an instructional webinar to provide the field focusing on key reports and successful practices by Quarter 1, fiscal year 2012. Management indicated the Information Technology group will take the lead in exploring the feasibility of an end-to-end platform as well as establish a cross-functional team to review existing barcode and scanning technology.

**AUDITORS' COMMENTS:** The U.S. Postal Service OIG considers management's comments responsive to the recommendations and corrective actions should resolve the issues.