



HIGHLIGHTS

IMPACT ON:

U.S. Postal Service, Postal Vehicle Service (PVS) operations nationwide.

WHY THE OIG DID THE AUDIT:

The objectives of this audit were to summarize the results of our prior audit work and to identify PVS scheduling and staffing issues and associated impacts that require nationwide attention.

WHAT THE OIG FOUND:

We determined that Postal Service Headquarters needs to strengthen nationwide processes, guidance, and monitoring of PVS fleet management procedures for conducting required schedule and vehicle utilization reviews. In addition, management can create more efficient PVS schedules by using non-traditional full-time (NTFT) employees and changing work schedules to include split, or non-consecutive, days off. This would allow managers to more efficiently staff operations, match workhours with workload, and reduce driver workhours. By making these changes nationally, we estimate the Postal Service could save about \$47.1 million annually. Finally, we determined that, at some facilities previously audited, drivers were not consistently following prescribed safety procedures when conducting PVS operations.

WHAT THE OIG RECOMMENDED:

We recommended the vice president, Network Operations, ensure that Postal Service managers follow prescribed fleet management procedures for conducting

schedule and vehicle utilization reviews and make more timely PVS schedule changes. We also recommended increasing the use of NTFT employees where fewer than 8 hours of work exists when feasible and having management encourage local officials to negotiate the use of split days off with local union officials. Finally, we recommended the Postal Service ensure that processing and distribution center managers enforce the use of seat belts, chock blocks, and load restraints by drivers; and that managers periodically monitor compliance.

WHAT MANAGEMENT SAID:

Management generally agreed with our recommendations but not our monetary impact. Management stated they will monitor compliance with vehicle utilization reviews; continue to pursue the use of postal support employees (PSE) and NTFT employees to reduce overall workhours and control costs; and will work with area staff to hire the maximum compliment of PSEs in PVS operations. Finally, management plans to reissue safety procedures.

AUDITORS' COMMENTS:

Management's comments are responsive to the last recommendation but not responsive to the first three. While management's actions will help, management needs to take additional actions as recommended to further ensure PVS operations are efficient.