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OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

Atlanta Network Distribution Center — Postal Vehicle Service Operations

Report Number NL-AR-12-007

HIGHLIGHTS

BACKGROUND:

U.S. Postal Service network transportation using Postal Service vehicles and employees is referred to as Postal Vehicle Service (PVS). This report focuses on the Atlanta GA Network Distribution Center's (NDC), PVS truck driver operations. Our objectives were to assess trailer loading practices at selected NDCs and determine whether staffing of PVS truck driver operations was efficient, effective, and economical.

PVS operations at NDCs include yard operations where PVS drivers use specific trucks to move trailers and equipment in or around a facility yard. The operations require timely unloading of mail from trailers as they arrive at the facility and the timely loading of mail into trailers for direct movement from the facility yard. The process avoids unnecessary movement and placement of trailers in the yard.

WHAT THE OIG FOUND:

Atlanta NDC staff were effectively unloading mail from trailers as they arrived at the facility yard, but PVS drivers were not efficiently moving trailers in the facility yard. This occurred because management did not consistently follow the NDC loading policy for outbound trailers when possible. Specifically, instead of having trailers pulled directly from dock doors to leave the facility, PVS drivers were

placing, or 'spotting' them in the yard for subsequent movement from the facility. In addition, managers did not adhere to the productivity standard of 40 trailer moves per day in the yard for PVS drivers. As a result, PVS drivers performed more truck moves and expended more driver workhours than necessary. We estimate the Postal Service could reduce 8,730 driver workhours and save about \$347,000 annually.

WHAT THE OIG RECOMMENDED:

We recommended the vice president, Capital Metro Area Operations, ensure that Atlanta NDC managers follow prescribed standard operating procedure for movement of trailers in the yard and periodically assess PVS spotter truck driver workload and staffing. We also recommended the reduction of 1,746 annual workhours associated with eliminating about 200 moves in the yard per week. Finally, we recommended the elimination of 6,984 annual workhours associated with improving PVS productivity to about 40 trailer moves in the yard per day.