



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

HIGHLIGHTS

September 21, 2012

St. Louis Network Distribution Center – Postal Vehicle Service Operations

Report Number NL-AR-12-008

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 St. Louis Network Distribution Center's (NDC) PVS truck driver operations. The St. Louis NDC has a staff of 15 PVS drivers responsible for an average of 1,657 moves per week, servicing 137 dock doors.

PVS operations at NDCs include yard operations in which 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.

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.

WHAT THE OIG FOUND:

St. Louis NDC staff executed effective and efficient loading policies and practices. However, we found that managers did not adhere to the productivity standards of 40 trailer moves per day in the yard for PVS

drivers. Our analysis showed each driver performed an average of 16 moves per day. As a result, the facility expended more driver workhours than necessary. We estimate the Postal Service could reduce 6,984 driver workhours and save about \$299,000 annually if standards are met. We also observed drivers not consistently using safety belts while driving in the NDC yard.

WHAT THE OIG RECOMMENDED:

We recommended the vice president, Great Lakes Area Operations ensure that the St. Louis NDC managers periodically assess PVS truck driver workload and staffing. We also recommended the elimination of 6,984 annual workhours associated with improving productivity to the standard of 40 trailer moves in the yard per day, or 200 moves per week. Finally, we recommended that management re-emphasize the safety policy that drivers must wear safety belts whenever their vehicles are in motion and provide management oversight for enforcement.