



Office of Inspector General | United States Postal Service

Audit Report

Property Condition Reviews – Garyville, North Kenner, and Lake Forest Post Offices in Louisiana

Report Number 21-093-R21 | April 14, 2021



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Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

April 14, 2021

MEMORANDUM FOR: DAVID W. CAMP
DISTRICT MANAGER, LOUISIANA DISTRICT

A handwritten signature in cursive script that reads "Lazerick C. Poland".

FROM: Lazerick C. Poland
Director, Property Condition Review Team

SUBJECT: Audit Report – Property Condition Reviews – Garyville, North
Kenner, and Lake Forest Post Offices in Louisiana (Report
Number 21-093-R21)

This report presents the results of Property Condition Reviews at the Garyville, North Kenner, and Lake Forest post offices in Louisiana.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact me at 703-248-2100.

Attachment

cc: Corporate Audit Response Management
Chief Retail and Delivery Officer and Executive Vice President
Chief Commerce and Business Solutions Officer and Executive Vice President
Vice President, Area Retail and Delivery Operations, Southern
Vice President, Retail and Post Office Operations
Vice President, Facilities

Results

Background

This report presents the results of our self-initiated audit of property conditions at the Garyville (leased), North Kenner (owned), and Lake Forest (owned) post offices in the Louisiana District (Project Number 21-093). This audit was designed to provide U.S. Postal Service management with timely information on potential risks related to property conditions. The Postal Service is required to maintain a safe and healthy environment for employees and customers in accordance with its internal policies and procedures¹ and Occupational Safety and Health Administration (OSHA)² safety laws.

Objective, Scope, and Methodology

Our objective was to determine if Postal Service management is adhering to building maintenance, safety and security standards, and employee working condition requirements at post offices.

To accomplish our objective, we developed a checklist of requirements related to building maintenance, safety, and security. We judgmentally selected the Garyville Post Office based on interior square footage, the number of maintenance requests, and repair and maintenance spending. We selected the North Kenner and Lake Forest post offices based on their proximity to the Garyville Post Office. In addition, we reviewed Postal Service systems to identify maintenance issues and analyzed documentation for deficiencies. We conducted site visits from February 9-11, 2021, and performed observations, completed the checklists, and briefed local management on the issues identified.

We relied on computer-generated data from the electronic Facilities Management System (eFMS). We assessed the reliability of the extracted data by reviewing the documentation and comparing it to our observations for completeness, validity, and accuracy. We determined that the data were sufficiently reliable for the purposes of this report.

We conducted this performance audit from February through April 2021 in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective. We discussed our observations and conclusions with management on March 29, 2021 and included their comments where appropriate.

We found that building maintenance, safety, and security at the Garyville, North Kenner, and Lake Forest post offices did not meet prescribed standards. We identified 72 deficiencies at the three facilities that ranged from minor to more serious violations (see [Appendix A](#)).

Building Maintenance

At the Garyville Post Office, we identified rotted wood and damaged gutters (see [Figure 1](#)), a missing drain spout (see [Figure 2](#)), damage to the metal trim above the dock door (see [Figure 3](#)), and the air conditioning (AC) guardrail was leaning and rusted (see [Figure 4](#)).

¹ Handbook MS-47, *Facility Cleaning*, TL-5, June 27, 2014.

² OSHA Act of 1970 and Handbook EL-801, *Supervisor's Safety Handbook*.

Figure 1. Rotted Wood and Damaged Gutter



Source: U.S. Postal Service Office of Inspector General (OIG) photo taken on February 11, 2021.

Figure 2. Missing Drain Spout



Source: OIG photo taken on February 11, 2021.

Figure 3. Damaged Trim



Source: OIG photo taken on February 11, 2021.

Figure 4. Rusted and Leaning Guard Rail for AC Unit



Source: OIG photo taken on February 11, 2021.

We also identified the following issues at the Garyville Post Office:

- Walls with holes and scratches in the rear entryway.
- Damaged door and frame in the rear entryway.
- Floors that were chipped, cracked, dirty, and scuffed in the workroom area, restroom, and lobby.
- Counter in lobby missing veneer strip.
- Inside lobby entry door needs paint.
- Exterior of building needs cleaning due to algae buildup.
- Dirty air vent in restroom.
- Uncovered light fixtures at the back door (interior and exterior) and workroom floor.

At the North Kenner Post Office, we identified potential mold and water under a sink in the lunchroom (see Figure 5) and a tree encroaching on a gas meter and excess equipment and trash in a fenced area (see Figure 6). We also confirmed that 11 cluster box units (CBU) previously reported in eFMS on September 24, 2020 were still in deplorable conditions (see Figure 7).

Figure 5. Potential Mold and Water Under Lunchroom Sink



Source: OIG photo taken on February 9, 2021.

Figure 6. Tree Encroaching on Gas Meter and Excess Equipment and Trash in Fenced Area



Source: OIG photos taken on February 9, 2021.

Figure 7. Damaged Cluster Box Units



Source: OIG photos taken on February 9, 2021.

We also identified the following issues at the North Kenner Post Office:

- Front entry door not properly flush with the door frame.
- Cobwebs in the lobby and retail areas.
- Missing, dirty, and broken blinds in the retail area.

- Damaged outdoor window screens.
- Missing and dirty floor tiles near the lobby kiosk and lunchroom ice machine.
- Leaking outdoor plumbing fixtures.
- Dirty, discolored, peeling, and cracked walls throughout the facility.
- Burned out light bulbs throughout the facility.
- Dirty ceiling fans throughout the facility.
- Base cabinet in lunchroom is filthy, has a gap between the sink and counter, and chipped veneer.
- Stained and missing ceiling tiles throughout the facility.
- Rusted and chipped railings.
- Housekeeping inspections were not performed.

At the Lake Forest Post Office, we confirmed that the damage to the front of the building caused by a customer's vehicle in December 2020 — and previously reported in eFMS — had not been repaired (see Figure 8). We also identified scraped, chipped, and dirty floors (see Figure 9); a faded facility name on the front of the building (see Figure 10); stagnant water in the dock area due to an inoperable pump (see Figure 11); a dirty sink and fixtures in the lunchroom (see Figure 12); crud on the ice machine that appears to drain inside and potentially contaminate the ice (see Figure 13); and an uncovered hole in the storage room that leads to an unsecured box outside (see Figure 14).

Figure 8. Damage to Building Structure



Source: OIG photos taken on February 10, 2021.

Figure 9. Scraped, Chipped, and Dirty Floors



Source: OIG photos taken on February 10, 2021.

Figure 10. Faded Facility Name



Source: OIG photo taken on February 10, 2021.

Figure 11. Stagnant Water



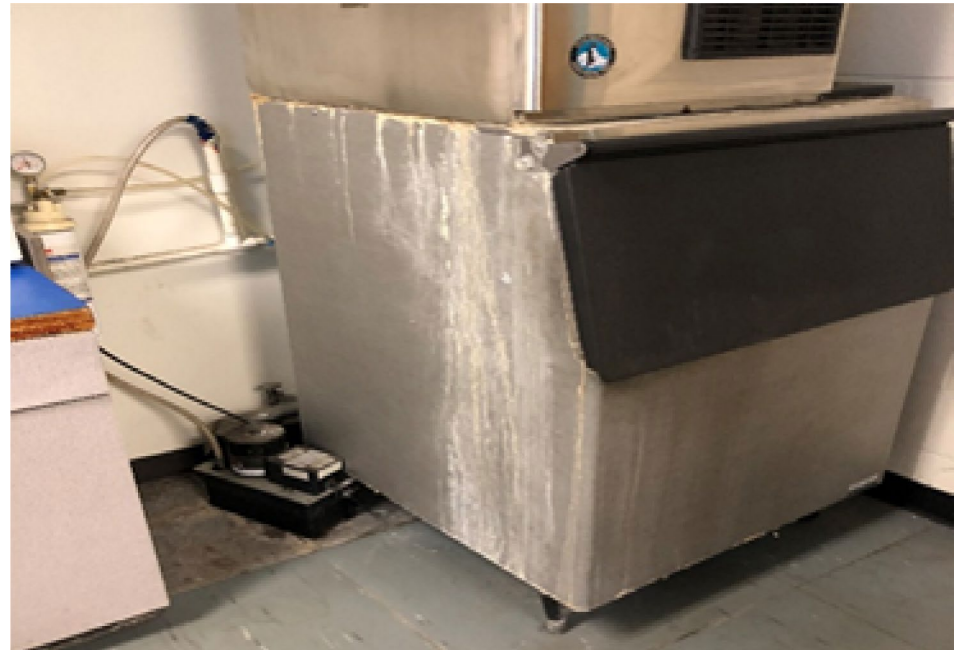
Source: OIG photo taken on February 10, 2021.

Figure 12. Dirty Sink and Fixture



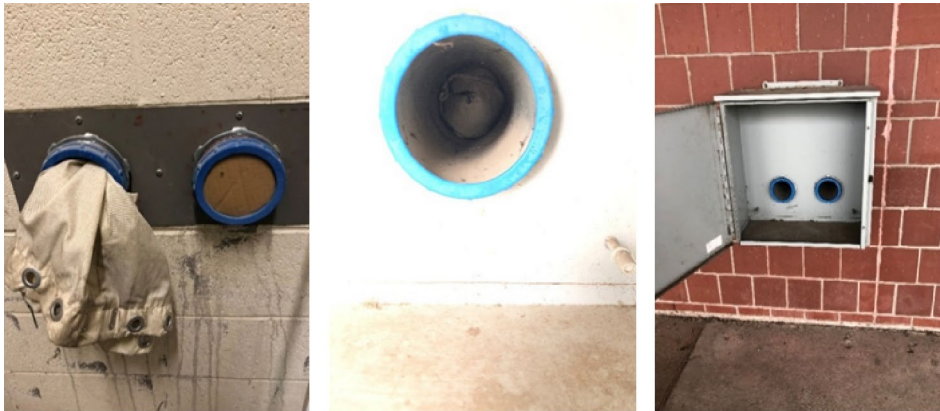
Source: OIG photo taken on February 10, 2021.

Figure 13. Crud on Ice Machine



Source: OIG photo taken on February 10, 2021.

Figure 14. Uncovered Hole in Storage Room Leading to Unsecured Box Outside



Source: OIG photos taken on February 10, 2021.

We also identified the following issues at the Lake Forest Post Office:

- Burned out light bulbs throughout the facility.
- Stained and missing ceiling tiles throughout the facility.
- Cracks, holes, and dirt on walls throughout the facility.
- Dirty air vents throughout the facility.
- Peeling and missing veneer on cabinets in the lunchroom.
- Slow drainage in sink in the women's restroom.
- Outside windows covered with algae.
- Housekeeping inspections were not performed.

Management took corrective action by performing the housekeeping inspection and documented it on Postal Service Form 4851, *Housekeeping Inspection*.

Building Safety

At the Garyville Post Office, we identified an emergency exit sign that was not illuminated (see Figure 15). In addition, none of the required posters, including Poster CA-10, *What a Federal Employee Should Do When Injured at Work*; OSHA posters 3165 and 3167, *Job Safety and Health* (English and Spanish versions); Zero Tolerance Policy and Reporting Procedures; and Poster 7, *Rules and Regulations Governing Conduct on Postal Property* were displayed. Management took corrective action and displayed all the required posters.

Figure 15. Exit Sign Not Illuminated



Source: OIG photo taken on February 11, 2021.

At the North Kenner Post Office, the entryway (stairs, curb, and walkway) was cracked and separated and had exposed rebar (see Figure 16). We also identified an uncovered fixture on the floor in the supply room, creating a potential trip hazard (see Figure 17). In addition, one fire extinguisher had no monthly tag and received the last annual inspection in June 2005. All the remaining fire extinguishers missed the January 2021 monthly inspection and had not been inspected annually since August 2019.

Figure 16. Cracked and Separated Entryway and Curb



Source: OIG photos taken on February 9, 2021.

Figure 17. Uncovered Fixture on Floor



Source: OIG photos taken on February 9, 2021.

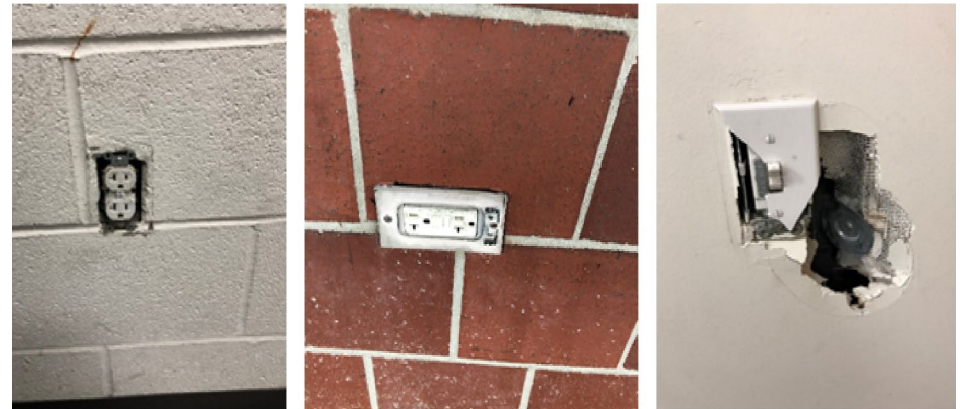
We also identified the following issues at the North Kenner Post Office:

- Side door closer cover not properly mounted and at risk of falling.
- Outdoor electrical panel cover missing and exposing wires.
- Missing bolts on ramp railing in the employee parking lot.
- Missing speed limit sign at entrance of employee lot.
- Posters CA-10 and OSHA poster 3167 were not displayed.

Management took corrective action and displayed the required posters.

At the Lake Forest Post Office, we identified damaged and uncovered electrical outlets and switches (see Figure 18) and walkways and parking lots with cracks and uneven cement surfaces (see [Figure 19](#)). In addition, all fire extinguishers missed the January 2021 monthly inspection and had not been inspected annually since April 2018.

Figure 18. Damaged and Uncovered Electrical Outlets and Switch



Source: OIG photos taken on February 10, 2021.

Figure 19. Walkway and Parking Lots with Cracks and Uneven Cement



Source: OIG photos taken on February 10, 2021.

We also identified the following issues at the Lake Forest Post Office:

- Metal strip in long-life vehicle (LLV) area needs repair or replacement.
- One blocked fire extinguisher.
- Blocked Inspection Service door.
- Two paint striping canisters (flammable items) improperly stored on HVAC unit.
- Poster CA-10 and OSHA poster 3167 not displayed.

Management took corrective action and displayed the required posters, unblocked the fire extinguisher and Inspection Service door, covered the electrical outlets, properly stored the flammable items, and had maintenance perform the monthly fire extinguisher inspections while the team was onsite. In addition, management scheduled the annual fire extinguisher inspections, which a contractor performed on February 18, 2021.

Building Security

At the Garyville and Lake Forest post offices we did not observe any security issues. However, at the North Kenner Post Office, we found six unlocked postal vehicles in a fenced parking lot with the gate left open.

Although we did not note any security issues at the Lake Forest Post Office, management expressed concern about exterior security cameras. Specifically, to gain entry to the rear facility lot, drivers must use the call box. Since there are no cameras facing the entry gate, management is unable to determine who is entering the lot. Additionally, there are no cameras facing the employee lot so the camera only captures the dock area. Management stated that vandalism to employee vehicles has occurred on several occasions.

Conditions related to building maintenance, safety, and security occurred due to lack of management oversight to address general maintenance and repair issues. Although management at all three facilities reported items in eFMS, they failed to consistently report and address maintenance and safety items such as damaged walls, cabinets and counters, exposed outlets, and exterior repairs. At the North Kenner Post Office, maintenance issues such as potential mold went undetected due to insufficient cleaning and lack of custodial staff. In addition, the cluster box units have not been replaced due to higher priority maintenance issues.

Management at the Lake Forest Post Office reported the vehicle accident, which occurred in December 2020, in eFMS. Due to the nature of the call, the contractor immediately stabilized and secured the facility with plywood. The manager stated that she frequently calls the contractor to obtain a status update or estimated completion date but receives no response. The manager also called the contractor during our site visit, and again received no response. As of March 3, 2021, no further work has been performed.

Management at the North Kenner and Lake Forest post offices stated they were unaware of the requirement to perform housekeeping inspections.³ However, in July 2017 as part of a national plan to clean up post offices, the Office of

³ *Custodial Team Cleaning Handbook*, Section 4.6, March 13, 2019.

Continuous Improvement⁴ established a mandatory educational webinar⁵ for all installation heads, postmasters, and/or customer service supervisors in each area. The purpose of the webinar was to train and heighten the awareness of the tools and resources available to maintain post offices in pristine condition. If housekeeping inspections had been performed, issues pertaining to general cleaning (interior and exterior) could have been reduced.

In addition, safety issues such as exposed electrical wires and outlets and fire extinguisher inspections⁶ were not addressed due to lack of management oversight. Management at the North Kenner and Lake Forest post offices were aware of the cracked and separated walkways but failed to report or follow up on the issue in eFMS. At the North Kenner Post Office, we found that prior management had reported the issue in eFMS on December 8, 2018, but it was never resolved. Furthermore, management at the North Kenner Post Office entrusted carriers with securing their vehicles but did not follow up to ensure the vehicles were locked. Postal Service policy requires carriers to lock vehicle doors if they will be out of direct sight of the vehicle.⁷

The Postal Service is required to maintain a safe environment for employees and customers. In addition, OSHA requires employers to provide a safe and healthy workplace free of recognized hazards. More importantly, these issues could jeopardize the health, safety, and well-being of Postal Service employees and customers. Further, it could create an environment that dissuades customers from doing business in these offices. If management does not address workplace hazards, the Postal Service could potentially incur fines.

Management's attention to maintenance, safety, and security deficiencies can reduce the risk of injuries to employees and customers; reduce related costs (e.g., workers' compensation claims, lawsuits, and OSHA penalties); and enhance the customer experience and Postal Service brand. We identified 17 issues at the three post offices that could potentially result in \$96,662⁸ of risk exposure.

Recommendation #1

We recommend the **Manager, Louisiana District**, address all building maintenance, safety, and security issues identified at the Garyville, North Kenner, and Lake Forest post offices.

Recommendation #2

We recommend the **Manager, Louisiana District**, test and remediate any potential mold at the North Kenner Post Office.

Recommendation #3

We recommend the **Manager, Louisiana District**, replace all damaged cluster box units reported in the electronic Facilities Management System and those assigned to the North Kenner Post Office.

Recommendation #4

We recommend the **Manager, Louisiana District**, repair building structure damage at the Lake Forest Post Office.

Recommendation #5

We recommend the **Manager, Louisiana District**, re-train management to perform and document housekeeping inspections at the North Kenner Post Office and ensure all facilities continue to conduct the inspections at the required frequency.

Recommendation #6

We recommend the **Manager, Louisiana District**, ensure that fire extinguishers are inspected monthly and annually as required at the North Kenner and Lake Forest post offices.

⁴ Program office that establishes policy, coordinates training, standardizes practices, and leads continuous improvement efforts at USPS.

⁵ *Postmaster Guide to Housekeeping and Maintenance*- topics covered included how to conduct regular building and housekeeping inspections, and procedures for managing contract cleaners and custodians.

⁶ Occupational Safety and Health Standards (OSHA) - 29 CFR 1910.157, Portable Fire Extinguishers.

⁷ Handbook M-41, *City Delivery Carriers Duties and Responsibilities*, Section 822, June 2019.

⁸ Based on average fine amount the Postal Service paid for post office OSHA violations from 2018 to 2020.

Management's Comments

Management agreed with the report's findings, recommendations, and other impact amount.

Regarding recommendation 1, management stated they have abated, contracted, or scheduled abatement for the deficiencies identified. While the majority of the items have been abated, some issues have been assigned to contractors for resolution. The target implementation date is August 31, 2021.

Regarding recommendation 2, management contacted a local remediation company concerning the mold issue at the North Kenner Post Office and will remediate potential issues based on the contractor's findings and recommendations. The target implementation date is May 31, 2021.

Regarding recommendation 3, management ordered the cluster boxes to replace the damaged boxes assigned to the North Kenner Post Office and will schedule removal and installation upon receipt. The target implementation date is May 31, 2021.

Regarding recommendation 4, management contacted Area Facilities concerning the building structure damage at the Lake Forest Post Office, and repairs are scheduled to begin in April 2021. The target implementation date is May 31, 2021.

Regarding recommendation 5, management will have Louisiana District Safety retrain employees at the North Kenner Post Office on the duties and responsibilities associated with proper housekeeping inspections. The target implementation date is April 30, 2021.

Regarding recommendation 6, the Postmaster Kenner/North Kenner Stations and Postmaster New Orleans will instruct unit management in proper fire extinguisher inspection processes. In addition, Louisiana District Safety will conduct periodic onsite observations to ensure compliance. Management will also schedule regular manager post office operations and postmaster GEMBA visits. The target implementation date is April 30, 2021.

See [Appendix B](#) for management's comments in their entirety.

Evaluation of Management's Comments

The OIG considers management's comments responsive to the recommendations and corrective actions should resolve the issues identified in the report.

Regarding recommendation 1, management needs to provide supporting documentation, including pictures or other evidence of corrective actions taken to address the maintenance, safety, and security deficiencies at the Garyville, North Kenner, and Lake Forest post offices.

Regarding recommendation 2, management needs to provide supporting documentation of actions taken to remediate the potential mold issue at the North Kenner Post Office.

Regarding recommendation 3, management needs to provide pictures or other evidence confirming replacement of the cluster boxes assigned to the North Kenner Post Office.

Regarding recommendation 4, management needs to provide evidence of the completed building structure repairs to the Lake Forest Post Office, including pictures of the repairs.

Regarding recommendation 5, management needs to provide copies of completed PS Form 4851, Housekeeping Inspection, for the North Kenner Post Office, as well as evidence of completed training on performing and documenting the inspections.

Regarding recommendation 6, management needs to provide evidence of completed monthly and annual fire extinguisher inspections at the North Kenner and Lake Forest post offices, including copies of the inspection tags.

All recommendations require OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. The recommendations should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendations can be closed.

Appendix A: Facility Deficiency Summary

| Facility | | Garyville | North Kenner | Lake Forest | Total Deficiencies |
|------------------------------------|--|-----------|--------------|-------------|--------------------|
| Building Maintenance Issues | | | | | |
| 1 | Lobby (clean, free of trash, etc.). | ✓ | D | ✓ | 1 |
| 2 | Damaged counters in lobby. | D | ✓ | ✓ | 1 |
| 3 | Damaged building structure caused by automobile. | ✓ | ✓ | D | 1 |
| 4 | Plumbing not functioning properly (leaking water, clogged drains). | ✓ | D | D | 2 |
| 5 | Internal entry door needs paint. | D | ✓ | ✓ | 1 |
| 6 | Damaged floors. | D | D | D | 3 |
| 7 | Lighting issues (burned out bulbs, missing covers). | D | D | D | 3 |
| 8 | Damaged walls. | D | D | D | 3 |
| 9 | Damaged ceiling/missing tile. | ✓ | D | D | 2 |
| 10 | Entry door not flush. | ✓ | D | ✓ | 1 |
| 11 | Broken/damaged door, gate, or lock. | D | ✓ | ✓ | 1 |
| 12 | Chipped guard rail (rusty, broken). | D | ✓ | ✓ | 1 |
| 13 | Chipped handrails (rusty, broken). | ✓ | D | ✓ | 1 |
| 14 | Damaged trim over dock door. | D | ✓ | ✓ | 1 |
| 15 | Rotted wood (exterior). | D | ✓ | ✓ | 1 |

| Facility | | Garyville | North Kenner | Lake Forest | Total Deficiencies |
|----------|---|-----------|--------------|-------------|--------------------|
| 16 | Damaged gutters/missing drain spout. | D | ✓ | ✓ | 1 |
| 17 | Dirty and broken ceiling fan. | ✓ | D | ✓ | 1 |
| 18 | Dirty air vents. | D | ✓ | D | 2 |
| 19 | Damaged counter and cabinets in lunchroom. | ✓ | D | D | 2 |
| 20 | Dirty sink and fixtures in lunchroom. | ✓ | ✓ | D | 1 |
| 21 | Crud on ice machine. | ✓ | ✓ | D | 1 |
| 22 | Uncovered hole in wall that leads to unsecured box outside. | ✓ | ✓ | D | 1 |
| 23 | Outside windows/building covered in algae. | D | ✓ | D | 2 |
| 24 | Stagnant water in dock area near lift. | ✓ | ✓ | D | 1 |
| 25 | Faded facility name on building. | ✓ | ✓ | D | 1 |
| 26 | Housekeeping inspection (PS Form 4851) not performed. | ✓ | D | D | 2 |
| 27 | Potential mold under cabinet sink in lunchroom. | ✓ | D | ✓ | 1 |
| 28 | Standing water/gap between sink and counter. | ✓ | D | ✓ | 1 |
| 29 | Excess equipment and trash outside facility. | ✓ | D | ✓ | 1 |
| 30 | Tree encroaching on gas meter. | ✓ | D | ✓ | 1 |

| Facility | Garyville | North Kenner | Lake Forest | Total Deficiencies |
|--|-----------|--------------|-------------|--------------------|
| 31 Missing/dirty/broken blinds. | ✓ | D | ✓ | 1 |
| 32 Damaged outdoor window screens. | ✓ | D | ✓ | 1 |
| 33 Damaged Cluster Box Units (CBU). | ✓ | D | ✓ | 1 |
| Building Safety Issues | | | | |
| 34 Trip hazards. | ✓ | D | ✓ | 1 |
| 35 Electrical outlets (exposed wires and missing covers, etc.). | ✓ | ✓ | D | 1 |
| 36 Electrical panel missing cover. | ✓ | D | ✓ | 1 |
| 37 Fire extinguishers not inspected monthly. | ✓ | D | D | 2 |
| 38 Fire extinguishers not inspected annually. | ✓ | D | D | 2 |
| 39 Fire extinguishers blocked. | ✓ | ✓ | D | 1 |
| 40 Flammable items improperly stored. | ✓ | ✓ | D | 1 |
| 41 Missing cement (uneven surfaces, cracks, and potholes in parking lots and on walkways and sidewalks). | ✓ | D | D | 2 |
| 42 Metal strip in LLV area needs to be replaced. | ✓ | ✓ | D | 1 |
| 43 English version - OSHA poster, Job Safety and Health not displayed. | D | ✓ | ✓ | 1 |
| 44 Spanish version - OSHA poster, Job Safety and Health not displayed. | D | D | D | 3 |

| Facility | Garyville | North Kenner | Lake Forest | Total Deficiencies |
|---|-----------|--------------|-------------|--------------------|
| 45 Poster CA-10 - What a Federal Employee Should Do When Injured at Work not displayed. | D | D | D | 3 |
| 46 Zero Tolerance Policy and Reporting Procedures poster not displayed. | D | ✓ | ✓ | 1 |
| 47 Poster 7, Rules and Regulations Governing Conduct on Postal Property not displayed. | D | ✓ | ✓ | 1 |
| 48 Blocked Inspection Service door. | ✓ | ✓ | D | 1 |
| 49 Missing railing bolts in employee parking area. | ✓ | D | ✓ | 1 |
| 50 Speed limit sign needed at entrance to employee and postal vehicle lot. | ✓ | D | ✓ | 1 |
| 51 Emergency exit sign not illuminated. | D | ✓ | ✓ | 1 |
| 52 Door mechanisms cover not secured. | ✓ | D | ✓ | 1 |
| Building Security Issues | | | | |
| 53 Postal vehicles not secured. | ✓ | D | ✓ | 1 |
| Total Deficiencies | 18 | 29 | 25 | 72 |

Source: OIG analysis based on property reviews.
✓ – No deficiency; D – Deficiency

Appendix B: Management's Comments

DISTRICT MANAGER
LOUISIANA DISTRICT



April 6, 2021

JOSEPH E. WOLSKI
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Property Condition Reviews- Garyville, North Kenner and Lake Forest Post Offices in Louisiana Report Number 21-093-DRAFT

Management within the Louisiana District agrees with the findings, observations, and other impacts identified in the recent OIG Property Condition Reviews at the Garyville, North Kenner and Lake Forest Post Offices.

Recommendation #1:

We recommend the Manager, Louisiana District, address all building maintenance, safety, and security issues identified at the Garyville, North Kenner, and Lake Forest post offices.

Management Response/Action Plan:

Management has identified, abated, contracted, or scheduled abatement for all identified deficiencies on the report. While the majority of items have already been abated, some issues have been assigned to contractors for resolution.

Target Implementation Date:

August 31, 2021

Responsible Official:

Manager, Maintenance, New Orleans

Recommendation #2:

We recommend Manager, Louisiana District, test and remediate any potential mold at the North Kenner Post Office.

Management Response/Action Plan:

Management has identified and contacted a local remediation company concerning the potential mold issue in the North Kenner Post Office. Based on the contractor's findings and recommendations, additional action items will be completed to remediate the potential issues.

Target Implementation Date:

May 31, 2021

Responsible Official:

Manager, Maintenance, New Orleans

701 LOYOLA AVENUE ROOM T-11001
NEW ORLEANS LA 70113-9800
(504) 589-1950
FAX: (504) 589-1432
www.usps.com

Recommendation #3:

We recommend the Manager, Louisiana District, replace all damaged cluster box units reported in the electronic Facilities Management System and those assigned to the North Kenner Post Office.

Management Response/Action Plan:

Management has ordered the necessary cluster boxes needed to replace the damaged boxes identified in the OIG report. Upon receipt, removal and installation will be scheduled.

Target Implementation Date:

May 31, 2021

Responsible Official:

Operations Programs support/CPMS coordinator

Recommendation #4:

We recommend the Manager, Louisiana District, repair building structure damage at the Lake Forest Post Office.

Management Response/Action Plan:

Management contacted Area Facilities (FSSP) concerning the structure damage. Repairs are scheduled to begin in April 2021.

Target Implementation Date:

May 31, 2021

Responsible Official:

Postmaster New Orleans

Recommendation #5:

We recommend the Manager, Louisiana District, re-train management to perform and document housekeeping inspections at the North Kenner Post Office and ensure all facilities continue to conduct the inspections at the required frequency.

Management Response/Action Plan:

Management will have Louisiana District Safety meet with the North Kenner office to review/retrain all employees concerning the duties and responsibilities associated with proper housekeeping inspections

Target Implementation Date:

April 30, 2021

Responsible Official:

Postmaster Kenner/North Kenner Stations.

Recommendation #6:

We recommend Manager, Louisiana District, ensure fire extinguishers are inspected monthly and annually as required at the North Kenner and Lake Forest post offices.

Management Response/Action Plan:

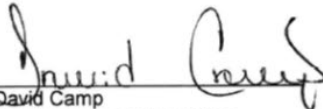
Postmaster Kenner/North Kenner Stations and Postmaster New Orleans will instruct unit management in proper fire extinguisher inspection processes. Louisiana District Safety will conduct periodic onsite observations to ensure compliance as well as regular MPOO/Postmaster GEMBA visits.

Target Implementation Date:

April 30, 2021

Responsible Official:

Postmaster Kenner/North Kenner Stations and Postmaster New Orleans.



David Camp
District Manager, Louisiana

cc: *Vice President, Area Retail and Delivery Operations, Southern
Manager, Corporate Audit Response Management*

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

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