



Office of Inspector General | United States Postal Service

Audit Report

Property Condition Reviews – Cochituate, Winchester, and John F. Kennedy Post Offices in Massachusetts

Report Number 21-144-R21 | June 17, 2021



MASSACHUSETTS

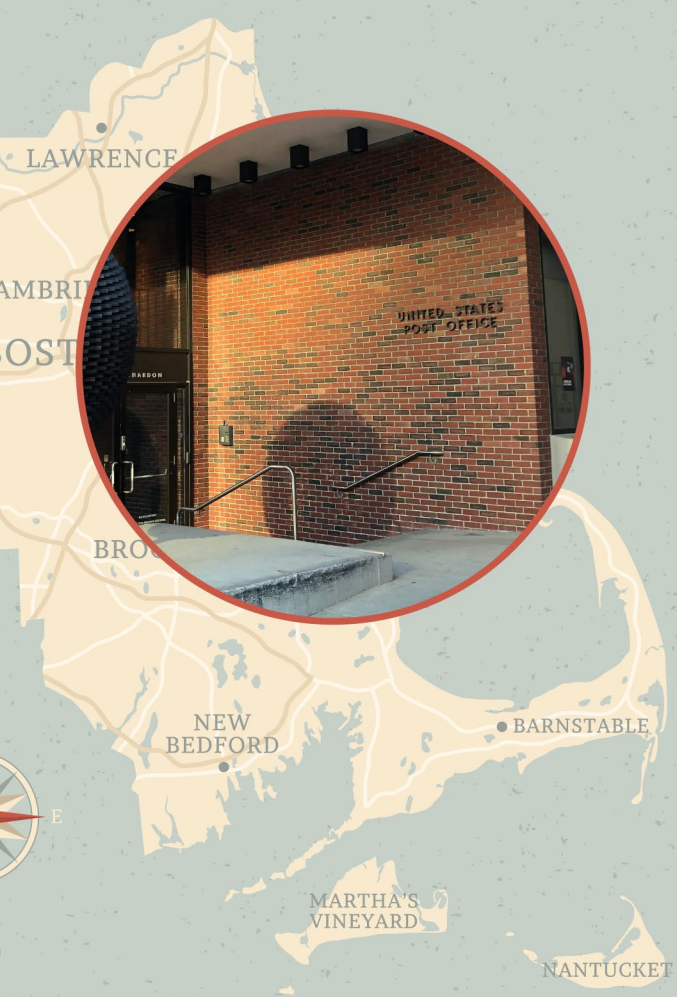
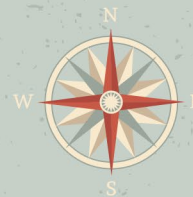


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Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

June 17, 2021

MEMORANDUM FOR: MICHAEL W. RAKES
DISTRICT MANAGER, MASSACHUSETTS - RHODE
ISLAND 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 – Cochituate,
Winchester, and John F. Kennedy Post Offices in
Massachusetts (Report Number 21-144-R21)

This report presents the results of Property Condition Reviews at the Cochituate, Winchester, and John F. Kennedy Post Offices in Massachusetts.

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: Postmaster General
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, Atlantic
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 Cochituate (leased), Winchester (owned), and John F. Kennedy (leased) post offices in the Massachusetts-Rhode Island District (Project Number 21-144). 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 both 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 Cochituate Post Office based on interior square footage, the number of maintenance requests, and repair and maintenance spending. We selected the Winchester and John F. Kennedy post offices based on their proximity to the Cochituate Post Office. In addition, we reviewed Postal Service systems to identify maintenance issues and analyzed documentation for deficiencies. We conducted site visits from April 13-15, 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 the data were sufficiently reliable for the purposes of this report.

We conducted this performance audit from March through June 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 June 1, 2021 and included their comments where appropriate.

We found that building maintenance, safety, and security at the Cochituate, Winchester, and John F. Kennedy post offices did not meet prescribed standards. We identified 53 deficiencies (17 were corrected during our site visit) at the three facilities that ranged from minor to more serious violations (see [Appendix A](#)).

Building Maintenance

At the Cochituate Post Office, we identified a rusted and broken railing with steps missing cement in the outdoor loading dock area (see [Figure 1](#)); an unsecured ceiling tile inside leading to the dock; and a broken windowpane in the retail lobby (see [Figure 2](#)). In addition, housekeeping inspections were not completed as required. However, management took corrective action and performed the housekeeping inspection during the site visit and documented it on Postal Service (PS) Form 4851, *Housekeeping Inspection*.

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. Rusted and Broken Railing with Steps Missing Cement



Source: United States Office of Inspector General (OIG) photos taken on April 15, 2021.

Figure 2. Broken Windowpane in Retail Lobby



Source: OIG photo taken on April 15, 2021.

At the Winchester Post Office, we identified walls and ceilings with holes and peeling paint and plaster throughout the facility (see Figures 3 and 4); windows with missing or torn screens throughout the facility; broken windowpanes in the men’s restroom and workroom floor (see [Figure 5](#)); and front entrance columns, archway, and doors that need painting (see [Figure 6](#)).

Figure 3. Walls with Holes and Peeling Paint and Plaster



Source: OIG photos taken April 14, 2021.

Figure 4. Ceilings with Holes and Peeling Paint and Plaster



Source: OIG photos taken April 14, 2021.

Figure 5. Broken Windowpanes



Source: OIG photos taken April 14, 2021.

Figure 6. Front Entrance Columns, Archway, and Doors Need Painting



Source: OIG photos taken April 14, 2021.

In addition, we identified a rusted guard rail in the parking lot, a damaged wooden fence (see Figure 7), and a damaged chain link fence adjacent to the neighborhood walking path (see Figure 8). The rusted guard rail, windowpane in the men's restroom and wooden fence, and the chain link fence were previously reported in eFMS on May 13, 2020, May 26, 2020, and July 8, 2014, respectively. However, management had not corrected the deficiencies at the time of our site visit.

Figure 7. Damaged Wooden Fence



Source: OIG photos taken April 14, 2021

Figure 8. Damaged Chain Link Fence Adjacent to Neighborhood Walking Path



Source: OIG photos taken April 14, 2021.

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

- Burned out light bulbs throughout the facility.
- Dirty air vent in the men's restroom.
- Inoperable toilet in the men's restroom.
- Chipped paint on basement floors.
- Trash, leaves, and other debris in the basement.
- Missing trim on door located in the basement.
- Rotted wood and missing bumper in the dock area.
- Housekeeping inspections not performed.

Management took corrective action and cleaned the dirty air vent, removed trash from the basement, and performed the housekeeping inspection.

At the John F. Kennedy Post Office, we identified dirty air vents throughout the facility (see Figure 9); a potential ongoing ceiling leak in the break room coming from non-Postal Service property; and an inoperable sink in the janitor closet (see Figure 10). From October 1, 2019 to April 7, 2021, the ceiling leak was reported in eFMS four times, but not properly repaired. It was last reported on March 22, 2021.

Figure 9. Dirty Air Vents Throughout Facility



Source: OIG photos taken on April 13, 2021.

Figure 10. Inoperable Sink in Janitor Closet



Source: OIG photo taken on April 13, 2021.

We also identified the following issues at the John F. Kennedy Post Office:

- Stained and missing ceiling tiles throughout the facility.
- Burned out light bulbs throughout the facility.
- Elevators work intermittently.
- Rusted partitions in restrooms.
- Chipped paint on heating, ventilation, and air conditioning (HVAC) duct on the workroom floor.
- Housekeeping inspections not performed.

Management took corrective action and performed the housekeeping inspection during the site visit.

Building Safety

At the Cochituate Post Office we identified a broken electrical outlet in the restroom (see Figure 11); missing light fixture covers in the restroom and hallway (see Figure 12); expired contents in the first-aid kit; and all three fire extinguishers were missing monthly inspections and tags. In addition, posters CA-10, *What*

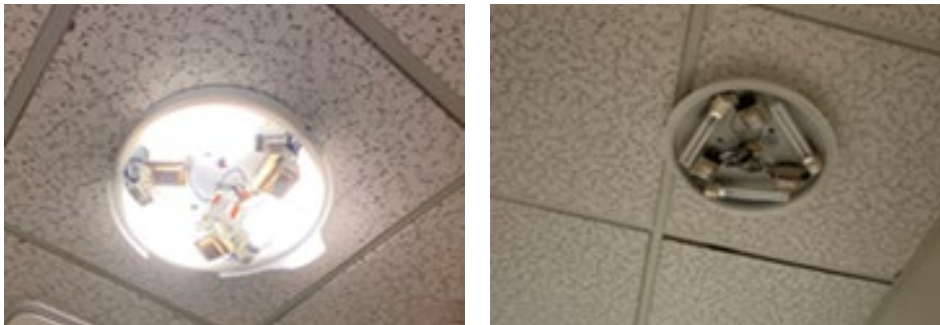
a Federal Employee Should Do When Injured at Work, and OSHA posters 3165 and 3167, *Job Safety and Health* (English and Spanish versions) were not displayed. Management took corrective action and displayed the required posters.

Figure 11. Broken Electrical Outlet in Restroom



Source: OIG photo taken on April 15, 2021.

Figure 12. Missing Light Fixture Covers



Source: OIG photos taken on April 15, 2021.

At the Winchester Post Office, we identified that all five fire extinguishers had the annual inspection tag but were missing monthly inspection tags and two were overcharged (see Figure 13). Additionally, we found an unsecured bell cover in

the vestibule (see Figure 14) and a pothole in the employee parking lot causing a potential trip hazard (see Figure 15).

Figure 13. Fire Extinguishers with No Monthly Inspection Tags and Overcharged



Source: OIG photos taken April 14, 2021.

Figure 14. Unsecured Bell Cover



Source: OIG photo taken April 14, 2021.

Figure 15. Pothole in Parking Lot



Source: OIG photo taken April 14, 2021.

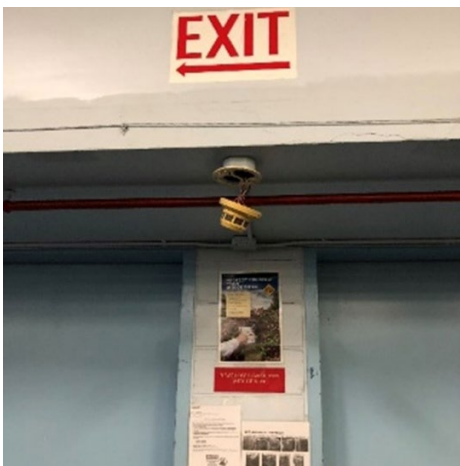
We also identified the following issues at the Winchester Post Office:

- Emergency exit sign was not illuminated.
- Blocked electrical panel in the breakroom.
- First-aid kit had expired contents.
- Faded stop sign at parking lot exit.
- OSHA poster 3167 was not displayed.

Management took corrective action and applied the monthly inspection tags to all fire extinguishers, secured the bell cover, rearranged the seating in the breakroom to unblock the electrical panel, replaced expired contents from the first-aid kit, and displayed OSHA poster 3167.

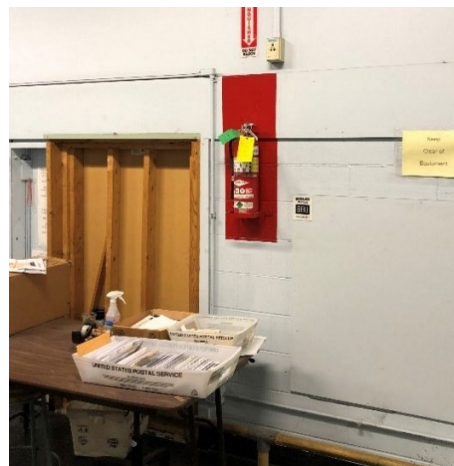
At the John F. Kennedy Post Office, we identified an unsecured fire alarm hanging from the base by wires (see Figure 16); two blocked fire extinguishers (see Figure 17); and all fire extinguishers missed the annual inspection – the last annual inspection was performed in January 2020.

Figure 16. Unsecured Fire Alarm



Source: OIG photos taken on April 13, 2021.

Figure 17. Blocked Fire Extinguisher



We also identified the following issues at the John F. Kennedy Post Office:

- A blocked electrical panel on the workroom floor.
- Two fire extinguishers in the HVAC room were missing monthly inspection tags.
- Poster CA-10 and OSHA poster 3167 were not displayed.

Management took corrective action and unblocked the electrical panel and displayed the required posters.

In addition, management at the John F. Kennedy Post Office expressed concern about the lack of cameras at the dock entrance and loading area. Currently, when a driver wants access to the loading area, they either call the facility or park at the dock entrance, walk to the retail lobby, and inform an employee of their arrival. The employee then informs management, who sends an employee outside to the dock entrance. The employee verifies who and why the person is trying to enter, then grants the driver access to the dock and loading area by punching in the key code. According to management, this process hinders productivity.

Building Security

At the Cochituate Post Office, we found the back door unsecured (see Figure 18). At the Winchester Post Office, we found window grates with missing locks in the workroom (see Figure 19). Management took corrective action and installed locks on all the window grates. There were no security issues identified at the John F. Kennedy Post Office.

Figure 18. Unsecured Backdoor



Source: OIG photo taken on April 15, 2021.

Figure 19. Missing Lock on Window Grate



Source: OIG photo taken on April 14, 2021.

Other Matters

During our review of eFMS data³ and observations during our site visits, we identified five issues recorded as complete but were not repaired (see Table 1). As a result, the postmaster at the Winchester Post Office received complaints from the town manager and neighbors regarding the broken fences and rusted guard rail. Unresolved maintenance issues can impact the Postal Service’s brand when facilities are not maintained in a pristine⁴ condition.

Table 1. Unresolved Issues Incorrectly Reported as Complete in eFMS

Facility	Call Date	Issue	Date Completed	Cost
John F. Kennedy	12/26/2020	Falling ceiling tiles	2/24/2021	\$1728
	11/18/2020	Ceiling leak	3/1/2021	\$300
Winchester	5/26/2020	Damaged wood fence	6/4/2020	\$0
	5/26/2020	Broken windowpane	6/4/2020	\$0
	5/13/2020	Rusted guard rail	9/30/2020	\$0

Conditions related to building maintenance at the Cochituate and John F. Kennedy post offices occurred due to lack of awareness and management oversight. At the Winchester Post Office, maintenance conditions occurred due to lack of oversight and other priorities. In addition, a request to repair the chain link fence was previously reported but declined in July 2014 due to lack of funding; however, the postmaster made no subsequent requests for the repair.

Although management at all three facilities reported items in eFMS, they did not consistently report and address maintenance and safety items, such as damaged walls, ceilings, and floors, burned out light bulbs, plumbing issues, window repairs, broken outlets, and exterior repairs. Additionally, the postmaster at the Cochituate Post Office contacted the landlord directly instead of reporting maintenance issues in eFMS as required by policy.⁵

³ Scope period October 1, 2019 to April 7, 2021.

⁴ *Pristine Post Office Initiative*, dated June 12, 2017, focusing on cleaning and maintaining Postal Service facilities.

⁵ *Administrative Support Manual* 13, Section 516.11, All requests for facility repair and alteration projects are to be reported to the National Facilities Response Line.

Management at the Cochituate and John F. Kennedy post offices stated they were unaware of the requirement to perform housekeeping inspections.⁶ However, in July 2017, as part of a national plan to clean up post offices, the Office of Continuous Improvement⁷ established a mandatory educational webinar⁸ for all installation heads, postmasters and/or customer service supervisors in each area. The purpose of the webinar was to train on 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 throughout the facility could have been reduced.

In addition, safety issues such as broken electrical outlets and missing fire extinguisher inspections⁹ were not addressed due to lack of management oversight. Management at the Winchester Post Office was aware of the potential trip hazard created by the pothole but failed to report the issue to maintenance. At the Cochituate Post Office, the door was unsecured due to it being not properly flush with the door frame. Specifically, extra effort was needed to close the door. The postmaster was aware of the issue but did not report it.

The Postal Service is required to maintain a safe environment for employees and customers. In addition, OSHA requires employers to provide a safe and healthful 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, such as workers' compensation claims, lawsuits, and OSHA penalties; and enhance the customer experience and Postal Service brand. We identified 11 issues at the three post offices that could potentially result in \$62,546¹⁰ of risk exposure.

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

7 Program office that establishes policy, coordinates training, standardizes practices, and leads continuous improvement efforts at the Postal Service.

8 "*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.

9 OSHA - 29 CFR 1910.157, Portable Fire Extinguishers.

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

Recommendation #1:

We recommend the **Manager, Massachusetts-Rhode Island District**, address all building maintenance, safety, and security issues identified at the Cochituate, Winchester, and John F. Kennedy post offices.

Recommendation #2:

We recommend **Manager, Massachusetts-Rhode Island District**, perform and document fire extinguisher inspections monthly and annually as required at the Cochituate, Winchester, and John F. Kennedy post offices.

Recommendation #3:

We recommend the **Manager, Massachusetts-Rhode Island District**, re-train management to perform and document housekeeping inspections at the Cochituate, Winchester, and John F. Kennedy post offices and ensure all facilities continue to conduct the inspections at the required frequency.

Recommendation #4:

We recommend the **Manager, Massachusetts-Rhode Island District**, re-train management on how to identify, report, document, and follow up on building maintenance, safety, and security issues at the Cochituate, Winchester, and John F. Kennedy post offices.

Management's Comments

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

Regarding recommendation 1, management stated that, although several deficiencies have been abated, some building maintenance infrastructure items require assistance from the Facilities Service Organization. Local management will prepare a PowerPoint presentation showing before and after pictures of each issue under their control and ticket numbers for work scheduled but not completed. Management also stated that each local facility manager will monitor

progress and conduct an inspection of each facility to validate that all identified items have been corrected. The target implementation date is August 1, 2021.

Regarding recommendations 2, 3, and 4, management stated they will provide training on fire extinguisher inspections; performing and documenting housekeeping inspections; and identifying, reporting, documenting, and following up on building maintenance, safety, and security issues. Individual facility managers will be responsible for initiating actions to correct all deficiencies. Management also stated that each local facility manager will monitor progress and inspect each facility to validate that all identified items have been corrected. The target implementation date is July 16, 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 taken should resolve the issues identified in the report.

Regarding recommendation 1, management provided photos of some of the corrective actions taken at the Cochituate, Winchester, and John F. Kennedy post offices, including displaying required posters, cleaning HVAC vents, labeling doors, and replacing bulbs. Management needs to provide supporting documentation and/or photos of corrective actions taken to address the remaining building maintenance, safety, and security deficiencies.

Regarding recommendation 2, management indicated that they would provide all managers at the Cochituate, Winchester, and John F. Kennedy post offices

with training on fire extinguisher inspections by June 10, 2021. In addition, management indicated they have required local management perform monthly inspections and scheduled annual inspections. Management needs to provide supporting documentation that employees completed this training, conducted monthly inspections, and scheduled annual inspections were scheduled.

Regarding recommendation 3, management indicated that they would provide all managers at the Cochituate, Winchester, and John F. Kennedy post offices with training on performing and documenting housekeeping inspections by June 16, 2021, and implemented the review of PS Form 4851, Housekeeping Inspection Logs, on a semiannual basis. Management needs to provide supporting documentation showing that employees completed this training and housekeeping inspections were performed.

Regarding recommendation 4, management indicated that they have assigned all members of management at the Cochituate, Winchester, and John F. Kennedy post offices to complete the Report Hazard, Unsafe Condition practice module in HERO¹¹ by June 10, 2021. Management also stated they would provide training on how to identify, report, document, and follow up on building maintenance, safety, and security issues by June 16, 2021. Management needs to provide supporting documentation or other evidence that employees completed the training or instruction.

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.

¹¹ HERO is the Postal Service's Human Resources system that contains training modules.

Appendix A: Facility Deficiency Summary

Facility		Cochituate	Winchester	John F. Kennedy	Total Deficiencies
Building Maintenance Issues					
1	Sink and restroom not functioning properly.	✓	D	D	2
2	Damage to items in bathroom (toilet, partitions, wall tiles etc.).	✓	D	D	2
3	Damaged floor.	✓	D	✓	1
4	Lighting Issues (burned out light bulbs, missing covers).	D	D	D	3
5	Damaged walls.	✓	D	✓	1
6	Damaged ceiling/missing tile.	D	D	D	3
7	Rusted guard rail in parking lot.	✓	D	✓	1
8	Broken/damaged fencing.	✓	D	✓	1
9	Potential water leak.	✓	✓	D	1
10	Dirty air vents.	✓	D*	D	2
11	HVAC duct work chipped.	✓	✓	D	1
12	Dock area (rotten wood, missing bumpers).	✓	D	✓	1
13	Basement door missing trim.	✓	D	✓	1
14	Trash in basement.	✓	D*	✓	1
15	Broken windowpane.	D	D	✓	2
16	Torn or missing window screens/blinds.	✓	D	✓	1

Facility	Cochituate	Winchester	John F. Kennedy	Total Deficiencies
17 Elevator not functioning properly.	✓	✓	D	1
18 Front entrance needs painting (columns, archway, and door).	✓	D	✓	1
19 Housekeeping Inspection (PS Form 4851).	D*	D*	D*	3
Building Safety Issues				
20 Broken electrical outlet cover in restroom.	D	✓	✓	1
21 Blocked electrical panels.	✓	D*	D*	2
22 Faded stop sign.	✓	D	✓	1
23 Light fixture cover missing.	D	✓	✓	1
24 Emergency exit signs not illuminated.	✓	D	✓	1
25 Fire alarm not secured to base (hanging by wires).	✓	✓	D	1
26 Fire extinguishers not inspected monthly.	D	D*	D	3
27 Fire extinguishers not inspected yearly.	✓	✓	D	1
28 Blocked fire extinguisher.	✓	✓	D	1
29 Contents in first aid kit expired.	D	D*	✓	2
30 Potholes in parking lot.	✓	D	✓	1
31 English version (3165) – OSHA poster, <i>Job Safety and Health</i> .	D*	✓	✓	1
32 Spanish version (3167) – OSHA poster, <i>Job Safety and Health</i> .	D*	D*	D*	3
33 CA-10 - <i>What a Federal Employee Should Do When Injured at Work</i> .	D*	✓	D*	2

Facility	Cochituate	Winchester	John F. Kennedy	Total Deficiencies
34 Unsecured bell cover in vestibule leading to dock area.	✓	D*	✓	1
Building Security Issues				
35 Backdoor not secured.	D	✓	✓	1
36 Missing locks on window grates.	✓	D*	✓	1
Total Deficiencies	12	25	16	53

Source: OIG analysis based on property review ✓ – No deficiency; D – Deficiency; D* – Corrected Deficiency

Appendix B: Management's Comments



June 4, 2021

Joseph E. Wolski
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Management Response: Property Condition Reviews – Cochituate, Winchester, and John F. Kennedy Post Offices in Massachusetts (Report Number 21-144)

Address the Findings and Recommendations: Thank you for the opportunity to respond to the Office of Inspector General (OIG) draft audit report, Property Conditions Reviews - Cochituate, Winchester, and John F. Kennedy Post Offices in Massachusetts.

Management has reviewed and agree with the findings and recommendations noted in the audit report. Regarding the other impact listed as risk exposure related to potential OSHA violations in the amount of \$62,546. We do agree that if cited during an OSHA visit and based on the average cost of fines as computed by the OIG, would amount to \$62,546 in potential financial risk.

Our response to the Recommendations are as follows:

Recommendation 1:

We recommend the Manager, Massachusetts-Rhode Island District, address all building maintenance, safety, and security issues identified at the Cochituate, Winchester and John F. Kennedy post offices.

Management Response/Action Plan:

Management agrees with this recommendation and will implement by addressing each finding from the audit by either acting locally or requesting assistance from Facilities Service Organization.

To request closure of this recommendation a Power Point presentation showing before and after pictures of each issue under local managements control will be submitted. The document will include ticket numbers for work not under the purview of local management and that has been scheduled but not completed. Although several of the deficiency items identified have been corrected/abated we have set a final abatement date of August 1, 2021 for all work to be completed. Each local Facility Manager will monitor the progress and then conduct a personal inspection of each facility to validate all identified items have been corrected.

Target Implementation Date:

August 1, 2021

Responsible Official:

Installation Head/Manager of Post Office Operations

Recommendation 2:

We recommend the Manager, Massachusetts-Rhode Island District, re-train management to perform and document fire extinguisher inspections monthly and annually as required at the Cochituate, Winchester, and John F. Kennedy post offices.

Management Response/Action Plan:

Management agrees with this recommendation and has implemented by requiring monthly inspections of all fire extinguishers at each of the three facilities by local management. Annual inspections will be scheduled. To request closure management is requiring all members of management in the Cochituate, Winchester, and John F. Kennedy post offices to attend training on June 10, 2021, a Learn to Grow on Fire Extinguisher Inspections. Each local Facility Manager will monitor the progress and then conduct a personal inspection of each facility to validate all identified items have been corrected.

Target Implementation Date:

July 16, 2021

Responsible Official:

Installation Head/Manager of Post Office Operations

Recommendation 3:

We recommend Manager, Massachusetts-Rhode Island District, retrain management to perform and document housekeeping inspections at the Cochituate, Winchester, and John F. Kennedy post offices and ensure all facilities continue to conduct the inspections at the required frequency.

Management Response/Action Plan:

Management agrees with this recommendation and has implemented by requiring PS Form 4851, Housekeeping Inspection Logs, in each of the reviewed facilities to be reviewed on a semi-annual basis. To request closure management is requiring all members of management in Cochituate, Winchester, and John F. Kennedy post offices to attend training on June 16, 2021, a Learn to Grow on Housekeeping Inspections. Each local Facility Manager will monitor the progress and then conduct a personal inspection of each facility to validate all identified items have been corrected and that all training has been completed.

Target Implementation Date:

July 16, 2021

Responsible Official:

Installation Head/Manager of Post Office Operations

Recommendation 4:

We recommend the Manager, Massachusetts-Rhode Island District, re-train management on how to identify, report, document, and follow up on building maintenance, safety and security issues at the Cochituate, Winchester, and John F. Kennedy post offices.

Management Response/Action Plan:

Management agrees with this recommendation and has implemented by requiring all members of management in Cochituate, Winchester, and John F. Kennedy post offices to attend training on June 16, 2021, a Learn to Grow on How to identify, report, document, and follow up on building maintenance, safety and security issues. We have also assigned management Report Hazard, Unsafe Condition/Practice Module in Hero, with a completion date of June 10, 2021. Each local Facility Manager will monitor the progress and then conduct a personal inspection of each facility to validate all identified items have been corrected/abated and that all training has been completed.

Target Implementation Date:

July 16, 2021

Responsible Official

Installation Head/Manager of Post Office Operations



Michael Rakes

District Manager, Massachusetts-Rhode Island

cc: 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, Atlantic
Vice President, Retail and Post Office Operations
Vice President, Facilities
Executive Manager, Finance & Budget, Atlantic
Corporate Audit Response Management

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