



Office of Inspector General | United States Postal Service

## Audit Report

# Mail Delivery, Customer Service, and Property Condition Reviews – Select Units, Portland, OR Region

Report Number 22-001-R22 | March 22, 2022



# Table of Contents

Cover		
Transmittal Letter .....	1	
Results.....	2	
Background.....	2	
Objective, Scope, and Methodology.....	3	
Finding Summary: .....	3	
Finding #1: Package Scanning .....	3	
What We Found .....	3	
Why Did It Occur .....	4	
What Should Have Happened .....	4	
Effect on the Postal Service and Its Customers .....	5	
Recommendation #1.....	5	
Recommendation #2.....	5	
Finding #2: Truck Arrival Scanning.....	5	
What We Found .....	5	
Why Did It Occur.....	5	
What Should Have Happened .....	5	
Effect on the Postal Service and Its Customers .....	6	
Recommendation #3.....	6	
Recommendation #4.....	6	
Finding #3: Property Conditions.....	6	
What We Found .....	6	
Why Did It Occur.....	7	
What Should Have Happened .....	7	
Effect on the Postal Service and Its Customers .....	8	
Management Actions.....	8	
Recommendation #5.....	8	
Recommendation #6.....	8	
Management's Comments.....	8	
Evaluation of Management's Comments .....	9	
Appendix A: Management's Comments.....	10	
Contact Information .....	16	

# Transmittal Letter



OFFICE OF INSPECTOR GENERAL  
UNITED STATES POSTAL SERVICE

March 22, 2022

**MEMORANDUM FOR:** WILLIAM SCHWARTZ  
MANAGER, IDAHO-MONTANA-OREGON DISTRICT  
  
PAMELA J. COOK  
MANAGER, WASHINGTON DISTRICT

A handwritten signature in black ink, reading "Joseph E. Wolski", is positioned below the memorandum text.

**FROM:** Joseph E. Wolski  
Director, Field Operations

**SUBJECT:** Audit Report – Mail Delivery, Customer Service, and  
Property Condition Reviews – Select Units, Portland, OR  
Region (Report Number 22-001-R21)

This capping report presents the results of our audits of Mail Delivery, Customer Service, and Property Condition Reviews in the Portland, OR region.

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

Attachment

cc: Postmaster General  
Corporate Audit and Response Management  
Vice President, Delivery Operations  
Vice President, Retail & Post Office Operations  
Vice President, WestPac Area



# Results

## Background

This report presents a summary of the results of our self-initiated audits assessing mail delivery, customer service, and property conditions at four select delivery units in the Portland, OR, region (Project Number 22-001). These delivery units included the Beaverton, OR, and Vancouver, WA, Main Post Offices (MPO) and the Parkrose and Piedmont Stations in Portland, OR. We issued interim reports<sup>1</sup> to district management for each of these delivery units regarding the conditions we identified. In addition, we issued a report on the efficiency of operations at the Portland Processing and Distribution Center (P&DC),<sup>2</sup> which services these four delivery units.

All four delivery units are in the WestPac Area. The Beaverton MPO and the Parkrose and Piedmont Stations are in the Idaho-Montana-Oregon District and the Vancouver MPO is in the Washington District. The four delivery units have a combined total of 188 city routes and 16 rural routes. Staffing at the delivery units, at the time of our audit, included 226 full-time city carriers, 64 part-time city carriers, 15 full-time rural carriers, 11 part-time rural carriers, 45 full-time clerks, and 20 part-time clerks (see Table 1).

The delivery units service about 330,190 people in several ZIP codes which are considered predominantly urban communities<sup>3</sup> (see Table 2).

**Table 1. Staffing and Routes**

Staffing and Route Types	Beaverton	Parkrose	Piedmont	Vancouver	Totals
Full-Time City Carriers	41	80	32	73	<b>226</b>
Part-Time City Carriers	17	12	6	29	<b>64</b>
Full-Time Rural Carriers	0	0	0	15	<b>15</b>
Part-Time Rural Carriers	0	0	0	11	<b>11</b>
Full-Time Clerks	9	13	7	16	<b>45</b>
Part-Time Clerks	12	4	0	4	<b>20</b>
City Routes	33	65	26	64	<b>188</b>
Rural Routes	0	0	0	16	<b>16</b>

Source: U.S. Postal Service Office of Inspector General (OIG) analysis of data from Variance Programs and Addressing & Geospatial Technology.

**Table 2. Demographics of Zip Codes Served**

Community	Beaverton	Parkrose	Piedmont	Vancouver	Total
Population	54,806	108,739	31,531	133,721/1,393	330,190
Type	Urban	Urban	Urban	Urban / Rural	

Source: Esri and 2010 Census Bureau Information.

<sup>1</sup> Beaverton MPO (Report Number [22-031-R22](#)), Parkrose Station (Report Number [22-029-R22](#)), Piedmont Station (Report Number [22-030-R22](#)), and Vancouver MPO (Report Number [22-032-R22](#)).

<sup>2</sup> Report Number [22-028-R22](#).

<sup>3</sup> We obtained ZIP Code information related to population and urban/rural classification from Esri (Enterprise License Agreement).

## Objective, Scope, and Methodology

Our objective was to evaluate mail delivery, customer service, and property conditions at the Beaverton and Vancouver MPOs and the Parkrose and Piedmont Stations in the Portland, OR region.

We reviewed delivery metrics including the number of routes and carriers, mail arrival time, number of reported delayed mailpieces, package scanning, and distribution up-time.<sup>4</sup> In addition, during our site visits from November 30 through December 2, 2021, we reviewed mail conditions and delivery unit safety, security, and maintenance procedures. We analyzed the scan status of mailpieces at or around the carrier cases and in the “Notice Left”<sup>5</sup> areas and interviewed delivery unit management and employees.

We conducted this audit from November 2021 through March 2022 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 February 22, 2022 and included their comments where appropriate.

We relied on computer-generated data from the Product Tracking and Reporting system,<sup>6</sup> the Surface Visibility<sup>7</sup> database, and the electronic Facilities Management System.<sup>8</sup> Although we did not test the validity of the controls over these systems, we assessed the accuracy of the data by reviewing existing information, comparing data from other sources, observing operations, and interviewing Postal Service officials knowledgeable about the data. We determined the data were sufficiently reliable for the purposes of this report.

<sup>4</sup> Time of day when clerks have completed distributing mail to the carrier routes.

<sup>5</sup> The area of a postal facility where letters or packages that the carriers were unable to deliver are stored for customer pickup.

<sup>6</sup> A system of record for all delivery status information for mail and packages with trackable services and barcodes.

<sup>7</sup> Surface Visibility collects end-to-end data by linking multiple scans of a single asset to create visibility data to support planning, management, and optimization of the surface network.

<sup>8</sup> A custom-built Postal Service system used to manage work orders, contracts, and payments for facility construction, repairs, and alteration contracts, along with real estate contracts.

## Finding Summary:

We identified deficiencies affecting mail delivery, customer service, and property conditions at all four delivery units. Specifically, we found deficiencies with package scanning, truck arrival scanning, and property conditions. We did not identify delayed mail at any of the delivery units (see Table 3).

**Table 3. Summary of Results**

Controls Reviewed	Deficiencies Identified – Yes or No			
	Beaverton	Parkrose	Piedmont	Vancouver
Unreported Delayed Mail	No	No	No	No
Package Scanning	Yes	Yes	Yes	Yes
Truck Arrival Scanning	Yes	Yes	Yes	Yes
Property Conditions	Yes	Yes	Yes	Yes

Source: OIG summary of results from fieldwork during week of November 29, 2021.

## Finding #1: Package Scanning

### What We Found

Delivery unit employees improperly scanned 38,910 packages at the delivery unit rather than at the customer’s delivery address between August and October 2021 (see Table 4). Further analysis of the scan data for these packages showed that 97.21 percent were scanned “Delivered”.

**Table 4. Stop-the-Clock<sup>9</sup> (STC) Scans by Type**

STC Scan Type	Beaverton	Parkrose	Piedmont	Vancouver	Total	Percentage
Delivered	21,589	2,618	12,271	1,345	37,823	97.21
No Secure Location	24	44	59	568	695	1.79
Receptacle Full/ Item Oversized	59	51	20	86	216	.56
Refused	2	91	1	18	112	.29
No Authorized Recipient	45	8	4	7	64	.16
<b>Total</b>	<b>21,719</b>	<b>2,812</b>	<b>12,355</b>	<b>2,024</b>	<b>38,910</b>	<b>100<sup>10</sup></b>

Source: OIG analysis of the Postal Service's Product Tracking and Reporting System.

In addition, on the morning of November 30, 2021, we judgmentally selected 110 packages in or around the carriers' cases and another 120 from the "Notice Left" areas to review and analyze scanning and tracking data. Of the 230 sampled packages, 59 packages had missing or improper scans including:

- Thirty-eight with "Delivered" scans that should only be made when the package is successfully left at the customer's delivery address.
- Seventeen that were missing STC scans to let the customer know the reason for non-delivery.
- Two that were scanned as "Forward" and should have been sent to the new address.
- Two that were scanned at a point other than the delivery address.

Further, we found 45 packages in the "Notice Left" areas that were not returned to the sender, as required.<sup>11</sup> These packages ranged from four to 112 days past their return dates.

### Why Did It Occur

At all four sites, these scanning issues occurred because management did not adequately monitor and enforce proper package scanning and handling procedures. At the Beaverton MPO and the Parkrose and Piedmont Stations, management explained that they directed employees to scan firm sheets<sup>12</sup> as "Delivered" at the delivery units for high-volume customers. In addition, carriers at the Vancouver MPO and the Parkrose Station stated that they scanned packages at the delivery units for broken or vandalized cluster box units (CBUs). Management at all four delivery units did not review the return guideline dates for undelivered packages in the "Notice Left" areas.

### What Should Have Happened

Management should have monitored scan performance daily and enforced package scanning compliance. The employees who delivered the packages should have scanned them or a firm sheet listing the packages at the customer's delivery address when the packages were delivered instead of scanning them at

<sup>9</sup> A scan event that indicates the Postal Service has completed its commitment to deliver or attempt to deliver the mail piece. Examples of STC scans include "Delivered", "Available for Pick-up", "No Access", and "Business Closed".

<sup>10</sup> Total percentage does not equal 100 percent due to rounding.

<sup>11</sup> *Notice Left and Return Guidelines*, dated July 2007, state that domestic packages should be returned to the sender on the 15th calendar day after a notice is left and international packages should be returned to the sender on the 30th calendar day after a notice is left.

<sup>12</sup> A list of packages for delivery to one address documented with a single barcode. Firm sheets are used to link packages sent to one address on a single form.

the delivery unit. When cluster boxes are inoperable, carriers should attempt to deliver and scan packages at the customer's delivery address instead of scanning them at the delivery unit. The Postal Service's goal is to ensure proper delivery attempts for mailpieces to the correct address with proper service,<sup>13</sup> which includes scanning packages at the time and location of delivery.<sup>14</sup> Packages in the "Notice Left" areas should have been reviewed for second notices and returned to the sender if they remained after the prescribed number of days.

### Effect on the Postal Service and Its Customers

Customers rely on accurate scan data to track their packages in real time. When employees do not scan mailpieces correctly, customer service is diminished when customers are unable to determine the actual status of their packages. By improving scanning and handling operations, management can potentially improve mail visibility, increase customer satisfaction, and enhance the customer experience and Postal Service brand.

#### Recommendation #1

We recommend the **District Manager, Idaho-Montana-Oregon**, develop and execute a plan to ensure that employees at the Beaverton Main Post Office and the Parkrose and Piedmont Stations follow standard operating procedures for package scanning and handling, and that unit management systematically reviews scan data and enforces compliance.

#### Recommendation #2

We recommend the **District Manager, Washington**, develop and execute a plan to ensure that employees at the Vancouver Main Post Office follow standard operating procedures for package scanning and handling, and that unit management systematically reviews scan data and enforces compliance.

## Finding #2: Truck Arrival Scanning

### What We Found

Employees did not always scan incoming trailer/truck barcodes (99T)<sup>15</sup> as required. We reviewed data related to morning truck arrival scans from September 1 through November 18, 2021, and found that employees did not perform scans for 810 of the 921 (87.95 percent) trips arriving from the Portland P&DC (see Table 5).

**Table 5. Truck Arrival Scans on Incoming AM Trips**

Delivery Units	Inbound AM Trips	Missed Arrive Scans	Missed Scan Percent
Beaverton	225	163	72.44
Parkrose	273	224	82.05
Piedmont	208	208	100.00
Vancouver	215	215	100.00
<b>Total</b>	<b>921</b>	<b>810</b>	<b>87.95</b>

Source: OIG analysis of data extracted from the Postal Service's Surface Visibility System.

### Why Did It Occur

At all four sites, lack of scanning occurred because management did not properly monitor 99T scan performance data to ensure staff followed truck arrival scanning procedures.

### What Should Have Happened

Management should have reviewed the Arrive Depart tracking report in the Regional Intelligent Mail Server to ensure that all expected truck scans were being performed. According to Postal Service policy,<sup>16</sup> employees must scan the

<sup>13</sup> *Delivery Done Right the First Time* stand-up talk, March 2020.

<sup>14</sup> *Carriers Delivering the Customer Experience* stand-up talk, July 2017.

<sup>15</sup> The 15-digit trailer barcode on the back door and inside right and left walls of the trailer.

<sup>16</sup> *United States Postal Service Standard Operating Procedure* – Subject: Trailer Scans at the Delivery Units (DU).

trailer barcode on Postal Service trailers/trucks<sup>17</sup> and Highway Contract Route<sup>18</sup> trucks arriving at the delivery unit during local operating hours.

### Effect on the Postal Service and Its Customers

When employees do not scan the 99T barcode, the Postal Service does not receive timely transportation information and is unable to address issues that may be causing mail delays, which could affect customer service.

#### Recommendation #3

We recommend the **District Manager, Idaho-Montana-Oregon**, develop and execute a plan to ensure management at the Beaverton Main Post Office and the Parkrose and Piedmont Stations reviews truck/trailer arrival scanning performance daily and enforces compliance.

#### Recommendation #4

We recommend the **District Manager, Washington**, develop and execute a plan to ensure management at the Vancouver Main Post Office reviews truck/trailer arrival scanning performance daily and enforces compliance.

## Finding #3: Property Conditions

### What We Found

We found safety and maintenance issues at all four delivery units. Specifically:

- At the Beaverton MPO, we identified uneven floors at the customer front entrance, a loose handrail on the dock caused by crumbling concrete, lobby doors that did not work properly, and over 60 percent of lightbulbs in the workroom area were burned out (see Figure 1).
- At the Parkrose Station, we identified fire extinguishers that were missing monthly and annual inspections, blocked exit route doors, and a metal object protruding from cement (see Figure 2).

- At the Piedmont Station, we identified fire extinguishers that were missing monthly and annual inspections, blocked exit route doors, and pieces of ceiling missing in the loading dock area (see Figure 3).
- At the Vancouver MPO, we identified fire extinguishers that were missing monthly inspections, water-stained ceiling tiles, an inoperable urinal and toilet in the men's room, and damaged asphalt in the customer and employee parking lots (see Figure 4).

Figure 1. Beaverton MPO

Inoperable Workroom Floor Lights



Source: OIG photo taken November 30, 2021.

<sup>17</sup> A service operated by Postal Service employees to transport mail between mail processing facilities, post offices, post office branches, post office stations, detached mail units, various postal customers, and terminals.  
<sup>18</sup> A contractor provided service to transport mail between postal facilities by land, air, water, and rail.



**Figure 2. Parkrose Station**

Blocked Exit Route



Source: OIG photos taken December 1, 2021.

Cement With Protruding Metal Object



**Figure 3. Piedmont Station**

Blocked Emergency Exit and Extinguisher



Source: OIG photos taken December 1, 2021.

Missing Ceiling on Loading Dock



**Figure 4. Vancouver Main Post Office**

Broken Urinal



Damaged Asphalt



Source: OIG photos taken November 30, 2021.

### Why Did It Occur

Delivery unit management did not take the necessary actions to ensure that property condition issues were corrected. Specifically, Beaverton MPO management did not properly report some of the issues and did not follow-up on the status of the issues they did report to determine the next action to take. Further, management at the Parkrose and Piedmont Stations and the Vancouver MPO stated that other duties, such as addressing customer inquiries and ensuring mail delivery operations were followed, took priority.

### What Should Have Happened

Management should have provided sufficient oversight of personnel responsible for maintaining facilities, reported safety and maintenance issues as they arose, and followed up for completion. The Postal Service is required to maintain a safe environment for its employees and customers. In addition, the Occupational Safety and Health Administration requires employers to provide a safe and healthy workplace free of recognized hazards.<sup>19</sup>

<sup>19</sup> Occupational Safety and Health Administration Act of 1970 and Handbook EL-801, *Supervisor's Safety Handbook*.

## Effect on the Postal Service and Its Customers

Management's attention to maintenance and safety deficiencies can reduce the risk of injuries to employees and customers; reduce related costs, such as workers' compensation claims, lawsuits, and Occupational Safety and Health Administration penalties; and enhance the customer experience and Postal Service brand.

## Management Actions

During our audit, management provided support for the following actions taken:

- Management at the Parkrose Station provided documentation that blocked exit routes were cleared and the metal object protruding from the cement was removed.
- Management at the Piedmont Station provided documentation that fire extinguishers were current on inspections and the blocked exit routes were cleared.
- Management at the Vancouver MPO provided documentation that fire extinguisher inspections were current, ceiling tiles were replaced, and a work order was submitted to replace the inoperable urinal.

### Recommendation #5

We recommend the **District Manager, Idaho-Montana-Oregon**, address all remaining building maintenance and safety issues identified at the Beaverton Main Post Office and the Parkrose and Piedmont Stations.

### Recommendation #6

We recommend the **District Manager, Washington**, address all remaining building maintenance and safety issues identified at the Vancouver Main Post Office.

## Management's Comments

Management generally agreed with the findings and recommendations in the report, but partially disagreed with finding 1.

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

Regarding finding 1, district management did not agree the issue was with local management inadequately monitoring or enforcing package scanning and handling procedures. In addition, management stated that if the 38 packages we found at the delivery unit with a "Delivered" scan were held because of a damaged CBU, they disagreed that they were mishandled. Management agreed with the findings related to other scanning issues identified in the report.

Regarding recommendation 1, management will enforce scanning compliance at all three sites. Currently, the carrier is now scanning the firm sheets at the locations when delivering the mail and management is reviewing scans daily. They also plan on meeting with Logistics to either develop a process or have headquarters or area management determine that scanning the packages at the Piedmont Station is the appropriate action for a re-shipper business. Management's target implementation date is 9/30/22.

Regarding recommendation 2, management stated that all packages are being scanned once delivered and they will be reviewing the scan data. The target implementation date is 3/31/22.

Regarding recommendation 3, management will enforce truck/trailer arrival scanning compliance at all three locations and will be reviewing scan reports daily. The target implementation date is 3/30/22.

Regarding recommendation 4, management stated the Vancouver MPO now has scanners accessible to make the 99T truck arrival scans. Management will monitor the truck arrival scans by using the headquarter reports and communicating the findings with the clerks daily. The target implementation date is 3/31/22.

Regarding recommendation 5, management stated that they have had the fire extinguishers professionally serviced and have begun monthly inspections for Piedmont Station. All items blocking access have been removed and they have scheduled the repair of the missing ceiling with the landlord. Regarding Parkrose Station, management stated that they will monitor doorways and exits for access, recognize and report hazards on the day they are identified, and complete

monthly inspections of fire extinguishers. The target implementation date for the Piedmont and Parkrose Stations is 3/30/22. Concerning the Beaverton MPO, management stated that the pothole in the parking lot and both lobby doors have been repaired, the interior lighting will be updated to LED style fluorescent lighting, and that the concrete work has been scheduled for repair with a contractor. The target implementation date for Beaverton MPO is 6/30/22.

Regarding recommendation 6, management stated they have requested a new urinal and received a quote from a contractor. The target implementation date is 3/31/22.

### **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.

In response to management's partial disagreement with finding 1, we maintain that package scanning should occur at the time and location of delivery and management should have enforced proper package scanning procedures. Management's plans to have carriers scan firm sheets at the delivery address when delivering the mail should resolve the re-shipper scanning issue. Regarding the 38 packages that we found at the unit that were scanned "Delivered," carriers should use other scans such as "No Secure Location Available" if they are unable to deliver a package due to a damaged CBU. However, since the packages were scanned "Delivered", there is no way for management to determine why the package was at the delivery unit. The planned actions to review scans daily should resolve the improper scanning issue.

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

# Appendix A: Management's Comments



March 11, 2022

JOHN CIHOTA  
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Capping Report - Mail Delivery, Customer Service, and Property Conditions  
Review – Portland, OR Region Project Number 22-001-DRAFT

Thank you for providing the Postal Service with an opportunity to review and comment on the findings contained in the draft capping report, Mail Delivery, Customer Service, and Property Conditions Review – Portland, OR Region.

Following are our comments on each of the three findings.

**Finding #1:**

Management respectfully partially disagrees with Finding #1: Delivery unit employees improperly scanned 38,910 packages at the delivery unit rather than at the customer's delivery address between August and October 2021. Further analysis of the scan data for these packages showed that 97.21 percent were scanned "Delivered."

As communicated multiple times during OIG in person and telecom reviews, this finding relates to re-shipper customers in question and the proposed processes do not support logistics drivers scanning the packages upon delivery. ***This is not an issue of local management inadequately monitoring or enforcing package scanning and handling procedures.***

Disagrees – Thirty-eight with "Delivered" scans that should only be made when the package is successfully left at the customer's delivery address because there was no distinction of why these packages were at the carrier cases. If they were packages that were held at the carrier's case due to CBU damage or vandalism, then I would not agree with this portion of Findings #1. However, if these packages were not identified as being held for CBU vandalism, customer requested hold, then I would agree that the 38 packages may have been mishandled.

In agreement – Seventeen that were missing STC scans to let the customer know the reason for non – delivery.

In agreement – Two that were scanned as "Forward" and should have been sent to the new address.

In agreement – Two that were scanned at a point other than the delivery address.



**Finding #2:**

Management agrees with Finding #2: Employees did not always scan incoming trailer/truck barcodes (99T) as required. We reviewed data related to morning truck arrival scans from September 1 through November 18, 2021, and we found that employees did not perform scans for 810 of the 921 (87.95 percent) trips arriving from the Portland P&DC.

**Finding #3:**

Management agrees with Finding #3: We found safety and maintenance issues at all four delivery units. Specifically:

- At the Beaverton MPO, we identified uneven floors at the customer front entrance, a loose handrail on the dock caused by crumbling concrete, lobby doors that did not work properly, and over 60 percent of lightbulbs in the workroom area were burned out.
- At the Parkrose Station, we identified fire extinguishers that were missing monthly and annual inspections, blocked exit route doors, and a metal object protruding from cement.
- At the Piedmont Station, we identified fire extinguishers that were missing monthly and annual inspections, blocked exit route doors, and pieces of ceiling missing in the loading dock area.
- At the Vancouver MPO, we identified fire extinguishers that were missing monthly inspections, water-stained ceiling tiles, an inoperable urinal and toilet in the men's room, and damaged asphalt in the customer and employee parking lots.

**Recommendation [1]:**

We recommend the District Manager, Idaho-Montana-Oregon, develop and execute a plan to ensure that employees at the Beaverton Main Post Office and the Parkrose and Piedmont Stations follow standard operating procedures for package scanning and handling, and that unit management systematically reviews scan data and enforces compliance.

**Management Response/Action Plan:**

Management agrees with this recommendation.

The IMO District will enforce scanning compliance at all three of their sites (Parkrose Station, Piedmont Station, and Beaverton Evergreen Station).

The alternative plan is to use the six-month T.I.D. to meet with logistics and either develop a process or have HQ/Area determine that scanning the packages at the Piedmont Station is the appropriate action for a re-shipper business.

- 3 -

Piedmont – Management agrees that these 12,355 packages from our firms/re-shippers that are picked up and delivered by MVS were scanned delivered from the Post Office. We will be asking MVS if they can scan the firm sheets delivered onsite. **The carrier is scanning the firm sheets at the location when delivering the mail. We are pulling reports and reviewing scans daily.** We reserve the right for Logistics to answer if they will be making the scans.

Parkrose – Most of these scans are the 57 re-shippers that average just over 10K pieces per day. We have changed where these parcels are run and staged. Only the rejects from the EPPS goes to the Parkrose station. The daily volume is now running on the EPPS at the Portland P&DC and logistics delivers from the Portland P&DC to the re-shipper or staged at the AMF/retail station for delivery to the re-shipper from logistics. Currently, the plant sends the firm sheets to Parkrose station who scans them. We will ask logistics to scan the firm sheets in the future to provide the visibility to the customer. Logistics currently does not have scanners. **The carrier is scanning the firm sheets at the location when delivering the mail. We are pulling reports and reviewing scans daily.** We will reserve the right for Logistics to respond to the issue. Management will also review the notice left operation and ensure we are timely.

Beaverton – Past practice was in place to scan firm sheets at the unit due to a loss of scanning data with old scanners. Management immediately put in place the proper SOP of having the firm sheets attached to the containers every delivery day. By doing so, the parcel post employee would be able to load containers in postal vehicle by stop which would ensure the firm sheet scans are completed at the place of delivery. Since the audit took place, we have followed the proper practice. We are checking our scans daily in both RIMS and EOD.

**Target Implementation Date:**

Piedmont/Parkrose/Beaverton – 09/30/2022

**Responsible Official:**

Piedmont/Parkrose – MCS  
Beaverton - Postmaster

**Recommendation [2]:**

We recommend the **District Manager, Washington**, develop and execute a plan to ensure that employees at the Vancouver Main Post Office follow standard operating procedures for package scanning and handling, and that unit management systematically reviews scan data and enforces compliance.

**Management Response/Action Plan:**

Management agrees with this recommendation.

Management stated that due to COVID, the apartment buildings changed their mode of delivery, some packages were scanned at the delivery unit, and some were scanned at

the address. Now all the packages are scanned once delivered, and management will review the scan data.

**Target Implementation Date:** 03/31/2022

**Responsible Official:** Postmaster

**Recommendation [3]:**

We recommend the **District Manager, Idaho-Montana-Oregon**, develop and execute a plan to ensure management at the Beaverton Main Post Office and the Parkrose and Piedmont Stations reviews truck/trailer arrival scanning performance daily and enforces compliance.

**Management Response/Action Plan:**

Management agrees with this recommendation.

The IMO District will enforce scanning compliance at all three of their sites (Parkrose Station, Piedmont Station, and Beaverton Evergreen Station).

Piedmont – does not have a loading dock, so it is very time consuming to leave the Distribution area twice per truck to complete this task. In addition to that it is extremely difficult and borderline unsafe for our clerks to climb up into the trucks. We will ask the driver while they are in their trailer to make the scan as to avoid climbing up in the trailer. **We are pulling reports and reviewing scans daily.**

Parkrose – Management has properly trained all employees assigned to Parkrose Station (Clerks and EAS). Each clerk is aware of the scanning process, arrival, and the scanning of placards from every truck. A Lead clerk was assigned to properly train each new employee assigned to Parkrose and documented on training record. Management follows up with all clerks on our early morning scanning process from truck and distribution productivity. **We are pulling reports and reviewing scans daily.**

Beaverton – Management performed training to dock personnel as well as to the distribution clerks for the entire unit. Once again past practice and failure to communicate on the management team created a score of 72, 44% failure rate. We can correct the deficiency by coaching and communicating to our team the importance of visibility for our customers packages. From December 3rd, 2021 to January 22nd, 2022 the unit received 142 inbound loads and reduced the failure rate to 6.64%, or a success score of 93.36%. What came up in my findings - trucks that arrived on a Sunday were not getting scanned due to the skeleton staffing on Sundays. We have made schedule changes for Sunday Amazon delivery due to later arrival time but will ensure a truck scan for our Sunday drops. We are checking our scans daily in both RIMS and EOD.

**Target Implementation Date:**

Piedmont/Parkrose/Beaverton – 03/30/2022

- 5 -

**Responsible Official:**

Piedmont/Parkrose – MCS  
Beaverton - Postmaster

**Recommendation [4]:**

We recommend the **District Manager, Washington**, develop and execute a plan to ensure management at the Vancouver Main Post Office reviews truck/trailer arrival scanning performance daily and enforces compliance.

**Management Response/Action Plan:**

Management agrees with this recommendation.

Management is Vancouver now have scanners accessible and have been scanning the 99T. Management will continue daily monitoring of the truck arrival scan by utilizing the reports sent out daily by HQ's team and communicating the findings daily with the clerks.

**Target Implementation Date:** 03/31/2022

**Responsible Official:** Postmaster

**Recommendation [5]:**

We recommend the **District Manager, Idaho-Montana-Oregon**, address all remaining building maintenance and safety issues identified at the Beaverton Main Post Office and the Parkrose and Piedmont Stations.

**Management Response/Action Plan:**

Management agrees with this recommendation.

Piedmont – Management has had all 6 fire extinguishers professionally serviced at a cost of \$146 and has begun monthly inspections. All items blocking the locations have also been removed. The piece of the missing ceiling is scheduled to be covered as one of the next projects by the owner as his next is repairing the entrance gate.

Parkrose – Management will do a walkthrough of the building daily and weekly to maintain the safety and security of the building. Management at Parkrose will continue to monitor exits, doorways, and maintain signs in good conditions where "Do Not Block" is noted. Management will recognize hazards and address them on that day to include any workorders to be submitted for repairs; workorders will be documented and filed for future inspections and OSHA regulations. We have identified the issues and current management has corrected them at this time. Unblocked doors and removed metal plate attached to wall that was a safety issue for anyone passing by. Monthly fire extinguisher inspection is now current.

Beaverton – The large pothole in carrier lot was repaired on December 14th, 2021  
**(FSSP work order 2721595)**

>Both lobby doors were repaired/replaced on December 16th, 2021



**(FSSP work order 2721595)**

Entire interior lighting will be swapped out to LED style fluorescents. Since a lift was needed, Manager of Field Maintenance has scheduled a team to come on February 17th and 18th, 2022 to complete the update of our lighting fixtures. It was completed on 12/18/2022.

Dock stairwell will need outside contractor to perform the needed concrete work. This was repaired in July of 2017, but erosion and constant usage has made the concrete chip off one of the corners and will soon make it unsafe to use the handrail. This was called into FSSP and has been looked at. Additional contractor is needed to complete the work to have this abated. This cannot be addressed until May when the weather is warmer for curing purposes. **(FSSP work order 3281518)**

**Target Implementation Date:**

Piedmont/Parkrose – 03/30/2022

Beaverton – 6/30/2022

**Responsible Official:**

Piedmont/Parkrose – MCS

Beaverton - Postmaster

**Recommendation [6]:**

We recommend the **District Manager, Washington**, address all remaining building maintenance and safety issues identified at the Vancouver Main Post Office.

**Management Response/Action Plan:**

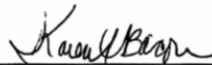
Management agrees with this recommendation.

Management stated that they have requested a new urinal, instead of fixing the current one. They had a contractor come out to give them a quote, which is being handled by the field manager for IMO. Management stated they will send all supporting documents and or a date for repair completion with the management response. As indicated in OIG's report immediate action was taken during the visit: "During our audit, management took corrective action for the fire extinguishers as they attached monthly inspection tags to all 15 extinguishers and assigned one of the custodians to perform monthly inspections."

**Target Implementation Date:** 03/31/2022

**Responsible Official:** Postmaster

  
William Schwartz  
District Manager, Portland OR

  
Karen Bacon For Pam Cook  
District Manager Washington District, WA

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

Contact us via our [Hotline](#) and [FOIA](#) forms.  
Follow us on social networks.  
Stay informed.

1735 North Lynn Street  
Arlington, VA 22209-2020  
(703) 248-2100

For media inquiries, please email  
[press@uspsoig.gov](mailto:press@uspsoig.gov) or call 703-248-2100