



Office of Inspector General | United States Postal Service

Audit Report

Mail Delivery, Customer Service, and Property Conditions - Beaverton Main Post Office, Beaverton, OR

Report Number 22-031-R22 | February 8, 2022



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Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

February 8, 2022

MEMORANDUM FOR: WILLIAM SCHWARTZ,
MANAGER, IDAHO-MONTANA-OREGON DISTRICT

A handwritten signature in black ink, reading "Lazerick C. Poland", is positioned below the recipient information.

FROM: Lazerick Poland
Director, Field Operations

SUBJECT: Audit Report – Mail Delivery, Customer Service, and Property
Conditions Review – Beaverton Main Post Office, Beaverton,
OR (Report Number 22-031-R22)

This report presents the results of our audit of Mail Delivery, Customer Service, and Property Conditions Review – Beaverton Main Post Office, Beaverton, OR.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Ricardo Martinez, Operational Manager, or me 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 interim report presents the results of our self-initiated audit of mail delivery, customer service, and property conditions at the Beaverton Main Post Office in Beaverton, OR (Project Number 22-031). The Beaverton Main Post Office is in the Idaho-Montana-Oregon District of the WestPac Area. The post office services ZIP Codes 97005 and 97008.¹ There are about 54,806 people living in these ZIP Codes, which are considered urban communities.² We chose the Beaverton Main Post Office based on the number of stop-the-clock³ (STC) scans occurring at the delivery unit, rather than at the customer's delivery address.

Objective, Scope, and Methodology

Our objective was to evaluate mail delivery, customer service, and property conditions at the Beaverton Main Post Office in Beaverton, OR.

To accomplish our objective, we focused on these four audit areas: delayed mail, package scanning, truck arrival scans, and property conditions. Specifically, we reviewed delivery metrics including the number of routes and carriers, mail arrival time, amount of reported delayed mail, package scanning, and distribution up-time.⁴ During our site visit from November 30 through December 2, 2021, we reviewed mail conditions; package and truck arrival scanning procedures; and unit safety, security, and maintenance conditions. We also analyzed the scan status of mailpieces at the carrier cases and in the "Notice Left" area⁵ and interviewed unit management and employees. We discussed our observations and conclusions as summarized in Table 1 with management on January 20, 2022, and included their comments where appropriate.

The Beaverton Main Post Office is one of four delivery units⁶ the U.S. Postal Service Office of Inspector General (OIG) reviewed during the week of November 29, 2021, that are serviced by the Portland Processing and Distribution Center (P&DC). We issued this interim report to provide the Postal Service with timely information regarding the conditions we identified at the Beaverton Main Post Office. We will issue a separate report⁷ that provides the Postal Service with the overall findings and recommendations for all four delivery units. See [Appendix A](#) for additional information about our scope and methodology.

Results Summary

We identified issues affecting mail delivery, customer service, and property conditions at the Beaverton Main Post Office. Specifically, we found deficiencies with three of the four areas we reviewed (see Table 1).

Table 1. Summary of Results

Audit Area	Issues Identified	
	Yes	No
Unreported Delayed Mail		X
Package Scanning	X	
Truck/Trailer Arrival Scanning	X	
Property Conditions	X	

Source: Results of our fieldwork during week of November 29, 2021.

1 The unit also services ZIP Codes 97075, 97076, 97077 and 97279 which are used for PO Boxes and business customers.

2 We obtained ZIP Code information related to population and urban/rural classification from Esri, which is based on 2010 Census Bureau information.

3 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."

4 Time of day that clerks have completed distributing mail to the carrier routes.

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

6 The other three units were Parkrose Station, Portland, OR (Project Number 22-029); Piedmont Station, Portland, OR (Project Number 22-030); and Vancouver Main Post Office, Vancouver, WA (Project Number 22-032).

7 The project number for the separate report is 22-001.

Finding #1: Package Scanning

What We Found

Employees improperly scanned 21,719 packages at the delivery unit rather than at the customer's delivery address between August and October 2021 (see Table 2). Further analysis of the scan data for these packages showed about 99 percent were scanned "Delivered."

Table 2. STC Scans at Delivery Unit

STC Scan Type	August	September	October	Total	Percent
Delivered	13,363	6,374	1,852	21,589	99.40%
Receptacle Full / Item Oversized	18	18	23	59	0.27%
No Authorized Recipient	20	3	22	45	0.21%
No Secure Location	13	10	1	24	0.11%
Refused	1	0	1	2	0.01%
Totals	13,415	6,405	1,899	21,719	100%

Source: OIG analysis of the Postal Service's Product Tracking and Reporting (PTR) System⁸ data.

In addition, on the morning of November 30, 2021, before carriers arrived for the day, we selected 60 packages⁹ to review and analyze scanning and tracking data. Of the 60 sampled packages, 33 had missing or improper scans. These included 22 packages that were scanned "Delivered", which should only be performed when the package is successfully left at the customer's delivery address. There were also nine packages that were missing STC scans to let the customer know

the reason for non-delivery and two packages in the "Notice Left" area that were scanned as forwarded and should have been sent to the new address.

Further, we found 14 packages in the "Notice Left" area that were not returned to the sender, as required.¹⁰ These packages ranged from eight to 86 days past their return dates.

Why Did it Occur

These scanning issues occurred because management did not adequately monitor and enforce proper package scanning and handling procedures. For the 21,719 packages improperly scanned at the unit, management explained that they have several customers that receive large quantities of packages each day. Previous management wanted to ensure the scans were completed and had instructed carriers to perform a "Delivered" scan at the delivery unit instead of the delivery address.

What Should Have Happened

Management should have monitored scan performance daily and enforced compliance. The carrier that delivered the packages should have scanned them at the delivery address when the packages were delivered 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,¹¹ which includes scanning packages at the time and location of delivery.¹² Packages in the "Notice Left" area 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, customers are unable to determine the actual status of their packages. By improving scanning and handling

⁸ A system of record for all delivery status information for mail and packages with trackable services and barcodes.

⁹ We judgmentally selected 30 packages from the carrier cases and 30 packages from the "Notice Left" area.

¹⁰ *Notice Left and Return Guidelines*, dated July 2007, states that domestic packages should be returned to sender on the 15th calendar day after a notice is left and international packages should be returned to sender on the 30th calendar day after a notice is left.

¹¹ *Delivery Done Right the First Time* stand-up talk, March 2020.

¹² *Carriers Delivering the Customer Experience* stand-up talk, July 2017.

operations, management can potentially improve mail visibility, increase customer satisfaction, and enhance the customer experience and Postal Service brand.

Finding #2: Truck Arrival Scans

What We Found

Employees at the Beaverton Main Post Office did not always scan incoming trailer/truck barcodes (99T), as required.¹³ We reviewed data related to morning truck arrival scans from September 1 through November 18, 2021, and found that employees did not perform a scan for 163 of 225 scheduled trucks (about 72 percent) arriving from the Portland P&DC (see Table 3).

Table 3. Truck Arrival Scans from September 1 through November 18, 2021

Month	Count of Inbound Trips	Count of Missed 99T Scans	Percent Missing
September	85	61	71.76%
October	88	62	70.45%
November	52	40	76.92%
Totals	225	163	72.44%

Source: OIG analysis of data extracted from the Postal Service's Surface Visibility System.¹⁴

Why Did It Occur

Management did not properly monitor 99T scan performance data to ensure all trucks received an arrival scan.

What Should Have Happened

Management should have performed reviews of the Arrive Depart Tracking Report to ensure that all expected truck scans were being performed. According to Postal Service Policy,¹⁵ employees must scan the trailer barcode on

¹³ The 15-digit trailer barcode on the back door and inside right and left walls of the trailer.

¹⁴ 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.

¹⁵ *United States Postal Service Standard Operating Procedure – Subject: Trailer Scans at the Delivery Units.*

Postal Service trailer/trucks and Highway Contract Route 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.

Finding # 3: Property Conditions

What We Found

We found safety and maintenance issues at the Beaverton Main Post Office, including uneven floors at the customer front entrance and a loose handrail on the dock caused by crumbling concrete (see Figure 1). In addition, we identified lobby doors that did not work properly (see Figure 2) and over 60 percent of the light bulbs in the workroom area were burned out (see Figure 3).

Figure 1. Crumbling Concrete on Dock



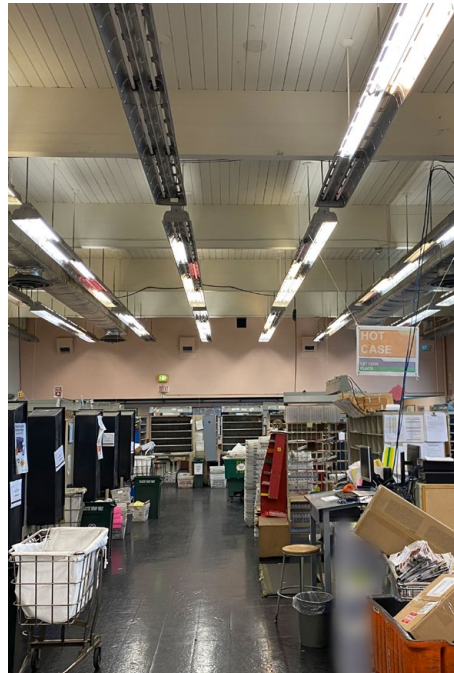
Source: OIG photo taken November 30, 2021.

Figure 2. Door that Does Not Close Properly



Source: OIG Photo taken November 30, 2021.

Figure 3. Burned-Out Lights on Workroom Floor



Source: OIG Photo taken November 30, 2021.

Why Did It Occur

Unit management did not take the necessary actions to ensure that the property condition issues we identified were corrected prior to our visit. Specifically, management did not properly report the lighting issues and the uneven floors at the customer entrance in the electronic Facilities Management System (eFMS).¹⁶ Although management did report the cracked cement and the lobby door that did not work properly, they did not promptly follow-up on the status of the requests to determine the next action to take.

What Should Have Happened

Management should have provided sufficient oversight to 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 employees and customers. In addition, the Occupational Safety and Health Administration (OSHA) requires employers to provide a safe and healthy workplace free of recognized hazards.¹⁷

Effect on the Postal Service and Its Customers

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.

¹⁶ 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.

¹⁷ OSHA Act of 1970 and Handbook EL-801, *Supervisor's Safety Handbook*.

Appendices

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Appendix A: Additional Information

We conducted this audit from November 2021 through February 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 relied on computer-generated data from the PTR system, the Surface Visibility database, and the eFMS. 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.

Appendix B: Management's Comments



January 28, 2022

JOHN CIHOTA
DIRECTOR, AUDIT OPERATIONS

**SUBJECT: Mail Delivery, Customer Service, and Property Conditions Review –
Beaverton PO, Portland, OR Project Number 22-031-DRAFT**

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

Following are our comments on each of the three findings.

Finding #1:

Employees improperly scanned 21,719 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 about 93 percent were scanned "Delivered."

Management Response:

Beaverton Management concurs with the findings.

Past practice was in place to scan firm sheets at the unit due to a loss of scanning data with older 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.

Finding #2:

Employees at the Beaverton Main Post Office 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 found that employees did not perform a scan for 163 of 225 scheduled trucks (about 72 percent) arriving from the Portland P&DC.

Management Response:

Management agrees with this finding.

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, a 44 percent failure rate. We can correct the deficiency by coaching and communicating to our team the importance of visibility for our customers packages.

7007 NE CORNFoot RD – DEPT. 100
PORTLAND OR 97218-8300

FAX: 971-201-3309

From December 3, 2021, to January 22, 2022, the unit received 142 inbound loads and reduced the failure rate to 6.64 percent, or a success score of 93.36 percent. Management found 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 deliveries due to later arrival times and will ensure a truck scan for the Sunday drops.

Finding #3:

We found safety and maintenance issues at the Beaverton Post Office, including uneven floors at the customer front entrance and a loose handrail on the dock caused by crumbling concrete. In addition, we identified lobby doors that did not work properly and over 60 percent of the light bulbs in the workroom area were burned out.

Management Response:

Management agrees with this finding.

The three different safety deficiencies in this finding have been addressed by custodial and EAS staff.

ABATED:

- The large pot hole in carrier lot was repaired on December 14, 2021. (FSSP work order 2721595)
- Both lobby doors were repaired/replaced on December 16, 2021. (FSSP work order 2721595)
- Entire interior lighting will be swapped out to LED style fluorescent lights. Since a lift was needed, the Manager of Field Maintenance has scheduled a team to come on February 17 and 18, 2022, to complete the update of our lighting fixtures.

The dock stairwell will need an outside contractor to perform the needed concrete work. This was repaired in July 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. An additional contractor is needed to complete the work to have this abated. Another FSSP number has been activated to finalize the repair which should be completed by February 3, 2022. (FSSP work order 3281518)

As the District Manager, ID-MT-OR District, I will ensure that we continue to address the findings identified in the report.



William Schwartz

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

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