

# Fleet Modernization: Facility Preparedness for Electric Vehicles at the South Atlanta Sorting and Delivery Center

## AUDIT REPORT

Report Number 24-158-R25 | June 12, 2025





# Table of Contents

## Cover

## Highlights..... 1

Background ..... 1

What We Did ..... 1

What We Found ..... 1

Recommendations and Management's  
Comments ..... 1

## Transmittal Letter..... 2

## Results..... 3

Introduction/Objective..... 3

Background ..... 3

Findings Summary ..... 5

Finding #1: Inoperable Chargers ..... 6

Recommendation #1 ..... 9

Recommendation #2 ..... 9

Postal Service Response..... 9

OIG Evaluation..... 9

Finding #2: Infrastructure Construction and  
Post-Commissioning Issues..... 11

Recommendation #3..... 13

Postal Service Response..... 13

OIG Evaluation..... 13

Finding #3: Charging Station Infrastructure  
Was Not Secured ..... 14

Recommendation #4..... 15

Recommendation #5..... 15

Postal Service Response..... 15

OIG Evaluation..... 15

Finding #4: Additional Construction  
Needed to Accommodate Routes ..... 16

Recommendation #6..... 17

Postal Service Response..... 17

OIG Evaluation..... 17

Looking Forward ..... 18

## Appendices..... 19

Appendix A: Additional Information..... 20

Scope and Methodology ..... 20

Prior Audit Coverage ..... 21

Appendix B: Management's Comments .... 22

## Contact Information ..... 30

# Highlights

## Background

The U.S. Postal Service selected the South Atlanta Sorting and Delivery Center (S&DC) as one of the first facilities for fleet electrification. It contracted for the design and installation of 236 parking spaces with charging ports to support the electrical vehicle (EV) rollout. In January 2024, 51 EVs were sent to the facility and following staff training were deployed on delivery routes. An external contractor performed the commissioning, including the electrical, network, charging, and safety testing in early March 2024.

## What We Did

Our objectives were to assess whether the South Atlanta S&DC was prepared to use EVs in delivery operations and the functionality of the EV infrastructure and vehicles.

## What We Found

Although the Postal Service took steps to prepare the South Atlanta S&DC and 50 EVs were in operation during our site visit, we identified 40 inoperable chargers on-site, resulting in vehicles parking improperly. We found that [REDACTED] charging station data were incomplete, limiting monitoring of equipment and defective chargers. We also identified issues with construction, security, safety, and design planning. Specifically, we found construction issues that hindered operational efficiency and could pose safety risks. Further, local management did not [REDACTED], which lacked signage, and placed \$3.9 million in assets at risk. Finally, the Postal Service will incur additional construction costs, estimated at \$749,996, to build necessary parking because of added routes, as the Postal Service's design did not include a "growth" factor for additional spaces.

## Recommendations and Management's Comments

We made six recommendations regarding inoperable chargers, post-commissioning infrastructure issues, security, and additional construction needed to accommodate routes. Postal Service management disagreed with recommendations 1, 2, and 6 and agreed with recommendations 3, 4, and 5. Postal Service management's comments and our evaluation are at the end of each finding and recommendation. Regardless of the disagreement with recommendation 2, we consider management's comments responsive. We will pursue recommendations 1 and 6 through the formal audit resolution process. See [Appendix B](#) for management's comments in their entirety.

# Transmittal Letter



OFFICE OF INSPECTOR GENERAL  
UNITED STATES POSTAL SERVICE

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June 12, 2025

**MEMORANDUM FOR:** RONNIE J. JARRIEL  
CHIEF LOGISTICS AND INFRASTRUCTURE OFFICER AND  
EXECUTIVE VICE PRESIDENT  
  
CHENISE LEDOUX  
VICE PRESIDENT, AREA RETAIL AND DELIVERY OPERATIONS - SOUTHERN

A handwritten signature in black ink, reading "Amanda H. Stafford", is positioned below the recipient information.

**FROM:** AMANDA STAFFORD  
Deputy Assistant Inspector General  
for Retail, Marketing, and Supply Management

**SUBJECT:** Audit Report – Fleet Modernization: Facility Preparedness for Electric  
Vehicles at the South Atlanta Sorting and Delivery Center (Report  
Number 24-158-R25)

This report presents the results of our audit of Facility Preparedness for Electric Vehicles at the South Atlanta Sorting and Delivery Center.

All recommendations require U.S. Postal Service Office of Inspector General (OIG) concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. All 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.

We appreciate the cooperation and courtesy provided by your staff. If you have any questions or need additional information, please contact Heidi M. Einsweiler, Director, Sales and Marketing Directorate, or me at 703-248-2100.

Attachment

cc: Postmaster General  
Corporate Audit Response Management



# Results

## Introduction/Objective

This report presents the results of our self-initiated audit of Electric Vehicle (EV) Preparedness and Functionality at the South Atlanta Sorting and Delivery Center (S&DC) (Project Number 24-158). Our objectives were to assess whether the South Atlanta S&DC was prepared to use EVs in delivery operations and the functionality of the EV infrastructure and vehicles.<sup>1</sup>

A recent Executive Order titled *Unleashing American Energy* (issued January 20, 2025) described, among other things, the new administration's policies related to federal funding for EVs. The Postal Service had initially planned a mixed fleet of electric and gas-powered vehicles and is proceeding with its procurement plans. See [Appendix A](#) for additional information about this audit.

## Background

A key facet of the U.S. Postal Service's *Delivering for America* plan<sup>2</sup> centers around modernizing and electrifying parts of its aging delivery vehicle fleet. This effort involves procuring commercial-off-the-shelf (COTS) vehicles and custom-built Next Generation Delivery Vehicles (NGDV), as well as supporting components such as charging stations.<sup>3</sup>

The Postal Service has already begun preparing select local facilities for the receipt and deployment of these EVs, which includes ensuring operations and equipment (such as charging stations, electrical power capabilities, and parking lot updates) are available and functioning. We recently issued reports highlighting opportunities and challenges in this area, including the following:

- April 2025 report that identified the Terre Haute, IN, S&DC was prepared to use EVs but also found issues related to parking space sizes and electrical panels, as well as opportunities to enhance charger functionality and security.<sup>4</sup>
- January 2025 report that identified the Topeka, KS, S&DC was prepared to use EVs but also found opportunities to enhance security, safety, and communication.<sup>5</sup>
- October 2024 report that found timely acquisition of delivery vehicles was mixed, with some arriving on time, while others were delayed.<sup>6</sup>
- July 2024 report found the Postal Service experienced nationwide charging infrastructure delays.<sup>7</sup>
- December 2023 report found that tests showed the charging station equipment performed as expected and passed all specified requirements. The report also identified, however, that the Postal Service did not conduct long-term performance monitoring, test with NGDVs, or test the lifespan of the charging stations, and that management controls over the storage of charging stations were not effective.<sup>8</sup>

## EV Infrastructure Design Guidance

The NGDV Program Management Office<sup>9</sup> developed a design manual for its EV infrastructure implementation. The South Atlanta S&DC design was completed in October 2023 and was one of the first 25 completed using the initial published version of the manual. The Postal Service staff incorporated lessons learned from this early site into future design manual updates and conducted quarterly reviews

<sup>1</sup> To assist in our review, we engaged a contractor to perform electrical testing and observations of electrical infrastructure to evaluate the operation and safety of equipment.

<sup>2</sup> The Postal Service's 10-year plan is officially named *Delivering for America: Our Vision and Ten-Year Plan to Achieve Financial Sustainability and Service Excellence*. The plan was developed to transform financial performance and customer service through significant investments in people, technology, and infrastructure.

<sup>3</sup> The Postal Service's delivery fleet of long-life vehicles (LLV) has a lifespan of 24 years. As of the end of fiscal year 2023, the Postal Service had approximately 130,000 right-hand-drive LLVs. All LLVs have exceeded their projected 24-year life span and account for over 52 percent of the Postal Service's vehicle fleet.

<sup>4</sup> U.S. Postal Service Office of Inspector General (USPS OIG), *Fleet Modernization – Facility Preparedness for Electric Vehicles at the Terre Haute Sorting and Delivery Center*, Report Number 24-166-R25, April 14, 2025.

<sup>5</sup> USPS OIG, *Fleet Modernization – Facility Preparedness for Electric Vehicles at the Topeka Sorting and Delivery Center*, Report Number 24-056-R25, January 8, 2025.

<sup>6</sup> USPS OIG, *Fleet Modernization: Delivery Vehicle Acquisition Status*, Report Number 24-051-R25, October 3, 2024.

<sup>7</sup> USPS OIG, *Fleet Modernization – Charging Station Deployment Timelines*, Report Number 23-170-R24, July 16, 2024.

<sup>8</sup> USPS OIG, *Fleet Modernization – Electric Vehicle Charging Stations Acquisition*, Report Number 23-059-R24, December 29, 2023.

<sup>9</sup> The team responsible for providing oversight and support related to the EV infrastructure integration.

to address identified issues. For example, in October 2023, the Postal Service added guidance to include a 15 percent growth factor to its sites to accommodate for future vehicles and long-term growth.<sup>10</sup> In October 2024, the Postal Service revised the title of the document from “Infrastructure Design Manual” to “Infrastructure Guidelines.”

### **Fleet Electrification Preparedness at South Atlanta S&DC**

The Postal Service developed site designs and site plans to prepare for charging station infrastructure and vehicle deployment at the South Atlanta S&DC as part of its planning and commissioning process. The Postal Service awarded contracts<sup>11</sup> for the installation of charging station infrastructure. One of the contracts included the design and remodeling of the facility’s employee parking lot to support the addition of 236 parking spaces, including one spare space, with charging infrastructure for its planned fleet of 235 EV routes at the location.

Once the Postal Service completed most of its construction, it hired an independent, external firm to perform electrical, safety, and network testing of the chargers at the South Atlanta S&DC, a process that it calls commissioning. The NGDV Project Management Office was on-site with the firm during commissioning in January 2024 and used the commissioning process to verify the completion of the EV infrastructure installation and the functionality for all 236 charging ports.<sup>12</sup>

During the commissioning, the firm identified 44 items for correction. Some examples of items it identified included overloaded transformers and parking space dimension issues. Regarding charger operability, the firm identified 28 chargers that required multiple attempts to work successfully, hardware resets, recommissioning, and other corrections. It recommended replacing 13 chargers due to damage during construction, short circuit issues, or hardware faults.

After the January 2024 commissioning, the Postal Service and its contractors worked to remediate some of the initial items identified for correction and completed remaining construction. In March 2024, the firm returned for a second commissioning during which they inspected another 34 parking spaces and chargers, and reinspected corrections from the first commissioning. The firm identified 23 new items for correction, such as shorted electrical equipment and poorly labeled electrical panels. With respect to chargers, the firm identified:

- 11 chargers from the first wave of construction that required troubleshooting; and
- Three additional chargers that were inoperable.

After the March commissioning, the Postal Service worked through all the action items. It either corrected issues or approved a deviation, such as a parking space that was smaller than the contractor indicated in its “issued for construction” blueprints. The Postal Service remedied the last action item July 2, 2024.

In January 2024, the first wave of EVs — 51 COTS EVs — arrived at the facility and, following staff training, were deployed on delivery routes.<sup>13</sup> Subsequently, the Postal Service adjusted route lengths due to growth in the area. In August 2024, after construction and commissioning of the site were complete, the Postal Service adjusted and added 36 routes to the South Atlanta S&DC location. Postal Service policies state that parking lots should accommodate all vehicles required for postal operations.

As of January 2025, the Postal Service planned to acquire and deploy to the South Atlanta S&DC approximately 221 NGDV EVs by June 2025, resulting in a total of 272 EVs planned for operation at this facility. The South Atlanta S&DC also used 221 gas powered vehicles for other routes.

<sup>10</sup> In its October 2023 and May 2024 revisions, it added more specificity to earlier language about protective bollards and wheel-stops by first identifying suggested spacing between bollards and later including detailed graphics with scenarios for both bollard and wheel-stop placements.

<sup>11</sup> The Postal Service awarded multiple contracts, which include subcontractors.

<sup>12</sup> The 236 EV ports are allocated to the following: 200 for the NGDV EVs and 35 for the COTS EVs, with one spare.

<sup>13</sup> One of these vehicles was recalled, leaving 50 for use in delivery.



## EV Equipment Support

Mail carriers are typically the first to identify issues with the EV chargers, as they are responsible for daily charging of the vehicles. If the charging station fails to work, Postal Service policy lays out staff roles and responsibilities. Carriers must notify local management, who then collects charger information (for example, charger supplier and serial number) to initiate a service request through the Postal Service's National Facilities Response Line<sup>14</sup> (NFRL). The request is then routed to the appropriate department to address the concern. The NGDV Program Management Office also has access to a supplier dashboard that can provide information about charger status and charger transactions.

## Findings Summary

We found the Postal Service successfully commissioned the South Atlanta S&DC for all 236 charging stations in March 2024 and was prepared to support its initial complement of EVs for delivery operations. However, during our audit, the Postal Service was still addressing known problems with its charging equipment and oversight at the site, including parking capacity needs. During our observations, 50 operational EVs at the facility were being used on local delivery routes with functional chargers. However, we identified opportunities to enhance infrastructure security and safety, and communication between headquarters and local management.

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<sup>14</sup> This is the same process to report any issues at the facility, such as with a furnace or other piece of equipment. Therefore, to alleviate any confusion and ensure consistency, the Program Management Office is using this line to report EV infrastructure issues.

## Finding #1: Inoperable Chargers

During our site visit, we tested and validated the functionality of chargers and related infrastructure, and we observed EVs being charged and departing for daily delivery routes. However, not all charging infrastructure functioned consistently, and 40 chargers were inoperable during our site visit.

### Inoperable Chargers and Infrastructure

The site had 50 operational electric vehicles, 221 gas powered vehicles, 236 spaces with chargers, and 11 spaces without charging stations spread across two parking lots. During the visit, the Postal Service noted a 24-day long electrical outage due to a malfunctioning breaker beginning on November 13, 2024, and lasting until December 6, 2024, which rendered 36 charging stations inoperable. Not all carriers were aware of the outage, and with limited parking at the South Atlanta S&DC, gas-powered vehicles parked in spaces with functioning charging stations, creating a shortage for the EVs. Specifically, when carriers with EVs returned from their routes, they had to wait for gas-powered vehicles to leave for deliveries or park in areas not designated as parking spaces to charge. This required charging cords to be unsafely stretched across spaces to charge vehicles (see Figure 1).

“The Postal Service noted a 24-day long electrical outage beginning on November 13, 2024, and lasting until December 6, 2024, which rendered 36 charging stations inoperable. With limited parking at the South Atlanta S&DC, gas-powered vehicles parked in spaces with functioning charging stations, creating a shortage for the EVs.”

**Figure 1. Vehicle Parked in Drive Aisle to Charge Because Parking Space Was Occupied When Returning From Route**



Source: Photograph taken at the South Atlanta S&DC November 20, 2024, after adjacent vehicles departed for deliveries.

Before the team was made aware of the outage, we statistically selected 35 of the 236 EV chargers to test while on-site. We found that six of 35 chargers (17 percent) were not delivering an acceptable level of charge (see example comparison in [Figure 2](#) and [Figure 3](#)) due to the following:

- One charger had a tripped breaker,
- One charger showed appropriate charging indicator lights but did not actually charge, and
- Two chargers failed the ground fault current interruption test and did not meet voltage requirements.

Our statistical sample also included two chargers that were inoperable due to the electrical outage mentioned above. Overall, we identified 40 inoperable chargers at the site.



**Figure 2. Inoperable Charger**



Source: Photograph taken at the South Atlanta S&DC November 20, 2024.

**Figure 3. Operable Charger**



Source: Photograph taken at the South Atlanta S&DC November 20, 2024.

The NGDV Program Management Office took corrective action and brought the installer back on-site to remediate issues during our visit, including addressing the outage, which was under warranty and resolved.

[REDACTED]

South Atlanta staff correctly reported the chargers from the outage and others as inoperable. However, during the 24-day outage, local management did not temporarily reassign parking to alleviate the lack of operable chargers. This required carriers to either wait until gas-powered vehicles left spaces with operable chargers or park unsafely in a drive aisle and other non-designated areas, as noted above. The Postal Service does not have procedures for requiring local management to temporarily reassign parking or otherwise adjust during outages. We addressed planning for power outages and other contingencies, including a recommendation to coordinate the inclusion of guidance at district-level plans, in a separate report on [REDACTED]

[REDACTED]<sup>15</sup>

#### **Incomplete, Limited Data for Monitoring**

In addition to testing and observing charger functionality on-site, we analyzed performance data and evaluated Postal Service monitoring practices and identified other concerns.

[REDACTED]

However, we found that [REDACTED] charging data was [REDACTED]

<sup>15</sup> [REDACTED]

“We found that [REDACTED] charging data was incomplete and limited the Postal Service’s ability to accurately conduct continuous monitoring. Charging data [REDACTED], which the Postal Service accessed and provided to the OIG, did not in [REDACTED]

incomplete and limited the Postal Service’s ability to accurately conduct continuous monitoring.

- *Incomplete Data.* Charging data [REDACTED], which the Postal Service accessed and provided to the OIG, did not include all [REDACTED]. Specifically, OIG tested two chargers that charged at a voltage below the Postal Service’s required standard. However, these [REDACTED] did not appear in unfiltered data. The Postal Service explained that it found these chargers to be defective October 28, 2024, and requested that [REDACTED] prior to OIG’s unannounced visit in November 2024. After requesting clarification about why [REDACTED]

Additionally, when the OIG began the audit, we requested transaction data from March 1, 2024, through December 1, 2024. When we discovered

an error in the Postal Service’s response to our initial request in February 2025, a Postal Service official told us that it could provide only six months of data dating back to August 2024. [REDACTED]

[REDACTED] Incomplete data prevented us from conducting a review of charger data and may limit future management reviews or audits from accurately identifying problems, improvements, and successes.<sup>16</sup>

“Incomplete data prevented us from conducting a review of charger data and may limit future management reviews or audits from accurately identifying problems, improvements, and successes.”

- *Supplier Oversight Limited.* As part of its daily monitoring, the NGDV Program Management Office takes screenshots of the supplier-provided dashboard that displays overall site performance and identifies offline chargers at that specific moment. Although its daily screenshots provide a layer of manual monitoring, [REDACTED]

By contrast, in a recent report, the OIG evaluated [REDACTED] at the Terre Haute S&DC, [REDACTED]

<sup>16</sup> Government auditing standards consider reliable data that which are complete and accurate, reflecting the actual underlying information.



[REDACTED]

Although the Postal Service's existing monitoring [REDACTED] that require correction, without additional data, the Postal Service's ability to fully monitor the supplier's contractual obligation to supply effective equipment and replace defective chargers is limited [REDACTED] may present an inaccurate picture of charger issues during future reviews of performance.

#### Recommendation #1

We recommend the **Chief Logistics and Infrastructure Officer and Executive Vice President,** [REDACTED]

#### Recommendation #2

We recommend the **Chief Logistics and Infrastructure Officer and Executive Vice President,** [REDACTED]

#### Postal Service Response

Management disagreed with the finding and the recommendations. Regarding the finding of inoperable charging stations, management acknowledged that four chargers had performance issues and said [REDACTED]. It noted the remaining 36 of 40 chargers were inoperable due to a breaker outage that it described as "unrelated." It noted that there were 196 other available chargers at the site. Regarding incomplete

data, management stated all data the audit team was seeking was available; however, not in the format the OIG requested, noting that [REDACTED]. Further, the Postal Service stated that comparisons with reports from [REDACTED] are not relevant and that [REDACTED] were included in its demand [REDACTED]. Finally, the Postal Service provided overarching comments that the OIG used a different process for this audit than the first two audits in this series and understated progress at the South Atlanta site.

Regarding recommendation 1, management noted the [REDACTED]. Additionally, it noted that [REDACTED] would be unnecessary and wasteful. Regarding recommendation 2, management noted that the next firmware update is expected to resolve the gap in the current representation of charger availability data.

#### OIG Evaluation

The OIG considers management's comments unresponsive to recommendation 1, and we will work with management through the formal audit resolution process. [REDACTED] to ensure sufficient oversight. Regarding recommendation 2, OIG considers management's comment responsive despite its disagreement, as the corrective actions described should resolve the issues identified in the report and meet the intent of the recommendation.

Regarding management's disagreement with the finding, the OIG asserts that the 24-day long breaker outage was related because the breaker was part of the Postal Service's modifications to electrical infrastructure to support the new S&DC and EV parking. Additionally, while 196 spaces were available, the OIG observed carriers waiting to park and charge, or parking and charging unsafely — such as in drive aisles — because

temporary parking reassignment was not communicated during the outage. Regarding management's disagreement that data was incomplete, OIG requested all available data — regardless of format — to evaluate charger activity but received data only for [REDACTED]

[REDACTED] Postal Service officials acknowledged during the audit and exit conference that they were unaware that the data did not include all [REDACTED].

As a result of our audit, the NGDV Program Management Office requested clarification from [REDACTED], which could have provided complete data, as contractually required, had the Postal Service been aware to request it. Lastly, concerning comparison to prior OIG reports and [REDACTED], the OIG used the same audit objective and approach as the team auditing the Terre Haute S&DC, including soliciting management's feedback.



## Finding #2: Infrastructure Construction and Post-Commissioning Issues

We identified some construction issues related to parking space sizes and protective bollards for electrical panels and charging equipment. We also found broken infrastructure and equipment following commissioning.

- **Parking Space Dimensions.** We found 15 of 35 (43 percent) were less than the 10 feet in width, as recommended in the design manual.<sup>17</sup> The size

“We found 15 of 35 parking spaces were less than the 10 feet in width, as recommended in the design manual.”

discrepancies ranged from one to 11 inches smaller than the 10-foot expected width. Postal Service delivery

carriers stated that it took multiple attempts to safely maneuver the vehicles in and out of the parking spaces. We also observed this problem at the Topeka S&DC and Terre Haute S&DC, where Postal Service management noted that the sites had space constraints and that some parking areas may be adjusted to accommodate site specific limitations.<sup>18</sup> We also found that 31 of 35 (89 percent) wheel-stop locations were greater than the guidelines recommended in the design manual, causing the vehicle to be parked in the drive aisle. NGDV Program Management Office staff reviewed “issued for construction” blueprints to commission the site, but the blueprints did not indicate wheel-stop spacing. In one instance, wheel-stops were also improperly installed leading to misaligned parking spaces (see Figure 4). As Postal Service management stated it is willing to accept the current parking lot layout due to space constraints, we are not making a related recommendation to adjust the parking lot.

**Figure 4. Misaligned Wheel-Stop Placement**



Source: Photograph taken at the South Atlanta S&DC November 20, 2024.

- **Equipment Not Protected by Safety Bollards.** We observed electrical panels and charging stations that were not protected by bollards. The Postal Service’s design manual recommends that bollards are needed to protect chargers from vehicles and mail transport equipment. Bollards at the site were generally placed four feet apart, which did not prevent equipment, such as large package hampers, from hitting and potentially damaging charging stations (see Figure 5). Design guidelines issued after construction at the South Atlanta S&DC now indicate that bollards should be only three and a half feet apart in a typical parking space.

“Bollards at the site were generally placed four feet apart, which did not prevent equipment, such as large package hampers, from hitting and potentially damaging charging stations.”

<sup>17</sup> The design specifications were described in the Postal Service’s *Electric Vehicle Infrastructure Design Manual* version 2023-1.

<sup>18</sup> U.S. Postal Service Office of Inspector General (USPS OIG), *Fleet Modernization – Facility Preparedness for Electric Vehicles at the Topeka Sorting and Delivery Center*, Report Number 24-056-R25, January 8, 2025.

**Figure 5. Inadequate Bollard Protection for Charging Station (in red)**



Source: Photograph taken at the South Atlanta S&DC November 20, 2024.

The NGDV Program Management Office acknowledged that mistakes and challenges occurred at this very early site, and it applied lessons learned and incorporated updates as it conducted periodic reviews of its design manual. For example, in October 2023, it revised the design manual to decrease the spacing between bollards for better protection and improved diagrams for recommended spacing to prevent this mistake

from re-occurring; therefore, we are not making a recommendation to address this issue.

Finally, we observed several post-commissioning items that the Postal Service should address, as noted below.

- *Perform Maintenance.* During our inspection, we found visible rust and weather stripping that was tearing off breaker panels. We also found broken wheel-stops and electrical panels that were locked but difficult to access. We reported these issues to Postal Service management, who requested local maintenance put in repair service requests.
- *Service EV Equipment.* We also found that the chargers had poor coupling fittings, crimped coupling fittings, and detached top covers. Additionally, we found damaged or missing hooks that hold charging cables throughout the parking lot (see Figure 6 below). In its notice to its equipment supplier, the Postal Service expressed concern that persistent failure and maintenance was resulting in repeated opening of the charge head that could strain equipment and cause other hardware failures.

**Figure 6. Missing Hook (red) vs. Undamaged Equipment (blue)**



Source: Photographs taken at the South Atlanta S&DC November 20, 2024.

Following the commissioning process, local management failed to monitor broken infrastructure and inventory. Local supervisors and staff did not submit tickets to repair broken wheel-stops or address the charger parts that had fallen off the equipment because they said they were not aware they should report these infrastructure issues. We identified a similar issue in our prior audit of the Topeka S&DC<sup>19</sup> regarding how to report charging infrastructure issues. The Postal Service took corrective action in response to that report and applied NFRL stickers to all chargers in Topeka and South Atlanta after our observations, which should promote the reporting of service requests to the NFRL as required. However, if not sufficiently addressed at this site, these outstanding infrastructure issues could hinder EV operational effectiveness and allow damage to occur to vehicles and equipment.

### **Recommendation #3**

We recommend the **Vice President, Retail and Delivery Operations – Southern Area**, require local management to address outstanding infrastructure damage.

### **Postal Service Response**

Management partially agreed with this finding and agreed with the recommendation. Regarding the finding, management noted the audit report only identifies minor differences in the layout versus the designs, and stated there

are no design specifications, only guidelines. Management also stated the improperly installed wheel-stop in Figure 4 most likely occurred due to being struck by a vehicle and was not due to improper installation. Regarding the recommendation and addressing post-commissioning items, management noted these were already addressed by the series of opened support tickets, or by the charger review, and that the replacement was in process prior to the OIG's visit. The target implementation date for this recommendation is June 30, 2025.

### **OIG Evaluation**

The OIG considers management's comments responsive to the recommendation as the corrective actions should resolve the issues identified in the report. Regarding management's partial agreement with the finding, OIG relied on the Design Manual used for the South Atlanta site, the stated purpose of which was to provide "site design requirements" for EVs. The policy states wheel-stops are to protect charging stations from impact by vehicles and mail transport equipment. We statistically sampled and found most wheel-stops were positioned in the parking space beyond design manual guidelines. Furthermore, during the audit, local management was unaware of its responsibility to report issues of damaged infrastructure.

<sup>19</sup> Fleet Modernization – Facility Preparedness for Electric Vehicles at the Topeka Sorting and Delivery Center, Report Number 24-056-R25, January 8, 2025.

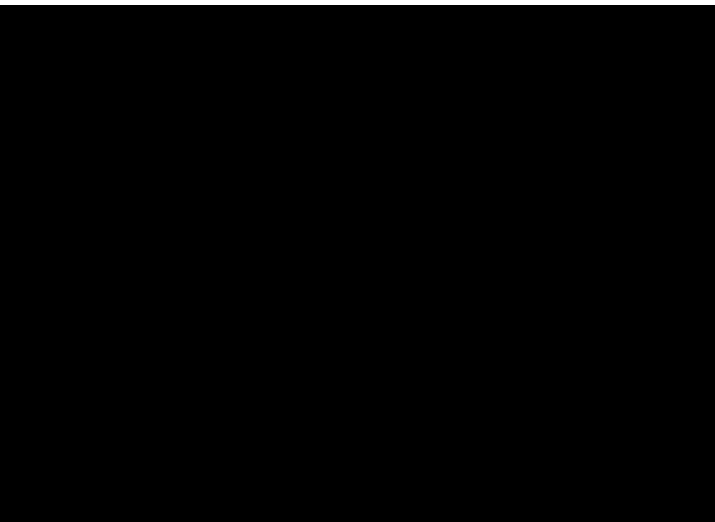


## Finding #3: Charging Station Infrastructure Was Not Secured

Local management at the South Atlanta S&DC failed to secure EV infrastructure. Postal Service policy states that this size and type of facility should be equipped with a fence and either locked or secured with an operational traffic arm. Additionally, signage must indicate reserved parking for Postal Service vehicles and that vehicles are subject to inspection. In November 2024, we observed that:

- [REDACTED] (see Figure 7); and
- Signage indicating that vehicles are subject to inspection in nonpublic, restricted areas was damaged (see Figure 8).

Figure 7. [REDACTED]



Source: Photograph taken at the South Atlanta S&DC November 20, 2024.

Figure 8. Damaged Inspection Notice Sign



Source: Photograph taken at the South Atlanta S&DC November 20, 2024.

These issues occurred because local management did not monitor or report the damaged signage, as required, and the [REDACTED] because it misunderstood the policy and thought that the [REDACTED] because the facility was open 24 hours a day, seven days a week. Site security begins with perimeter fencing, and continues through providing other site security measures, such as lighting and cameras. Without functioning perimeter fencing to restrict access and secure infrastructure, we identified \$3.9 million in assets at risk.

#### Recommendation #4

We recommend the **Vice President, Retail and Delivery Operations – Southern Area**, reiterate policy to ensure local management adheres to security protocols for asset protection, including correcting the [REDACTED].

#### Recommendation #5

We recommend the **Vice President, Retail and Delivery Operations – Southern Area**, require local management to replace missing exterior signage throughout the facility.

#### Postal Service Response

Management agreed with this finding and the recommendations. Regarding the finding, the Postal Service stated local management failed to secure EV infrastructure due to the [REDACTED] and lack of signage that indicates vehicles are subject to inspection in restricted areas. Regarding the recommendations to address these issues, management is taking steps to restore functionality of the [REDACTED] and had also ordered and installed signage,

with the target implementation date to fully implement both recommendations set for June 30, 2025. Regarding the monetary impact and evaluation of assets at risk, management disagreed that assets were at risk because a [REDACTED] is the fastest and easiest security provision to defeat. It questioned whether these assets (vehicles) were more at risk parked on government property than they would be while parked throughout the streets on routes they serve each day.

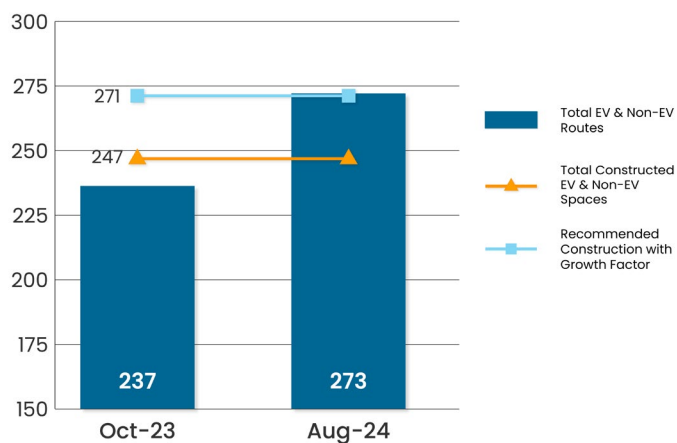
#### OIG Evaluation

The OIG considers management's comments responsive to the recommendations as the corrective actions should resolve the issues identified in the report. Regarding management's concerns about aspects of the finding, it is prudent for OIG to address any potential security and safety issues at reviewed Postal Service facility locations and inform management. Local management did not follow Postal Service policy with a stated purpose of ensuring a secure environment for Postal Service assets on-site.

## Finding #4: Additional Construction Needed to Accommodate Routes

When the Postal Service plans to alter or repair its facilities, policy requires staff to estimate how much a site would grow in ten years and build to allow “reasonable growth.” However, early versions of the design manual used for the South Atlanta S&DC planning did not contain any growth requirements. The NGDV Program Management Office approved designs for the construction of 236 spaces with charging stations, which did not include any future growth capacity.<sup>20</sup> In later versions of the design manual, the NGDV Program Management Office required an extra 15 percent growth factor, which had it been applied, would have added an additional 36 parking spaces (see Figure 9).<sup>21</sup>

**Figure 9. USPS Management Did Not Effectively Plan for Reasonable Growth at the South Atlanta S&DC**



Source: OIG observations at the South Atlanta S&DC and analysis of infrastructure guidelines and materials.

After the Postal Service completed its S&DC consolidation and then commissioned its parking lot in January 2024, it reviewed its delivery routes. As a result, it added 36 EV and gas-powered routes for a total of 273 routes at the site.<sup>22</sup> With only

247 spaces (using the overflow) and no additional parking spaces to support future growth, the Postal Service must construct additional parking to accommodate these new routes that were added after commissioning. Some routes had not been reviewed for several years by management, which Postal Service officials acknowledged, and as such, did not reflect local growth.<sup>23</sup>

“As a result of the additional routes and failure to incorporate a standard growth factor into its EV parking designs, the Postal Service is now soliciting bids to undertake new construction at the South Atlanta S&DC. Based on the Postal Service’s informal bid, we estimate that new construction will cost \$749,996 for an additional 26 parking spaces.”

As a result of the additional routes and failure to incorporate a standard growth factor into its EV parking designs, the Postal Service is now soliciting bids to undertake new construction at the South Atlanta S&DC. Based on the Postal Service’s informal bid, we estimate that new construction will cost \$749,996 for an additional 26 parking spaces.<sup>24</sup> However, this conservative estimate does not include a revised growth factor based on the August 2024

<sup>20</sup> The site also has 11 parking spaces without charging equipment, which supported one gas-powered route that was planned for the site, as well as overflow parking.

<sup>21</sup> The Postal Service updated infrastructure guidelines in October 2024. Updated guidance states, “to accommodate for future growth, a 15 [percent] growth factor is required utilizing the total number of existing carrier routes and that amount shall be included in each design and identified [for gas-powered vehicles].” If the site has space constraints, the guidelines indicate that it should maximize the growth factor to the greatest extent possible.

<sup>22</sup> Of the 36 added routes, the Postal Service identified that it could assign at least 32 of these routes to EVs, which would require additional charging infrastructure.

<sup>23</sup> The Postal Service requires local management to review routes annually, at a minimum, to assess daily workload, which can be impacted by a change in the number of deliveries, among other things. Management should adjust routes when necessary. OIG is separately evaluating this issue as part of our ongoing audit on route scheduling.

<sup>24</sup> The Postal Service currently has 273 routes assigned to the South Atlanta S&DC, and has 247 spaces available, which leaves the site 26 spaces short to accommodate vehicles assigned to all the routes as of May 2025.



route adjustments and may not fully capture future growth.<sup>25</sup> Postal Service officials said that policy does not require it to consider a growth factor for small additions. As a result, the Postal Service risks additional construction costs due to future growth that may occur. The OIG will continue to monitor route assignment and scheduling through an ongoing audit.

#### Recommendation #6

We recommend the **Chief Logistics and Infrastructure Officer and Executive Vice President**, incorporate future growth into its solicitations for the South Atlanta Sorting & Delivery Center parking lot construction.

#### Postal Service Response

Management disagreed with the finding and the recommendation. Regarding the finding, Postal Service management stated that the facility had been using vehicles effectively for months following route additions. Further, management said that paved spaces surrounding the facility could accommodate hundreds of additional vehicles, and it is working on reducing vehicle-to-charging station ratios that may result in no additional charging station installations at the site. Postal Service management also disagreed with the monetary impact, noting that the document provided to the OIG was a “rough order of magnitude” conceptual cost estimate. As a result, as no funds were formally expended, it disagreed with the categorization of “funds put to better use.”

#### OIG Evaluation

The OIG considers management’s comments regarding recommendation 6 to be unresponsive. Regarding management’s disagreement with the recommendation, the Postal Service should ensure any further parking lot expansions for the South Atlanta S&DC to require future growth calculations to allow “reasonable growth” and avoid additional construction, greater expenses, and prevent issues where the number of

vehicles exceeds parking spaces. We discussed this concern with management during the audit, at which time, it had already received multiple estimates for parking construction, although no formal approval had been issued. Requests for cost estimates are evidence that the Postal Service is at least considering action to construct additional parking and should take prudent steps to incorporate “reasonable growth” in the plan. This was required at all other sites constructing parking for EVs and based on later design manuals established by the NGDV Program Management Office. Therefore, we view the disagreement on recommendation 6 as unresolved and will pursue it through the audit resolution process.

Regarding management’s disagreement with the finding, management frequently cited space constraints at the site, including in its management response to other findings in this report, and local management and facilities staff acknowledged plans to construct additional parking. Regarding management’s disagreement with monetary impact, “funds put to better use” represent actual or potential costs savings resulting from the audit. Given the Postal Service’s solicitation and receipt of cost estimates for additional construction at South Atlanta, which indicates intent to complete construction and was less than the rough order of magnitude provided, we find that the monetary impact cost estimate is both prudent and conservative in approach. Furthermore, as we noted, our estimate does not account for any additional future growth to eliminate duplicative costs from repetitive contracting.

#### Looking Forward

The Postal Service continues its commitment to modernizing its fleet with a mix of gas-powered and electric vehicles where it makes both business and environmental sense. The NGDV Program Management Office has incorporated lessons

<sup>25</sup> To accommodate for the growth factor based on the updated August 2024 route assignments of 273 routes, this would require constructing an additional 41 parking spots with a cost of approximately \$1.2 million, based on the cost per space as described by the Postal Service.

learned and made continuous improvements to its design guidelines. However, shortcomings in the Postal Service's route assignment process may jeopardize the overall efficiency and success of the Postal Service's modernization efforts, if construction and route assignment are not properly informed and aligned.

# Appendices

<b>Appendix A: Additional Information</b>	20
Scope and Methodology	20
Prior Audit Coverage	21
<b>Appendix B: Management’s Comments</b>	22



# Appendix A: Additional Information

## Scope and Methodology

Our audit scope included EV infrastructure deployment and operations at the South Atlanta S&DC from June 2023 to December 2024. To accomplish our objective, we:

- Obtained and reviewed documentation on Postal Service policies, procedures, and manuals related to EV infrastructure design and installation.
- Visited the South Atlanta S&DC to observe EV infrastructure and readiness to use EVs in November 2024.
- Engaged a contractor to perform electrical testing and observations of electrical infrastructure to evaluate the operation and safety of equipment.
- Reviewed supplier-provided charger transaction data that was extracted by the Postal Service.
- Interviewed Postal Service officials and supervisors responsible for key aspects of the EV infrastructure design and installation process.
- Reviewed and analyzed applicable laws and regulations.
- Reviewed past USPS OIG audit work.

We conducted this performance audit from November 2024 through June 2025 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 objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. We discussed our observations and conclusions with management on May 7, 2025, and included its comments where appropriate.

In planning and conducting the audit, we obtained an understanding of the internal control structure within the NGDV Program Management Office to help determine the nature, timing, and extent of our audit procedures. We reviewed the management controls for overseeing the program and mitigating associated risks. We also assessed the internal control components and underlying principles and determined the following four components were significant to our audit objectives: (1) risk assessment; (2) control activities; (3) information and communication; and (4) monitoring. We developed audit work to ensure that we assessed these controls. Based on the work performed, we identified significant internal control deficiencies related to control activities, communication, and monitoring. Our recommendations, if implemented, should correct the weaknesses we identified.

We assessed the reliability of supplier-provided charging data by evaluating transactions. We determined that the data were not complete or sufficiently reliable for the purposes of this report, and we made a recommendation for the Postal Service to work with [REDACTED] for future audits and reviews.

## Prior Audit Coverage

Report Title	Objective	Report Number	Final Report Date	Monetary Impact
<i>Fleet Modernization: Facility Preparedness for Electric Vehicles at the Terre Haute Sorting and Delivery Center</i>	Assess whether the Terre Haute S&DC was prepared to utilize EVs in delivery operations and the functionality of the EV infrastructure and vehicles.	<a href="#">24-166-R25</a>	April 14, 2025	\$1.6 million
<i>Fleet Modernization- Facility Preparedness for Electric Vehicles at the Topeka Sorting and Delivery Center</i>	Assess whether the Topeka S&DC was prepared to utilize EVs in delivery operations.	<a href="#">24-056-R25</a>	January 8, 2025	\$0
<i>Fleet Modernization: Delivery Vehicle Acquisition Status</i>	Assess the status of the Postal Service's acquisition of new delivery vehicles.	<a href="#">24-051-R25</a>	October 3, 2024	\$77 million
<i>Fleet Modernization- Charging Station Deployment Timelines</i>	Assess charging station infrastructure deployment timelines.	<a href="#">23-170-R24</a>	July 16, 2024	\$0
<i>Fleet Modernization- Electric Vehicle Charging Stations Acquisition</i>	Determine whether the Postal Service was effectively testing and monitoring the performance of, providing effective oversight over the contract for, and storage of, charging stations.	<a href="#">23-059-R24</a>	December 29, 2023	\$67,400

# Appendix B: Management's Comments



May 30, 2025

VICTORIA SMITH  
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Management Response: *Fleet Modernization: Facility Preparedness for Electric Vehicles at the South Atlanta Sorting and Delivery Center (24-158-DRAFT)*

Thank you for providing the Postal Service with an opportunity to review and comment on the findings and recommendations contained in the draft audit report, *Fleet Modernization: Facility Preparedness for Electric Vehicles at the South Atlanta Sorting and Delivery Center*.

## **Executive Summary**

The executive summary and similarly, the audit report findings include information that the Postal Service has directly refuted and discussed in detail with the audit team, both during the audit process, as well as during the exit conference and in written feedback and submitted materials. Unfortunately, despite commitments from the OIG to fully coordinate information across the multiple audit teams and resources currently conducting infrastructure- and vehicle-related audits, there appears to be insufficient information sharing as expressly committed.

For example, in the "What We Found" section of the summary, the report states that "station data were incomplete". This is incorrect. The audit team initially thought they found a gap in the data requested and provided; however, the perceived gap was due to the fact that the standard reports for the Commercial Off The Shelf (COTS) EVSE product show data only for the *active* chargers. The OIG was looking for data for two chargers which were replaced (and no longer active) due to performance issues. Upon the USPS's request, the supplier was able to provide this information from the USPS database. All the data for all chargers is fully retained and available, in perpetuity, but is simply not available in the standard COTS reports which represent *active* chargers; however, this inaccuracy was not updated in the OIG's final report.

With the exception of correcting an error in the initial draft, the audit report did not consider input from the Postal Service regarding this summary, which has been handled inconsistently from all prior Facility Preparedness for EV audits, despite the fact that there are no notably different findings, nor is there any coverage of why this site was treated or evaluated differently from each of the others which preceded it. It is unclear why the same essential audit would be covered and treated differently than the prior audits on this topic when the only variable is the site itself.

Page 1



Further, the “What We Found” section also reflects the \$3.9M of assets at risk as noted in the Other Impacts section, and \$749,996 of “Monetary Impact” for a speculative project that has not yet been scoped, designed, approved or funded. As with all prior Site Readiness for EV Infrastructure audits, the Postal Service emphatically disagrees with the assessment of Other Impact, which relies singularly on a [REDACTED] and signage to protect all of the vehicles and charging infrastructure at a given site.

#### **“Other Impact” and “Monetary Impact Evaluation**

As with all prior Site Readiness for EV Infrastructure audits and as stated above, the Postal Service **strongly disagrees** with the assessment for “Other Impact” and its assessment of assets at risk. This audit report, like the prior reports, relies singularly on its risk assessment for a [REDACTED] or in this case a [REDACTED] – both of which are very simple and fast security methods to defeat. As with the other audits, the final report does not address or acknowledge in any way the extensive content provided by the Postal Service in response to the EVSE Security audit and shared again with this audit team, detailing the multiple, redundant, and far superior security measures built into the charging station equipment and vehicles themselves to protect these assets.

Every day, the Postal Service sends over 220,000 delivery vehicles out onto the street – beyond the [REDACTED] of the office. These vehicles are parked throughout the communities they serve as carriers effect service across the country. Certainly these assets are not at greater risk when they are parked on federal property with all the other protections enumerated in the prior security audit. The Postal Service has already provided documentation that the [REDACTED] is in the process of being repaired, and signage is already installed, so the OIG is aware that these perceived risks have already been fully remediated. Thus the “Other Impact” value is grossly overestimated and does not reflect the reality of the level of risk.

Beyond this, the “Monetary Impact” evaluation relies solely on speculative information about a potential future project that may never materialize. The Postal Service covered this at length during the exit conference, and **strongly disagrees** with its inclusion in this audit report altogether. The audit report presumes that new paving is required to support the additional routes. It is not. Approximately 31 additional electric vehicles have been deployed and have been successfully operating from South Atlanta now more than a year after the site was initially commissioned. These vehicles were deployed and are in active daily use without any additional funding or parking lot expansion work, further proving that the funding identified as “wasteful” was unnecessary and should be removed from the report.

Additionally, as shared with the audit team, the Postal Service is actively working on reducing the vehicle-to-charger ratios – and it is possible that NO new chargers will be needed to support this route expansion at all. The audit team identified this updated \$749,996 estimate as “wasted funds” due to a lack of planning for future expansion – yet this expansion is entirely speculative on the part of the audit team. The Postal Service has not yet completed its evaluation on this issue. There is no

design, or formal bid proposal – only the informal “Rough Order of Magnitude” estimates that the OIG received from the Facilities organization with agreement NOT to publish them in the report, since the formal design evaluation, proposal and funding process has not yet even been initiated. There is also no funding package or approval to take this project forward. As we covered in detail at the exit conference, it should not have been included in the audit report. It is unclear how this value could be deemed “Funds Put to Better Use” when there is no design, no bid, no approval OR funding.

### **Background**

The background contains a selective recap of prior audit work which does not provide balanced coverage of those prior findings or outcomes.

This section continues to understate the relative position of the South Atlanta site in the history of EV infrastructure site implementation, despite acknowledgement of this issue by the audit team during the exit conference. The report states the site was “one of the first 25 sites completed” – and while true, South Atlanta was only the second EV infrastructure site the Postal Service implemented, and the first Plant Modernization SDC. The Postal Service didn’t complete the 25<sup>th</sup> site until some 9 months later. South Atlanta was at the very outset of the infrastructure development process. The vast majority of the EV infrastructure work has been conducted with the Repair and Alterations group within Facilities; South Atlanta was managed by the Design and Construction team in Facilities. This is important, not only due to the significant difference in the EV infrastructure workload (the R&A team has more than 7 times the EV infrastructure workload of the D&C team), but because the contracting mechanisms are different as well. At this extremely early stage in the design and deployment activities, many of the work methods were not yet well-established. In addition, the audit report incorrectly covers or misstates information about the commissioning process for South Atlanta. There were two separate commissioning events for South Atlanta: one in January 2024 for 200 charging ports, and a second in March 2024 for the remaining 36 ports. On a related front, the new Footnote 15 states that “One of these vehicles was recalled” – this is also incorrect, it was merely redeployed, there was no recall.

### **Findings Summary**

The OIG’s Findings Summary did not appear to be corrected, despite the dialogue with the audit team during the exit conference. Every EV Infrastructure site to date has had a limited set of action items flagged during the commissioning process – just as every facilities project generates a “punch list” of actions for resolution prior to project acceptance and closeout. All other Facility Readiness for EV audits have similarly had action items noted during the commissioning process, which must be contractually resolved. Because there is a gap between the commissioning event and full deployment of all vehicles to any site, there is time for this work to be completed without operational risk. Every other Facility Readiness audit has expressly stated that the audited site is “ready for EV deployment.” The South Atlanta audit states



only that all 236 charging stations were successfully commissioned, but stopped short of saying the site was prepared for vehicle deployment beyond the initial 50 vehicles received at the site in January 2024. All 236 charging ports were fully commissioned, and there were no findings related to the commissioning report or the results in this or any other audit site, so it is unclear why this audit covers the same results differently than each of the prior audits.

#### **Finding #1: Inoperable Chargers**

The Postal Service **disagrees with Finding #1**. Only 4 of the 40 chargers identified as inoperable in the audit report had legitimate performance issues — [REDACTED] as a result of work the Postal Service already had underway to address performance issues. The remaining 36 of the 40 units noted in the report were inoperable due to an unrelated breaker outage that cut power to those chargers, and was subsequently repaired under warranty. The audit report over-inflates the EVSE outage issue without acknowledging the known breaker problem until later in the report. The report goes on further to state that this created “a shortage for the EVs” — also incorrect. There were 196 other available chargers at the site beyond the 40 impacted by the breaker outage, so there was absolutely no shortage as reported by the audit report. The audit report incorrectly states: “The NGDV Program Management Office took corrective action...”, implying that corrective action was a result of the audit; however, these actions were in process months before the South Atlanta audit even began.

Additionally, this section states erroneous information about incomplete data as noted above in the executive summary. All the data the audit team was seeking was available — merely not in the format or reports where they thought it should be available. The chargers are COTS products; [REDACTED] in the specific way the audit team expected to receive it. [REDACTED]

[REDACTED] by the Postal Service as needed. In addition, the audit report makes comparisons with reports from [REDACTED] however, it is important yet again, to point out that these are COTS products with COTS reports, and comparison to other reports [REDACTED] is not relevant here. Furthermore, the audit report calls out the need for [REDACTED] — which is why that content is included in our demand [REDACTED] as covered with the OIG.

#### **Finding #2: Infrastructure Construction and Post-Commissioning Issues**

The Postal Service **partially agrees with Finding #2, but disagrees with many of the support for this finding**. First, the audit report only identifies minor differences in the layout versus the design guidelines that are needed to accommodate space constraints. Next, we point out again, Footnote 19, that there are no design *specifications*, only design *guidelines*. The OIG points out “wheel-stops were also improperly installed leading to misaligned parking spaces” in Figure 4. However, since the wheel stops were inspected during commissioning, it is far more likely that



the wheel stop in the photo was struck hard enough to cause the concern in the photo.

Regarding the post-commissioning items, these issues were already addressed, either by the series of National Facilities Response Line (NFRL) support tickets that were opened, or by the charger review/replacement activity that was already in process well prior to the OIG's site visit. In terms of the NFRL sticker applications, the Postal Service proactively shared its plans for the NFRL labels in the context of another audit, and already had plans in place to apply the labels long before the South Atlanta audit. The labels were already purchased and planned for field application well in advance of the OIG's visit, contrary to what was in the report.

**Finding #3: Charging Station Infrastructure Was Not Secured**

The Postal Service agrees with Finding #3 to the extent that it has already been addressed. [REDACTED] an NFRL ticket has already been opened to restore functionality. In addition, signage has been ordered and installed. As discussed above, the Postal Service **strongly disagrees with the assessment of "Other Impact" and evaluation of assets at risk, as well as with the "Monetary Impact", and suggests again it be removed from the report.**

**Finding #4: Additional Construction Needed to Accommodate Routes**

As noted in the executive summary, the Postal Service **strongly disagrees** with Finding #4. The audit report asserts that there are "no additional parking spaces" to support future growth; however, with the addition of routes in early 2025, the Fleet Management organization deployed 31 electric vehicles to South Atlanta to support this growth. These vehicles have been operating effectively already from this site for months without the need for any parking or equipment expansion projects. There is a tremendous amount of paved space available surrounding the South Atlanta facility, which could literally accommodate hundreds of additional vehicles without a parking lot expansion. Postal Service teams are working to reduce vehicle-to-charger ratios, and depending on the route characteristics, it's possible that NO additional chargers may be needed for this site at all.

The audit report also states that the Postal Service is "now soliciting bids to undertake new construction" — this is untrue. The audit team was provided with a "Rough Order of Magnitude" or ROM cost estimate — a conceptual cost to consider an expansion project. However, as stated emphatically during the exit conference, there is no design, no design approval, no formal bid, and no request to seek or approve funding. There can be no "funds put to better use", when there *were* no funds either planned or expended as incorrectly represented in the report.

The following are our comments on each of the six recommendations.

Recommendation 1:

We recommend the **Chief Logistics and Infrastructure Officer and Executive Vice President,** [REDACTED]

Management Response/Action Plan:

Management **disagrees** with this recommendation.

[REDACTED]

[REDACTED] This information was already provided to the audit team. The Postal Service also disagrees with the recommendation to [REDACTED] [REDACTED] would be unnecessary and wasteful.

Target Implementation Date: N/A

Responsible Official: N/A

Recommendation 2:

We recommend the **Chief Logistics and Infrastructure Officer and Executive Vice President,** [REDACTED]

Management Response/Action Plan:

Management **disagrees** with this recommendation.

This is a COTS product. The next firmware update is expected to resolve the gap in the current representation of availability. The Postal Service [REDACTED]

Target Implementation Date: N/A

Responsible Official: N/A

**Recommendation 3:**

We recommend the **Vice President, Retail and Delivery Operations – Southern Area**, require local management to address outstanding infrastructure damage.

**Management Response/Action Plan:**

Management **agrees** with this recommendation, to the extent that this is already in process or complete.

The Postal Service initiated a series of NFRL tickets for the issues that were noted during the audit team's field visit, notably with wheel stops or broken equipment. Each ticket is in the process of remediation or is complete.

**Target Implementation Date:** 06/30/2025

**Responsible Official:**

Vice President, Retail and Delivery Operations – Southern Area

**Recommendation 4:**

We recommend the **Vice President, Retail and Delivery Operations – Southern Area**, reiterate policy to ensure local management adheres to security protocols for asset protection, including correcting the [REDACTED]

**Management Response/Action Plan:**

Management **agrees** with this recommendation, to the extent that this is already in process or complete.

The Postal Service has initiated an NFRL ticket to repair the [REDACTED] The local operations team will reiterate the policy.

**Target Implementation Date:** 6/30/2025

**Responsible Official:**

Vice President, Retail and Delivery Operations – Southern Area

**Recommendation 5:**

We recommend the **Vice President, Retail and Delivery Operations – Southern Area**, require local management to replace missing exterior signage throughout the facility.

**Management Response/Action Plan:**

Management **agrees** with this recommendation, to the extent that this is already in process or complete.



The Postal Service ordered replacement signs, and has since completed the installation of this signage.

Target Implementation Date: 6/30/2025

Responsible Official:

Vice President, Retail and Delivery Operations – Southern Area

Recommendation 6:

We recommend the **Chief Logistics and Infrastructure Officer and Executive Vice President**, incorporate future growth into its solicitations for the South Atlanta Sorting & Delivery Center parking lot construction.

Management Response/Action Plan:

Management **strongly disagrees** with this recommendation, as it is not based on designed, approved, funded or committed project work. Future projects will continue to follow the existing procedures that are in place for project development.

This recommendation, and the associated Monetary Impact, are not based on actual projects the Postal Service has developed or initiated, and should be removed from the report.

Target Implementation Date: N/A

Responsible Official: N/A

*Victoria K Stephen* 5/30/2025  
for

RONNIE J. JARRIEL  
CHIEF LOGISTICS AND INFRASTRUCTURE OFFICER  
AND EXECUTIVE VICE PRESIDENT

E-SIGNED by Chenise R LeDoux  
on 2025-05-30 10:28:40 EDT

CHENISE LEDOUX  
VICE PRESIDENT, AREA RETAIL  
AND DELIVERY OPERATIONS - SOUTHERN

cc: *Corporate Audit & Response Management*

# OFFICE OF INSPECTOR GENERAL UNITED STATES POSTAL SERVICE



This document contains sensitive information that has been redacted for public release. These redactions were coordinated with USPS and agreed to by the OIG.

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