The Evolution of Reporting

Tara Linne
Director, Communications
U.S. Postal Service
Office of Inspector General
Audit Report

Employee Issues at the Dickinson, North Dakota, Post Office

Report Number HR-AR-18-008 | August 10, 2018
Challenges Attracting and Retaining Employees

FY 06 - FY 12

The region experienced significant increases during the Bakken Oil Boom in:

- Mail Delivery Points
- Package Volume
- Population
- Rent
- Wages

Other employment opportunities from the Bakken Oil Boom also affected the Postal Service’s ability to attract and retain employees in the area.
Audit Project Pages? You CANNOT Be Serious!

Yes, we are. Now, you can actually give us your thoughts and ideas on our audits – while we are doing them! That’s right. It’s called the Audit Project Page and you can click on this new feature right now. This is your chance to view and become familiar with our audit projects and provide the Office of Inspector General with useful comments and even upload documents to the site. Open audits will have a page available for comments and the Audit Project.

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January 11, 2010

LUCKIE M. WALLIS
DIRECTOR, AUDIT OPERATIONS

Subject: Draft Audit Report – Postal Service Absenteeism (Report Number HM-MA-09-DRAFT)

Thank you for the opportunity to review and comment on the subject draft audit report.

We are unable to agree or disagree with the conclusions or monetary amounts identified in the subject audit, as most of this was supported by reviews of randomly selected employees. However, we do agree with the recommendations outlined in the draft audit.

Recommendation #1:
Area Vice President require District Managers to provide refresher training to supervisors to ensure they are aware of unscheduled leave policies and procedures and the importance of following them.

Recommendation #2:
Area Vice Presidents require District Managers to establish and implement internal controls to evaluate supervisors’ compliance with unscheduled leave policies and procedures (e.g., performance measures in periodic management reviews).

Recommendation #3:
Area Vice Presidents require District Managers’ to receive supervisors and labor relations specialists to use the Enterprise Resource Management System to record an employee’s inability to meet position requirements, the corrective actions taken and grievance data.

Management Response to all 3 recommendations:
Management agrees with all the recommendations and has initiated actions to accomplish them via the letter attached from the Area Vice President to District Managers dated January 1, 2010.

We do not feel any portion of this report is exempt from disclosure under the FOIA.

If you have any questions, please contact Jeannie McNamara, Area Accounting Manager, at (202) 358-7545.

Attachment
Audit Finds Package Delivery Ops Sound, But Could Be More Effective

Recently Posted Documents

Costs for Better Management Decisions - CRA Versus Fully Distributed Costs
White Paper - RARC-WP-12-016 - September 17, 2012

Leave Feedback

2012
Appendix C: Management’s Comments

JUDITH LIECHTENFELD

SUBJECT: Response to Draft Audit Report - Federal Express Air Transportation Container Weights (Report Number NO-MA-13-DRAFT)

Thank you for providing the Postal Service with the opportunity to review and comment on the aforementioned draft report. This report addresses air container weights for mail transferred under the Federal Express (FedEx) agreement with the United States Postal Service (USPS).

Based on our review of the report it appears that the Office of Inspector General (OIG) has concluded that the gross contract container weights in the agreement are less than industry standard weights and less than those offered to other customers by FedEx. Further, the OIG suggests that if the USPS renegotiates these industry weights into current and future contracts priced by the public it would have a financial savings equal to those of USPS.

Issues regarding the weight mechanisms in the FedEx contracts have been the subject of numerous audits, reports, and discussions for several years. In order to achieve a balanced discussion regarding industry and USPS policies regarding achievable container weights in day-to-day operations, the USPS has taken the following actions:

1. Reviewed the industry standard container weights versus typical daily operating container weights.
2. Conducted preliminary discussions with FedEx regarding day-to-day achievable container weights and associated benefits.
3. Performed an analysis of postal volumes, weights and average container size.

Industry Standard Container Weights versus Typical Daily Operating Container Weights:

Based on our review of the OIG report, it is clear that the OIG accepted the industry standard container weights as defined in its publication. We believe that the current industry weight reduction is not as significant as the OIG has reported. We have reviewed the AAR Manual for Civilian Airports, which states that the maximum weight of a container is the lesser of the maximum container weight limit or the maximum weight for the aircraft.

Concerns with Flex:

Based on our discussions with FedEx, we plan for a “flex” in the container weight and need to issue requirements. (A “flex” allows for the weight of the container to be less than the maximum allowed weight, as long as the aircraft can accommodate the container.) We will ensure that the container is not overloaded and that the aircraft can accommodate the container.
Background

Since 2005, the U.S. Postal Service has been providing Highway Contract Route (HCR) contractors with Voyager fleet transaction cards to purchase fuel for HCRs. The Postal Service has spent $5.1 billion on fuel purchases of 1.6 billion gallons for the HCR Voyager Card Program, since its start in fiscal year (FY) 2005 through FY 2013. It is a complex program, consisting of over 400 contractors and more than 4,000 contracts using over 12,000 active Voyager cards.

Our objective was to assess the HCR Voyager Card Program (summarizing our prior work in this area) and identify viable fuel management program alternatives.

What the OIG Found

The HCR Voyager Card Program implemented by the Postal Service is not effective and other options should be considered.
Voyager Card Program – Capping Report

Management Advisory Report
Report Number
NO-MA-14-007
September 30, 2014
Does MODS Work Hour and Mail Volume Data Accurately Reflect Work Performed?

RECENTLY POSTED

Document Title
Contractual Support Services for the U.S. Postal Service’s Continuous Improvement Program
Change of Address Identity Verification Internal Controls
Review of Perimeter Firewalls
Local Purchases and Payments – Marietta, OH, Post Office
Does MODS Work Hour and Mail Volume Data Accurately Reflect Work Performed?

15 Comments

The Management Operating Data System (MODS) provides data on workload, work hours, and machine-use. In addition to supporting operational planning, MODS data are used extensively in Postal Service costing and pricing activities. Supervisors may manually enter or adjust employee work hours and mail volume.

How can the Postal Service put its excess space to good use?
Objective

This report responds to a request from U.S. Congressmen Michael Capuano and Stephen Lynch regarding unauthorized timecard manipulations that impacted employee workhours at selected U.S. Postal Service facilities in the Greater Boston District. Our objective was to assess whether timecard adjustments were conducted in accordance with Postal Service policy.

The Postal Service uses the Time and Attendance Collection System (TACS) to capture workhours employees spend on various post office operations. Employees record the amount of time and the operation they work by swiping electronic timecards on an electronic badge reader at each facility. Each swipe records time in TACS and is referred to as a clock ring.

A timecard adjustment occurs when a supervisor deletes, adds, or changes a clock ring in TACS to adjust an employee's combination of work and leave hours. Time may be disallowed when a supervisor observes or has proven knowledge that an employee did not work while "on the clock."
Audit Report

Timecard Adjustments at U.S. Postal Service Facilities in the Greater Boston District

Report Number HR-AR-18-007 | August 1, 2018
Getting the Word Out
Audit Report Potential Reach

- 13,700+ Subscribers
  - 96.5% delivered;
  - 859 opened;
  - 89 clicks

- 9,800+ Followers
  - 1,043 impressions

- 18,400+ Likes
  - 2,304 reached
February 26, 2010

JERRY LANE
VICE PRESIDENT, CAPITAL METRO AREA

SUBJECT: Audit Report — Capital Metro Area: Reducing Pieces at Risk
(Report Number OA-AK-10-2011)

This report presents the results of our self-initiated audit related to Delivery Sorter (CBBB) pieces at risk in the Capital Metro Area (Project Number 09GH0110D00). This review is part of our initiative to conduct risk-based audits. The primary component of the Capital Metro Area is the delivery of mail, which is a significant component of the U.S. Postal Service’s operations. The Capital Metro Area is comprised of 50 counties in the states of North Dakota, South Dakota, and Minnesota. The capital city of the Capital Metro Area is Bismarck, North Dakota.

Audit Scope

The Capital Metro Area (CMA) is responsible for processing mail for the states of North Dakota and South Dakota. The Capital Metro Area has a population of approximately 2.5 million people, with 2.2 million households, and a total of 20,000 employees. The CMA has 187 mail processing units and 105 mail processing units in the Capital Metro Area.

Methodology

The Capital Metro Area (CMA) is responsible for processing mail for the states of North Dakota and South Dakota. The Capital Metro Area has a population of approximately 2.5 million people, with 2.2 million households, and a total of 20,000 employees. The CMA has 187 mail processing units and 105 mail processing units in the Capital Metro Area.

Four Actuarial Methodologies

1. **Paid Loss Development**
   - Forecasting the future payments that will be associated with injuries of various ages, by quarter, up to 40 quarters from the occurrence of injury.

2. **Frequency and Severity**
   - Forecasting the number of claims relative to the number of hours worked in a given quarter of injury and the average payment per claim.

3. **Expected Unpaid**
   - Forecasting based on the estimated unpaid amounts at 40 quarters plus what has been paid to date.

4. **Trended Severity**
   - Applying a selected severity trend rate to compensation and medical claims separately.

*Weights vary by injury age, from 1-40 quarters.

Source: OIG and USPS Workers’ Compensation — Model Manual