



BACKGROUND:

Delivery operations has the highest fixed cost in the U.S. Postal Service, making up more than 30 percent of its operating expenses. Within the delivery carrier's function, street operations account for almost 265 million workhours which city carriers used in fiscal year 2011.

Street operations is comprised of every duty a carrier performs from the time they load their vehicle, deliver, and collect mail along the route to their return to the delivery unit to unload their vehicle. Street delivery includes carriers delivering and collecting mail on their assigned routes. The Louisiana District is in the Southern Area and has 90 units delivering mail on 1,643 routes.

Our objective was to assess the efficiency of city delivery street operations in the Louisiana District.

WHAT THE OIG FOUND:

The Louisiana District has opportunities for enhanced street delivery efficiency. We determined the Louisiana District could use about 12 fewer minutes of street time per day on each carrier

route, or 107,550 workhours, and save about \$4.4 million annually. Our review of selected delivery units determined that management did not always reinforce Postal Service policies and procedures for supervising city delivery street operations at delivery units, which allowed for some inefficient delivery practices. This audit also identified assets at risk totaling \$65,698 at four delivery units due to inadequate asset safeguards. Management immediately initiated corrective action on these security matters.

WHAT THE OIG RECOMMENDED:

We recommended the manager, Louisiana District, reduce workhours by 107,550. We also recommended reinforcing policies and procedures for supervising city delivery street operations at delivery units and eliminating inefficient practices. Further, we recommended the district manager ensure that Delivery Point Sequencing mail is staged in route order for easy retrieval by carriers.