

Office of Inspector General | United States Postal Service

Audit Report

Mail Delivery and Customer Service Operations - East Stroudsburg Post Office, East Stroudsburg, PA

Report Number 21-134-R21 | May 25, 2021



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Transmittal Letter



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

May 25, 2021

MEMORANDUM FOR: GARY VACCARELLA
MANAGER, DELAWARE-PENNSYLVANIA 2 DISTRICT

A handwritten signature in black ink, which appears to read "Sean Balduff", is positioned below the recipient information.

FROM: Sean Balduff
Director, Delivery and Retail Response Team

SUBJECT: Audit Report – Mail Delivery and Customer Service
Operations – East Stroudsburg Post Office, East Stroudsburg,
PA (Report Number 21-134-R21)

This report presents the results of our audit of Mail Delivery and Customer Service Operations – East Stroudsburg Post Office, East Stroudsburg, PA.

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

Attachment

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

Results

Background

This report presents the results of our self-initiated audit of Mail Delivery and Customer Service Operations at the East Stroudsburg Post Office, in East Stroudsburg, PA (Project Number 21-134). The East Stroudsburg Post Office is in the Delaware-Pennsylvania 2 District of the Atlantic Area. This audit was designed to provide U.S. Postal Service management with timely information on potential scanning, mail delivery, and customer service operations risks at the East Stroudsburg Post Office.

The delivery unit has seven city routes which are delivered by seven full-time carriers and one city carrier assistant. The delivery unit also has 20 rural routes which are delivered by 18 rural carriers, 11 rural carrier associates, and two assistant rural carriers. The East Stroudsburg Post Office has seven clerks including six full-time and one postal support employee. We selected the East Stroudsburg Post Office for review based on the 2,474 customer inquiries the unit received related to package tracking and mail delivery delays from December 2020 through February 2021.

Objective, Scope, and Methodology

Our objective was to evaluate select mail delivery and customer service operations and determine whether internal controls were effective at the East Stroudsburg Post Office, East Stroudsburg, PA.

To accomplish our objective, we reviewed delivery metrics including the number of routes and carriers, mail arrival time, amount of reported delayed mail, package scanning, distribution up-time,¹ carriers return to office time, and Customer 360 (C360)² data. During our site visits from March 30 to April 1, 2021, we reviewed unit safety and security procedures, mail conditions, Voyager Fleet card and

arrow lock key³ security procedures, and COVID-19 safety procedures. We analyzed the scan status of mailpieces at the carrier cases and in the “Notice Left”⁴ area and interviewed unit management and employees.⁵

We conducted this performance audit from March through May 2021 in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective. We discussed our observations and conclusions with management on May 11, 2021 and included their comments where appropriate.

We relied on computer-generated data from the Product Tracking and Reporting System (PTR)⁶ and Customer Service Daily Reporting System.⁷ Although we did not test the validity of 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. Therefore, we determined the data were sufficiently reliable for the purposes of this report.

Finding #1: Delayed Mail

We found a total of 811 delayed mailpieces at the unit during our site visit on the morning of March 30, 2021. Specifically, we found outgoing mail collected from the carrier routes the previous day that failed to be dispatched to the Lehigh Valley Processing and Distribution Center (see [Table 1](#) and [Figure 1](#)).

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

2 A cloud-based application which enables Postal Service employees to diagnose, resolve, and track customer inquiries.

3 A distinctively shaped key carriers use to open mail-receiving receptacles such as street collection boxes and panels of apartment house mailboxes equipped with an arrow lock. Arrow lock keys are accountable property and subject to strict controls.

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

5 The rural carriers we interviewed had from seven months to 35 years of service.

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

7 A delivery unit-based system that provides a snapshot of the daily condition of the mail at the point in time when the carriers have departed for the street. The data in this system are used to provide management with a formal delayed mail reporting tool.

Table 1. Delayed Mail by Type

Mail Type	Number of Pieces
Letters	621
Flats	82
Packages	108
Total	811

Source: U.S. Postal Service Office of Inspector General (OIG) count of delayed mailpieces on March 30, 2021.

Figure 1. Delayed Collection Mail



Source: OIG photograph taken on March 30, 2021.

We brought this issue to the postmaster’s attention who stated that the mail was returned to the unit by carriers who were out delivering after the unit’s final dispatch. The postmaster further stated that the supervisor responsible for the previous day’s dispatch was new and not aware that collection mail that does not

meet the unit’s final dispatch must be driven to the nearest mail processing facility that evening.⁸ The postmaster addressed the requirements with the supervisor and set the expectation that no collection mail may be left after closing.

Recommendation #1

We recommend the **Manager, Delaware-Pennsylvania 2 District**, direct the **Postmaster, East Stroudsburg**, to develop a plan to ensure that unit supervisors receive training and follow standard operating procedures for processing collection mail that does not meet the unit’s final dispatch.

Finding #2: Improper Package Scanning and Handling

Delivery unit employees improperly scanned packages at the delivery unit rather than at the delivery point. We analyzed package scans performed between December 2020 and February 2021 and found that 7,607 packages received a stop-the-clock (STC)⁹ scan at the delivery unit instead of at the delivery point. Most of these packages were scanned “Receptacle Full/Item Oversized”¹⁰ (see Table 2).

Table 2. STC Scans at the Unit, December 2020 – February 2021

STC Scan Event	Dec.	Jan.	Feb.	Total	Percentage
Receptacle Full /Item Oversized	2,558	2,793	1,137	6,488	85.29%
No Secure Location	177	298	169	644	8.47%
Delivered	162	168	89	419	5.51%
No Authorized Recipient	12	23	19	54	0.71%
Refused		2		2	0.02%
Total	2,909	3,284	1,414	7,607	100.00%

Source: OIG analysis of Postal Service PTR system data.

⁸ Delivery Management System, Standard Work Instruction, *PM All Clear Tasks*.

⁹ A scan event that indicates the Postal Service has completed its commitment to deliver or attempt to deliver the mailpiece. Examples of STC scans include “Delivered”, “Available for Pick-up”, “No Access”, and “Business Closed”.

¹⁰ This scan is used when a signature waiver has been requested but the item will not fit in the mailbox and it cannot be left in a secure location.

Interviews with rural carriers revealed that previous postmasters instructed them to leave packages at the delivery unit rather than take them out for delivery if the carrier believed the package was too large for a parcel locker. The East Stroudsburg Post Office delivers to 21 Homeowners Association (HOA) communities with more than 6,100 delivery points. The HOAs established centralized cluster boxes¹¹ with parcel lockers in each community for the Postal Service to use for mail delivery rather than putting boxes throughout the neighborhood. See [Appendix A](#) for a list of delivery routes with centralized cluster boxes. Rural carriers stated that they were instructed to scan these parcels “Receptacle Full/Item Oversized” at the delivery unit and leave a PS Form 3849, *Sorry We Missed You*, notice informing customers in these communities to retrieve the item at the post office.

Postal Service policy states that parcels must be taken out for delivery on the first trip after arriving at the office.¹² Policy also requires carriers to deviate as much as one mile roundtrip from their established line of travel to attempt to deliver items.¹³ During our site visit, we interviewed 15 rural carriers and determined that 14 were not making the deviation to attempt delivery of packages and were not aware of the requirement to do so.

We also conducted on-site observations at the unit on March 30, 2021, prior to the carriers’ arrival. We judgmentally selected 59 packages (29 were in carrier cases and 30 were in the “Notice Left” area) for review of scanning and tracking data.

Of the 29 packages in carrier cases, seven had missing or improper scans and/or improper handling. Specifically:

- Three were scanned “No Access” at a location other than the point of delivery.
- Two were missing an “Arrival at Unit” scan, which is a required scan for performance measurement.

- One was missing an STC scan to inform the customer of the reason for non-delivery. All packages should receive an STC scan at the time of attempted delivery.
- One was scanned as “Accept or Pickup” on March 27, 2021. This package was outgoing mail and should have been dispatched for processing the day it was scanned.

Of the 30 packages in the “Notice Left” area, 15 had missing or improper scans. Specifically:

- Fourteen were scanned as “Receptacle Full/Item Oversized” at the delivery unit instead of at the point of delivery.
- One was scanned as “No Secure Location” at the delivery unit instead of at the point of delivery.

Furthermore, 16 packages in the “Notice Left” area should have been returned to the sender based on the time elapsed since the notice was left.¹⁴ These packages ranged from two to 74 days past their return dates.

These issues occurred because unit management did not adequately monitor and enforce package scanning and handling procedures. Postal Service policy states that each morning station management should review the previous day’s scanning exceptions. The Postal Service’s goal is to ensure proper delivery attempts for mailpieces to the correct address with proper service, which includes scanning packages at the time and location of delivery.

These improper scanning practices have led to issues with storage of non-delivered packages at the unit. A significant portion of the unit’s workroom is used to store packages that were not delivered. The situation is so pervasive, packages are stored against the walls behind carrier cases, in the PO Box section, and in a conference room (see [Figure 2](#)).

¹¹ A centralized grouping of individually locked and keyed compartments or mailboxes.

¹² Handbook PO-603, *Rural Carrier Duties and Responsibilities* – section 331.1.

¹³ Handbook PO-603, *Rural Carrier Duties and Responsibilities* – section 331.21.

¹⁴ *Notice Left and Return Guidelines*, dated July 2007, state that domestic packages should be returned to sender on the 15th calendar day and international packages should be returned to sender on the 30th calendar day after a notice is left.

Figure 2. Non-Delivered Packages

Main Package Storage Area



Packages stored in PO Box Section

Packages Behind Carrier Cases



Packages in Conference Room



Conference Room Closet



Source: OIG photographs taken March 31, 2021.

Due to the number of packages that do not get delivered, the unit has a large number of customers who must pick up their packages at a post office retail lobby. During our site visit we observed 30 transactions at the retail unit, 17 of which were for package pick up. Management estimated that retail associates spend about half of their day helping customers with package pick up. Additionally, we analyzed retail data for March 30 through April 2, 2021 and found non-revenue pickup transactions accounted for about 40 percent of customer visits.

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 following proper package scanning and delivery policies, management can potentially improve mail visibility, increase customer satisfaction, and enhance the customer experience and the Postal Service brand.

Recommendation #2

We recommend the **Manager, Delaware-Pennsylvania 2 District**, direct the **Postmaster, East Stroudsburg**, to develop a plan to ensure employees follow standard operating procedures for scanning, monitor scan data for compliance, and provide personnel with refresher training on package scanning and handling procedures.

Recommendation #3

We recommend the **Manager, Delaware-Pennsylvania 2 District**, direct the **Postmaster, East Stroudsburg**, to develop a plan to ensure employees follow standard operating procedures for delivering packages outside the established line of travel.

Finding #3: Safeguarding of Assets

East Stroudsburg Post Office management did not properly manage and safeguard Postal Service assets including arrow lock keys, Voyager Fleet cards, mail delivery vehicles, and the units stamp stock.

Arrow Lock Keys

On the morning of March 30, 2021, we conducted a physical inventory of the arrow lock keys because the unit did not have an inventory log. We found the accountability carts containing the arrow lock keys were unsecured and 11 of the 27 assigned arrow lock keys (41 percent) were missing. In addition, management

did not maintain a daily log for the unit's arrow lock keys and could not provide adequate support that they conducted the January 2021 key inventory.

This condition occurred due to insufficient management oversight. Specifically, the supervisor stated that prior management set a precedent for keeping the accountable carts out on the workroom floor so the carriers did not have to go to the registry cage to claim or return arrow lock keys or use sign in/out logs. The supervisor also stated that some of the carriers keep their keys at their cases. In addition, the postmaster stated he performed the January 2021 key inventory but could not find support to show he submitted the information.

According to Postal Service policy, key inventories should be completed semiannually¹⁵ and management must ensure accountable items are properly handled.¹⁶ Further, Postal Service policy¹⁷ states that keys must remain secured until they are individually assigned to personnel. A supervisor or clerk must supervise employees signing out or use a "key check" system to receive keys. Insufficient oversight of arrow lock keys could increase the risk of mail theft.

On March 30, 2021, management took corrective action for securing the arrow lock keys back in the registry cage and on April 1, 2021, we accounted for all 27 keys.

Voyager Fleet Cards

Unit management did not properly manage Voyager Fleet cards. We conducted a physical inventory of the unit's assigned Voyager Fleet cards and found that 11 of the 16 cards assigned to the unit were unaccounted for on March 30, 2021, the first day of our site visit.

These conditions occurred because unit management did not provide sufficient oversight of Voyager Fleet cards. Specifically, unit management did not ensure each vehicle was assigned a Voyager Fleet card and that the cards were turned

in and accounted for daily. In addition, unit management stated that several carriers routinely keep the cards at their cases so they do not get lost.

Postal Service policy states that every vehicle is assigned a Voyager Fleet card¹⁸ which should be accounted for each day. They should never be carried by off-duty personnel or left in unattended vehicles or other locations with unrestricted access.¹⁹ When there is insufficient oversight and supervision of accountable items such as Voyager Fleet cards, there is an increased risk of theft. Furthermore, management cannot prevent potentially fraudulent charges and unauthorized purchases.

Unsecured Vehicles

During our site visit on March 30, 2021, we found five of 16 Postal Service vehicles left unlocked in the unit's gated parking lot. Postal Service policy states that all vehicle doors must be secured when vehicles are left unattended and out of the driver's immediate sight.²⁰ These conditions occurred because unit management did not follow the PM Verification of Activity Checklist. The checklist requires managers to verify that vehicles are free of mail and trash and are locked and secure. When vehicles are left unlocked, there is an increased risk that they could be vandalized or stolen.

Unsecured Stamp Stock

Management did not take appropriate measures to safeguard blank money order stock and stamp stock totaling \$39,165 (see [Figure 3](#)) in the unit reserve. The unit had one key for the lock that secured the unit reserve; however, it was issued to the lead retail associate who was on extended leave. The postmaster stated that he needed to access the unit reserve to replenish the stamp stock for the retail clerks but was not able to retrieve the key. Therefore, he cut the lock about two weeks prior to our arrival.

¹⁵ *Administrative Support Manual (ASM) Issue 13, Section 273.464, Key Survey, July 1999.*

¹⁶ *Handbook M-39, Management of Delivery Services, Section 111.2, Daily Operations, March 2004.*

¹⁷ *Arrow/Mail Key Accountability Guide, October 2020.*

¹⁸ *Postal Service's eFleet Card: Site Manager online course.*

¹⁹ *Standard Work Instructions (Quick Reference): U.S. Bank Voyager Fleet Card Management for Site Managers, revised February 2019.*

²⁰ *Handbook EL-814, Postal Employee's Guide to Safety, Section X, E, 4, Parking.*

Figure 3. Unsecured Stamp Stock

Unsecured Accountable Cage



Unsecured Money Orders and Stamp Stock



Source: OIG photographs taken March 30, 2021.

Unit management is responsible for providing required security for all accountable items including stamp stock and blank money order stock. Physical access controls reduce the security risk to Postal Service employees and the potential for loss or misappropriation of assets.

We brought these issues to the attention of the postmaster, who took immediate corrective action by purchasing a new lock and securing the stamp stock.

Recommendation #4

We recommend the **Manager, Delaware-Pennsylvania 2**, direct the **Postmaster, East Stroudsburg, PA**, to develop a plan to ensure that managers at East Stroudsburg Post Office properly manage and safeguard stamp stock, arrow lock keys, and Voyager Fleet cards, and follow the PM Verification of Activity Checklist.

Finding #4: Safety and Security Concerns

The facility was not consistently maintained in accordance with applicable building safety, maintenance, and security standards. Specifically, we identified a large opening in the ceiling of the Post Office Box lobby and stained or missing ceiling tiles throughout the facility (see Figure 4).

Figure 4. Safety and Security Concerns

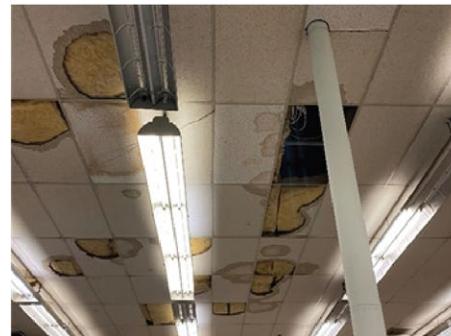
Lobby view of Hole



Box Section View of Hole



Examples of Stained and Missing Ceiling Tiles



Source: OIG photographs taken March 31, 2021

The postmaster stated that there were about 140 stained or missing ceiling tiles that needed to be replaced. When asked about the hole in the lobby, he informed us that it had been there prior to his arrival. Interviews with employees revealed the hole had been there for about three years and was the result of previous ceiling leaks. During those interviews, one employee stated that he had accidentally become locked out of the workroom floor and climbed through the hole to gain access to the facility.

Postal Service policy²¹ states that it is necessary to maintain a safe, pleasant, and healthy working environment and to maintain all plant and postal equipment in good operating condition. By properly maintaining postal facilities and addressing safety and security issues as they arise, management can provide a proper working environment and avoid employee and customer injuries. Management provided evidence on April 28, 2021 that the hole in the lobby ceiling had been repaired.

Recommendation #5

We recommend the **Manager, Delaware-Pennsylvania 2**, direct the **Postmaster, East Stroudsburg, PA**, to ensure all damaged ceiling tiles at the unit are replaced.

Management's Comments

Management agreed with all findings and recommendations in the report. See [Appendix B](#) for management's comments in their entirety.

Regarding recommendation 1, district management stated they will provide face-to-face training regarding service protection, which includes employee PM walk throughs, to all employees at the facility and properly document its completion. Management's target implementation date is June 15, 2021.

Regarding recommendation 2, district management stated they will provide service talks on delivering accurately and with integrity to all employees at the unit. Additionally, district Operations Support will audit the non-delivered scan activity for inconsistencies. Management's target implementation date is June 15, 2021.

Regarding recommendation 3, district management stated they will provide a service talk to carriers regarding rural carrier duties and parcel delivery procedures. Additionally, the postmaster will work with local HOAs to increase the number of parcel lockers to reduce failed first attempts. Finally, management will deploy delivery vehicles to remedy space issues carriers experience when they

use their privately owned vehicles. Management's target implementation date is June 15, 2021.

Regarding recommendation 4, district management stated that unit management took immediate action to secure stamp stock by purchasing a new lock. The postmaster will also implement standard work instructions to ensure accountability of arrow lock keys and Voyager Fleet cards and require utilization and adherence to the PM Verification of Activity Checklist. Management's target implementation date is June 30, 2021.

Regarding recommendation 5, district management stated that they have repaired the lobby ceiling and will replace the ceiling tiles once the roof top heating and cooling unit is replaced or repaired. Management's target implementation date is August 31, 2021.

Evaluation of Management's Comments

The OIG considers management's comments generally responsive to the recommendations in the report.

Regarding recommendation 1, management stated they will provide training to all employees at the facility. Management should also take actions to ensure unit supervisors follow standard operating procedures for processing collection mail that does not meet the unit's final dispatch.

Regarding recommendation 4, management stated they will implement standard work instructions to ensure accountability for arrow lock keys and Voyager Fleet cards and will require adherence to the PM Verification of Activity Checklist. Management should also take action to ensure unit supervisors are complying with these instructions and following the checklist.

All recommendations require OIG concurrence before closure. Consequently, the OIG requires written confirmation when corrective actions are completed. Therefore, these 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.

²¹ ASM, Chapter 53, Maintenance.

Appendices

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Appendix A: Deliveries by Homeowners Association and Route

Route	HOA	Mailboxes	Parcel Lockers
R001	Pocono Dr.	186	28
R002	Lake Valhalla	100	4
R004	Monroe Lakes	238	16
R005	Hillside Dr.	60	
R006	Winona Falls	128	16
	Lake of the Pines	479	25
R007	White Oak	120	12
R008	Leisure Lands	256	32
	Green Oaks	56	2
	Fairway Dr.	40	2
R009	Winona Lakes	545	72
R010	Penn Estates	840	118
R011	Stones Throw	121	8
	E Brown	124	18
R013	Big Ridge Dr. (1)	351	26
	Big Ridge Dr. (2)	300	32

Route	HOA	Mailboxes	Parcel Lockers
R015	Milford Commons	113	
	Skyline Heights	89	5
R016	Penn Estates	751	122
R017	BML	766	108
R021	Northslope	96	10
	Shawnee Valley	258	24
	Rising Meadow	128	16
Total		6,145	696

Appendix B: Management's Comments



May 18, 2021

JOSEPH WOLSKI
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Mail Delivery and Customer Service Operations – East Stroudsburg Post Office, East Stroudsburg, PA
21-134-DRAFT

Thank you for the opportunity to respond to the above mentioned draft audit report (Draft Report). We agree with the conclusions of the Draft Report that the East Stroudsburg Post Office has opportunity to improve Customer Service and Security.

Management responds to the recommendations contained in the Draft Report as follows:

Recommendation #1:

We recommend the Manager, Delaware-Pennsylvania 2 District, direct the Postmaster, East Stroudsburg, to develop a plan to ensure that unit Supervisors receive training and follow standard operating procedures for processing collection mail that does not meet the unit's final dispatch.

Management Response/Action Plan:

Management agrees with this recommendation. Management will provide Service Protection training to all employees at the facility. The training will be conducted face to face and will be properly documented. The training will include all PM duties, including Employee Walk Throughs, CPMS and Dispatch.

Target Implementation Date:

The training will be completed by June 15, 2021.

Responsible Official:

██████████ Postmaster, East Stroudsburg.

Recommendation #2:

We recommend the Manager, Delaware-Pennsylvania 2 District, direct the Postmaster, East Stroudsburg, to develop a plan to ensure employees follow standard operating procedures for scanning, monitor scan data for compliance, and provide personnel with refresher training on package scanning and handling procedures.

Management Response/Action Plan:

Management agrees with this recommendation. Management will provide service talks on delivering accurately and with integrity to all employees at the facility. District Operations Support will conduct an audit of non-delivered scan activity for inconsistencies.

Target Implementation Date:

The service talk will be completed by May 31, 2021. Audit to be conducted by June 15, 2021

Responsible Official:

██████████ Postmaster, East Stroudsburg
██████████ Manager Operations Programs Support, DE-PA2

Recommendation #3:

We recommend the Manager, Delaware-Pennsylvania 2 District, direct the Postmaster, East Stroudsburg, to develop a plan to ensure employees follow standard operating procedures for delivering packages outside the established line of travel.

Management Response/Action Plan:

Management agrees with this recommendation. Rural Carriers Duties and Responsibilities Handbook PO-603, Section 331 Parcel Delivery will be reviewed with each carrier in a service talk. Additionally, the Postmaster will work with local Home Owners Associations to increase the number of parcel lockers on high impact routes to reduce failed first attempts. Metris Vehicles will be deployed to remedy cube space issues in privately owned vehicles.

Target Implementation Date:

Handbook PO-603 to be reviewed with all carriers by June 15, 2021. Metris vehicles to be deployed by June 15, 2021. Parcel Locker installation to be complete by June 15, 2021.

Responsible Official:

██████████ Postmaster, East Stroudsburg

Recommendation #4:

We recommend the Manager, Delaware-Pennsylvania 2, direct the Postmaster, East Stroudsburg, PA to develop a plan to ensure that manager at East Stroudsburg Post Office properly manage and safeguard stamp stock, arrow key locks, and voyager fleet cards, and follow the PM verification of activity checklist.

Management Response/Action Plan:

Management agrees with this recommendation. Immediate action was taken to secure stamp stock by way of purchasing a new lock. Postmaster will implement the Arrow Key Standard Work Instructions as prescribed by the United States Postal Inspection Service to ensure accountability in protecting Arrow Keys and Voyager Cards. Postmaster will require utilization and adherence to the PM verification checklist.

Target Implementation Date:

Service Talk, "Arrow key security depends on aware employees" to be issued to employees by June 15, 2021. Arrow Key initiative will be in place by June 30, 2021. All other items are immediate.

Responsible Official:

[REDACTED] - Postmaster, East Stroudsburg

Recommendation #5:

We recommend the Manager, Delaware-Pennsylvania 2, direct the Postmaster, East Stroudsburg, PA, to ensure all damaged ceiling tiles at the unit are replaced.

Management Response/Action Plan:

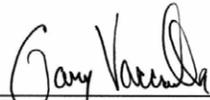
Management agrees with this recommendation. Subsequent to on-site review, Postmaster has initiated a work order for repair of lobby ceiling. Repairs have been completed and lobby is secure. Ceiling tiles to be replaced once roof top HVAC unit is repaired/replaced.

Target Implementation Date:

Lobby repairs complete, May 31, 2021. Ceiling tiles to be replaced upon completion of HVAC repair, August 31, 2021

Responsible Official:

[REDACTED] Postmaster, East Stroudsburg



Gary Vaccarella
District Manager, Delaware-Pennsylvania 2

cc:

[REDACTED]
[REDACTED]
[REDACTED]

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