



BACKGROUND:

Carrier Optimal Routing (COR) is a computer modeling carrier routing and travel optimization program used to configure safe and efficient travel patterns for city delivery routes. The U.S. Postal Service implemented the system in October 2005, which has helped reduce workhours and vehicle costs, improve carrier safety, and establish more efficient lines-of-travel. Our first audit reviewed system usage and the related reductions in vehicle mileage for 32 districts (now 26 districts due to consolidations and reorganizations).

This audit objective was to review system usage to adjust and consolidate routes. We also reviewed global positioning system (GPS) usage in conjunction with COR. Additionally, we updated system usage for the districts reviewed in the first audit to culminate in a nationwide review.

WHAT THE OIG FOUND:

The Postal Service performed route adjustments using the COR system on 28,116 routes in the 47 districts reviewed. However, the Postal Service did not make route adjustments on 63,505 routes using the COR system. This condition occurred because the software was not user friendly, data preparation was labor-intensive and time-consuming, COR system technicians were not crossed-trained,

and manuals were not updated. In addition, districts did not use GPS devices to track route time and performance jointly with the COR system to perform route adjustments. As a result, the Postal Service will not realize over \$84 million annually in cost reductions in city delivery from consolidation of carrier routes.

WHAT THE OIG RECOMMENDED:

We recommended the vice president, Engineering Systems, continue to pursue funding availability to resolve performance issues and implement the Web COR system. We also recommended the vice presidents, Area Operations, re-emphasize performing route adjustments using the COR system. Additionally, we recommended cross-training to include database preparation and route adjustment processes. Lastly, we recommended the vice president, Delivery and Postal Operations, update city delivery manuals to perform route adjustments using the COR system.