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OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

HIGHLIGHTS

Survey of System Users of the Global Positioning System for Highway Contract Routes

Report Number NL-MA-12-001

BACKGROUND:

This management advisory presents the results of our survey of U.S. Postal Service field personnel with authorized access to the global positioning system (GPS) Highway Contract Route (HCR) Tracking Module.

The Postal Service initiated a GPS program for selected contracted HCRs in November 2010 to have visibility of mail during transport between its origin and destination. The GPS program required that selected "long-haul" HCRs (routes of 50 miles or more) provide certain tracking information every 30 minutes while transporting mail. As of April 2012, about 960 HCRs were included in the program. Our objective was to obtain information from Postal Service users on the effectiveness of the GPS tracking data and its uses to monitor HCR compliance and route performance.

WHAT THE OIG FOUND:

Our survey found that about 93 percent of authorized users in the field do not use the system to track mail, which was the primary intention of the GPS

program. Additionally, only about 10 percent replied that they used HCR tracking data to assess supplier performance. Respondents further indicated that they did not receive adequate training or communication on their defined roles and responsibilities. In addition, several respondents remarked that the HCR Tracking Module could potentially be a useful tool. However, due to difficulty in obtaining accurate and complete data, it is not being used for ongoing monitoring and tracking and for ensuring compliance.

WHAT THE OIG RECOMMENDED:

Since our intent is to communicate survey results to provide Postal Service management with the insights, comments, and concerns of the system's users, we are not making recommendations for corrective action. However, we have related ongoing audit work and will be issuing a report addressing issues and opportunities for enhancing the GPS for HCRs.