



Postal Service: Planned Benefits of Iowa Automated Mail Facility Not Realized: Ggd-94-78

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BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 22 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Pursuant to a congressional request, GAO reviewed whether automated mail processing at the Waterloo, Iowa, mail facility has saved money and improved delivery service. GAO found that: (1) automated mail processing operations at the Waterloo facility have not saved money or improved productivity as planned; (2) despite the introduction of automated equipment, labor productivity has decreased; (3) transportation costs have increased because of equipment upgrades and route changes; (4) some locations are no longer scheduled to receive overnight mail delivery, and the percentage of mail delivered on time to other overnight locations has decreased; (5) postal officials have not performed post-implementation consolidation reviews to determine if their goals were met; and (6) although postal officials believed that consolidated mail processing at Waterloo would not affect postal customers, the facility began receiving complaints alleging degraded service shortly after it consolidated operations. This item ships from La Vergne, TN. Paperback.



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