



Postal Service: Progress Made in Restoring Deteriorated Northern Virginia Mail Service: GGD-89-88

U.S. Government Accountability Office (GAO)

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Postal Service: Progress Made in Restoring Deteriorated Northern Virginia Mail Service: Ggd-89-88

By -

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 30 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Pursuant to a congressional request, GAO reviewed the status of mail delivery operations in northern Virginia. GAO found that post offices in northern Virginia could not keep up with current mail deliveries because of the increased mail volume and number of deliveries and insufficient staff to process and deliver mail, but customer complaints and the volume of delayed mail were decreasing. GAO also found that the Postal Service has: (1) adjusted overburdened delivery routes and identified causes for mail backlogs; (2) sent additional employees from other post offices to maintain an acceptable level of mail service; (3) made customer service its primary goal; and (4) trained postmasters and supervisors in standard operating procedures. This item ships from La Vergne, TN. Paperback.



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