

2 FEB 1988

MEMORANDUM FOR: Lieutenant General Edward J. Heinz, USAF
Director, Intelligence Community Staff

STAT

FROM:
Acting Director of Logistics

SUBJECT: Mail Delays

REFERENCE: A. Memo to D/L frm D/ICS, dtd 30 Dec 87;
Same Subject
B. Memo from D/L to D/ICS dtd 6 Jan 88;
Same Subject

1. Facilities Management Division personnel have completed a review of their mail-handling procedures. Included in the review was a sampling of mail delivered by the U. S. Postal Service in order to ascertain an average time for their delivery. Our review reflects that the U. S. Postal Service averages six days for the delivery of mail from a random sampling of originating locations to the Agency and that the Mail and Courier Branch, on average, utilizes two days from receipt of mail to delivery at destination. In both cases, the mail should have been received in sufficient time even though the Post Office encounters more delays during December because of the heavy influx of Christmas mail.

2. We do not, at this time, time stamp or otherwise record incoming mail as we currently handle approximately 37,000 pieces of mail per day. Nevertheless, we have asked the Chief of your Registry to assist us in monitoring incoming mail and to notify the Mail and Courier Branch when long delays are discovered. We are looking at the possibility of installing an automated date stamp machine which would enable us to track our own internal mail handling in a much more efficient manner. Without this equipment, it is impossible to ascertain whether we or the Post Office is at fault. For example, our sampling revealed several isolated cases where the Post Office had taken as much as 27 days to deliver mail to the Agency.

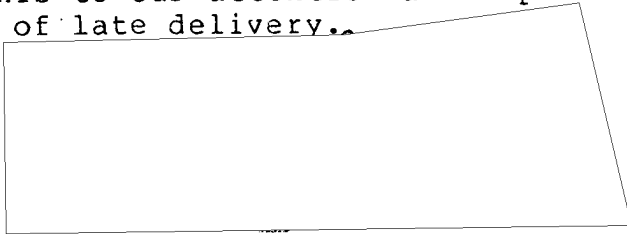
OL 10027-88



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3. Please be assured that we are concerned and will continue to review mail-handling procedures in an effort to provide our customers with the best service possible. We appreciate your bringing this to our attention and hope that we can avoid any reoccurrence of late delivery.

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OL/FMD, (2 Feb 88)

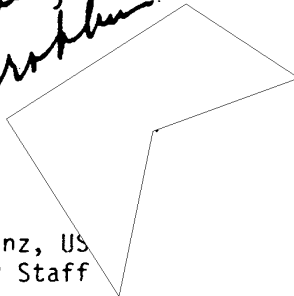
Distribution:

- Orig - Addressee
- 1 - OL Files
- 1 - FMD Chrono
- 1 - FMD Official
- 1 - FMD/Services
- 1 - FMD/M&CB

REFERENCE
A

*AFM D - PLS
investigate what
we know what is
happening - and what
we are going to do to correct
this problem.*

DCI/ICS 3046-87
30 December 1987



STAT MEMORANDUM FOR: Mr. John Ray
Director, Office of Logistics
FROM: Lieutenant General Edward J. Heinz, US
Director, Intelligence Community Staff
SUBJECT: Mail Delays

STAT 1. I do not as normal practice request that personal mail be sent to me
STAT at [redacted] However, some professional mail is
personally addressed to me [redacted] as well as
some personal mail from correspondents who do not know my home address.

STAT 2. I am increasingly concerned about the inordinate delays in receiving
STAT mail that is addressed to me personally [redacted]
[redacted] Attached are two examples that were received here on 29 December--
these are not isolated occurrences. Frequently, I receive mail after the date
of the scheduled event. It is embarrassing, especially when an RSVP was
requested. I would appreciate any assistance you could give me in this matter.

STAT [redacted signature box]
Edward J. Heinz
Lieutenant General, USAF

Attachment
As Stated

11-11-87

