



June 5, 2025

VICTORIA SMITH
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution—Delivery and Customer Service in Colorado Mountain Towns
(Audit Number 23-130-R24) Recommendation 2

Representatives of the Office of the Inspector General (OIG) and USPS management met again on March 26, 2025, to discuss management's disagreement with recommendation 2 as stated in the November 24, 2023, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation 2 which read as follows from the December 5, 2023, final audit report:

Recommendation #2

We recommend the Deputy Postmaster General and Chief Human Resources Officer, explore the feasibility of increasing personnel pay in Colorado mountain towns based on locality, including tracking all expenses for personnel detailed to these locations and other hiring costs. The status of the recommendation will be changed to "Agreed" in both the OIG's and management's tracking systems.

To close these recommendations management agrees to take the following actions:

Management has existing systems to track personnel expenses. To close recommendation two, management agrees to provide a six-month trend of personnel expenses for non-home office employees assigned to the fourteen Colorado mountain town locations identified in the audit report.

Target Implementation Date: 10/31/2025

Responsible Official: Deputy Postmaster General and Chief Human Resources Officer

Sincerely,



Doug A. Tulino
Acting Postmaster General and
Chief Human Resources Officer

cc: Corporate Audit & Response Management