



May 10, 2022

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – CITY DELIVERY OPERATIONS - NATIONWIDE
ROUTE MANAGEMENT, Audit Number 21-127-R22 (Recommendations 1-4)

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on April 1, 2022, to discuss management's disagreement with Recommendations 1-4 as stated in the February 7, 2022, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendations 1-4, which read as follows from the February 17, 2022, final audit report:

Recommendation 1:

We recommend the **Vice President, Delivery Operations**, develop a detailed action plan, including measurable targets, to resume conducting annual street observations to determine whether a minor route adjustment or a mail count and route inspection review is needed.

Recommendation 2:

We recommend the **Vice President, Delivery Operations**, evaluate using alternative methodologies, rather than the five or six consecutive days of a routes' mail volume, to maintain the 8hour workday and how to account for letter and flat mail base volume.

Recommendation 3:

We recommend the **Vice President, Delivery Operations**, develop an oversight process to monitor and confirm that delivery unit management resolve errors in the Time and Attendance Collection System timely to ensure route workhours are accurate.

Recommendation 4:

We recommend the **Vice President, Delivery Operations**, evaluate the feasibility of replacing manual route evaluation activities with existing delivery systems, tools, and technology.

The status of recommendations 1, 2, 3 and 4 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:

Recommendations 1, 2 and 4:

The U.S. Postal Service has entered into a joint agreement signed on May 9, 2022, with the National Association of Letter Carriers (NALC) to evaluate and adjust city routes using alternate technological advances. This process will reduce disputes, is more efficient, less intrusive and will incorporate the use of Digital Street Review (DSR) technology to maintain the 8-hour workday. This process leverages breadcrumbs to create the electronic equivalent of PS Forms 3999. This methodology, while in effect, will replace the existing Minor Route Adjustments (MRA) and formal Mail Count and Inspection processes.

Target Implementation Date: **11/30/2022**

Responsible Official: Vice President, Delivery Operations

Recommendation 3: In the short-term, management will issue a policy reminder while the MDD timekeeping initiative is proceeding.

Target Implementation Date: **06/30/2022**

Responsible Official: Vice President, Delivery Operations

Sincerely,

 E-SIGNED by ANGELA.H CURTIS
on 2022-05-10 15:35:37 CDT

Angela H. Curtis

cc: CARMManager@usps.gov