



March 19, 2024

JEANNETTE Y. GRANT  
MANAGER, CORPORATE AUDIT AND RESPONSE MANAGEMENT

SUBJECT: Audit Resolution – *Delivery and Customer Service in Colorado Mountain Towns* (Report Number 23-130-R24 – Recommendations 1 and 5)

We agree with the actions the U.S. Postal Service will take to address recommendations 1 and 5 in the subject report, along with the target implementation date, as described in the related February 28, 2024, memorandum from the Manager, Colorado-Wyoming District.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or comments, please contact Victoria Smith, Manager, Quality, Systems & Accountability, at 703-526-5903.

A handwritten signature in cursive script that reads "John E. Cihota".

John E. Cihota  
Director, Audit Services

cc: Mary Lloyd  
Todd Watson