



February 28, 2024

JOHN CIHOTA  
DIRECTOR, AUDIT SERVICES

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

Representatives of the Office of the Inspector General (OIG) and USPS management met on February 15, 2024, to discuss management's disagreement with recommendations 1 and 5 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 recommendations 1 and 5 which reads as follows from the December 5, 2023, final audit report:

**Recommendation #1**

We recommend the District Manager, Colorado-Wyoming District, analyze work environment impacts that affect the Postal Service's ability to hire and retain personnel and create a plan to overcome those identified impacts.

**Recommendation #5**

We recommend the District Manager, Colorado-Wyoming District, require any employee fulfilling the postmaster role at the select facilities, to take the formal Postmaster Essentials training course, and track compliance.

The status of these recommendations will be changed to "Agreed" in both the OIG's and management's tracking systems.

To close both recommendations management agrees to take the following action:

Management will continue to provide OICs with PME training booklets that include information on interpersonal skills, and trust building. In addition to booklets, OIC's will complete related HERO training and be assigned mentors.

Target Implementation Date: 5/31/24

Responsible Official: Manager, Colorado-Wyoming District

  
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Vice President, Area and Retail and Delivery Operations (West-Pac)

cc: Corporate Audit & Response Management