



December 16, 2024

JOHN CIHOTA
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Minnesota-North Dakota: Delivery Operations - (Audit Number 24-032-R24) Recommendation 2

Representatives of the Office of the Inspector General (OIG) and USPS management met on August 21, 2024, to discuss management's disagreement with recommendations 2 as stated in the May 24, 2024, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation 2 which reads as follows from the June 5, 2024, final audit report:

Recommendation #2

We recommend the District Manager, Minnesota North Dakota District, review staffing alignment within the district and provide adequate staff to the Eagan Branch, New Brighton Carrier Annex, Bismarck Carrier Annex, and Minot Post Office to deliver all committed mail daily.


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:

Recommendation #2: Due to hiring challenges, district management has regular cadence-performance calls with MN-ND District delivery units including, Eagan, Minot, New Brighton, and Bismarck, to discuss hiring and staffing conditions, hiring activity, and potential alternative solutions.

Target Implementation Date: 09/30/2024

Responsible Official: Area Vice President, Central

 E-SIGNED by MICHAEL.W RAKES
on 2024-12-16 12:44:41 EST

Mike Rakes
Vice President, Area Retail & Delivery (Central)

cc: Corporate Audit & Response Management