



September 26, 2025

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Postal Service Customer Experience - Delivery Surveys (Audit Number 23-033-R23) Recommendations 2

Representatives of the Office of the Inspector General (OIG) and USPS management met again on August 29, 2025, to discuss management's disagreement with recommendation 2 as stated in management's response to the subject audit report, dated September 18, 2023.

As a result of the meeting an agreement was reached pertaining to recommendation 2 which read as follows from the September 27, 2023 final audit report:

**Recommendation #2**

We recommend that the Vice President, Customer Experience, conduct a cost, benefit, and feasibility analysis on potential options for increasing local delivery response rates and developing more easily understood survey terminology.

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

To close this recommendation management agrees to take the following actions:

USPS conducted a cost benefit analysis where it analyzed the cost associated with the current response rate to determine the feasibility of increasing responses by 1.5, 2, and 3 times. Through the cost benefit analysis, USPS concluded that the additional cost to send more surveys exceed the benefit of insights gained through more responses. Furthermore, USPS and the vendor determined that the confidence interval would have virtually no impact if the number of surveys sent and received were increased, concluding that the additional cost to send more surveys was not fiscally responsible.

In FY23, USPS conducted a review of all Customer Experience Surveys, including the Delivery Survey. This review included updating all surveys to a 5-point scale and reviewing survey questions. This was done in partnership with survey, subject matter experts. The delivery survey was streamlined by dropping the question relating to mail delivery method as this data is readily available through operational data sources.

Management requests to close recommendation #2 with issuance of the OIG's audit resolution agreement letter based on the above-mentioned analysis and update to the delivery survey.

Target Implementation Date: 10/31/2025

Responsible Official: Manager, Customer Experience Measurement & Analytics

Sincerely,

E-SIGNED by MARC.D MCCRERY  
on 2025-09-29 18:52:18 EDT

---

Marc McCrery  
Vice President, Customer Experience

cc: Corporate Audit & Response Management