



GARY R. BARKSDALE
CHIEF POSTAL INSPECTOR

UNITED STATES POSTAL INSPECTION SERVICE

February 25, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution: *U.S. Postal Inspection Service Strategy and Resources (24-164-R25)*
Recommendations 3, 4, and 5

Representatives of the Office of the Inspector General (OIG) and United States Postal Inspection Service (USPIS) management met on January 13, 2026, to discuss management's disagreement with Recommendations 3, 4, and 5, as stated in the Management Response Letter published in the subject audit report on August 22, 2025.

As a result of the meeting, an agreement was reached on Recommendations 3, 4, and 5 which read as follows, in the final audit report:

Recommendation 3:

We recommend the **Inspector in Charge, Communications, Governance, and Strategy**, update instructions for developing performance measures and instruct preparers to revise key performance indicators, and division objectives to be specific, measurable, actionable, reasonable, and timely.

Recommendation 4:

We recommend the **Inspector in Charge, Communications, Governance, and Strategy**, revise the High Security Collection Box and High Security Electronic Locks installation performance measures to include metrics within Postal Inspection Service's control.

Recommendation 5:

We recommend the **Deputy Chief Inspector, Eastern Area, and Deputy Chief Inspector, Western Area**, establish internal controls to obtain periodic updates prior to the end of the quarter to ensure required quarterly and annual goals are met.

The status of recommendations 3, 4, and 5 will be changed to "Agree" in both the OIG's and management's tracking systems, upon receipt of the OIG's audit resolution response letter.

To close these recommendations, management agrees to take the following actions:

Recommendation 3:

Management Response: Management will discontinue the use of the Comprehensive Division Plans (CDPs) and quarterly requirements. In the place of CDPs, management will ensure each

division utilizes the appropriate performance tracking system, in use by Postal at the time, to input division goals that align with and support the Postal Inspection Service's strategic plan, as applicable.

Target Implementation Date: January 31, 2027

Responsible Official: Inspector in Charge, Communications, Governance & Strategy

Recommendation 4:

Management Response: Management will revise performance measurements to remove language around the installation of High Security Collection Boxes (HSCBs) and High Security Electronic Locks (HSELs), and to instead add language with a stronger focus on year-over-year changes to performance measures that can be quantified (i.e., mail theft complaints, robberies).

Target Implementation Date: January 31, 2027

Responsible Official: Inspector in Charge, Communications, Governance & Strategy

Recommendation 5:

Management Response: Management will discontinue the use of Comprehensive Division Plans (CDPs) and their quarterly requirements. Instead, Field Inspectors in Charge will individually develop goals which align with the Postal Inspection Service's strategic plan, using specific performance indicators and measures, in the appropriate performance tracking system in use by Postal at the time.

Target Implementation Date: January 31, 2027

Responsible Official: Deputy Chief Inspectors, Eastern Field Operations and Western Field Operations

Sincerely,



Gary Barksdale
Chief Postal Inspector

cc: Corporate Audit & Response Management