

June 2, 2026

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution: Deferred Maintenance of Postal Service Facilities (25-037-R26) - Recommendations 1, 2, 3 & 5

Representatives of the Office of the Inspector General (OIG) and USPS management held an audit resolution meeting on January 6, 2026, to discuss management's disagreement with recommendations 1, 2, 3, and 5 as stated in the October 24, 2025, management response in the subject audit report.

As a result of the meeting, an agreement was reached. Recommendations 1, 2, 3, and 5, read as follows from the November 26, 2025, final audit report:

**Recommendation 1** - We recommend the Vice President, Facilities, in coordination with the Vice President, Finance and Planning, establish a common framework with roles and responsibilities for deferred maintenance that applies throughout the organization, standardizing what is considered deferred maintenance and the process for prioritizing and addressing it.

**Recommendation 2** - We recommend the Vice President, Facilities, prioritize and track all deferred maintenance and associated costs, including capital and maintenance projects, and begin addressing its backlog of maintenance in order of priority.

**Recommendation 3** - We recommend the Vice President, Facilities, establish procedures, responsibilities, and accountability mechanisms for staff and supervisors to periodically review and validate all data including "estimated cost" within the maintenance system, for completeness and accuracy.

**Recommendation 5** - We recommend the Vice President, Facilities, in conjunction with Vice President, Retail and Post Office Operations, and Vice President, Processing Operations, establish a policy requiring project managers to provide local management with periodic status updates on reported maintenance issues and document statuses until resolved.

The status of these recommendations will be changed to "Agreed" 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 action:

**Recommendation 1** - The Computerized Maintenance Management System (CMMS) is targeted for implementation in 2027. The Postal Service already has existing processes on roles and responsibilities for deferred maintenance and procedures for prioritizing and addressing it. Implementing CMMS establishes a common framework and standardizes deferred maintenance throughout the organization.

**Target Implementation Date:** 5/31/2027

**Responsible Official(s):** Senior Vice President, Facilities & Infrastructure; Vice President, Finance and Planning

**Recommendation 2** – Processes have already been established for prioritizing and tracking all deferred maintenance and associated costs, including capital and maintenance projects. The implementation of CMMS strengthens these existing processes and provides structure for continuing to address the deferred maintenance backlog in order of priority.

**Target Implementation Date:** 5/31/2027

**Responsible Official(s):** Senior Vice President, Facilities & Infrastructure

**Recommendation 3** – In addition to existing policies regarding data responsibilities and accountability, the implementation of CMMS builds mechanisms for staff and supervisors to periodically review and validate data including “estimated cost” for completeness and accuracy.

**Target Implementation Date:** 5/31/2027

**Responsible Official(s):** Senior Vice President, Facilities & Infrastructure

**Recommendation 5** – Although current processes require status updates on reported maintenance issues, implementing CMMS further enables project managers to provide local management with periodic status updates and document statuses until resolved.

**Target Implementation Date:** 5/31/2027

**Responsible Official(s):** Senior Vice President, Facilities & Infrastructure; Vice President, Retail and Post Office Operations; and Vice President, Processing Operations

E-SIGNED by BENJAMIN.P KUO  
on 2026-06-03 09:51:38 EDT

---

**Benjamin Kuo**  
Senior Vice President, Facilities & Infrastructure

E-SIGNED by STEVEN.A DARRAGH  
on 2026-06-02 14:10:37 EDT

---

**Steven Darragh**  
Vice President, Finance and Planning

E-SIGNED by Jennifer.T Vo  
on 2026-06-02 14:20:46 EDT

---

**Jennifer Vo**  
Vice President, Retail and Post Office Operations

E-SIGNED by JASON.R DE CHAMBEAU  
on 2026-06-02 17:59:32 EDT

---

**Jason DeChambeau**  
Vice President, Processing Operations

cc: Corporate Audit & Response Management