

Safety and Security

INSPECTORS HIGHLY

REGARDED: Much of the voting public holds the Postal Inspection Service in high regard, according to a survey reported in May 2002. More than 88 percent of the 1,000 registered voters polled agreed that the Postal Inspection Service is “important.” The Inspection Service is the lead agency for mail and shipping in the Office of Homeland Security’s examination of vulnerabilities in our nation’s infrastructure.

—from USPS Public Affairs and Communications, *Latest Facts Update*, May 24, 2002

U.S. Postal Inspectors are charged with ensuring the safety of postal employees, customers and assets. Using a combination of aggressive programs that target specific

criminal activities and proven prevention strategies, Postal Inspectors offer a comprehensive approach to postal security, giving employees a safe work environment, reducing or eliminating criminal activity against the Postal Service, and educating postal customers about mail-related crime.

Security

Postal Inspectors address numerous problems related to the theft of mail from postal collection and relay boxes, neighborhood delivery and collection boxes, cluster box units, and apartment panels by developing various security countermeasures. This past year, Inspectors worked closely with postal engineers to develop a high-security cluster box, now being pilot-tested. The boxes will be deployed in high-risk locations in the near future to increase the security of customers’ mail. Inspectors assisted in installing improved security devices at four postal districts and developed innovative measures of “hardening” collection and delivery equipment.

In the interest of protecting postal employees, the Postal Inspection Service also initiated new security requirements for postal facilities. All employees must now display photo identification while on duty, and Inspectors are working with facility managers to help phase in compliance with the new regulations.

The Security Division continues to improve facility security by working with postal employees in developing a facility risk-assessment model. By quantifying security risks for facilities, the model will allow postal managers and executives to reduce the likelihood of risks and better manage those that occur.

The Postal Inspection Service continues to work with the office of the chief operating officer to improve the Postal Service’s continuity of operations plans (COOP). Following the September 2001 terrorist attacks, COOP plans were activated at an alternate site within the guidelines established by the Federal Emergency Management Agency. Although the activation was successful, some procedures were identified that needed to be revised. Changes have been ongoing throughout the past fiscal year and include new equipment purchases, upgrades for old equipment, revisions to evacuation procedures for the Postal Service’s National Headquarters building, and more detailed space assignments.

Security Force

Integral to the security efforts of the Postal Inspection Service are the Postal Police Officers (PPOs) of the Security Force. PPOs provide ongoing protection for



A FedEx-Express Boeing 727 cargo plane, traveling inbound to Tallahassee, Florida, from Memphis, Tennessee, was carrying approximately 550 pounds of Express Mail along with other shipments when it crashed on July 26, 2002. Tallahassee Postal Inspectors responded to the site, recovering roughly 43 pounds of mail over a three-day period; the remainder was destroyed by fire or by the water used to extinguish the flames. The crew escaped with minor to moderate injuries.

review of Security Force operations and staffing nationwide. Also during the past fiscal year, a Security Force Assessment Team concluded a study of Security Force operations and reported the results to Inspection Service and Postal Service managers and to the Security Task Force, a labor-management group. Established in 2001, the team examined the department's operations in relation to the effectiveness of the physical security of major postal facilities across the country.

The team found significant deficiencies at almost every site visited. In some cases, closed circuit television cameras were not functioning, new VCRs were needed, and security turnstiles at employee entrances were inoperable. At the majority of sites, the team found that individuals had defeated security systems by

postal employees and property by enforcing federal laws and regulations at postal facilities. Their presence serves as a key deterrent to assaults, maintaining an environment conducive to the safety and well-being of postal employees, customers and assets.

PPOs routinely provide perimeter security at high-risk areas and escort high-value mail shipments. In FY 2002, the Postal Inspection Service initiated a comprehensive

wiring gates to remain open and propping open facility doors, either temporarily or permanently, against regulation.

After examining Control Centers at the sites, team members identified methods of consolidating operations. The team identified numerous opportunities to use electronic security measures and unarmed contract security officers, instead of armed PPOs, without compromising standards. In keeping with the mission of the Security

Hurricane Lili made landfall on October 3, 2002, south of New Iberia, Louisiana, with sustained winds of 90 mph. As flooding and power outages occurred across the state, teams of Postal Inspectors responded, visiting 40 post offices the first day and another 60 offices on the following day to make damage assessments and assist in recovery efforts where possible. Some offices suffered flooding of up to five feet of water, and roof damage varied from a few lost shingles to large sections of roof. Out of 1.2 million possible mail deliveries, approximately 900,000 could not be made.



Postal Police defending customers from contaminants in nation's mail

By Matthew Colla
THE WASHINGTON TIMES

The nation's 1,400 uniformed, gun-toting Postal Police officers, who usually provide security for besieged post offices at tax time and for the mailing of the Oscar statuettes, now find themselves defending against anthrax.

U.S. Postal Inspector Lori Groen said after several letters containing the contaminant were discovered nationwide, post office workers have kept Postal Police busy with calls

evacuate personnel," Ms. Groen said.

Nearly a 10th of the Postal Police force, or 130 officers, work in the metropolitan Washington area, which includes Baltimore. About 34 of those officers are stationed at the U.S. Postal Service headquarters in Southwest.

Ms. Groen said she's not aware that any additional officers have been transferred to this area. She said officers have taken a more "hands-on" approach to security issues, manning X-ray machines and

which represents Postal Police officers nationwide, warned that the added duties are stretching the force to its limits.

"There has been some shifting of resources due to this situation," Mr. Wilson said. "I think it's reducing the protection to the outlying facilities because they are concentrating on the larger facilities."

He said officers who used to provide perimeter security, escort high-value mail shipments and respond to reports of burglary or workplace violence, also have been busy guard-

employees who

Force, to secure the perimeter of facilities that require an armed presence, the team determined that electronic security was sufficient for areas inside the perimeter.

The Chief Postal Inspector presented the Security Force Assessment Team's findings to the U.S. Postal Service's area vice presidents. Senior postal and Inspection Service managers are now evaluating the findings to determine how to maximize Security Force resources and enhance security at postal sites.

Mail Screening

Postal Inspectors performed mail-screening to check for the presence of anthrax at 25 major processing & distribution centers, concentrating on mail destined for high-profile addresses, such as national print and electronic media outlets and government offices. A total of 280 Inspectors nationwide expended more than 13,600 work-hours during the initiative, which ran from October 6 through December 31, 2001.

Postal Inspectors from the Washington Division set up a temporary facility near the quarantined Brentwood Processing and

worked at the Brentwood facility died last week as a result of anthrax inhalation.

The uniformed department, created by Congress in 1970 to assist the U.S. Postal Inspection Service, is charged with protecting all persons and property of the U.S. Postal Service by enforcing federal laws and postal regulations on Postal Service-controlled property.

Postal inspectors enforce more than 200 federal laws covering investigations of crimes involving the U.S. mail and the postal system. They are federal officers who carry firearms, make arrests and serve federal search warrants and subpoenas.

Postal Police officers undergo a 10-week, basic-training course at the Federal Law Enforcement Training Center at Glynn, Ga. Applicants must pass a written test, an oral interview, a physical, a drug screen and a background investigation.

Distribution Center in Washington, DC, to screen irradiated mail for 20 federal agencies, including the Postal Service Headquarters building. Inspectors also provided security and monitored operations at mail irradiation sites operated by Ion Beam Applications at Swedesboro, New Jersey, and Titan Scan at Lima, Ohio.

Facilities Security Database

The Facilities Security Database (FSD), a Web-based application, was implemented in August 2002. Developed jointly by Postal Service and Inspection Service staff, the application uses facility survey data to evaluate security levels at postal facilities and assist managers in planning for future security needs.

FSD allows managers to evaluate facility security, identify deficiencies, and estimate equipment

replacement costs. The system also helps managers track security expenses and budget appropriately for future needs, thus helping to reduce costs.

FSD performs the following functions to enhance postal security:

- Improves security for postal employees and facilities
- Improves the budget process for purchasing security-related equipment
- Supplies investigative information for Postal Inspectors
- Provides the security status of postal facilities as needed to Congress, other government agencies, and other authorized groups
- Reduces security-related costs

The system was developed for use by postal area security coordinators, security control officers, division security Inspectors, and headquarters managers.



A Facilities Security Database training video for postal employees, developed by the Postal Inspection Service's Security Division, was selected in August 2002 to receive a Telly Award. The Telly Award recognizes outstanding, non-network film and video productions, and is a well-known and respected national competition.



Super Bowl XXXV was designated a National Security Special Event by the Director of Homeland Security. The Chief Postal Inspector authorized mail screening for all classes and types of U.S. Mail, from January 14 through February 3, 2002, at several selected venues. A team of Postal Inspectors from the New Orleans area, with technical assistance from forensic scientists from the Forensic and Technical Services Division, examined targeted mail. Inspectors used X-ray equipment and performed manual examinations of letters, flats, and parcels to screen for suspicious items. Approximately 12,000 letters, 2,000 flats, and 1,400 parcels were examined, as well as roughly 700 UPS and FedEx parcels.

Photo by Postal Inspector Allen L. McHenry



An FSD training video for postal employees, developed by the Postal Inspection Service's Security Division, was selected in August 2002 to receive a Telly Award. The Telly Award recognizes outstanding, non-network film and video productions, and is a well-known and respected national competition. Rather than competing against each other, entries are judged against a high standard of excellence, making the award a sought-after prize in the television and video industry.

Mail Transportation After September 11, 2001

In the aftermath of the September 11, 2001, terrorist attacks, the Federal Aviation Administration suspended the transportation of mail weighing more than 16 ounces on commercial flights, eliminating a major vehicle for moving registered mail. As a result, Inspectors from the Security Division worked with Postal Service transportation personnel to revise registered mail handling procedures and allow registered items to travel instead via FedEx-Express and other sources. Inspectors were assigned to the Postal Service's National Operations Center at Headquarters to guide field operations and handle special situations. As a result, postal employees were able to move backlogged reg-

istered mail to delivery destinations.

Aviation security restrictions imposed by the Transportation Security Administration (TSA) as a result of the September 11 attacks have had a significant impact on the Postal Service's ability to transport mail by air. Legislation authorizing screening for mail transported by air has been enacted for the first time in Postal Service history. It permits mail to be inspected without a search warrant or credible threat declaration.

The Postal Inspection Service worked with TSA, the Air Transport Association (ATA), Postal Service Network Operations, and airline and airport personnel to conduct a baseline mail-screening test. The test was conducted at four airports across the country over a three-day period to establish a baseline of information on the reliability of canine and X-ray searches of mail. The tests are needed due to differences in the composition of mail relative to luggage and cargo. Participants are examining the results and will be working together to develop and conduct additional tests during FY 2003.

Observations of Mail Conditions

For the fourth consecutive year, the chief operating officer of the U.S. Postal Service requested the Postal Inspection Service perform Observations of Mail Conditions (OMC) reviews during the fall and holiday mailing seasons. The first week of observations, scheduled to begin September 10, 2001, was postponed due to the events of September 11. After revamping the OMC program to focus more intensively on the safety and security of postal employees and assets, Postal Inspectors resumed observations on September 17, 2001. The redesigned program emphasized direct



The Postal Service was selected as the official carrier of the Declaration of Independence Road Trip exhibit. Postal Inspectors were charged with the transportation and security of this rare, original copy of the Declaration. The document is on a three-and-a-half year tour across the country making stops at museums, libraries, and other selected sites.

Photos by Postal Inspector Ken Dowd



contacts between Inspectors and postal district managers, processing and distribution center (P&DC) managers, local postmasters, station and branch managers, and other relevant postal employees.

Postal Inspectors performed OMC reviews at each postal area and virtually every district. They issued 14 weekly OMC reports and two special shared network reports to the chief operating officer between September 28 and December 28, 2001. Inspectors made on-site visits to 2,054 mail processing and customer service facilities, with multiple visits to some sites based on management requests, or for sites needing follow-up attention. A total of 305 of the sites were observed on December 24 and 26, 2001.

Postal Inspectors identified 252 instances of security deficiencies for registered mail and registry cage operations during their 14 weeks of review. In some cases, there was no individual accountability for registered mail, as employees failed to sign in and out of the registry cage area as required. Postal employees also failed to secure registered mail in locked safes or cages, or left it unattended outside the registry cage. Pouches of registered mail were left unattended on the loading dock, against regulations.

Inspectors noted varying levels of compliance with building-access control procedures. Among the 104 instances of access-control problems, they found doors propped open or otherwise not secured, allowing unauthorized access to postal facilities. In another 194 instances, Inspectors found unattended and unlocked postal vehicles—some of which contained mail, unaccounted-for “P-Tags” (government license plates assigned to the Postal Service), and vehicles left unattended and unlocked with the keys inside. The majority of these were on postal property; however, some carrier delivery vehicles parked on the street also were left unattended and unlocked.

Postal Inspectors reported that 126 facilities either had no contingency plans to handle emergencies, were unable to produce one, or had incorrect contact titles and telephone numbers in their plans. The significance of such deficiencies is heightened due to the events of September 11 and the subsequent anthrax mailings, as Inspectors strive to maintain safe conditions for postal employees and postal assets.

As a result of the Inspection Service’s OMC reviews, the Postal Service’s chief operating officer issued three memos on security in December 2001, addressing problems with registered mail, postal vehicle access, and postal facility access. The vice president of the Postal Service’s Network Operations Management office distributed a revised memo on Priority Mail in the same month, concern-



Beginning in June 1995, the Postal Inspection Service’s 2002 Olympic Winter Games Task Force worked to develop and implement the largest national security plan ever devised in the United States. The security and safety of the 4,200 postal employees from the Salt Lake Performance Cluster were Inspectors’ highest priority, although Inspectors also screened mail for biohazards, such as anthrax, and prohibited mail, such as mail bombs, for 25 Olympic venue sites and high-risk locations. Postal Inspectors additionally were an integral part of the Utah Olympic Public Safety Command, a consortium of more than 60 local, state, federal, and emergency management agencies that provided security at the games. The two Inspectors shown here delivered “Old Glory,” a flag that has traveled throughout the United States—it was flown at the White House’s 200th birthday and was raised over Ground Zero in New York City in December 2001. The flag was mailed from Afghanistan in February 2002 to Salt Lake City for display at the State Capitol during the Olympic Games.

ing deficiencies found by Postal Inspectors in Mail Classification Reporting System requirements.

Review of Government Mail

At the request of the Postmaster General, Postal Inspectors conducted OMC reviews to evaluate government mail processing at 141 federal agencies and 21 Postal Service facilities in the Washington, DC, metro area on

May 9 and 10, 2002. Inspectors not only performed on-site observations, but also interviewed government and postal officials to gain an accurate assessment of mail conditions.

During the period of the anthrax crisis, from October through December 2001, several federal agencies refused to accept mail delivery, and the Postal Service was forced to store their mail in trailers at the Brentwood Processing and Distribution Center (P&DC). Until the undelivered mail was decontaminated, a project completed in February 2002, incoming mail prepared by “clean-up” contractors was irradiated. As a result, mail irradiated between October 2001 and February 2002 was neither processed nor delivered in sequence.

In early April 2002, 20 trailers containing mail for the U.S. House of Representatives, four trailers of U.S. Senate mail, and 15 trailers of Library of Congress mail were released to Pitney Bowes, which accepts and sorts mail for these agencies. Within two weeks, as requested by the agencies, the 39 trailers of backlogged mail from Brentwood were taken to the Pitney Bowes facility at Capitol Heights, Maryland.

Computer Crimes and Commerce

The Computer Crimes and Commerce Division monitors the development of new postal products and services and provides consultation to postal managers on security, loss prevention, revenue protection, and evidence-retention capabilities. During FY 2002, Postal Inspectors from this group conducted security evaluations involving many of the new products offered by the U.S. Postal Service.

Staff members continued this fiscal year to assist postal managers in identifying and evaluating various technologies designed to enable the Postal Service to sanitize mail, detect biochemical agents, and protect postal employees. Division Inspectors conducted site reviews, participated in several working groups, and assisted in evaluating various proposals concerning collection-box containment. An ongoing pilot project on anthrax-testing is under evaluation by Postal Inspectors from the Washington Division.

Working with the Postal Service’s engineering staff and representatives from Mitretek Systems, division members are completing an Emergency Preparedness Plan for the Postal Service. In a follow-up to that effort, a project is underway to perform a comprehensive threat and vulnerability assessment that covers the full spectrum of biological, chemical, explosive, and radiological threats.

International Security

The International Security Group of the U.S. Postal Inspection Service undertook various initiatives in FY 2002 to improve the safety, security, and reliability of international mail products for the U.S. Postal Service. Formed in 1990, the group comprises Postal Inspectors assigned to offices at U.S. Postal Service Headquarters and the U.S. National Central Bureau (USNCB)-Interpol in Washington, DC; the Interpol General Secretariat in Lyon, France; the International Bureau-Universal Postal Union (UPU) in Berne, Switzerland; the Dallas International Service Center in Texas; and the Miami Airport Mail Center in Florida.

International Security Group members develop strategies to maintain high-quality service and security for the 189 member countries of the UPU. Chaired by the Chief Postal Inspector, the Postal Security Action Group (PSAG) now comprises 55 member and 37 observer countries, as well as 10 international organizations concerned with postal and aviation security. The group meets biannually in Berne to address such topics as aviation security, bioterrorism, revenue security, mail fraud, and eCommerce security, as well as preventing mail losses.

Postal Inspectors made presentations to more than 120 postal security and operations officials from 80 countries at the October 2001 PSAG meeting. Although the anthrax crisis was still unfolding, Inspectors provided details about the ongoing investigation. The International Security Group Inspector, who is assigned as the Security Specialist at the International Bureau, helped develop an emergency information system on the UPU’s Web site for its 189-member countries.

Following the tragic events of September 11, the International Security Group worked diligently to keep foreign postal security and operations officials, U.S. Embassy officials, and other stakeholders informed about the anthrax investigation in the United States through the activities summarized below.

- Presentations on anthrax for foreign postal administrations and American embassies in Barbados, Canada, Greece, Honduras, Mexico, the Netherlands, Russia, Trinidad and Tobago, and Uruguay and guidance to Caribbean and Latin American postal security and operations managers.

- Keynote address at a Departmental Security Officer’s meeting in Ottawa, Canada, in December 2001. The Inspector in Charge of International Security presented an overview of the Postal Service’s anthrax concerns to directors of security from departments of the Canadian



International Security Inspectors held meetings in Mexico City to address deficiencies in the airlines' handling of U.S. Mail. Participants included postal inspectors and operations officials of the Servicio Postal Mexicano (SEPOMEX) and American Airlines as well as operations and local managers. Inspectors' work with Mexican Customs officials was affirmed by the resolution of security problems for U.S. Mail storage areas at the airport. The bilateral initiative has improved postal security and the quality of service for mail exchanged between the United States and Mexico. Above, Postal Inspectors presented a course in anti-terrorism at Bangkok, Thailand.



police officials in each country to address biological, chemical, and radiological terrorism in the mail. With assistance from the Mail Theft and Violent Crimes Group, International Security staff presented courses at Bangkok, Thailand; Kuala Lumpur, Malaysia; Manila, Philippines; Jakarta, Indonesia; Yerevan, Armenia; Baku, Azerbaijan; Tashkent, Uzbekistan; and Almaty, Kazakhstan.

■ More than 75 responses to foreign postal security, operations, and safety and health officials' queries following the discovery of anthrax in Senator Daschle's letter in Washington, DC. International Security staff worked with the Postal Service's manager of

Environmental Policy to ensure testing for anthrax exposure at international service centers. Since September 11, Inspectors assigned to the USNCB-Interpol in Washington, DC, have provided intelligence for Gatwick Airport

Security Bulletins, Federal Aviation Administration circulars, and other communications on aviation security worldwide.

The International Security Group supported four bilateral international missions in 2002. An Inspector from the group, assigned as security specialist to the UPU, conducted a postal security survey at La Poste, in Abidjan, Côte d'Ivoire, to provide technical assistance and security services under PSAG. Members of the group briefed the Security Council for the 2004 Universal Postal Congress to be held in Abidjan. It will include police, fire, military and intelligence groups.

Following up on a previous airport security review, Postal Inspectors from the International Security Group and New York Division trained SERPOST (Peru)-Office of Inspector General staff on international mail theft investigations. An Inspector who chairs the Caribbean Postal Union Mail Security Task Force conducted a Security-Quality Assurance Review at St. Vincent and the Grenadines and confirmed they had followed a recommendation to recruit

Government and Crown Corporation; Canada Post and the Mint attended on behalf of the Canadian Crown Corporation. About 125 security representatives attended the meeting, enabling liaisons with key security officials in Canada.

■ A four-day workshop on bioterrorism in Montevideo, Uruguay, for members of the medical community, Ministry of Livestock (Uruguay), American Embassy, and postal administrations of the Postal Union of the Americas, Spain, and Portugal. The February workshop included detection and remediation initiatives, disruption technologies, contingency planning, medical responses, and liaisons with medical, health, CDC, and environmental officials. Attended by 35 officials from 18 countries, the workshop provided guidance for member countries and postal, safety, and health, and environmental officials in Latin America.

■ A joint initiative with the State Department's Antiterrorism Assistance two-year program to provide high-priority training to 47 ally coalition countries. The training helps create a network of safety and health, postal, hazardous materials, environmental, and federal

an experienced security manager.

In FY 2002, Inspectors coordinated International Mail Quality Assurance/Airport Security Reviews at Guatemala City, Guatemala, and Tegucigalpa, Honduras, and did a follow-up review at Lima, Peru. Postal security experts and representatives from airline groups participated with the goal of improving mail security at international airports and offices of exchange.

An International Security program manager represented the UPU as lead instructor-coordinator for the UPU-United Nations Drug Control Program (UNDCP), Countering Drug Trafficking and Money Laundering via Postal Systems, in Dar es Salaam, Tanzania; Nairobi, Kenya; and Kampala, Uganda. Jointly funded by the UPU and UNDCP, the initiative teaches technical skills to front-line postal, customs, and law enforcement officials throughout Africa.

The International Security Group also coordinated the following initiatives in FY 2002:

- In December 2001, assisted the Bureau of Diplomatic Security's Antiterrorism Assistance Program team by reviewing security for the 2004 Summer Olympics at Athens, Greece, visiting the new Athens airport, and form-

ing plans for sanitizing mail destined to the Olympic villages during the event.

- Chaired the Security Workshop of the World Mail and Express Conference in Orlando, Florida. Comprising representatives from Brazil, the Federal Aviation Administration, and the Postal Inspection Service, the panel addressed aviation security initiatives in Latin America, the threat of anthrax, and contingency plans.

- As requested by the UPU, participated in an International Civil Aviation Organization study group, New and Emerging Forms of Threat to Civil Aviation. They met in Montreal, Canada, to examine threats to civil aviation and develop strategies to deal with threats.

- Was named to the U.S. delegation of law enforcement officials attending the 17th American Regional Conference on Interpol in Mexico and shared a report on risk assessment and crime in the Americas, information technology strategy, and regional activities.

- Met with the Director of Security, Singapore Post, and airport security officials in Singapore to finalize investigative strategies for thefts of transit mail from Great Britain, the Netherlands, Switzerland, and the United States to China, Malaysia, and New Zealand. Security offi-

cial from most of these countries participated.

- Hosted programs for the Communications Authority of Thailand (Post) and the Postal Administration of Portugal (CTT Correios de Portugal) on Security and Revenue Protection, with presentations on Anthrax Detection Strategies, Employee Embezzlements, PC Postage and Meter Decertification, Mail Bombs, Stamp Washing, and Money Laundering.

- In June 2002, provided training on drugs in the mail and money laundering for 40 students from 15 member administrations of the PUASP in Rio de Janeiro, Brazil, encouraging closer working relationships between law enforcement and postal security officials, which can greatly enhance the postal security network.



The keynote for the April 2002 Postal Security Action Group (PSAG) meeting was a bioterrorism seminar that included security specialists from Argentina, Austria, Denmark, Netherlands, United States, Interpol, a Postal Service environmental expert, and an industry representative from the Titan Corporation. Included were case studies on how various postal administrations handled bioterrorism concerns, presentations on mail irradiation and detection technologies, and intelligence on world-terrorism trends. Postal Inspectors made presentations to more than 120 postal security and operations officials from 80 countries.

Photo by Assistant Inspector in Charge Paul H. Giroux