



# Safety and Security

## Safeguarding Employees, Facilities, and the U.S. Mail

**T**he Safety and Security Group manages programs that support the U.S. Postal Inspection Service's commitment to provide a safe and secure work environment. Group staff manage employee and contractor background screening by reviewing hiring at Postal Service districts and at airlines; identifying potential vulnerabilities of postal facilities by conducting facility security reviews and observing mail processing conditions at facilities; and protecting employees, facilities, and mail by deploying a uniformed Security Force at high-risk postal sites.

### Security Force

The Postal Inspection Service maintains an armed, uniformed Security Force to provide ongoing protection for postal employees and property. Officers are assigned to facilities considered most at risk for crime. The presence of officers serves as a deterrent to criminal activity and provides an environment conducive to the safety of postal employees and customers.

Following a comprehensive review of Security Force operations, staffing, and risk assessment at postal facilities, the Postal Inspection Service closed Security Force operations at six sites: Buffalo, New York; Hartford, Connecticut;

Birmingham, Alabama; Jacksonville, Florida; Denver, Colorado; and Seattle, Washington. The Safety and

Security Group determined that using electronic-security measures, strengthening facility design, and hiring unarmed, contract guards would upgrade security at these facilities and allow Security Force positions to be redeployed to areas at greater risk.

As attention to security issues has increased in the past two years, the Postal Inspection Service has recommended to the Postal Service numerous improvements to physical security at postal facilities, including installing perimeter fences, access-control technology at building entrances, closed-cir-

In a ceremony held in Bridgeview, Illinois, in October 2003, the Moraine Valley Post Office was renamed the Michael J. Healy Post Office. Postal Police Officer Michael J. Healy was the first uniformed officer in the history of the Postal Inspection Service to be killed in the line of duty. He was slain by two armed assailants in a foiled robbery attempt on June 21, 1981, outside Chicago's Main Post Office. U.S. Representative William Lipinski (D-IL), who sponsored the bill to rename the building in honor of Officer Healy, said the dedication "honors not only Michael Healy, but all Postal Police Officers."





cuit television systems, and other enhancements that reduce the risk of unauthorized entry to postal property.

As the result of new methods being used by terrorists, the Postal Inspection Service has also sought to increase security in ways other than physical countermeasures. Employee security practices have been modified and expanded, and detailed security measures are now in place to protect the Postal Service from terrorist attack, particularly in response to changes in the nation's terror alert status.

The Postal Inspection Service continues to evaluate the deployment of Postal Inspectors, Postal Police Officers, and support positions; the reorganization or elimination of certain functional areas of the Postal Inspection Service; and the development or enhancement of some support positions. The goal is to use resources in the most effective and efficient manner to protect the Postal Service, the public, and the U.S. Mail, with the flexibility to allocate limited resources to the areas of greatest need.

At some postal facilities, the Postal Inspection Service employs contract security personnel as an adjunct to physical security measures. Contracts were set up with two companies that provide uniformed security officers who have been carefully screened and trained to provide quality service. The vendors already provide security personnel at some of the most sensitive

## Facility Security

**T**he Postal Inspection Service uses a facility-risk rating model to assess vulnerability to crime. Points are assigned based on risk factors and countermeasures already in place. The model is a tool to help postal managers plan and fund projects and manage risk levels. During the past fiscal year, 199 risk models were completed. The maximum score on a risk model is 2,854, which can be

reached only if the facility is in the worst location possible and has no security measures or countermeasures in place. Of the facilities reviewed, Inspectors found that approximately nine percent fell above 800 points. All of the facilities were processing and distribution centers.

The Postal Service's Policies and Procedures office issued an article in the *Postal Bulletin* on November 14, 2002, addressing the need to improve

security for postal doors, keys, and vehicles. The following day, the senior vice president of Operations issued a memo to field personnel about vehicle security. The Chief Operating Officer then distributed a notice on the proper handling of registered mail in a memo dated December 2002, and the manager of processing and distribution center operations issued a memo on registered mail and postal plant security irregularities in January 2003.

government facilities, and the Inspection Service is confident that these officers will prove beneficial to the safety and well-being of postal employees and customers.

### Personnel Hiring and Screening

The Safety and Security Group found that mail theft, workplace vio-

lence, and other crimes targeting the U.S. Postal Service are minimized by conducting hiring and screening reviews of employees. Postal Inspectors performed reviews at the 85 postal districts, focusing on compliance with employee-hiring policies and procedures, including management oversight, police checks, drug screening, Office of Personnel Management reviews, employee interviews, and

fingerprint submissions. Inspectors identified 281 deficiencies, 276 of which have been corrected.

Postal Inspectors reviewed personnel screening performed by commercial airlines and ground-handling suppliers that are responsible for transporting mail via the airlines. The review identified 57 deficiencies at commercial airline contract sites and 22 deficiencies at terminal-handling contract sites. The deficiencies ranged from non-compliance with required documentation to allowing unscreened personnel access to the mail. Postal Inspectors worked closely with postal managers and suppliers to ensure corrective action was taken.

## Service Investigations

**T**he Postal Inspection Service also conducted Observation of Mail Condition (OMC) reviews during the fall and holiday mailing seasons. At the request of the Postal Service's Chief Operating Officer, Inspectors reviewed operations to evaluate the security of the mail, employees, and assets, and to verify data input to the Mail Condition Reporting System and the Customer Service

Daily Reporting System. After Postal Inspectors visited 2,373 facilities, they issued 16 weekly and two special reports between September 20, 2002, and January 10, 2003, as well as two follow-up reports in May 2003. Of particular note was the failure at some

sites to report delayed Standard Mail, for which Inspectors identified 164 operational issues.

Security was a major focus of the fiscal year's OMC, and Postal Inspectors identified 740 security concerns that revealed opportunities for improvement. These included employees' lack of knowledge of and adherence to policies and procedures for handling registered mail; limiting access by authorized per-

Postal Police Officers David Ramos and Edgar Solono, each of the New York Division of the Postal Inspection Service, are sergeants with the U.S. Army Reserves. The PPOs were called up to serve active duty in Iraq during FY

2003. Coincidentally, they were assigned to the same company and the same tent. The coins pictured at left will be presented to all Postal Inspection Service employees who were called to serve active duty in the Reserves and the National Guard.



# Intelligence

sonnel at postal and contract facilities; securing and accounting for postal and contract vehicles, including “P-Tags”; securing and accounting for keys to postal facilities and other postal-access keys; and identifying, updating, and properly disseminating postal contingency plans, emergency contacts, and phone numbers.

As a result of Inspectors’ observations, the Chief Operating Officer assigned responsibility to the Postal Service’s Headquarters Operations group and vice presidents of area operations offices to assure that OMC findings and security issues “are addressed on an ongoing basis.”

The Chief Operating Officer also distributed a Standard Operating Procedure on registered mail and provided a training package for field groups. The package included two security videos describing vehicle and facility access issues noted in the Postal Inspection Service’s weekly OMC reports. Postal area managers were requested to respond each week, in writing, with a description of the corrective actions they would take to address items of concern. District and processing and distribution center managers implemented specific corrective actions and, in some instances, immediate corrective action the same week of their reviews. The actions included remedial training, policy letters, follow-up reviews, and the correction of deficient security procedures.

**T**he U.S. Postal Inspection Service formed an Intelligence Group in FY 2003 as part of its new National Headquarters organizational structure. The group’s mission is to analyze, consolidate, and deliver intelligence information in ways that will support the overall mission of the Postal Inspection Service.

Group members will analyze past and ongoing data from numerous internal and external sources to identify threats, crime trends, criminal groups, and suspect individuals with the potential

to adversely impact postal operations or the public’s confidence in the U.S. Mail. By providing accurate, relevant, and timely assessments of data, the Intelligence Group will strengthen strategic, operational, and tactical decision-making at all levels.

The group’s effectiveness will be measured by the number of useful investigative leads and amount of case assistance it provides to other Postal Inspection Service groups.

The Postal Inspection Service has always been effective at collecting information and innovative in its approach to evaluating it. This new functional area directs a staff trained in analytical processes to identify, monitor, evaluate, and disseminate information on active and emerging threats to the U.S. Postal Service, its employees, and its customers.

During FY 2004, this function will be incorporated in field division

offices. The National Headquarters group will provide operational and strategic information to divisions and to agency executives for use in operational and long-range decisions affecting the deployment and allocation of resources.

