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TABLE OF CONTENTS

WHO WE ARE	2
MESSAGE FROM THE CHIEF	4
MEET OUR LEADERS	6
TARGETING MAIL THEFT	8
VIOLENT CRIME RESPONSE AND PREVENTION	11
IMPEDING NARCOTICS TRAFFICKING	13
FIGHTING MAIL FRAUD	18
PROTECTING POSTAL CUSTOMERS	21
ASSISTING CRIME VICTIMS	23
ADMINISTERING ASSET FORFEITURE	24
INVESTIGATING DANGEROUS MAIL	27
HALTING CHILD EXPLOITATION	29
ENSURING SECURITY	30
SAFEGUARDING REVENUE & ASSETS	34
WORKING GLOBALLY	36
FORENSIC EXAMINATION	39
INVESTIGATING CYBER THREATS	42
INNOVATING THROUGH TECHNOLOGY	44
CONNECTING WITH CUSTOMERS	46
PREPARING OUR WORKFORCE	47
PREPARING FOR SUCCESS	49
INVESTIGATIVE STATISTICS	53

WHO WE ARE

The U.S. Postal Service® backs its products and services with the protection of its own federal law enforcement organization — the U.S. Postal Inspection Service®. We are the primary law enforcement, crime prevention, and security arm of the Postal Service. We provide the investigative and security resources that ensure America's confidence in the U.S. Mail. It's our mission to support and protect the Postal Service and its employees, infrastructure, and customers; enforce the laws that defend the nation's mail system from illegal or dangerous use; and ensure public trust in the mail.

We work to ensure that American businesses can safely dispatch funds, securities, information, and physical goods through the mail; that postal customers can entrust their correspondence to the mail; and that postal employees can work in a safe environment.

Our postal inspectors are federal law enforcement agents who carry firearms, make arrests, execute federal search warrants, and serve subpoenas. Over 1,250 inspectors enforce roughly 200 federal laws covering crimes that include fraudulent use of the U.S. Mail and the postal system. We have almost 450 armed, uniformed Postal Police officers assigned to protect postal facilities. Our national information technology infrastructure supports users at nearly 200 sites nationwide.

Our more than 600 professional, technical, and administrative personnel support these efforts nationwide and at the National Forensic Laboratory. There, a state-of-the-art facility is staffed by highly trained forensic scientists

and technical specialists who play a key role in identifying, apprehending, prosecuting, and convicting individuals responsible for postal-related criminal offenses. They also provide scientific and technical expertise to the criminal and security investigations of the Postal Inspection Service.

Our postal inspectors investigate postal-related crimes, such as postal robberies, mail theft, identity theft, mail bombs, and burglaries. They protect against the use of the mail to defraud customers, exploit children, and transport illegal drugs and drug money. And they ensure postal employees, customers, and approximately 32,000 postal facilities are safe from criminal attack.

Since the birth of the United States, the Postal Inspection Service has preserved the safety, security, and integrity of the nation's mail system from criminal misuse. And we're committed to serve boldly and deliver for America for generations to come.



MESSAGE FROM THE CHIEF



Before the American colonies became states and U.S. independence was won, there was the U.S. Mail. And since the beginning, the nation's mail system has been supported and defended by its own federal law enforcement organization — the U.S. Postal Inspection Service. In March 2019, I was honored to take the helm as Chief Postal Inspector and continue our legacy of service for the American people. Now, it is my honor to introduce this Fiscal Year 2023 Annual Report of Investigations, which details many of the most recent accomplishments of the great men and

women of the Postal Inspection Service.

March 23, 2021, marked a new beginning for the U.S. Postal Service (USPS), as Chief Executive Officer and 75th Postmaster General Louis DeJoy announced a bold plan to transform the agency. Delivering for America laid out a blueprint to remodel the Postal Service into a self-sustaining, high-performing, and trustworthy service for the American public.

More than two years into the 10-year plan, the Postal Service has made great strides toward reaching the ambitious goals set out in Delivering for America. Though there is much more to be done, we have begun the hard work of modernizing our logistics capabilities, upgrading facilities and equipment, improving service, and stabilizing our financial posture to ensure the Postal Service will continue to serve America and the world.

As the federal law enforcement and security arm of USPS, the U.S. Postal Inspection Service plays a unique role in the Delivering for America plan. While USPS leadership focuses on building a reliable and sustainable Postal Service for the future, it is our proud duty to safeguard the Postal Service's two most valuable resources — our employees and our customers. The Postal Inspection Service is also charged with protecting postal products and securing mail service, while investigating and bringing to justice persons who criminally attack the USPS or misuse the U.S. Mail causing injury to employees or customers.

The vital communication and commerce that flow daily through the mailstream depend upon the rule of law. That is why our role and mission are crucial to the future of the U.S. Postal Service. We are proud to support USPS's efforts, and we are united with Postmaster General DeJoy and the Board of Governors in this journey toward the ultimate destination of a stronger, more sustainable Postal Service.

As an old African proverb says, "If you want to go fast, go alone. If you want to go far, go together." This Annual Report demonstrates that the U.S. Postal Service and the Postal Inspection Service are moving together to provide reliable and safe service to the nation. Further, the Postal Inspection Service's more than 1,250 Postal inspectors, over 400 Postal Police officers, and more than 600 professional and administrative personnel are united in our distinctive mission: to support and protect the U.S. Postal Service and its employees, infrastructure, and customers; enforce the laws that defend the nation's mail system from illegal and dangerous use; and ensure public trust in the mail.

Of all these mission priorities, there is none higher than the safety of our employees. In response to the recent rise in robberies of postal employees, often by armed perpetrators, we responded in FY 2023 to 6,729 reports of violent crime or threats, resulting in 289 arrests for assault and 193 arrests for robbery.

In May of 2023, we spearheaded the launch of “Project Safe Delivery,” which aims to protect postal employees and the mail, prevent violent incidents, and increase education and awareness through targeted law enforcement personnel and resource “surges” to high-crime areas. By the end of FY 2023, we conducted personnel and resource surges in the Chicago, San Francisco, and Pittsburgh Divisions. These operations led to numerous arrests and thousands of prevention activities. We also provided advanced violent crimes investigations training to approximately 120 Inspection Service personnel.

Effective August 21, 2023, we also significantly raised the reward amounts for information about mail-related crimes, giving the public more incentive to report information leading to the arrest and conviction of criminals, particularly those who rob or assault letter carriers. Because criminals who attack our employees are usually attempting to steal valuables from the mail or postal property—such as postal keys—we also expended tremendous time and resources to curtailing mail theft. In FY 2023, our efforts resulted in the arrest of 1,559 suspected mail thieves, 1,197 new cases initiated, and 1,210 convictions.

Mail theft today is often not petty crime carried out by single actors but by sophisticated criminal organizations with access to cutting-edge technology. The desire to engage in financial crimes like check fraud is the primary driver for these organizations. To deter this activity, we’ve increased the reward amount for information on financial crimes like mail fraud and money laundering to \$100,000.

FY 2023 brought continued challenges to our goal of combating the opioid epidemic and drugs in the mail. Our Contraband Interdiction and Investigations (CI2) Group leads this fight and has seen significant success. In this fiscal year, we arrested 2,001 persons suspected of drug offenses and saw 1,949 convictions. We also seized a total of over 95,000 pounds of illegal drugs.

Our continuing Southwest and Caribbean Border Initiative resulted in the seizure of 202 pounds of fentanyl and approximately 1,069 pounds of cocaine. And we continue to build a more effective force multiplier through expansion of our Task Force Officer Program, with a total of 143 sworn task force officers from our many partner agencies and local police departments.

Intercepting dangerous mail remains a high priority for USPS, the Postal Inspection Service, and the American public. That is why our Dangerous Mail Investigations (DMI) Program trained an additional 47 postal inspectors this year to respond to HAZMAT calls for service. To date, we have nearly 400 of these specially trained inspectors in place, ready to respond to reports of dangerous substances or materials in the mail. In fact, this year alone, DMI inspectors responded to 1,675 incidents involving suspicious items, substances, powders, or liquids in the mailstream or at postal facilities.

Yet, despite the impressive accomplishments listed here, they represent only a fraction of the achievements listed in this Annual Report. As readers will see in the pages ahead, the U.S. Postal Service and U.S. Postal Inspection Service are going the distance, together, to deliver for America — not only for the next ten years, but for generations to come.

Gary Barksdale,
Chief Postal Inspector

MEET OUR LEADERS

The Executive Committee of the U.S. Postal Inspection Service considers and sets the organizational direction of the agency, focusing on all matters encompassing strategic planning, policy development, investment and risk programs, workplace issues, and succession planning. The members also serve as a liaison to the U.S. Postal Service's leadership team and other law enforcement and investigative agencies. Committee members include the chief postal inspector, the deputy chief inspectors, chief counsel of the Office of Counsel, and the director of Business Operations.



**CRAIG
GOLDBERG**
Deputy Chief Inspector
Headquarters Operations



**PETER R.
RENDINA**
Deputy Chief Inspector
Headquarters Operations

MEET OUR LEADERS



**DELANY DE
LEON-COLON**
Acting Deputy Chief Inspector
Eastern Field Operations



**LOUIS J.
DIRIENZO**
Chief Counsel
Office of Counsel



**ROBERT B.
WEMYSS**
Deputy Chief Inspector
Western Field Operations



**PATRICIA
MANZOLILLO**
Director
Business Operations



TARGETING MAIL THEFT

The American public has an expectation when it comes to their mail. They expect it to be safe, not tampered with, and not stolen. The U.S. Postal Inspection Service works tirelessly to make sure the mail is secure. Whenever mail is stolen, postal inspectors are committed to finding those responsible and bringing them to justice.

In FY 2023, our Mail Theft Program saw a dramatic rise in letter carrier robbery and related mail theft. In response, we expended extraordinary time and resources to address mail theft and letter carrier robberies.

We also deployed five quick response “Jump Teams” to three field divisions to supplement local Inspection Service division complements and address mail theft in those areas of responsibility.

In conjunction with the Violent Crimes Program, the Mail Theft Program hosted a Violent Crimes and Mail Theft Summit in Fort Worth, TX. The summit focused on the relationship between robbery cases and mail theft and provided information and resources to assist field inspectors investigating these crimes. Participating inspectors used the information provided at the summit to educate their field divisions upon returning to their respective offices.

In addition to our focus on letter carrier robberies and mail theft, we continued investigating identity mail theft cases and other non-violent forms of mail theft.

Texas Man Pleads Guilty to Possession of Postal Arrow Keys

Between August 2022 and April 2023, postal inspectors in Texas investigated a series of letter carrier robberies in the Fort Worth, Bedford, and Arlington areas. In each case, the suspect brandished a firearm and demanded the carrier's postal arrow key.

Each of the carriers involved complied, and none were harmed, though two were able to capture their attackers' license plate numbers as he fled the scene. Residential surveillance from multiple sources also captured suspects and their getaway vehicles during several of the robberies.

Postal inspectors linked these images to associates of a known suspect in a postal blue box break-in, as well as an individual later identified as Jourdan Whiteside. After locating one of the suspect vehicles at Whiteside's residence, inspectors secured a tracker warrant and placed a tracking device on the car. They later conducted a trash pull at the residence, discovering counterfeit checks and stolen mail in the trash.

Inspectors and North Richland Hills Police Department SWAT then executed a federal search warrant at the residence and detained Whiteside and five other suspects. Inside the residence, inspectors recovered stolen checks, altered checks, counterfeit checks, and various debit/

credit cards in victims' names. Inspectors also located three handguns, though they did not locate any USPS arrow keys.

When inspectors interviewed Whiteside, he denied any involvement in the robberies but said he did drive another suspect to the location of the collection box break-in. He further admitted to possessing arrow keys for Arlington, Bedford, and Fort Worth, claiming they were hidden upstairs with his girlfriend. However, the girlfriend admitted to flushing the keys down the toilet prior to following inspectors' and SWAT's commands to exit the residence. Whiteside was taken into custody for possession of stolen mail and possession of USPS arrow keys, based on his own admission to having them.

Whiteside also volunteered the passcode for his phone so it could be downloaded. Messages in his phone showed him talking about robbing mail carriers and stalking them on the day of one of the robberies, as well as talking about getting keys for several cities. There was also communication about selling a Fort Worth arrow key.

A more in-depth review of the phone uncovered several images of arrow keys bearing serial numbers matching those stolen during robberies in Fort Worth on August 2, 2022, Bedford on January 28, 2023, and Arlington on April 3, 2023.

The phone also contained images of stolen checks, receipts for check deposits, and various firearms, including handguns and AR-style rifles with extended or drum magazines.

On July 25, 2023, Jourdan Whiteside pleaded guilty to one count of 18 USC 1704, possession of USPS arrow key. On November 17, 2023, he was sentenced to 18 months in prison, to be followed by three years' supervised release.

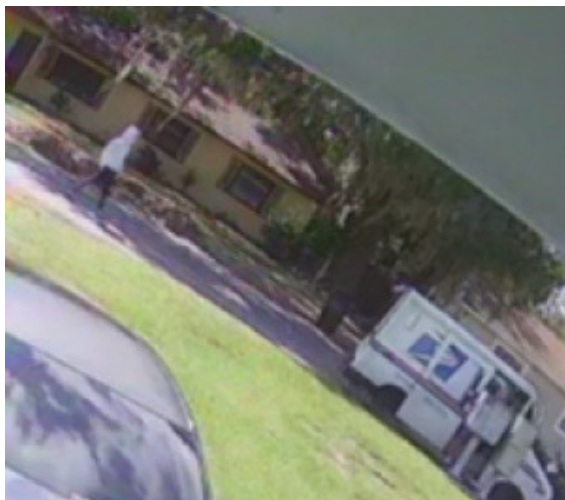
The Fort Worth, Bedford, and Arlington Police Departments also assisted with this investigation.



Residential surveillance captured an armed man approaching a mail vehicle to rob a letter carrier of her arrow key.



A residential door camera captured one suspect fleeing the scene of a carrier robbery in a vehicle registered to a man with ties to a known suspect in mail theft and fraud.



Colon approaching the victim postal carrier on October 4, 2022.

Two Florida Men Sentenced for Letter Carrier Robberies

Jacoby Jules Colon (20) and Darius Rodney Capers (19) were both sentenced to prison in connection to three letter carrier robberies and another attempted robbery.

On September 14, 2022, Colon and Capers robbed a Ft. Lauderdale carrier of his arrow key. Then on October 4 and 6, only a few weeks later, the pair robbed another two carriers. During the October 6 robbery, Colon brandished a firearm and threatened the carrier.

Capers, who served as the getaway driver in the first three robberies, attempted a fourth robbery on October 25, 2022, but fled when the carrier resisted.

Postal inspectors investigated and, while surveilling the two, witnessed them using one of the stolen keys to access a mail collection box at the Azalea Park Post Office in Orlando. When confronted, the two admitted to stealing mail in order to commit check fraud.

Search warrants executed at an Orlando hotel where Capers had been staying, as well as his and Colon's residences in Ocala, yielded several stolen mailpieces, fraudulent checks, and firearms. Inspectors also recovered a photo of Colon wearing one of the stolen arrow keys.

Both men pleaded guilty in July 2023. On September 21, 2023, Jacoby Colon was sentenced to 10 years in federal prison for conspiracy to rob postal carriers, armed postal robbery, and brandishing a firearm in furtherance of a crime of violence. Capers received four years and nine months in prison.

The Orange, Hillsborough, Marion, and Broward County Sheriff's Offices, as well as the Ocala Police Department, assisted in this investigation.



Stolen arrow key worn by Colon.



POLICE LINE DO NOT CROSS

VIOLENT CRIME RESPONSE AND PREVENTION

Keeping postal employees safe and secure is the number one priority of the U.S. Postal Inspection Service. In the unfortunate event that an employee becomes the victim of a violent crime, Inspection Service personnel respond, investigate, and arrest identified suspects. We are also committed to preventing violent crime from occurring through deterrence and public awareness campaigns.

In FY 2023, USPS saw a continued rise in violent crimes, specifically robberies of letter carriers with offenders demanding postal keys. In response, Inspection Service personnel aggressively worked to address risks to USPS employee safety and to reduce the prevalence of violent crimes. We also provided training to approximately 120 Inspection Service personnel in advanced violent crimes investigations.

The Inspection Service uses crime trends and analytics to take more proactive approach to reduce violent crimes against USPS personnel, in order to continue providing exceptional services to customers.

VIOLENT CRIME RESPONSE AND PREVENTION



Left: US Postal Inspectors provide security for the letter carrier filling in for Irene Pressley's route following the homicide. Photo credit: Andrew Whitaker, The Post and Courier

In FY 2023, postal inspectors enforced federal and state law regarding violent crimes against USPS employees by responding to 6,729 reports of violent crime activity, ranging from threats to assaults, burglaries, robberies, suicides, and homicides. Though not all of these reports are credible, the Inspection Service takes all reports of violent crime seriously and responds to every reported incident. Included among these reports were 638 robberies, two homicides of on-duty USPS employees, 201 suicides, 198 burglaries and 5,676 assaults and threats.

The cases highlighted below demonstrate the type of violent crimes the Inspection Service is faced with investigating throughout the year.

Life Imprisonment and 25-Year Sentence for Homicide of U.S. Mail Carrier

On June 22, 2023, Trevor Raekwon Seward of Andrews, SC, was sentenced to life imprisonment after being convicted for the murder of a federal employee during the course of her duties. Co-defendant Jerome Terrell Davis, 31, also

of Andrews, SC, was sentenced to 25 years in federal prison after pleading guilty to robbery and conspiracy to possess with intent to distribute marijuana.

On September 23, 2019, Seward shot and fatally wounded Rural Letter Carrier Irene Pressley while on her route. Seward then got into Pressley's vehicle and drove approximately three miles away, where he left Pressley and her vehicle in a ditch on an access road. While on the access road, Seward searched through the vehicle for a package intended for his residence.

On September 11, 2020, both Seward and Davis were arrested. In addition to the life sentence, Seward was also sentenced to a 20-year consecutive sentence for using a firearm in furtherance of a crime of violence, as well as concurrent sentences for the robbery, felon in possession of a firearm, and marijuana conspiracy charges. Davis was sentenced to the maximum possible sentence of 20 years for the robbery and five years for the marijuana conspiracy, with those sentences to be served consecutively for a total of 25 years.



California Man Pleads Guilty in Armed Robbery of Letter Carrier

On March 6, 2023, Erik Cisneros pleaded guilty to one count of 18 USC 1704 (theft of USPS keys) and one count of 18 USC 2114 (robbery of mail, money, or other property of the United States). On April 22, 2022, Cisneros approached a Beverly Hills city carrier delivering mail in the 700 block of N. Alpine Drive Beverly Hills, CA. Brandishing a knife, he demanded the postal keys from the carrier and then fled the scene.

On April 28, 2022, Cisneros was arrested. He was charged with robbery of mail, money, or other property of the United States. On October 25, 2023, Erik Cisneros was sentenced to 24 months in prison, to be followed by 24 months of supervised release, after pleading guilty to one count of robbery of mail, money, or other properties of the United States, as well as one count of theft of USPS keys.



IMPEDING NARCOTICS TRAFFICKING

The Postal Inspection Service's Contraband Interdiction and Investigations (CI2) Program leads our efforts to ensure the safety and security of USPS employees and the American public by removing illicit drugs and their illegal proceeds from the mailstream. CI2 collaborates with law enforcement partners to share intelligence, coordinate cases, and conduct joint enforcement operations.

CI2 supports the U.S. Postal Service's Strategy for Combatting Illicit Drugs in the Mail, as well as the whole-of-government approach envisioned in the White House's National Drug Control Strategy.

The CI2 Program continues to leverage innovative investigative methods, advanced analytical tools, and strategic partnerships both at home and abroad to eliminate opioids, other drugs, and illicit proceeds from the U.S. Mail and the international postal system.

In FY 2023, Postal Inspectors made 2,001 arrests involving drug trafficking, saw the conviction of 1,949 suspects, seized over 95,537 pounds of illegal narcotics, and confiscated \$17 million in illicit proceeds.

"AT A GLANCE"

Cases initiated: 2,356

Arrests: 2,001

Convictions: 1,949

Southwest and Caribbean Border Initiatives

In FY 2023, the Inspection Service continued to execute a data-driven counternarcotics strategy by deploying additional interdiction, investigative, and analytical resources at major induction points for drugs entering the domestic mailstream along the Southwest Border.

This third iteration of the Southwest Border Initiative (SWBI) resulted in the seizure of 299 pounds of methamphetamine, 202 pounds of fentanyl, 41 pounds of cocaine, and over \$543,000 in illicit proceeds seized in the mail. Furthermore, leads generated by "jump teams" were used to initiate a number of investigations in other areas of the country.

The CI2 Program's reach is not limited to the continental U.S. but extends to our territories in the Caribbean region and beyond. In FY 2023,

we conducted an extended six-month operation in the Caribbean targeting outbound illicit drugs and inbound firearms. This operation utilized a Strategically Utilized Rapid Group Enforcement (SURGE) team concept, which netted approximately 1,069 pounds of cocaine, 6.6 pounds of fentanyl, over \$537,000 in illicit proceeds, and 24 firearms. The operations also saw the arrest of 43 individuals tied to previous investigations as well as investigations initiated during the SURGE period.

A subsequent two-week operation resulted in the additional seizure of 456 pounds of cocaine, 2.6 pounds of heroin, 0.4 pounds of fentanyl, 20.6 pounds of Xylazine, four firearms/parts, and over \$82,000.

Partnerships at Home *Task Force Officer Program:*

The CI2 Program maintains a full-time Task Force Officer (TFO) Program, which screens, trains, equips, and credentials state and local law enforcement officers to operate alongside postal inspectors in investigating drug trafficking. The TFO Program serves as a force multiplier by allowing the Inspection Service to tap into the personnel and resources of state and local agencies. In return, the local jurisdictions are able to leverage the expertise and capabilities of the trusted partner that is the U.S. Postal Inspection Service. Currently, the CI2 Program has 143 sworn TFOs working alongside inspectors, with more to be added.



Organized Crime Drug Enforcement Task Force:

Since 2017, CI2 has maintained active membership in the Organized Crime Drug Enforcement Task Force (OCDETF). This partnership enhances our ability to conduct complex investigations and target large-scale drug trafficking organizations (DTOs) and foreign transnational criminal organizations. Cooperation with OCDETF also allows us to better share and coordinate investigations and information with other agencies to effectively target criminal organizations. In 2023, the Inspection Service participated in 166 new OCDETF investigations, 145 of which we sponsored directly. To date, we have participated in 2,033 OCDETF investigations and currently list 921 active investigations, sponsoring 674 cases. Over 182 of these cases are linked directly to the Attorney General's Consolidated Priority Organization Target (CPOT) and Regional Priority Organization Target (RPOT) lists. These are multiagency target lists of the "command and control" elements of the most prolific international drug trafficking and money laundering organizations affecting the United States. Our participation with OCDETF has allowed us to go beyond our domestic borders to work with

international law enforcement and our interagency partners currently stationed overseas.

High Intensity Drug Trafficking Areas:

The CI2 Program not only collaborates with High Intensity Drug Trafficking Areas (HIDTA) investigative teams in the field, but also works with the National HIDTA Program through a parcel interdiction and investigations quarterly webinar developed to encourage cooperation in combatting drug trafficking in the mail, express consignment, and the private shipping and delivery environment. Since 2021, a total of seven webinars have been conducted.

Partnerships Abroad

The Postal Inspection Service works with our international law enforcement and foreign post partners through participation in and memberships to EUROPOL, the Universal Postal Union (UPU), International Narcotics Control Board (INCB), and other international bodies. Such forums enable us to provide training workshops and share information and best practices.

The Postal Inspection Service also works directly with partner nations through bilateral processes, including with Canada through the Opioid Action Plan and with Mexico through the Bilateral Framework. Both countries, along with the U.S., are engaged through the North American Drug Dialogue (NADD), the principal forum addressing drug threats facing the continent.

Additionally, in July 2023, the Inspection Service participated in the U.S.-India Counternarcotics



Above: Postal Inspectors and the Palm Beach Narcotics Task Force at 2023 USIC Awards with ONDCP Director Dr. Rahul Gupta and National HIDTA Director Shannon Kelly.

Working Group annual meeting held in Washington, D.C., to cement the relationship with government of India stakeholders and further the dialogue around collaboration and capacity building.

Enhanced Analytics and Network Targeting

Since the inception of the CI2 Investigative Support Section (IS2), the team has established itself as a comprehensive intelligence and investigative support section focused on providing in-depth research and continuous case support for high-impact CI2 investigations. IS2 continues to assist with the collection, preparation, and dissemination of various intelligence products to inspectors in the field, in addition to collaborating

and supporting multi-agency, multi-jurisdiction CI2 investigations.

The CI2 program continues to see growth in the number of cases, the complexity of cases, and a corresponding need for support from IS2. The IS2 team has provided support to all U.S. Postal Inspection Service divisions, including the production of multiple intelligence and investigative reports, I2 charting, financial analysis, communications exploitation, and the identification of co-conspirators and their associated assets and distribution methods.

Dark Web Investigations

The Inspection Service partnered with foreign law enforcement by participating in Operation SpecTor, which was conducted across the United



States, Europe, and South America as part of the Joint Criminal Opioid and Darknet Enforcement (JCODE) .

This was the largest international operation against darknet trafficking of fentanyl, opioids, and other illicit goods, resulting in record arrests and seizures, including 288 arrests — nearly double that of the prior operation. Law enforcement also conducted more seizures than any prior operation, including 117 firearms, \$53.4 million in cash and virtual currencies, and 1,873 pounds of drugs, which included 141 pounds of fentanyl or fentanyl-laced narcotics.

Dark Web “SYNTROPY” Investigation:

Miami Division inspectors, in partnership with the Palm Beach Narcotics Task Force, conducted a non-traditional national narcotics investigation into a dark web vendor that was distributing

large quantities of fentanyl, heroin, MDMA, and cocaine throughout the country. Postal inspectors reviewed numerous postal records, searching for abnormalities in postage and mailings locally from the West Palm Beach, FL, area. Once these abnormalities were identified, inspectors learned the moniker “SYNTROPY” was utilizing the dark web to market and sell a wide variety of illegal narcotics. Through multiple undercover purchases and surveillance operations, inspectors identified and arrested the main suspects. The online vendor was directly responsible for at least one overdose death in Utah.

A unified interagency effort between the Postal Inspection Service, Homeland Security Investigations (HSI), Drug Enforcement Administration (DEA), Federal Bureau of Investigation (FBI), U.S. Postal Service Office of Inspector General (USPS-OIG), and the

Palm Beach County Sheriff’s Office led to the dismantlement of the vendor and the arrests of the suspects associated with the website. Postal inspectors and the Palm Beach Narcotics Task Force were selected as award recipients for this investigation by the White House Office of National Drug Control Policy (ONDCP), U.S. Interdiction Coordinator (USIC), as a major cyber investigation having a significant national impact.

Puerto Rico-Connecticut Drug Trafficking Network Dismantled::

In 2019, postal inspectors conducted a review to identify destination areas where high volumes of narcotics were being shipped through the mail. During the investigation, they learned Pierre Joshwan Rodriguez (a.k.a., “OG”) directed individuals in Puerto Rico to buy kilogram quantities of cocaine and to mail the cocaine to addresses in Connecticut under his control. This DTO was responsible for trafficking 330-396 pounds of cocaine from Puerto Rico to the Waterbury, CT, area via the U.S. Mail. The case was designated a Regional Priority Organization Target (RPOT) Organized Crime Drug Enforcement Task Force (OCDETF) investigation, indicating the significant impact the activities of the DTO had on the particular drug threats facing that region.

Law enforcement also determined Felix Ortega-Pagan of Waterbury, CT, assisted Rodriguez by delivering cocaine shipments to various stash houses. Rodriguez then distributed the cocaine in the Waterbury area. Rodriguez utilized LLCs, casinos, and individuals to launder his narcotics



Above: Inspector with hundreds of pounds of seized finished and pre-finished methamphetamine.

proceeds and then mailed money back to Puerto Rico. Another Rodriguez co-conspirator and the primary mailer of the cocaine in Puerto Rico was Alejandra Santiago Miranda, who mailer of the cocaine in Puerto Rico was Alejandra Santiago Miranda, who coordinated the mailing efforts of a group of females. Miranda was eventually arrested, and 33 pounds of cocaine were seized. Miranda pleaded guilty to her role in the DTO but, due to sentencing guidelines, only received three years of probation. Ortega-Pagan was also arrested and pleaded guilty to conspiracy to distribute and to possession with intent to distribute 500 grams or more of cocaine. He was sentenced to 60 months in prison. Rodriguez became a fugitive until his arrest in Connecticut. He pleaded guilty to related charges and was sentenced to 210 months in prison. As a result of the investigation, 61 pounds of cocaine, 40

pounds of Phenacetin, user amounts of Tramadol, more than \$450,000 in currency, \$500,000 in jewelry, as well as passenger and recreational vehicles were seized.

[16 Arrested for Mailing Fentanyl and Methamphetamine::](#)

Inspectors interdicted a parcel containing thousands of fentanyl pills. As the investigation unfolded, a steady flow of parcels and narcotics were seized. Ricky Simmonds of Cleveland, Ohio was developed as the primary suspect. Simmonds would purchase postal money orders and have multiple co-conspirators cash them and then use the cash to purchase narcotics. Law enforcement also observed Simmonds in Arizona mailing a parcel that was subsequently seized and found to contain fentanyl. Over the course of the investigations 4.4 pounds of fentanyl pills and 4.4



Sixty-three (63) kilograms fentanyl powder; approx. 26,000 fentanyl pills; 41 pounds methamphetamine; 2 handguns; 1 assault rifle; and 1 rifle seized by the Postal Inspection Service and DEA, with substantial assistance from the Orange County Sheriff's Department.

pounds of methamphetamine were seized. This case, which received OCEETF designation and included a Title III wire intercept, resulted in a total of 16 federal arrests, including fentanyl suppliers in Arizona and California. Simmonds received a sentence of 24 years in prison. The remaining co-conspirators in the DTO received a combined sentence of 49 years in prison.



FIGHTING MAIL FRAUD

United States Postal Inspectors investigate and pursue fraudsters – both domestically and around the world – when the U.S. Mail is utilized to further a fraud scheme. Whether the scheme originated in the mail, by phone, or on the internet, any use of the U.S. Mail to defraud another of money or property constitutes mail fraud. Since the Mail Fraud Statute was passed in 1872, we have vigorously pursued mail fraud in all its forms.

We especially focus our investigative efforts on fraud schemes that victimize vulnerable populations, such as older Americans, veterans, and/or those who have been affected by natural or man-made disasters.

To this end, the Inspection Service Mail Fraud Program participates in several task forces, committees, and cross-border partnerships with other federal agencies to coordinate investigative efforts and create leads for criminal investigation.

Through these partnerships, our Mail Fraud Program investigates impactful fraud cases and cross-border fraud, which often targets older citizens and those who are vulnerable because of fixed or limited income. Our collaborative



Above: CPI attending the ribbon cutting for Jamaica's first JOLT Fusion Center.

efforts are instrumental to both protecting the victims and prosecuting those who have caused them financial harm. These cross-border partnerships have resulted in complex, large-scale, and high-impact consumer fraud investigations spanning multiple jurisdictions, both within and outside the United States.

In January 2023, Jamaica's first JOLT Fusion Center (JFC) was established. The JFC and its partners combat Jamaican Operations Linked to Telemarketing (JOLT) fraud and is the result of a longstanding collaboration between local and U.S. law enforcement entities. This partnership will also

serve to support the U.S. Government's crime plan to defend against transnational criminal threats or vulnerabilities. The center's investigative focus includes, and is not limited to, investigations, analysis, cyber forensic examination, intelligence gathering, and investigative operations.

DOJ Fraud Team

Beginning in 2020, the U.S. Postal Inspection Service investigated Glencore International A.G. (Glencore) for allegations of manipulating prices in the U.S. bunker fuel market. In May 2022, Glencore pled guilty to violations of the Foreign Corrupt Practices Act (FCPA) and a commodity

price manipulation conspiracy in which Glencore created the false appearance of supply and demand to manipulate oil prices. Glencore was also accused of paying bribes to obtain oil contracts, avoid government audits, and even allegedly paid bribes to judges to make lawsuits disappear. Glencore's corrupt actions occurred for over a decade and involved intermediaries and foreign officials in seven countries.

Between approximately January 2011 and August 2019, Glencore Ltd. employees conspired to manipulate two benchmark price assessments published by S&P Global Platts (Platts) for fuel oil products. As part of the conspiracy, Glencore Ltd. employees sought to unlawfully enrich themselves and Glencore Ltd. itself, by increasing profits and reducing costs on contracts to buy and sell physical fuel oil, as well as certain derivative positions that Glencore Ltd. held. Both Glencore and Glencore Ltd. agreed to pay over \$1.1 billion to resolve criminal and civil investigations into the bribery and commodity price manipulation in the U.S., U.K., and Brazil.

In March 2021, former Glencore Ltd. senior fuel oil trader, Emilio Jose Heredia Collado, of Lafayette, California, pleaded guilty to one count of conspiracy to engage in commodities price manipulation in connection with his trading activity in the commodity price manipulation conspiracy. On August 15, 2023, Heredia was sentenced to three years' probation, 240 hours of community service, and a fine of \$10,000 dollars.



*Commodities giant Glencore PLC, based in Baar, Switzerland.
Photo: Arnd Wiegmann/Reuters.*

JOLT CASE (Charleston, SC)

Beginning in 2021, the Postal Inspection Service began investigating a case involving two defendants accused of contacting older victims and falsely informing the victims that they had won a sweepstakes. The supposed prizes in these sweepstakes usually consisted of millions of dollars, a new vehicle, or other valuable items. The defendants and their co-conspirators told the victims they needed to pay bogus fees and/or taxes in order to collect their purported winnings. The defendants, Tyrell Harris and Errol Durrant, received more than \$1.7 million from the victims they targeted, and at least 70 victims were targeted across 15 states.

Harris was sentenced to 90 months in federal prison, and Durrant was sentenced to 80 months in federal prison. Both defendants' sentences are to be followed by three years' court-ordered supervision, in the event they are not deported

upon release. The defendants were also ordered to pay \$1,700,512.90 in restitution.

JOLT CASE (Eastern District of New York)

In February 2023, Adrian Lawrence, a citizen of Jamaica, was arraigned in federal court for a six-count indictment charging him with conspiracy to commit mail and wire fraud in connection with a scheme to defraud U.S. citizens. Lawrence, also known as "Mastermind," and his co-conspirators carried out a scheme via telephone and email to defraud older United States citizens by falsely telling them they won sweepstakes contests sponsored by Publishers Clearing House, federal agencies such as the Federal Trade Commission, and other entities. The scam defrauded at least 50 victims, whose average age was 81 years old, out of more than \$5.6 million dollars over the past 10 years.

New York Division

In FY 2023, Sean Novis and Gary Denberg were sentenced to 90 and 66 months in prison, respectively. Previous evidence presented from January 2003 to September 2016 showed that Novis and Denberg mailed millions of prize notices that falsely represented the victims were specifically chosen to receive a large cash prize and would receive the prize if they paid a fee. However, the victims who paid the requested fee did not receive the promised cash prize. Thousands of victims had more than \$90 million stolen from them by the defendants.



PROTECTING POSTAL CUSTOMERS

The Postal Inspection Service is committed to protecting our primary customer – the American public – from fraud schemes that exploit the U.S. Mail. Scammers never cease in their attempts to exploit a crisis, such as the COVID-19 pandemic. Teaching the public how to recognize and avoid these and other types of scams may prevent many crimes before they occur.

Fraud Prevention and Consumer Protection

A critical element of the Postal Inspection Service's crime prevention efforts is informing and educating consumers about fraud schemes, involving the mail. Inspectors have found that educating people about crime is the best way to prevent them from becoming victims. Armed with the right knowledge, almost anyone can recognize a fraudulent scheme and make the right decision – to stay away.

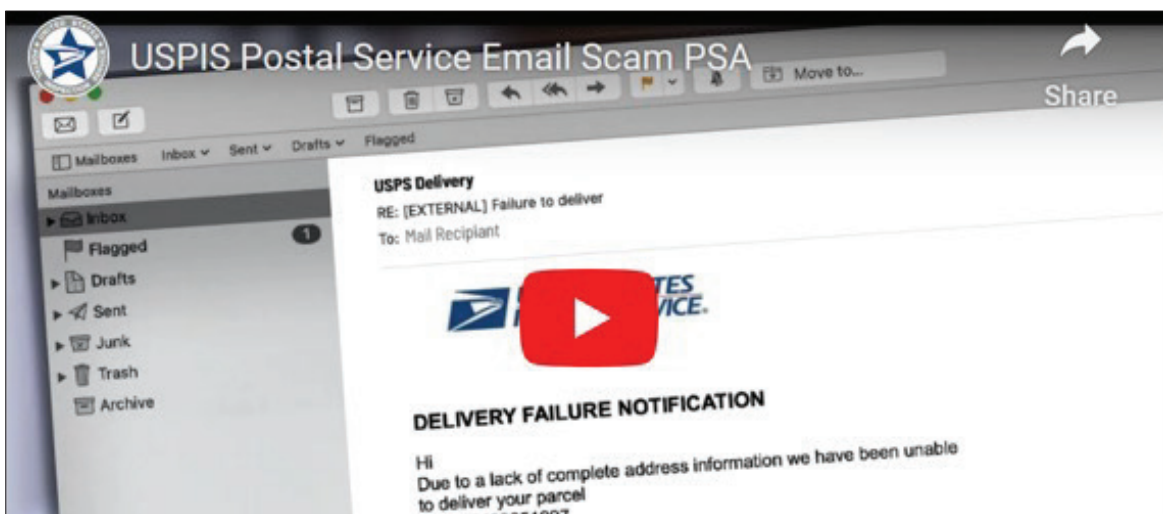
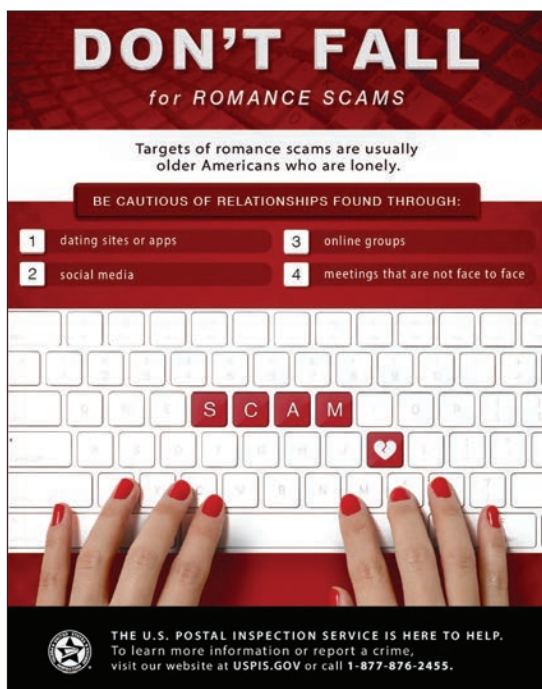
During FY 2023, our Mail Fraud Program worked with our Communications, Governance & Strategy (CGS) Group to script, film and release numerous PSA videos covering a wide range of fraud, scams, and other prevention messaging.

PROTECTING POSTAL CUSTOMERS

We continue to update the fraud prevention page on USPS.gov, available in English and Spanish.

The National Consumer Protection Week (NCPW) theme for March 2023 was Romance Scams. Three PSAs were filmed and posted on our external social media channels. These messages reached an estimated # people. “Don’t Fall For Romance Scams” messaging included billboards, posters, bus wraps and flyers displayed nationwide.

The work to prevent crimes against or involving the U.S. is a continuous endeavor for the Postal Inspection Service. We remain engaged and resolute in our efforts to educate the American public, stop crimes before they happen, and ensure the safety of our customers and the mail.



Postal Service Email Scam PSA

Did you receive an email from the Postal Service about an attempted or intercepted package delivery? DON'T CLICK ON THE LINK!

USPIS® and the Postal Inspection Service are aware of the circulation of fake emails/email scams claiming to be from USPS officials including the Postmaster General. Please know USPS officials would never reach out directly to consumers and ask for money or Personal Identifying Information (PII). Please read the information below to protect yourself from email scams and other kinds of consumer fraud.

If you ever receive an email about a package delivery or unpaid online postage charges, be careful. Some postal customers are receiving bogus emails featuring the subject line, “Delivery Failure Notification.” These emails appear to

be from the U.S. Postal Service® and include language regarding an unsuccessful attempt to deliver a package. The email will prompt you to confirm your personal delivery information by clicking a button or downloading an attachment, that, when opened, can activate a virus and steal information—such as your usernames, passwords, and financial account information. The Postal Inspection Service is working hard to stop these emails and protect your information.

Forward USPS-related spam emails to: spam@usps.gov

If you receive an email about a package delivery failure, forward it to spam@usps.gov, then delete the email.

Forward Non-USPS spam emails to the Federal Trade Commission at: <https://reportfraud.ftc.gov/#/>



ASSISTING CRIME VICTIMS

To help them find their way, the Inspection Service works with victims of mail-related crimes by advising them of their rights and the services available to them. We regularly contact victims, offering support and guidance. With this approach, during FY 2023, the Inspection Service was able to provide services to 73,840 victims, bringing them some comfort and guidance throughout the investigative process and ensuring their voices are heard and considered by the courts.

Also, in the unfortunate circumstances where one of our employees is the victim of a violent crime, Inspection Service personnel respond and arrest identified suspects. In FY 2023, inspectors enforced federal and state laws regarding violent crime against USPS employees by responding to 6,729 reports of violent crime activity.

National Crime Victims' Rights Week

For the past 17 years, the Inspection Service has supported the National Crime Victims' Rights Week, which is held annually in April. We coordinate with the Department of Justice to create outreach content and materials. With a distribution network spanning the country and post offices in every community nationwide, these posters and pamphlets are displayed throughout our nationwide network to ensure the messaging reaches as many Americans as possible. This year's theme was "Survivor Voices: Elevate. Engage. Effect Change."

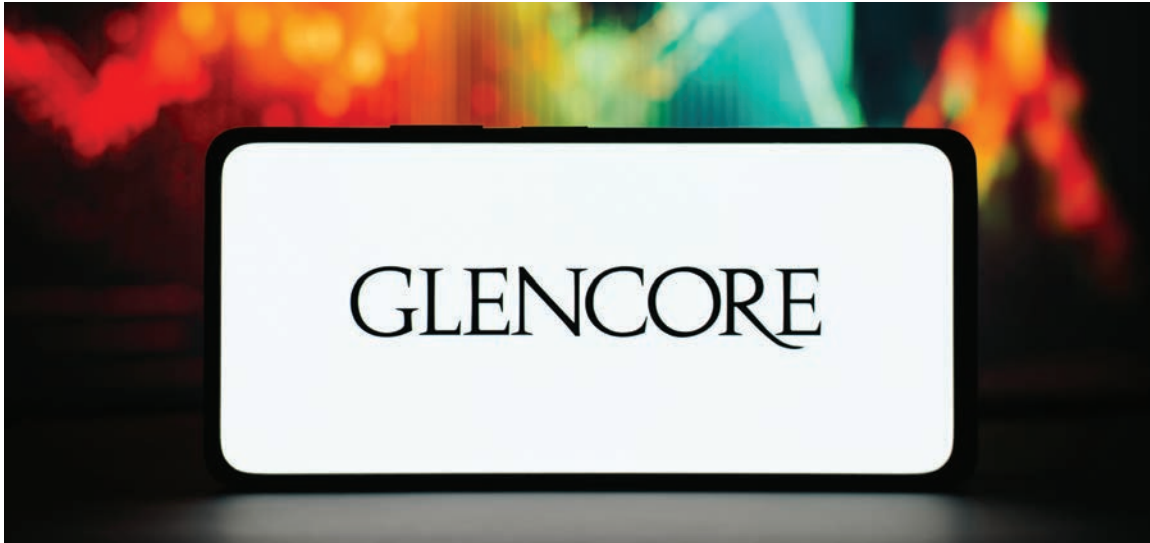


ADMINISTERING ASSET FORFEITURE

The Postal Inspection Service is committed to preserving the American public's trust in the integrity of the U.S. Mail. Asset forfeiture has a long history as a critical component of our strategies to combat mail theft, mail fraud, child pornography, money laundering, and drug trafficking through the mail.

Asset forfeiture deters criminal activity and punishes criminals by depriving them of property used in or acquired through illegal activities. It also provides an effective means to recover assets that, when authorized under federal law, may be used to compensate victims. Moreover, forfeited proceeds unrelated to victim loss may be reinvested in the continuing fight against crime by helping offset the costs to the government. Such funds are used to support task force operations, train personnel, acquire needed technologies and equipment, enable canine detection capabilities, and cover many more necessary expenses of combating crime.

The availability of asset forfeiture funding also allows us to support numerous innovative investigative initiatives, such as Project JOLT (Jamaican Operations Linked to Telemarketing) and the Cross-Border Task Force partnerships with Canadian law enforcement. These, along with other partnerships around the globe, make us more effective at protecting U.S. citizens from criminals who prey upon them from beyond our borders through international mail.



Mail-related crimes often involve the use of the internet, particularly the Dark Web. Inspectors have honed their investigative skills to find and seize illegal proceeds hidden in online cryptocurrency accounts. In FY 2023, the Inspection Service seized 2,709 assets worth more than \$510 million. Of these seizures, \$18.8 million in equitable sharing was granted to state and local partners. The Inspection Service was also able to recoup victims' losses and have paid out \$149 million in restitution. The following cases illustrate some of the ways postal inspectors are involving forfeiture in their investigations.

Glencore LTD

On May 24, 2022, Glencore LTD agreed to plea guilty to one count of conspiracy for engaging in a multi-year scheme to manipulate fuel oil prices at two of the busiest commercial shipping ports in the U. S.

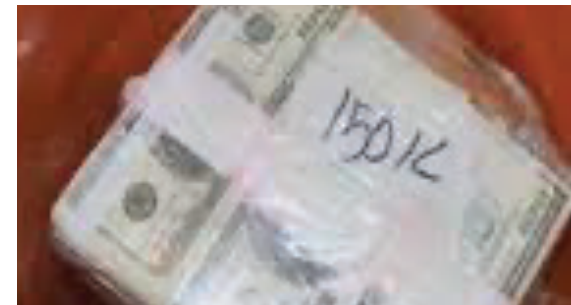
The guilty plea was part of a corporate resolution with the DOJ. Glencore LTD agreed to forfeit, to the United States, the sum of \$144,417,203 in U.S. currency, representing the amount of proceeds traceable to the violation. The Postal Inspection Service will receive \$3.5 million from the total amount forfeited for the Consumer Fraud Fund.

The Blossoms Experience

Miami Division Postal Inspectors opened a multi-agency case at the request of the Miami U.S. Attorney's Office. Investigation disclosed The Blossoms Experience, a hydroponics supply store, and Luis Hernandez, the co-owner, were responsible for the structured purchase of postal money orders. Investigation began after Money Order Purchase Reports received from the NHQ MLI Program indicated The Blossoms Experience was the South Florida District's top purchaser

of postal money orders. When a search warrant was executed on his residence, cash totaling approximately \$22 million was discovered in red buckets behind his walls.

On March 24, 2017, Luis Esnay Hernandez Gonzales was indicted in the U.S. District Court, Southern District of Florida, 18 USC 1956, Conspiracy to Commit Money Laundering, 21 USC 846, Conspiracy to Possess with Intent to Distribute a Controlled Substance, and 18 USC 1956 and 1957, Money Laundering. On April 24, 2018, Gonzales pleaded guilty and received a five-year prison sentence followed by two years' probation. As a result, \$21,970,411 was seized, with our agency receiving equitable sharing in the amount of approximately \$3.8 million.



Allianz Global Investors U.S., LLC

New York Division Postal Inspectors commenced an investigation of Allianz Global Investors U.S. LLC (AGI US), an Investment Adviser registered with the United States Securities and Exchange Commission ("SEC") and headquartered in New

York City. AGI US is an indirect, wholly owned subsidiary of Allianz SE, one of the world's largest financial services and insurance companies. Investigation determined that AGI US had 291 employees and approximately \$126 billion in assets under management across a variety of funds.

Beginning in at least 2014 up to and including in or about March 2020, AGI US engaged in a scheme to defraud investors in a series of private investment funds (the "Structured Alpha Funds" or the "Funds") that, at their height had over \$11 billion in assets under management. The scheme was carried out by, among others, the three portfolio managers with primary responsibility for managing the Structured Alpha Funds. The victims of the scheme included, among others, pension funds for teachers, religious organizations, bus drivers, and engineers. In particular AGI US made false and misleading statements to current and prospective investors that substantially understated the risks being taken by the Funds, and also overstated the level of independent risk oversight over the Funds. AGI US also failed to disclose and sought affirmatively to withhold relevant risk information. AGI US did this in violation of its fiduciary duties as an investment adviser, including its duty of care and its duty of loyalty.

The misconduct occurred only within the small Structured Products Group at AGI US. AGI US failed to maintain adequate oversight of the team

managing the Structured Alpha Funds, despite AGI US's representations to investors that it had designated and maintained an independent risk management function to monitor and manage risk. These control failures led to the Funds being managed in a manner inconsistent with what was being represented to investors, and actions to deceive investors by hiding, and making misstatements about risk over the course of years. AGI's lack of oversight allowed the Portfolio Managers' fraud to continue undetected.

On May 17, 2022, a Consent Preliminary Order of Forfeiture / Money Judgment was entered in the U.S. District Court, Southern District of New York for a money judgment of \$463,063,086. In July 2023 DOJ received \$174 million as part of the criminal case.





INVESTIGATING DANGEROUS MAIL

The Inspection Service's Dangerous Mail Investigations (DMI) Program is made up of approximately 400 postal inspectors specially trained and equipped to respond when prohibited mailings, suspicious substances, or hazardous materials (including explosive devices) are sent through the U.S. Mail. The DMI program, which has evolved since the first response to the 2001 Anthrax investigation, has remained a top priority for the Inspection Service.

DMI inspectors receive comprehensive HAZMAT training and use multi-tiered field-screening equipment to identify hazards to the U.S. Postal Service. These may include suspicious powders, liquids, threats, hoaxes, or improvised explosive devices (IEDs).

This year, the DMI program trained 47 inspectors to respond to calls for service from the USPS and its customers. DMI inspectors responded to 1,675 incidents involving suspicious items, substances, powders, or liquids in the mail or at postal facilities.

We continue to partner with other federal agencies to provide cutting-edge education and training to our inspectors. In the rare case of an improvised explosive device, we

INTERCEPTING DANGEROUS MAIL

teach our inspectors how to identify, respond to, and investigate. This course is held at the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) National Center for Explosives Training and Research in Huntsville, AL.

Chinese Zodiac

In March 2023, a LaFargeville, NY, man was sentenced to 16 months in prison for mailing threatening letters. The case began in December 2021, when the Postal Inspection Service and FBI were contacted regarding suspicious letters originating from the Syracuse, NY, area. The letters were addressed to numerous news stations, religious institutions, law enforcement departments, and other locations.

All of the letters were processed out of Syracuse, NY, but were believed to have originated from the Watertown, NY, area. Each envelope contained a cryptic, handwritten letter from an individual claiming to be the Chinese Zodiac Killer.

FBI cryptologists analyzed the letters and determined they were associated with a specific book sold on Amazon. Further analysis of the cryptic letters allowed the FBI to develop a potential suspect, Jesse Bartlett.

In May 2022, surveillance was established on Bartlett. Surveillance teams observed him wearing a mask and blue gloves and dropping off suspicious mailings at a blue collection box. The Inspection Service recovered the mailings

and found them to be consistent with all the mailings reported in the investigation. After executing a search warrant on all 21 letters, the contents were revealed.

On May 19, 2022, Bartlett was taken into custody, and a federal search warrant was executed at his residence. Bartlett admitted to sending the letters to instill fear into those who received them, though he explained the statements he had made in the letters were not factual, and he never killed anyone.

In March 2023, Jesse Bartlett of LaFargeville, NY, was sentenced in the Northern District of New York to 16 months in prison, followed by three years of supervised release.





HALTING CHILD EXPLOITATION

Federal law prohibits the production, distribution, reception, and possession of child pornography. Using the mail to transmit materials that exploit children debases the integrity of the postal system and further endangers the safety and well-being of young victims. The Inspection Service assigns specially trained inspectors to investigate incidents when the mail is used for this purpose or when child pornography is identified through other Inspection Service investigations.

The Postal Inspection Service partners with the National Center for Missing and Exploited Children (NCMEC), the Department of Justice Child Exploitation and Obscenity Section, and all 93 U.S. Attorney's Offices across the United States to investigate child sexual exploitation involving the U.S. Mail and the internet.

During FY 2023, the Inspection Service embedded a postal inspector on the San Diego Internet Crimes Against Children Task Force (SDICAC). The inspector assisted SDICAC with eight residential search warrants and five knock and talks. The residential warrants often included arrests of subjects involved in the possession, distribution, and manufacturing of Child Sexual Exploitation Material (CSAM).

On January 29, 2023, the Inspection Service assisted the FBI with a search warrant in San Diego, CA, during a CSAM investigation in which the subject was utilizing an anonymous file sharing service. Multiple electronic devices were recovered and seized during the search.

On February 2, 2023, we assisted the SDICAC Task Force with an arrest and search warrant in Vista, CA. The subject, who sent illicit photos to a minor high school male victim and attempted to meet the victim for sexual activities, was arrested and booked in county jail.



ENSURING SECURITY

Protecting postal employees, our facilities, and the mail they process and handle is of vital importance to the Postal Service and the Postal Inspection Service. Ensuring the Postal Service can continue operations in the event of an attack, natural disaster, or other crisis involves coordinated protection planning efforts and a thorough evaluation of every vulnerability.

Postal inspectors and Postal Police officers (PPOs) ensure the safety of over 600,000 employees and approximately 32,000 postal facilities. Our uniformed PPOs are assigned to postal facilities throughout the country. PPOs provide facility security, respond to emergency situations at postal facilities, report security breaches and threats against employees, and carry out essential protective functions.

To help accomplish this mission, the Inspection Service conducts annual risk assessments to ensure security controls are upheld and in place. During FY 2023, we conducted security reviews of 689 postal facilities using the Vulnerability Risk Assessment Tool (VRAT)—a comprehensive, risk-based model to identify security deficiencies. Based on an analysis of crimes against persons and property in each area where a postal facility exists, these annual Postal

Inspection Service risk assessments ensure security controls are in place to mitigate the risks in each area.

Securing Election Mail

During the 2022 Midterm Election Season, Postal Inspection Service divisions conducted Observations of Mail Conditions (OMCs) for primary and special elections in nearly every state and territory. OMCs provide election mail protection and security from dispatch to delivery. Postal Inspection Service personnel conducted over 2,000 OMCs across the nation. In addition, our Election Command Center operated 24 hours a day leading up to the election. We also staffed and participated in the FBI Headquarters and Department of Homeland Security election command centers during and after Election Day. And we engaged with local, state, federal, and USPS election stakeholders through the Inspection Service's 32 election security coordinators and 75 election crimes coordinators located throughout the country.

To prepare for the 2024 general elections, the Inspection Service collaborated with federal, state, and local officials in regard to election planning, information, and security preparedness. We contributed to tabletop exercises, trainings, information-sharing sessions, and conferences focused on elections and election security. Inspection Service program managers also met with federal partners, such as Cybersecurity and Infrastructure Security Agency (CISA), to prepare, secure, and support mail-in ballot initiatives for future elections.

Retail Security

The Security Group provided input on the security and implementation of several retail pilot projects across the country. We continue to support Postmaster General Louis DeJoy's 10-year plan to enhance customer experience and safety at post offices by collaborating with postal stakeholders on the design, implementation, and monitoring of pilot projects and retail innovations like Secure Lobby Access, Smart Parcel Locker, Nextgen ID, and DMV Kiosk.

Logistics

The Security Group works with USPS Logistics to ensure the security of the mail across the postal network. As the Postal Service enhances its partnerships across the transportation industry, the Security Group works simultaneously to build relationships with those same partners and to maintain the trust and accountability that underpin security and safety across the postal supply chain. Continuing our efforts to support the 10-year plan, security representatives met with network partners at ocean ports, railyards, and handling terminals across the country to discuss security and safety and find new ways to support the Postal Service in its mission to move the mail.





Postal Police Officers

Uniformed Postal Police Officers (PPOs) help raise the security profile at large USPS facilities. Whether they are securing facilities or performing other critical protective actions, their presence and professionalism play a crucial role in accomplishing the Inspection Service mission to protect the Postal Service, its employees, and infrastructure. The Postal Inspection Service deploys PPOs at facilities in 21 cities where crime risk is high.

Their uniformed presence is a deterrent to would-be criminals. PPOs provide security patrols at well over 700 postal facilities, respond to burglar alarms at almost 600 stations, and are often the first to respond to emergencies, disruptions, and criminal activity reported at postal facilities.



Postal Police Officer Training.

PPOs Arrest Vagrant, Wanted Person at Memphis Post Office

On July 12, 2023, Postal Police conducted a routine security check at the Highland Heights Post Office in Memphis, TN. While checking the exterior areas, officers observed a vagrant loitering in the loading bay area.

The officers informed the man that loitering on postal property is not allowed and requested identification. Though the man did not have identification, he provided his name, date of birth, and Social Security number. PPOs ran the suspect's information and found he had active warrants for theft of property and evading arrest.

When PPOs informed the suspect he was being placed under arrest for the active warrants, he physically resisted and attempted to flee. The PPOs subdued and restrained him. A search of his person produced no weapons, though a small bag of marijuana was found. PPOs then transferred custody of the suspect to officers in the Memphis Police Department.

Houston PPOs Secure Post Office After Vehicle Collision

On August 26, 2023, Houston Postal Police were notified that a customer had accidentally driven a vehicle into the retail section of the Medical Center Post Office. No one was injured, though significant damage was done to the building.

PPOs responded to the location, secured the scene, and safeguarded the mail inside until postal maintenance could respond and repair the building.



Retail section of Medical Center Post Office in Houston after a vehicle crashed into the front window.



SAFEGUARDING REVENUE & ASSETS

The U.S. Postal Service (USPS) delivers almost 150 billion pieces of mail annually, more efficiently and at a lower cost than any comparable post. It does so without the financial support of the American taxpayer. USPS is a self-funding entity that derives its revenues entirely through the sale of postal products and services.

For that reason, the Postal Service relies on its customers to pay the required postage costs. Postal Inspectors work with Postal Service groups to protect revenue and investigate claims of unpaid postage that indicates possible fraud.

Counterfeit Postage Labels

During FY 2023, the Revenue Investigations (RI) Program focused significant attention on the issue of counterfeit postage labels. Program members worked with several USPS groups to discuss prevention and detection methods to disrupt the use of counterfeit postage.

RI Program members assisted the USPS Chief Information Office (CIO) with their intercept pilot in Merrifield, VA, and Houston, TX. RI Program

members provided the CIO team with best practices and guidance, based on the interdictions the RI team conducted with the USPS Engineering team in FY 2022. RI Program members continued to support the CIO intercept team by validating fraud fields used to target the intercept program.

The RI Program also worked with USPS Engineering to develop a methodology to detect counterfeit labels on packages, using additional fraudulent identifiers that are not yet currently in place with the CIO intercept.

RI Program members worked with USPS groups and the Inspection Service Communications, Governance & Strategy Group to compose messaging via public service announcements and USPS websites advising the American public of the regulation changes surrounding counterfeit postage, which now states the USPS considers packages affixed with counterfeit postage to be abandoned.

Counterfeit Postage Stamps

In FY 2023, RI Program members worked to shut down websites selling counterfeit postage stamps. RI Program members also worked with some eCommerce marketplaces to investigate merchants selling counterfeit stamps on their sites and remove the sellers from their platforms. RI Program members also partnered with the U.S. Customs and Border Protection (CBP) to identify cargo shipments that contain counterfeit stamps entering the United States. The Postal Inspection

Service continues to work with CBP to seize the shipments and investigate the domestic recipients of the counterfeit stamp shipments.

Man Sentenced to Almost 4 Years for “Stamps for Cash” Scheme

In January 2023, an individual was sentenced to 46 months in federal prison, followed by three years of probation, for violations of 18 USC 1343, Wire Fraud. The man engaged in a scheme to defraud the USPS by recruiting individuals to purchase stamps using checks drawn on bank accounts containing insufficient funds. The man then sold the stamps for cash. The loss to the USPS was over \$35,000. The man was ordered to pay over \$200,000 in restitution to the USPS and other retailers.

Wire Fraud Conspiracy in Ft. Worth

In June 2023, a man was sentenced to 37 months in federal prison for violations of 18 USC 371, Conspiracy to Commit Wire Fraud. The man was also ordered to pay \$10,000 in restitution. The man conspired with two additional defendants, who were both indicted on the same charges in August 2023, to defraud the USPS. The men attempted to deposit checks as large as \$999,999 into USPS Enterprise Payment System accounts and withdraw funds from those accounts before the checks had cleared. The checks were written on accounts that were closed by the defendants in 2021. The Enterprise Payment System is a method USPS customers use to pay for legitimate USPS purchases, such as mailings or PO Box rentals. This group of fraudsters had no legitimate

business purpose to open these accounts. Losses to the USPS were limited to \$14,000, thanks to the Ft. Worth postal inspectors who worked diligently to intercept the refund checks issued by the USPS.

Married Couple Caught Selling Counterfeit Stamps

In August 2023, a married couple pleaded guilty to 18 USC 371, Conspiracy to Traffic Counterfeit Goods for importing and selling counterfeit postage stamps. In August 2022, Homeland Security Investigations and the Postal Inspection Service initiated an investigation after learning Customs and Border Protection identified shipments of counterfeit postage stamps addressed to the couple. Postal inspectors estimate the pair sold approximately 1.5 million stamps on various online marketplaces and websites. Losses to the USPS were approximately \$1.1 million. Postal inspectors recovered approximately \$92,000 through seizure warrants.





WORKING GLOBALLY

OCO Security Workshops

At the request of the Oceania Customs Organization and in conjunction with the Universal Postal Union (UPU) and the International Narcotics Control Board (INCB), Global Security, the San Francisco Division, and Contraband Interdiction and Investigations (CI2) conducted two workshops with a focus on security and preventing the entry of illicit goods into Pacific Island nations.

In December 2022, a workshop was held in Guam and allowed for a partial review of the Guam Main Post Office by the participants from the Northern Pacific Islands. In March 2023, a similar workshop was held in Tonga for members of the South Pacific Islands. The workshops facilitated collaboration between customs agents and managers of various island posts, increasing security measures and awareness of illicit goods.



San Francisco Inspector in Charge Rafael Nunez and Program Manager Toca with Oceania Customs Organization Delegates.

S58/S59 Reviews

In Fiscal Year 2023, after multiple virtual meetings, Global Security program managers and UPU regional representatives traveled to multiple foreign posts to conduct on-site reviews. Team members conducted interviews with local post management, reviewed crucial documentation, and observed their facilities and operations to ensure they were in compliance with the UPU S58 & S59 Security Standards.

Reviews were conducted in the countries of Cape Verde, Malawi, and Kazakhstan, as well as Vancouver, Canada.



Program Managers Brancato and Ramirez with review team members and Canada Post officials.

UNODC Project Hermes

Program Managers Dawn Wilkes (seconded to the UPU in Berne), Brendan Soennecken (domiciled to the military in Kaiserslautern Germany), and Gregory Gillming (domiciled at the ISC in Chicago) participated in a symposium sponsored by the Global Firearms Programme under United Nations

Office on Drugs and Crime (UNODC). This Project Hermes kickoff meeting served as the beginning of a multiphase approach for capacity building in the Western Balkan region to mitigate the illegal trafficking of firearms in the supply chain.

Meetings took place in both Pristina, Kosovo, (March 20) and Belgrade, Serbia, (March 22) and were attended by local law enforcement, postal security officials, customs officers, and prosecutors within the region. Program Managers Gillming and Soennecken presented on trends in weapons trafficking, investigative techniques, and highlighted some impactful cases for the USPIS. PM Wilkes's presentation on the UPU's Postal Security Strategy included several topics, such as UPU training available to member countries, an overview of IT solutions to cross-border trade, Electronic Advance Data (EAD), and UPU S58/S59 security certification overview.



PMs Soennecken and Gillming collaborating at symposium.

Mail Transportation Equipment Recovery Program

Global Security has oversight of the Mail Transportation Equipment (MTE) recovery program, which serves to identify and recover postal equipment and, when warranted, seek criminal prosecution. The misuse and theft of MTE can cost the Postal Service considerably. In FY 2023, hotline tips resulted in 20 leads, and enforcement efforts led to the recovery of over \$600,000 in MTE. Postal inspectors completed 209 prevention visits at recyclers, major mailers, freight forwarders, commercial mail receiving agencies, USPS facilities, and airports. The goal of prevention visits is to preempt the misuse and theft of MTE.



Houston Division recovery of 817 pallets valued at \$17,974.

Official International Travel Program

The Official International Travel (OIT) Program, managed by Global Security, facilitated 99 trips to 32 foreign countries for inspectors conducting investigations and security missions. With COVID-19 international travel restrictions lifted, OIT resumed to pre-pandemic levels. The international travel coordinator (ITC) processed 71 official passports and 13 visas, bringing the total number of official passports currently maintained to 182. The Global Security ITC and program manager worked in collaboration with National Security and IT developers to expand the OIT request program into one platform for the Postal Inspection Service, USPS, and USPS Office of Inspector General. The new program, International Travel Authorization Program (ITAP), was soft launched in August 2023 with an anticipated national rollout in early FY 2024.

UPU Postal Security Group: Miami, FL

In August 2023, the Global Security Team participated in the UPU's Postal Security Group meeting held in Miami, FL, along with a UPU Advanced Postal Security Workshop. The meeting highlighted the important initiatives that the Postal Security Group will undertake, including updates on dangerous goods with partners in the International Civil Aviation Organization (ICAO), increasing Advanced Electronic Data capacity building and the mitigation of illicit goods in the mail. Along with the PSG meeting, the UPU

Advanced Postal Security Workshop provided training on UPU S58/S59 security process and steps. The team participated and assisted with an S58/S59 review of the Miami ISC.



Chief Barksdale with the attending members from the UPU, South America, Central America, and Caribbean countries.

Department of Defense Mail Investigation Training

In April 2023, Program Manager Soennecken participated in several meetings with Department of Defense (DOD) investigation officers in Japan and Korea. During the meetings, Soennecken presented on multiple investigative topics related to military mail. The presentations were attended by over 100 DOD investigators.



PM Soennecken at Torri Beach, Japan

Postal Inspection Service at WCO-UPU Conference with CPI in Tokyo

In June 2023, Chief Postal Inspector Gary Barksdale, along with Global Security Program Managers Dawn Wilkes and Brendan Soennecken, attended the World Customs Organization United Postal Union (WCO-UPU) Global Conference in Tokyo, Japan. During the conference, Chief Barksdale and Program Manger Wilkes presented on securing compliance and managing risks in the postal supply chain.



Chief Barksdale and PM Wilkes with other presenters



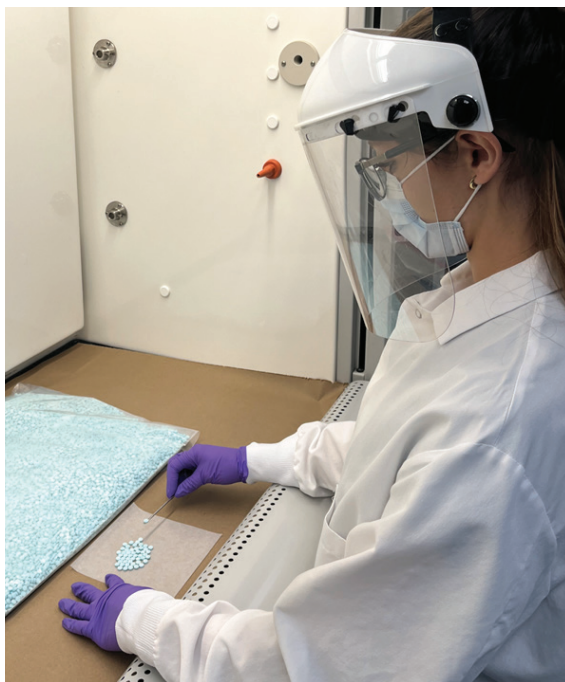
FORENSIC EXAMINATION

At the National Forensic Laboratory in Dulles, VA, and at 19 Digital Evidence locations around the United States, highly trained forensic scientists and technical specialists play a key role in identifying, apprehending, prosecuting, and convicting individuals responsible for postal-related criminal offenses. They provide scientific and technical expertise to the criminal and security investigations of the Postal Inspection Service.

Postal Inspectors rely on the forensic scientists and technical specialists in the four units of Forensic Laboratory Services (FLS)—Questioned Documents & Imaging, Fingerprints & AFIS, Physical Sciences, and Digital Evidence—for their expertise in helping to solve postal crimes.

Quality and Expertise

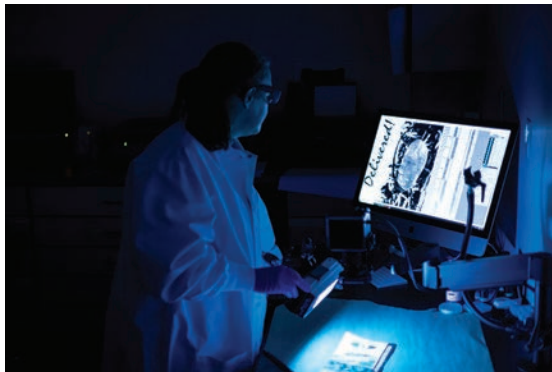
As part of Forensic Laboratory Services' ongoing commitment to quality, FLS applied for and achieved reaccreditation under the international requirements ISO/IEC 17025:2017 General requirements for the competence of testing and calibration laboratories, through A2LA, an independent, non-profit, internationally recognized



accreditation body. The reaccreditation included an extensive application process and remote assessment by trained A2LA technical assessors and covered all aspects of FLS's quality system. By achieving reaccreditation under the ISO/IEC 17025:2017 International Requirements, FLS demonstrated that the Digital Evidence, Fingerprint & AFIS, Physical Sciences, and Questioned Documents & Imaging Units, as well as the overall Quality Management System, are in compliance with rigorous international standards.

In FY 2023, several FLS personnel participated in national forensic science standard development organizations, such as the Organization of Scientific Area Committees, ASTM International

E30 Committee on Forensic Sciences, the Scientific Working Group on Digital Evidence, and the American Academy of Forensic Sciences. The Assistant Laboratory Director for Questioned Documents & Imaging continued as the Inspection Service's Technical Representative to USPS for the ongoing development of the new USPS money order. In FY 2023, personnel from the Physical Science Unit served for the first time on the core committee for the Scientific Working Group on Seized Drugs. FLS personnel also served as subject matter experts and provided instruction for the Improvised Explosive Device Recognition and Response, the Advanced Crime Scene Processing, and the Suspicious Substance Response Training courses.



Examinations and Evidence

FLS's dedication to excellent customer service, was demonstrated through case work achievements, technical assistance, and expert testimony. Our scientists and experts examined over 1 million items, including 378 TBs of data.

We also identified 2,262 suspects in Postal Inspection Service investigations and coordinated 77 new requests for DNA analysis, which led to 16 identifications. Seventeen (17) DNA profiles from Postal Inspection Service cases were entered into the FBI's Combined DNA Index System, resulting in 11 matches and vital investigative information for the field. FLS also submitted 43 exhibits to the National Integrated Ballistic Information Network, resulting in one match. The Incident Response Team responded eight times to different locations for eight different cases, providing inspectors with onsite crime scene processing support. FLS personnel and contractors appeared in court and provided testimony 38.

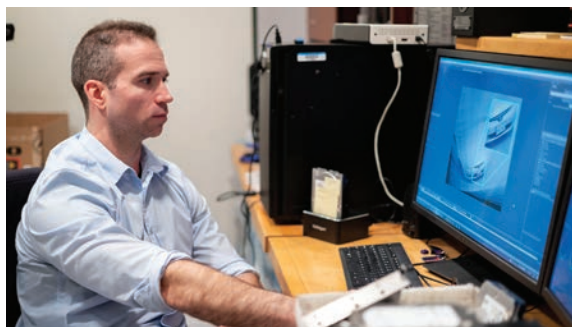
FLS continued to use additional resources, such as in-house contractors and an external controlled substance laboratory, to address high volumes of laboratory requests and backlog in chemistry and fingerprint examinations. The mail theft initiative, which started in 2021, continues in the Fingerprint Unit, where mail theft cases are front loaded to more quickly provide inspectors with leads. FLS has also added the ability to receive evidence electronically through evidence.com, which the Audio and Video group has spearheaded.

Incident Response

FLS's Incident Response Team (IRT) responded to eight different locations for eight separate cases and provided onsite support to the investigations. The IRT is a group of forensic analysts that responds to crime scenes across the



nation and aids in the collection and processing of physical and digital evidence. In July 2023, IRT responded to a critical incident in Norfolk, VA, involving the robbery of a USPS carrier. IRT provided onsite processing support with the examination of the vehicle, including examining the vehicle's infotainment system using our vehicle forensics software.



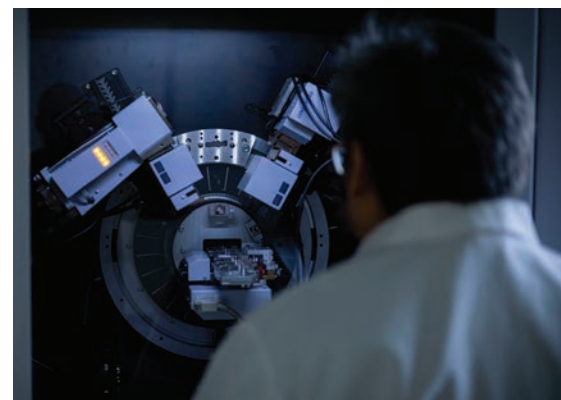
Technology

In FY 2023, FLS focused on technology and procured several pieces of new laboratory instrumentation and equipment to support investigations. In the Physical Sciences Unit, a manual technique for the analysis of glass samples was replaced in 2022 by a system that allows for automated refractive index determinations of glass utilizing the Glass Refractive Index Measurement (GRIM) system. This technology increased the precision, accuracy, and efficiency of glass analysis. The GRIM is a powerful tool for investigations involving glass at a scene for burglaries and violent crimes. The Digital Evidence Unit (DEU) added Advanced Unlocking Services to every forensic analyst's location. Vehicle forensics

were also added to DEU's listed services this past year. Three hardware and software toolkits were purchased, and five forensic computer analysts were trained and certified to use this vehicle forensic software. DEU also purchased new forensic imaging kits for every forensic analyst this past year.

The Fingerprint & AFIS Unit saw the completion of a two-year project to have an aging chemical fume hood system demolished and a brand new, state of the art chemical fume hood installed. This unit now provides needed light in the enclosed workspace, running water with a built-in sink, and improves the safety of FLS personnel.

In the Questioned Documents and Imaging section, we added a new software, INPUT-ACE, to expand our ability to import and view proprietary video. It is a simple, fast, and forensically sound solution to video evidence. These instruments add to the existing capabilities and technology at FLS and strengthen examiners' ability to analyze evidence and provide crucial information to investigators.





INVESTIGATING CYBER THREATS

The Postal Inspection Service's Cybercrime Program is responsible for investigating various types of cybercrime and providing investigative, forensic, preventive, and analytical support to Inspection Service field divisions and across the United States Postal Service.

Our inspectors and analysts aggressively investigate potential criminal incidents affecting the USPS computer network, USPS eCommerce products and services, and field investigations related to websites, postal revenue, and cryptocurrencies. To accomplish this mission, Cybercrime Program managers and intelligence analysts are embedded with multiple task forces and fusion centers (both internal and external to USPS) focusing on combating cybercrime.

Cybercrime Task Force-Fusion Center Partnerships

The Cybercrime Group maintains two Cyber Task Force-Fusion Center Partnerships: The National Cyber Investigative Joint Task Force (NCIJTF) and the National Cyber Forensics & Training Alliance (NCFTA).

The NCIJTF is composed of multiple law enforcement and intelligence agencies, formed together to consolidate intelligence and research into cybercrime trends and techniques. As part of its relationship and liaison activities at the NCIJTF, our Cybercrime Program focuses on intelligence surrounding cyber security, organized cyber-attack threats, and virtual currency crimes that present potential threats to USPS employees, customers, and infrastructure.

NCFTA Inspection Service Cybercrime personnel, located on site in Pittsburgh, PA, partner with multiple public and private NCFTA member organizations. The mission of the NCFTA is to be a trusted alliance of private industry and law enforcement partners dedicated to information sharing and disrupting cyber-related threats. One of the most significant focus areas of our NCFTA liaisons during FY 2023 was potential malware and cyber threats for the USPS network. Cybercrime Group personnel partner with NCFTA Malware & Cyber Threat analysts to provide threat alerts and indicators to the USPS Corporate Information Security Office (CISO). These alerts are used to help protect the USPS network infrastructure.

eCommerce Fraud Prevention and Risk

During FY 2023 our Cybercrime Program continued to lead a USPS enterprise-wide eCommerce Fraud Risk Steering Committee (FRSC). This committee is a cross-functional group of executive managers who come together to discuss the state of fraud within the organization. The FRSC plays a critical role in minimizing USPS's fraud risk and ensuring

that the organization's mission and resources are not compromised. During FY 2023, the Cybercrime Program reported to the FRSC at regular intervals to highlight fraud metrics across monitored eCommerce applications. The committee reviewed fraud vulnerabilities and controls and evaluated new or enhanced controls to reduce brand damage and financial loss to the organization.

Liaison to the USPS Corporate Information Security Office (USPS-CISO)

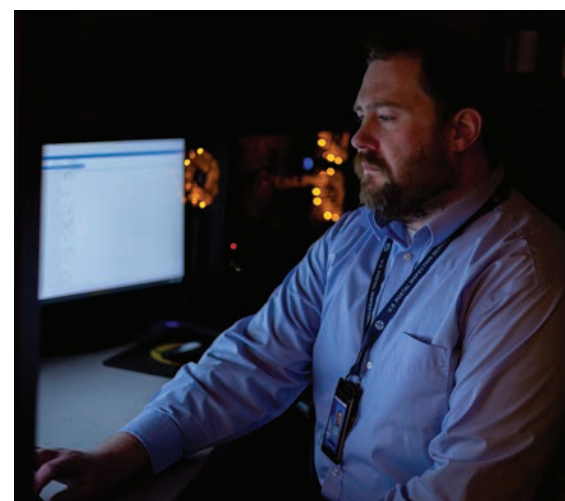
Our Cybercrime personnel, located onsite at the USPS Corporate Information Security Office (CISO) Security Operations Center, provide cybercrime-related support services to USPS. Some of the incidents we prevent and respond to include network intrusions, social media fraud, USPS website phishing, smishing, internal and external email fraud, and other online threats. One of the focus areas of our Cybercrime CISO liaison team during FY 2023 was preventing and investigating USPS-related online fraud initiated from emails, texts, social media, and fraudulent USPS-related websites.

Cybercrime Investigations and Forensics

Our Cybercrime Program contains a nationally focused investigations unit composed of both postal inspectors and computer forensic analysts. The focus of this unit is to investigate cybercrime and attacks targeting the USPS infrastructure, employees, and customers.

Investigations Opened and Results in FY 2023:

- Opened investigation into PostalEASE account compromises involving employee credentials unlawfully used by criminal actors to reallocate payroll direct deposits to bank accounts under their control. Assisted USPS with the implementation of defensive security measures, to include multi-factor authentication (MFA) and account activity notifications.
- Opened joint investigation with USPS-OIG and OPM-OIG into the compromise of accounts with FEDFSA, a network operated by OPM, resulting in the loss of FSA funds from several U.S. government employee accounts, including many belonging to USPS employees.
- Partnered with the Criminal Investigations Group and Analytics in a joint initiative to investigate the use of cross-platform, encrypted, cloud-based, and centralized instant messaging services used to facilitate postal-related crimes.





INNOVATING THROUGH TECHNOLOGY

The Technical Services Unit (TSU) provides innovative technological solutions and support to enhance the investigations of the U.S. Postal Inspection Service. TSU remains at the forefront of research and development on new technologies that support all law enforcement operations by seeking out innovation, collaborating with internal and external partners, and continually supporting investigative efforts of postal inspectors.

The goal is to provide solutions that enhance investigations and leverage technology to the greatest extent possible as a force multiplier. Along with providing solutions and technical support, TSU provides comprehensive technical training.

Technical Surveillance Specialists

TSU's two senior technical surveillance specialists directly support Postal Inspection Service investigations. In FY 2023, responding to a rise in letter carrier robberies and related mail theft, TSU worked in conjunction with the Violent Crimes and Mail Theft Programs to provide technological solutions, training, and support on four separate multi-week surge operations conducted in the Washington, San Francisco, Pittsburgh, and Chicago divisions. In addition, TSU collaborated with the Contraband Interdiction and Investigations (CI2)

Program on its Southwest and Caribbean Border Initiatives, providing technical and physical support, as well as equipment.

Communication Analysis

TSU has two communications analysts and subject matter experts who directly support Postal Inspection Service investigations in all 16 divisions across all programs, including Mail Theft, CI2, Mail Fraud, and Violent Crimes. In FY 2023, TSU analysts supported nearly 200 Inspection Service cases.

TSU analysts were instrumental in analyzing phone records in the Lake Cormorant robbery investigation and trial, which led to the arrests and conviction of three individuals.

Analysts testified during the four-day jury trial. Evidence presented during trial revealed that on February 5, 2018, Smith, McThunel, and Ayodele drove to Lake Cormorant, MS, where the Postal Service's contract carrier was robbed as he picked up mail for delivery to the distribution center in Memphis. Evidence showed when the carrier arrived at the Lake Cormorant Post Office at approximately 5:15 p.m., McThunel approached the carrier, struck him multiple times in the face with a firearm, threatened to kill him, and then stole bags containing U.S. Postal Service money from the carrier's truck. Ayodele dropped McThunel off at the Lake Comorant Post Office prior to the robbery and picked him up afterward, while Smith acted as a lookout from a separate vehicle.



On June 13, 2023, at the conclusion of the sentencing hearing, District Court Judge Sharion Aycock sentenced Smith and McThunel each to 121 months in prison and Ayodele to 136 months in prison. Each defendant will serve five years of supervision following their release from prison. The defendants were also ordered to pay restitution to the U.S. Postal Service for the money taken in the robbery and to the contract carrier for medical costs associated with injuries he received during the robbery.

Training

TSU provided four communication analysis trainings to postal inspectors, analysts, and task force officers in FY 2023. In addition, TSU hosted an STSS summit in Fort Worth, TX, in which

division STSSs received technical training from the Federal Law Enforcement Training Center on the Internet Protocol Camera Program.





CONNECTING WITH CUSTOMERS

The NLECC/Radio Unit is a vital component comprising two National Law Enforcement Communications Centers (NLECC) and the Radio Communications Group. At its core, NRU is dedicated to ensuring public safety, providing critical support 24 hours a day, 365 days a year. This includes U.S. Postal Service employees, postal inspectors, Postal Police officers (PPOs), USPS customers, and external law enforcement agencies.

NLECC plays a pivotal role by centralizing the monitoring of the Inspection Service radio communications network and overseeing USPS alarmed facilities. Within these centers, dispatchers access critical law enforcement and intelligence data, equipping postal inspectors and PPOs with essential information. Beyond regular business hours, NLECC extends its coverage, offering round-the-clock emergency telephone support for Inspection Service field offices, ensuring rapid response in times of crisis.

Complementing these efforts is the Radio Communications Group, entrusted with the comprehensive management of the Inspection Service radio network. This multifaceted role encompasses network design, procurement, implementation, and ongoing maintenance. NLECC serves as the linchpin of this network, facilitating swift and effective emergency communications response to inspectors and PPOs through handheld and mobile radios. Furthermore, the network promotes interoperability, enabling seamless radio communication among Inspection Service personnel and the spectrum of federal, state, local, and tribal law enforcement entities.



PREPARING OUR WORKFORCE

Our Career Development Unit (CDU) oversees the functions of the National Training Academy, Basic Inspector Training and Basic Postal Police Officer Training Programs. CDU has maintained its Federal Law Enforcement Training Accreditation (FLETA) status since 2005. Our academy is one of only 16 FLETA accredited training centers in the nation.

CDU also oversees the Assessment Center process for postal inspector applicants, the Polygraph Unit, and In-Service training programs — including the Leadership and Employee Development Program (LEDP) and the Employee Engagement Program.



Public Information Officer Training.

PREPARING OUR WORKFORCE



In FY 2023, the USPIS-HERO platform enabled Inspection Service personnel to complete a combined variety of 1,494 online courses, with 59,394 completions.

The CDU In-Service Training Program conducted 32 in-person trainings, reaching 1,000 participants. The trainings included Mail Theft, Narcotics, Threat Management, Dangerous Mail Investigations, and more. Additionally, the CDU conducted 27 subject matter expert meetings.

The CDU Basic Training Program graduated one Basic Inspector Training class in FY 2023, and expects to send 24 new postal inspectors into the field in quarter one of FY 2024. The program also graduated three Postal Police Officer Basic

Training classes in FY 2023, sending 44 new Postal Police officers into the field.

The Assessment Center process ensures postal inspector applicants travel to CDU and are assessed through an in-box exercise, panel interview, and group exercise where they are required to demonstrate the necessary knowledge, skills, and abilities to be a postal inspector. They are also required to undergo a polygraph administration. In FY 2023, CDU conducted nine Assessment Center events, assessing 188 postal inspector applicants.

During FY 2023, the polygraph examiners conducted 12 criminal examinations in support of field investigations and 120 examinations for postal inspector applicants.





PREPARING FOR SUCCESS

The U.S. Postal Inspection Service Business Operations is a diverse group of teams composed of over 130 employees and contractors who provide technical and administrative support to the missions of USPS and the Inspection Service.

At National Headquarters, the Administrative Services, Budget & Finance; Complement & Staffing; Medical Services; and Executive Resource and Leadership Development teams provide subject matter expertise essential to maintaining and supporting administrative functions at the national level. The Security Investigations Service Center in Memphis, TN, provides background investigation and security clearance processing for USPS, USPS Office of Inspector General, and the Postal Inspection Service.

Administrative Services

In FY 2023 Administrative Services served boldly by launching a Lean Six Sigma Project to reduce pay adjustments nationwide. Pay adjustments have an impact on the Inspection Service's total operating expense and employee morale. As a result of this project, for FY 2023, the Inspection Service achieved a significant year-to-date reduction in pay adjustments of 66% as compared to FY 2022.

Administrative Services partnered for excellence by collaborating with Inspection Service field divisions and USPS Supply Management to complete the annual law enforcement vehicle order. Over 100 vehicles were excessed and ordered to ensure our inspectors and Postal Police officers have up-to-date and safer vehicles to use in the performance of their duties.

To foster a culture of continuous growth and unleash the potential of our personnel, Administrative Services focused this year on employee career development. Development of leadership, communication, administration, and collaboration skillsets resulted in eight team members being promoted to higher-level positions.

Budget & Finance

The Budget & Finance team supported agency investigative activities by financing and

administratively supporting capital and expense procurements and national events. In FY 2023, the Budget & Finance team managed expense and program budgets over \$127 million and capital budgets over \$35 million. This resulted in over \$23 million in capital commitments to support agency programs and investigations.

Budget & Finance actions enabled the purchase of new body armor, ammunition, AEDs, first-aid kits, rifles, training, investigative tools, and more to directly support agency needs.

In FY 2023 a new program to support employee wellness and encourage physical fitness was implemented. Under this program, over 1,400 employees were provided reimbursements processed by the Budget & Finance team.



Complement & Staffing

Complement & Staffing is responsible for the organizational structure of the U.S. Postal Inspection Service. The team oversees human



resources activities, complement planning and reporting, and vacancy announcements and policy concerns.

At a time when law enforcement nationwide is experiencing challenges in hiring and retention, Complement & Staffing supported the recruitment and hiring of 201 personnel resources to the Inspection Service complement. At the end of FY 2023, these new resources included: 74 postal inspectors including 24 Basic Inspector Training candidates, and 50 Criminal Investigation Series 1811 transfers; 55 Postal Police officers, and 72 professional technical and administrative personnel.

With several postal inspector and Postal Police officer classes scheduled for FY 2024, this team will continue to focus on hiring and resource allocation. Complement & Staffing also processed all internal postings, employee transfers, and

managed multiple performance evaluation systems for Inspection Service personnel.

Executive and Leadership Development

As the U.S. Postal Inspection Service investigated robberies, mail theft, and drugs in the mail, Inspection Service leaders were confronted with operational challenges related to managing a hybrid workforce, resource deficits, and expanding our employees' development needs to address well-being and quality of life. As the Inspection Service balanced external law enforcement challenges with internal organizational needs, we worked to build a stronger, more agile, and more resilient agency focused on executing our law enforcement mission with operational excellence. By translating these challenges into a strategic opportunity, we created an expanded vision for a more integrated U.S. Postal Inspection Service where employees are valued, connected, and accountable, and also broadened our commitment to greater individual, team, and organizational performance and productivity.

The Inspection Service organized a diverse team of employees representing each of our employee groups: inspectors, postal police, and professional, technical, and administrative employees. We held focus groups with all levels of employees to collect valuable workforce comments and insights, and applied a neuroscience approach that clearly defined three key priorities that are relevant and align with our Inspection Service mission, vision, guiding principles, and strategic goals. The result

was our Postal Inspection Service Leadership Principles, composed of three key priorities – Serve Boldly, Unleash Potential, and Partner for Excellence – each further defined by three actional habits that support our collective vision for a more inclusive, productive, and performance-based organization. In May 2023, we formally introduced our Leadership Principles to more than 150 organizational leaders attending the annual national leadership team meeting.



Medical Services

Postal Inspection Service Medical Services is a small but effective team dedicated the safety and well-being of Inspection Service employees. Medical Services strives to create a culture of fitness, wellness, and preparedness to inspire people to perform their best at work and to enjoy their best life at home. In FY 2023, Medical Services developed and implemented numerous initiatives in pursuit of this mission. The Operational Medical Support Program focused on developing and deploying EMTs, equipment, and training throughout the agency. As a result of these programs, OMSP EMTs assessed and

treated 19 individuals and provided medical monitoring, stand-by support, and/or deployed equipment over 470 times. OMSP coordinated and conducted trainings for 646 employees, including Basic First Aid/CPR/AED, Tactical Emergency Casualty Care, Law Enforcement Responder, and protective medicine for Executive Protection Detail. In FY 2023, OMSP also distributed over 9,200 operational and training First Aid/Trauma Kits and 346 next-generation Automated External Defibrillators (AEDs).

Medical Services provided technical oversight of contracts supporting Inspection Service employee health and wellness, including the Health Examination Program, Self-Referred Counseling Program, Traumatic Incident Response Program, and a national NARCAN purchase. In support of employment and hiring, Medical Services managed the pre-employment medical testing, random drug testing, and return to work evaluations for all Inspection Service applicants and employees. To support employee wellness, the team deployed resources and programs through national presentations and the Postal Inspection Service website.





Security Investigations Service Center (SISC)

The mission of the Security Investigations Service Center (SISC) is to provide prompt and reliable security investigation services for USPIs and the Postal Inspection Service, USPS OIG, ensuring all potential employees are properly vetted before joining the workforce. In FY 2023 the SISC processed all USPS, Inspection Service, and OIG National Security clearances, including support of hiring new Inspection Service resources. This resulted in successfully filling the July 2023 Basic Inspector class, on-boarding Office of Personnel Management designated 1811 Series Postal Inspectors and granting 382 Top Secret/SCI Clearances.

To ensure background investigative service level agreements were maintained as USPS Peak Hiring Season approached, SISC on-boarded new

contractors to complete adjudication of National Agency Checks with Inquires (NACIs). In FY 2023, over 212,900 NACI applications were submitted by USPS HR for processing. The utilization of a collaborative workforce dashboard allowed USPS to onboard those granted interim clearances. Over 176,400 interims were processed, with over 208,000 favorably adjudicated.

Since surface transportation supplier employees require access to the U.S. Mail and to processing facilities, the SISC also screens these individuals, totaling over 19,250 background investigations in FY 2023. To ensure the continued security of the mail, the SISC also processed background investigations for employees of United Parcel Service (UPS), Federal Express, Amazon, Terminal Handler Services (THS), and all commercial airlines, in accordance with established contracts. These background investigations exceeded 63,000.

In FY 2023, SISC streamlined the Background Investigation (BI) processes, moving to an electronic, paperless process for receiving applicant required documentation. Those impacted include 127 USPS / USPIs employees for ongoing reinvestigations, as well as Postal Police officers (PPOs) and other USPS and Inspection Service positions. This new process will result in improved application oversight and process efficiencies.

Postal Inspection Service Business Operations has continuously pivoted to become more engaged, collaborative, and focused on the mission of supporting and protecting USPS employees, facilities, mail, and customers. The dedication of Business Operations to continuous learning and service to the U.S. Postal Inspection Service allows them to provide exceptional support to our initiatives and programs year after year.

INVESTIGATIVE STATISTICS: FY 2023

Program	Cases Initiated	Arrests*	Convictions*
Assaults	542	289	184
Burglary	197	63	62
Child Exploitation	6	3	5
Mail Fraud	340	458	454
Mail Theft	1,197	1,559	1,210
Prohibited Mail Narcotics	2,231	2,001	2,032
Money Laundering	11	16	31
Nonmailable, Restricted Matter	7	4	3
Revenue Investigations	55	19	9
Robbery	628	193	93
Suspicious Substances and Items (includes bombs, explosives, threats, hazardous items, non-threatening items, and hoax CBRNE**)	50	26	20
Security and Crime Prevention	344	N/A	N/A
Total	5,608	4,728	4,103

* Arrests and convictions reported in this period may be related to cases initiated in prior reporting periods. Convictions include pretrial diversions.

** CBRNE refers to chemical, biological, radiological, nuclear, and explosive material.

UNITED STATES POSTAL INSPECTION SERVICE

ANNUAL REPORT 2023



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