



May 8, 2006

DISTRICT MANAGERS
SENIOR PLANT MANAGERS

SUBJECT: Register Observation Security Evaluations (ROSE)
Post Office Safety and Security Evaluation (POSSE)

Attached are the US Postal Inspection Service ROSE and POSSE reviews for the Los Angeles Division. The focus on Security Compliance; specifically, Registered Mail Operations is improving. Registered Mail Reviews conducted in the Fall of '04 identified 27 of the 28 Pacific Area Offices reviewed NOT in Registered Mail compliance. The first attachment, ROSE Reviews, identify 38 of 49 offices 100% in compliance! Of the 11 not in compliance most "fixes" were relatively easy to mitigate.

The second attachment outlines the results from the POSSE reviews. Of the 22 offices reviewed, five received 100% – a compliance level of 22.7%. There are several offices not in compliance that have only a few minor issues to resolve; others have more issues to address.

A strong focus by cluster leadership individuals will improve security compliance. We are encouraged by pilot projects being conducted in Bay Valley, Los Angeles and San Diego. Compliance levels in these clusters continue to rise as a result of focus programs. Reviews with the Area Security Assessment Profile (ASAP) format not only identify individual unit deficiencies but also enhance reviewer awareness facility compliance performance. Maintaining Security Awareness Focus by the use of ASAP reviews will enhance security compliance improve our work environment.

Mr. Donahoe, in previous correspondence, has alerted field units the Operation Mail Condition / Security Reviews (OMC'S) will be a continuous cycle. Pacific Area performance will reflect the strong focus recently displayed. Keep up the focus and continue the improvement.

If there are any questions regarding your Cluster Security Program, please contact Mike Sisson, Area Security Coordinator. SECURITY MUST BE 100% – 100% OF THE TIME!

A handwritten signature in black ink, appearing to read "Robert P. Fisher".

Robert P. Fisher

Attachments

cc: Executive Board
Oscar Villanueva
William Adkins
Mike Sisson



UNITED STATES POSTAL INSPECTION SERVICE
INSPECTOR IN CHARGE - LOS ANGELES DIVISION

April 10, 2006


Ms. Annette Goetz
Manager of Finance, Pacific Area Office
11255 Rancho Carmel Drive
San Diego, CA 92197-4300

SUBJECT: Registry Observation and Security Evaluation (ROSE) Reviews

The most recent National Observation of Mail Condition (OMC) reviews documented continued weaknesses in the registered mail system throughout the country. The Registry Observation and Security Evaluation (ROSE) review was created by the Inspection Service, Los Angeles Division, during 2005 to provide a snapshot of the protection provided by Pacific Area customer service offices to registered mail, our highest level of secured mail. In an effort to insure the U.S. Postal Service is providing registered mail the appropriate level of security, the ROSE review has placed significant emphasis on the registered mail system, including maintenance of the secure area/cage, proper completion of the sign in log, individual accountability, proper control of the register key(s), and utilization of rotary locks.

During FY 2006, Postal Inspectors have been conducting ROSE reviews throughout the Los Angeles, San Diego, Santa Ana, and Van Nuys Districts, documenting the results of the Pacific Area Office FY 2005 mandated Registry Improvement Training Emphasis (RITE). The initial period of reviews, commenced January 1, 2006, through March 31, 2006, documented improved register mail system procedures within the Pacific Area. Postal Inspectors performed observations at 49 Pacific Area customer service facilities. A 100% rating was given to 38 customer service units determined to be in compliance with all ROSE review issues. Details on the specific customer service units which fell below the 100% rating are attached.

Please contact Inspector Thomas D. Berthiaume at (626) 405-1360 with any questions that you may have regarding this report.


Oscar Villapueva
Inspector in Charge
Los Angeles Division

Attachment

cc: Mr. Iniguez & Mr. Sisson
OFFICE OF THE INSPECTOR IN CHARGE
LOS ANGELES DIVISION
P. O. BOX 2000
281 EAST COLORADO BOULEVARD
PASADENA, CA 91102-2000
TEL: 626-405-1234
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<http://www.usps.com/postalinspectors/>



UNITED STATES POSTAL INSPECTION SERVICE

LOS ANGELES DIVISION

The Postal Inspection Service, Los Angeles Division, conducted Fiscal Year 2006 Registry Observation & Security Evaluation (ROSE) reviews throughout the Pacific Area. Reviews utilized for this report were conducted from January 2, 2006 through March 31, 2006. Attention was provided at fifty (50) customer service units within the Los Angeles, San Diego, Santa Ana and Van Nuys districts. This report contains sections on:

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LOS ANGELES DIVISION HEADQUARTERS
P.O. Box 2000
PASADENA CA 91102-2000
TELEPHONE: 626-405-1200
FAX: 626-405-1207
www.usps.com/postalinspectors

REVIEW SITE LOCATIONS

The sites listed below represent the complete list of customer service units reviewed during this review period. Sites listed in bold received a 100% rating as no deficiencies were observed the date of the review.

<u>USPS DISTRICT</u>	<u>CUSTOMER SERVICE UNIT</u>	<u>DATE REVIEWED</u>
LOS ANGELES (6 of 7 @ 100%)	AIRPORT STATION (90045/09)	1/13/2006
	CRENSHAW STATION (90008)	1/19/2006
	HAWTHORNE P.O. (90250)	3/17/2006
	LAWDALE P.O. (90260)	1/17/2006
	MACY PLAZA (90017)	2/13/2006
	VILLAGE STATION (90024)	1/13/2006
	BAY CITIES ANNEX (90245)	2/23/2006
SAN DIEGO (10 of 14 @ 100%)	ANDREW JACKSON STATION (92115)	3/23/2006
	APPLE VALLEY PO (92307/08)	2/17/2006
	COLTON PO (92324)	2/10/2006
	FALLBROOK PO (92028)	1/27/2006
	GEORGE WASHINGTON (92102)	2/2/2006
	MIDWAY STATION (92110)	1/27/2006
	PALM SPRINGS PO (92262)	2/7/2006
	POWAY PO (92064)	1/24/2006
	SAN MARCOS PO (92069)	1/20/2006
	SOLANA BEACH PO (92075)	2/7/2006
	ADELANTO PO (92301)	1/25/2006
	HILLCREST STATION (92103)	3/25/2006
	PACIFIC BEACH (92109)	3/27/2006
	VISTA ANNEX (92084)	1/10/2006
SANTA ANA (17 of 20 @ 100%)	BREA PO (92822)	1/5/2006
	CLAREMONT PO (91711)	2/3/2006
	CYPRESS PO (90630)	1/23/2006
	LAKEWOOD PO (90712)	1/13/2006
	LA VERNE PO (91750)	1/19/2006
	LOMITA PO (90717)	1/5/2006
	MESA CENTER STATION (92627)	1/5/2006
	MT. BALDY (91759)	2/2/2006
	N. LONG BEACH ANNEX (90805)	2/7/2006

SANTA ANA (CON'T)	ONTARIO PO (91761)	1/27/2006
	ORANGE PO (92867)	1/12/2006
	PICO RIVERA PO (90660)	1/25/2006
	PLACENTIA PO (92870)	1/18/2006
	ROSEMEAD PO (91770)	3/16/2006
	SAN GABRIEL PO (91778)	3/16/2006
	UPLAND PO (91786)	1/20/2006
	WESTMINSTER PO (92683)	3/23/2006
	BIXBY STATION (90807)	1/5/2006
	LA PUENTE PO (91747)	3/7/2006
	WHITTIER PO (90605)	3/6/2006

VAN NUYS (5 of 8 @ 100%)	ALTADENA PO (91001)	1/5/2006
	GLENDALE GRAND CENTRAL (91201)	1/9/2006
	NEWHALL CARRIER ANNEX (91321)	1/6/2006
	SANTA CLARITA PO (91350)	2/8/2006
	THOUSAND OAKS PO (91360)	1/10/2006
	EAST BEACH CARRIER ANNEX (93103)	2/10/2006
	SIERRA MADRE PO (91024)	2/22/2006
	WEST ARCADIA (91107)	1/18/2006

LOS ANGELES DISTRICT ISSUES

BAY CITIES ANNEX, EL SEGUNDO, CA 90245/46/66: On February 23, 2006, Inspector R. Sublett documented two individual keys were maintained by A.M. registry clerks; the clerk for responsible for the El Segundo zone and the clerk responsible for the Manhattan Beach zone.

SAN DIEGO DISTRICT ISSUES

ADELANTO PO, CA 92301: On January 25, 2006, Inspector J. Scott documented a register mail clerk taking the key home with them at the end of their tour.

HILLCREST STATION, SAN DIEGO, CA 92103: On March 25, 2006, Inspector A. Becker documented two employees with keys, the registry clerk and a supervisor; a register mail clerks taking the keys home with them at the end of their tour; key log was not maintained; and keys were left unattended on a desk.

PACIFIC BEACH STATION, SAN DIEGO, CA 92109: On March 27, 2006, Inspector S. Barber documented key log was not properly maintained; registered mail was

maintained at the counter in an unlocked drawer and this register mail had not been signed for.

VISTA ANNEX, SAN DIEGO, CA 92084: On January 10, 2006, Inspector V. Figueroa documented a casual employee routinely responsible for handling register mail for a period of one hour at the end of each day.

SANTA ANA DISTRICT ISSUES

BIXBY STATION, LONG BEACH, CA 90807: On January 5, 2006, Inspector A. Jenson documented a key to the register mail is maintained in an unlocked drawer; and PS Form 3854 was not properly maintained.

LA PUENTE PO, CA, 91747: On March 7, 2006, Inspector V. Lenard documented multiple clerks working in the cage with register mail. Individuals signed for registered mail, however individual security was not maintained and all clerks had access to all of the register mail.

WHITTIER PO, CA 90605: On March 6, 2006, Inspector R. Hinckley documented the key to the register mail was maintained in an unlocked desk.

VAN NUYS DISTRICT ISSUES

EAST BEACH CARRIER ANNEX, SANTA BARBARA, CA: On February 10, 2006, Inspectors Y. Guerrero and E. Williams documented the register mail was not properly secured; the register mail key was not properly maintained; and the register mail did not maintain individual accountability.

SIERRA MADRE PO, CA 91024: On February 22, 2006, Inspector M. Knox documented the register mail was not properly secured and the facility did not utilize a rotary lock to dispatch the register mail pouch.

WEST ARCADIA STATION, ARCADIA, CA 91107: On January 18, 2006, Inspector Y. Guerrero documented register mail key was accessible to all employees, individual accountability was not being maintained via PS Form 3854, PS Form 1625 was not being maintained as required when individual accountability was not maintained, and the register mail was not secured.



UNITED STATES POSTAL INSPECTION SERVICE

LOS ANGELES DIVISION

LOS ANGELES DIVISION – I.S. REGISTRY OBSERVATION & SECURITY EVALUATION-2006

FACILITY NAME: _____ DISTRICT NAME: _____
ADDRESS: _____ DATE REVIEWED: _____
CITY/ZIP CODE: _____ FACILITY PHONE: _____

1. REGISTERED MAIL IS PROPERLY SECURED:

YES NO

Inspectors should observe Registered Mail is secured within a locked container or area. Inspectors should note the Registered Mail container/area is accessible by a single accountable Registered Mail clerk. (NO CASUAL EMPLOYEE can handle Registered Mail)

2. SIGN IN LOG IS PROPERLY UTILIZED:

YES NO

Individuals are required to sign in and out EVERYTIME they enter or leave the Registered Mail container or area on a PS Form 1625 - DM-901 7-1.3.1. If individual accountability is maintained, a PS Form 1625 is not required - DM-901 7-3.1.3.

3. REGISTER MAIL KEY IS PROPERLY MAINTAINED/SECURED:

YES NO

A single access key is to be maintained under the strict control of the employee accountable for the Registered Mail - DM-901 7-1.2. The key is always signed for on a key log when the Registered Mail is inventoried and transferred. The key can not be handed off. The key never leaves the facility. Supervisors and or managers may not possess an additional key.

4. REGISTERED MAIL MAINTAINS INDIVIDUAL ACCOUNTABILITY:

YES NO

Registered Mail requires Hand-to-Hand accountability - DM-901 4-1.1. Inspectors should not observe two or more employees with access to Registered Mail unless all involved have inventoried their respective Registered Mail and have sole access. Registered Mail must be inventoried every time an employee relinquishes control (lunch, breaks, end of tour). The Registered Mail pouch must be signed for whenever passed/transferred between employees.

5. FACILITY UTILIZES/SECURES POUCH WITH A ROTARY LOCK:

YES NO

USPS facilities are required to dispatch Registered Mail under Rotary Lock - DM 901 5-2.2.1. Facilities may utilize tin seals (item 0817-C) to secure the pouch when Rotary Locks are unavailable. Orange truck seals (item 0817-A) are never permitted - DM-901 Section 5-2.3.1.

Print name of Manager

Print name of Inspector

Signature of Facility Mgr

DATE

Signature of Inspector

Acknowledging Completed Review

Return original to: Inspector T. D. Berthiaume, PO Box 2000, Pasadena, CA 91102-2000.

Inspectors shall charge all hours to IS Case No. 0144-1515287-PVS(2)

All notes shall be retained on the reverse of this form.

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UNITED STATES POSTAL INSPECTION SERVICE
INSPECTOR IN CHARGE - LOS ANGELES DIVISION

April 10, 2006

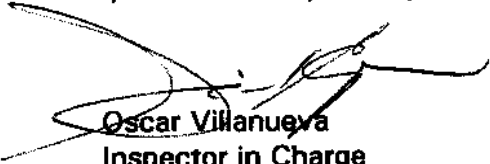
Mr. Mike Sisson, Area Security Coordinator
Pacific Area Office
11255 Rancho Carmel Drive
San Diego, CA 92197

SUBJECT: Post Office Safety and Security Evaluation (POSSE) Reviews

The National Observation of Mail Condition (OMC) reviews conducted during the fall of 2004 and 2005 documented continued weaknesses in USPS facility security, including facility access and key security. The Post Office Safety and Security Evaluation (POSSE) review was created by the Inspection Service, Los Angeles Division, to provide a snapshot of the current level of safety and security at Pacific Area customer service offices and delivery units. In an effort to insure the U.S. Postal Service is providing the appropriate levels of safety and security, the POSSE review has placed significant emphasis on four areas; Facility Access, Facility Keys, the Bait Money Order program and, where installed, the Closed Circuit TV (CCTV) system.

During FY 2006, Postal Inspectors have been conducting POSSE reviews throughout the Los Angeles, San Diego, Santa Ana, and Van Nuys Districts, documenting the maintained level of safety and security. The initial period of reviews commenced February 1, 2006, and continued through March 31, 2006. Postal Inspectors performed POSSE reviews at twenty two Pacific Area facilities. A 100% rating was given to facilities determined to be in compliance with all POSSE review issues. Details on the specific facilities which fell below the 100% rating are attached.

Please contact Inspector Thomas D. Berthiaume at (626) 405-1360 with any questions that you may have regarding this report.



Oscar Villanueva
Inspector in Charge
Los Angeles Division

Attachment: Copy of blank POSSE Review
POSSE report

cc: Mr. Iniguez

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LOS ANGELES DIVISION
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UNITED STATES POSTAL INSPECTION SERVICE

LOS ANGELES DIVISION

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REVIEW SITE LOCATIONS

The sites listed below represent the complete list of customer service units reviewed during this review period. Sites listed in bold received a 100% rating as no deficiencies were observed the date of the review.

<u>USPS DISTRICT</u>	<u>FACILITY REVIEWED</u>	<u>REVIEW DATE</u>
LOS ANGELES	AIRPORT STATION, (90045/09)	2/17/2006
	BAY CITIES ANNEX, (90245)	2/23/2006
	BARRINGTON STATION, (90049)	3/1/2006
	CULVER CITY PO, (90230)	2/16/2006
SAN DIEGO	DEL ROSA STATION, (92404)	2/7/2006
	MIRA MESA STATION, (92126)	2/2/2006
	PALM SPRINGS PO, (92262)	2/7/2006
	VALLEY CENTER, (92084)	3/23/2006
SANTA ANA	LOMITA PO, (90717)	1/30/2006
	ROSEMEAD PO, (91770)	3/16/2006
	WESTMINSTER PO, (92683)	3/23/2006
	MIDWAY CITY, (92655)	3/14/2006
	N. LONG BEACH ANNEX, (90805)	2/7/2006
	N. LONG BEACH PO, (90805)	2/7/2006
	SAN GABRIEL PO, (91778)	3/16/2006

	WHITTIER PO, (90605)	3/6/2006
VAN NUYS	CARPENTERIA PO, (93013)	3/22/2006
	CHATSWORTH PO, (91311)	2/28/2006
	SIERRA MADRE PO, (91024)	2/22/2006
	SUNLAND PO, (91040)	3/24/2006
	THOUSAND OAKS PO, (91360)	3/9/2006
	VENTURA PO, (93001)	3/22/2006

LOS ANGELES DISTRICT ISSUES

BARRINGTON STATION, LOS ANGELES, CA: On March 1, 2006, Inspector R. Sebree conducted a review which disclosed two employees left there USPS identification in their vehicles; management Bait Money Order program instructions could not be located; and the CCTV system was not viewable on the facility monitor.

CULVER CITY PO, CA: On February 16, 2006, Inspector M. Macmillan conducted a review which disclosed all employees were not properly wearing USPS identification; and CCTV system tapes were more than twelve months old.

SAN DIEGO DISTRICT ISSUES

DEL ROSA STATION, SAN DIEGO, CA: On February 7, 2006, Inspector D. Bingham conducted a review which disclosed the facility "O" key could not be located; the CCTV system tapes were more than twelve months old; and the CCTV system was not recording the correct time.

MIRA MESA STATION, SAN DIEGO, CA: On February 2, 2006, Inspector W. Boyance conducted a review which disclosed inspector was not challenged by first employee to make eye contact; individual PS Form 1628 was not completed for all assigned facility keys; facility "O" key could not be located; facility "O" key log could not be located; management Bait Money Order program instructions could not be located; recording of Bait Money Orders assigned to individual clerks could not be located; and the CCTV system was not recording the correct date and time.

PALM SPRINGS PO, CA: On February 7, 2006, Inspector R. Knowles conducted a review which disclosed facility "O" key could not be located; facility "O" key log was not maintained; management Bait Money Order program instructions could not be located; burglary Bait Money Orders were not placed at the close of business; issued Bait Money Orders were in poor condition; employees could not reiterate the Bait Money Order instructions; and the CCTV system was not recording the correct date and time.

VALLEY CENTER, SAN DIEGO, CA: On March 23, 2006, Inspector V. Figueroa conducted a review which disclosed facility doors are kept unlocked.

SANTA ANA DISTRICT ISSUES

MIDWAY CITY, CA: On March 14, 2006, Inspector R. DeGasperi conducted a review which disclosed the rear security fencing needed to be secured at the bottom.

N. LONG BEACH ANNEX, CA: On February 7, 2006, Inspector R. Beagh conducted a review which disclosed the "O" key sign out log was not maintained.

N. LONG BEACH PO, CA: On February 7, 2006, Inspector R. Beagh conducted a review which disclosed the facility "O" key log was not maintained; and the CCTV system was only operated during window hours.

SAN GABRIEL PO, CA: On March 16, 2006, Inspector A. Ferris conducted a review which disclosed the CCTV system was not recording the correct time.

WHITTIER PO, CA: On March 6, 2006, Inspector R. Hinckley conducted a review which disclosed the dock access doors were not secured; and the CCTV system was not recorded on Saturday and Sunday.

VAN NUYS DISTRICT ISSUES

CHATSWORTH PO, CA: On February 28, 2006, Inspector T. Berthiaume conducted a review which disclosed the visitor sign in sheet was not maintained; the semi-annual inventory of facility keys could not be located; the issued Bait Money Orders were in poor condition; and the CCTV system tapes were more than 12 months old.

SIERRA MADRE PO, CA: On February 22, 2006, Inspectors M. Know conducted a review which disclosed the visitor sign in log was not maintained; employees did not properly sign for and return arrow/mal keys; the facility "O" key could not be located; management Bait Money Order program instructions could not be located; Bait Money

Orders assigned to clerks were not recorded; issued Bait Money Orders were in poor condition; and the CCTV system did not record the correct date and time.

SUNLAND PO, CA: On March 24, 2006, Inspector L. Cummings conducted a review which disclosed one-half of the CCTV recording tapes are more than 12 months old and the CCTV system was not recording the correct time.

THOUSAND OAKS PO, CA: On March 9, 2006, Inspector T. Berthiaume conducted a review which disclosed dock access points were not secured to prevent unauthorized access; the semi-annual physical inventory of all facility keys was not completed; the "O" key was not maintained under the Postmaster's immediate control; the management Bait Money Order program instructions could not be located; and the employees could not reiterate the Bait Money Order instructions. The facility does not have a CCTV system; therefore this portion of the review was not completed.

VENTURA PO, CA: On March 22, 2006, Inspector N. Curry conducted a review which disclosed burglary Bait Money Orders were not being properly placed at the close of business.



UNITED STATES POSTAL INSPECTION SERVICE

LOS ANGELES DIVISION

LOS ANGELES DIVISION – I.S.

Post Office SAFETY & SECURITY EVALUATION-2006

FACILITY NAME: _____ DISTRICT NAME: _____

ADDRESS: _____ CITY/ZIP CODE: _____

1. FACILITY ACCESS:

- | | | |
|---|-----|----|
| a. Public access points are secured preventing unauthorized access | YES | NO |
| b. Dock access points are secured preventing unauthorized access | YES | NO |
| c. Inspector challenged by 1st employee making eye contact on floor | YES | NO |
| d. All employees are properly wearing USPS identification | YES | NO |
| e. The visitor sign in sheet is present and utilized | YES | NO |

2. KEY SECURITY:

- | | | |
|--|-----|----|
| a. Semi-annual physical inventory of all facility keys completed | YES | NO |
| b. Individual PS Form 1628 completed for all assigned keys | YES | NO |
| c. Employees properly sign for & return Arrow/MAL keys | YES | NO |
| d. The "O" key is secured under the PM/MGRs control | YES | NO |
| e. The "O" key sign out log is maintained | YES | NO |

3. BAIT MONEY ORDERS:

- | | | |
|---|-----|----|
| a. Management Bait Money Order program instructions are available | YES | NO |
| b. Bait Money Orders are recorded and assigned to retail clerks | YES | NO |
| c. Burglary Bait Money Orders are placed every night | YES | NO |
| d. Bait Money Orders are in good condition; no tears, unsoiled | YES | NO |
| e. Employees can reiterate Bait Money Order instructions | YES | NO |

4. CCTV:

- | | | |
|--|-----|----|
| a. Closed Circuit TV Cameras are providing a focused signal (view) | YES | NO |
| b. Cameras record 24 hours per day, seven days per week | YES | NO |
| c. 32 tapes are on hand and the correct tape is being utilized | YES | NO |
| d. All tapes are less than one year old | YES | NO |
| e. System is recording with the correct date and time | YES | NO |

Print name of Manager
Acknowledging Completed Review

Date

Print name of Inspector

Return original to: Inspector T. D. Berthiaume, PO Box 2000, Pasadena, CA 91102-2000.

Inspectors shall charge all hours to IS Case No. 0165-1555277-PVS(2)

All notes shall be retained on the reverse of this form.

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