



OFFICE OF INSPECTOR GENERAL
UNITED STATES POSTAL SERVICE

October 1, 2019

The Honorable Ted Lieu
Member, U.S. House of Representatives
5055 Wilshire Blvd. Suite 310
Los Angeles, CA 90036

Attn: Janet Turner, Field Supervisor

Dear Congressman Lieu:

We received your December 5, 2018, correspondence on behalf of residents in the Pacific Palisades community. Multiple Pacific Palisades residents alleged instances of mail theft, and some expressed concern about receiving slit open envelopes with missing cash, checks, and gift cards, on the social media platform "Next Door."

Our Pacific Area Field Office conducted an investigation, which included database searches for related customer complaints, test mailings, and numerous interviews with Pacific Palisades complainants, Postal Service management officials, carriers, and other personnel. We interviewed 19 customers, and two individuals provided our agents with traceable information to investigate stolen and altered checks. Based on this information, we identified two suspects who are not Postal Service employees; therefore, we referred the leads to the U.S. Postal Inspection Service for further investigation.

Our agents interviewed several Postal Service employees involved in the processing and delivery of mail at the Los Angeles Processing and Distribution Center (P&DC) and Pacific Palisades Post Office. Management officials at the Pacific Palisades Post Office were not aware of alleged mail theft issues until the January 2019 community meeting, and they have since conducted discussions with staff on how to handle opened mail.

We also sent 28 test mail pieces on routes located in Pacific Palisades. All the mail pieces were handled correctly and delivered uncompromised. The OIG did not identify a Postal Service employee involved in stealing mail; therefore, our investigation is now closed.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Tasky", is written over a horizontal line.

Mark Tasky
Deputy Assistant Inspector General
for Investigations