



**Grace Meng**

**Congress of the United States**

**Sixth District, New York**

June 7, 2024

The Honorable Louis DeJoy  
Postmaster General and Chief Executive Officer  
United States Postal Service  
475 L'Enfant Plaza SW  
Washington, D.C. 20260

Dear Postmaster General DeJoy,

I respectfully request the United States Postal Service (USPS) immediately implement the USPS Office of Inspector General's (OIG) recommendations made in the audit report titled "*Mail Theft Mitigation and Response – Queens, NY.*"

In my ongoing effort in Congress to combat mail theft, I sent a letter requesting USPS OIG investigate USPS's response to the rampant mail theft in Queens, New York. The audit report, released in May 2024, revealed failings of USPS to deploy resources provided by the USPS's and United States Postal Inspection Service's (USPIS) joint *Project Safe Delivery* initiative announced in May 2023; improper tracking of arrow keys and MAL (Modified Arrow Lock) key inventories; and a failure to maintain and track the physical condition of blue collection and green relay boxes. These failings left mail in my district vulnerable to theft, harming my constituents and their trust in USPS.

The audit report makes seven recommendations to address these failings:

1. Develop and implement a plan, including communication strategy and available staff, for the timely deployment and installation of mail theft initiatives nationwide.
2. Add the functionality to the Collection Point Management System to differentiate between blue collection and high security collection boxes.
3. Update the Collection Point Management System to differentiate between blue collection and high security collection boxes in the New York 2 district.
4. Reiterate arrow key security policies and responsibilities to managers and supervisors in Queens, NY.

5. Require the New York 2 District Manager to confirm all arrow keys are added to the inventory in the Retail and Delivery Analytics and Reports system.
6. Require the New York 2 District Manager to establish procedures to complete annual safety inspections, remediate deficiencies, and document the results for blue collection and green relay boxes.
7. Develop a process to define roles, responsibilities, and frequency for inspecting green relay boxes, and to record and track the location and condition of green relay boxes.

I was pleased USPS management agreed to all of OIG's recommendations. As such, I'm requesting a briefing on USPS's plan to expeditiously implement these recommendations. I appreciate your attention to this important matter and for consideration of my request. Should you have any questions, please contact Tom Dinegar of my staff ([Tom.Dinegar@mail.house.gov](mailto:Tom.Dinegar@mail.house.gov)).

Sincerely,



Grace Meng  
Member of Congress