



City of San Antonio

Agenda Memorandum

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Agenda Item Number: 3

Agenda Date: March 17, 2025

In Control: Public Safety Committee

DEPARTMENT: Police Department

DEPARTMENT HEAD: William McManus, Chief of Police

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Addressing Cluster Mailbox Theft in the Community

SUMMARY:

Briefing and Possible action on a City Council Request (CCR) from Councilmember Alderete Gavito regarding addressing cluster mailbox theft in the Community.

The San Antonio Police Department (SAPD) will present recommendations to the Public Safety Committee to address the requests from the CCR regarding:

1. Creation of a program to assist public and private Homeowners' Associations in obtaining and installing All Night Security Lighting around mailboxes in their neighborhood, in partnership with CPS Energy's existing program. This program should also assist with providing other theft-deterrence measures, such as signage and neighborhood theft-prevention mailers.
2. Creation of a Mail Theft Task Force composed of local and federal stakeholders to better coordinate and address the issue of cluster mailbox theft in San Antonio.

BACKGROUND INFORMATION:

On October 23, 2024, Councilmember Marina Alderete Gavito (District 7) submitted a Council Consideration Request (CCR) Requesting consideration of addressing cluster mailbox theft in the city. Mail theft has significantly increased nationwide since 2019, with criminals targeting Cluster Box Units (CBUs) in residential areas, apartment complexes, and planned communities. These thefts often involve forced entry or the use of stolen master "arrow keys," with postal workers increasingly becoming victims of armed robbery for these keys.

Despite federal efforts like "Project Safe Delivery," local residents—especially those in HOAs—bear the financial burden of replacing damaged mailboxes, often costing thousands of dollars per unit. Residents are also negatively impacted by the loss of mail and compromised personal information. Law enforcement faces investigative challenges due to a lack of physical evidence and limited suspect information, making arrests and prosecutions difficult. Given the impact on community security and financial strain on residents, this memo seeks council support to explore potential local measures to mitigate this issue.

ISSUE:

SAPD proposes to convene stakeholder groups this spring including US Postal Service, Homeowners Associations, Apartment Associations, CPS Energy and other governmental entities to identify specific crime prevention measures and develop recommendations.

Key areas that will be discussed with stakeholders include crime prevention measures such as lighting, surveillance, signage, and a public awareness campaign. Additionally, existing laws will be reviewed to determine any potential changes that would need legislative actions to include the increase to penalties.

The SAPD will develop a plan with the feedback from the stakeholder group and come back to the Public Safety Committee in August 2025.

FISCAL IMPACT:

Not applicable.

ALTERNATIVES:

Not applicable.

RECOMMENDATION:

SAPD recommends meeting with stakeholder groups and developing a plan with their feedback. This plan will be presented to the Public Safety Committee in August 2025.