



United States Secret Service

Fiscal Year 2009
Annual Report



U.S. Department of
Homeland Security

**United States
Secret Service**



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Message from Director Sullivan



The 2009 Annual Report of the United States Secret Service provides an opportunity to recognize and reflect on this past year's accomplishments, some of which were truly historic in nature. This is highlighted by the particular emphasis this report places on the 56th Presidential Inauguration. The Inauguration of President Barack Obama was the largest and most complex event this agency has undertaken. Due to our long-standing ability to partner and collaborate with other federal, state and local law enforcement, at day's end, the nation enjoyed a safe and secure event without a single Inaugural-related arrest.

The success of the Inauguration culminated an unprecedented presidential campaign wherein the Service secured thousands of protective sites and screened more than seven million visitors. These mission accomplishments would by most standards signify a busy and successful year. But our personnel were able to accomplish these goals while simultaneously embarking on an historic investigative year, which included the successful completion of the two largest cyber intrusion cases ever prosecuted.

The Service's role within the Department of Homeland Security continues to evolve and grow in relation to our protective and investigative mission. The Department and others recognize our ability to provide a safe and secure environment for those we protect while working quality financial crimes investigations that have great impact on the general public.

The Secret Service has long recognized the work and commitment of our personnel; they represent the single most important factor in the success of our mission. To that end, in fiscal year 2009 (FY2009) the Service continued our focus to recruit, hire and retain a qualified, talented and diverse workforce. In FY2009, our recruitment staff attended 370 job fairs aimed to attract applicants with varied education and experiences, as well as diverse racial and ethnic backgrounds. All who attended came with the common goal of serving the agency and this nation.

Currently upwards of 6,700 dedicated men and women across the United States and around the world serve with distinction as special agents, Uniformed Division officers and administrative, technical and professional personnel. Due to their efforts, the Secret Service remains the benchmark for physical protection and continues to be recognized for our expertise in financial and computer-related crimes.

The FY2009 Annual Report allows us to reflect on where we've been in order to help chart the course forward. For, while I am extremely proud of the accomplishments of our past year, I place at a premium the importance of self-assessment to constantly improve and grow.

It is my sincere hope that the FY2009 Annual Report brings to life in vivid color what the Secret Service experiences every day: the nearly insurmountable responsibilities that, together, our men and women tackle, not only successfully but seamlessly. I look forward to sharing those accomplishments with you again next year.

A handwritten signature in black ink that reads "Mark Sullivan". The signature is written in a cursive, flowing style.

Mark Sullivan, Director



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Photo courtesy Corbis

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About the U.S. Secret Service



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Executive Summary

The United States Secret Service is one of the oldest federal law enforcement agencies in the country and ranks among the elite in the world. With its origin dating back to the end of the American Civil War, the Secret Service was originally founded to combat the then-widespread counterfeiting of U.S. currency. In 1901, the agency was asked to begin its protective mission after the assassination of President William McKinley — the third sitting U.S. President to be assassinated. Today, the Secret Service proudly continues to protect both national leaders and visiting foreign dignitaries while helping to secure the nation's financial infrastructure. This dual mission is what distinguishes the Secret Service from all other law enforcement entities.

Over the years, the Secret Service has grown into one of the premier law enforcement organizations charged with investigating financial crimes. The agency has taken a lead role in the emerging arena of cybercrime, establishing working partnerships with the law enforcement and business communities, and academia to address such issues as protection of critical infrastructure, Internet intrusions and associated fraud.



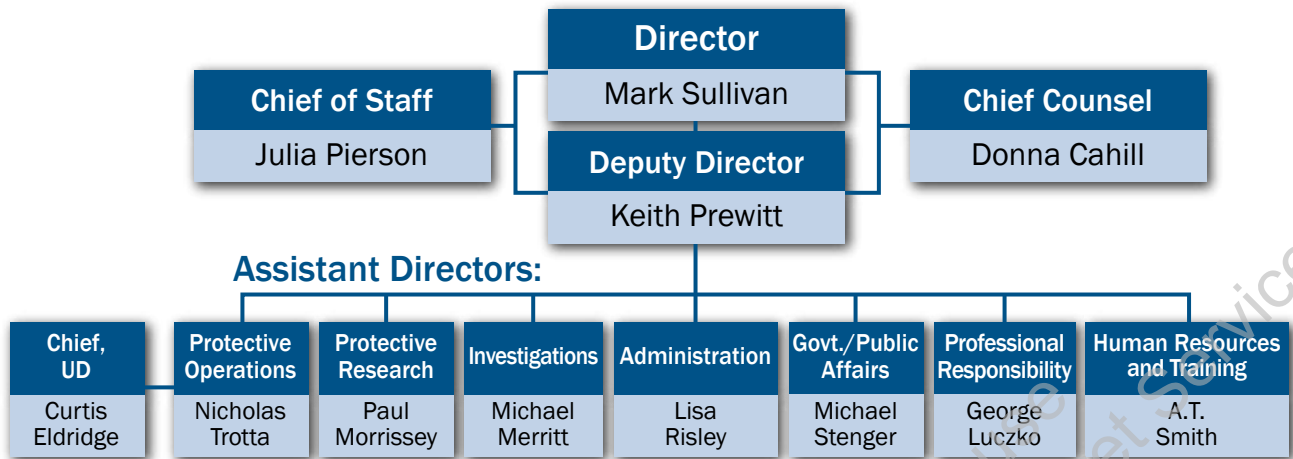
Opposite: A Secret Service agent surveys the crowd during a presidential event at the Transportation Department in Washington, D.C., in November 2008.

“...today I want to personally thank the men and women of the United States Secret Service. See, a lot of people don't even know that they operate under DHS. But it is those men and women who are responsible for the safety and security of the President, the Vice President, me, and our families.

Every day I see how hard they work. Every day I see how much time they spend away from their own families to keep mine safe. And it has been an honor to get to know each and every one of them throughout the course of the campaign, and our day-to-day interactions. They represent the utmost of excellence, and we are so honored to have them serving alongside of us.

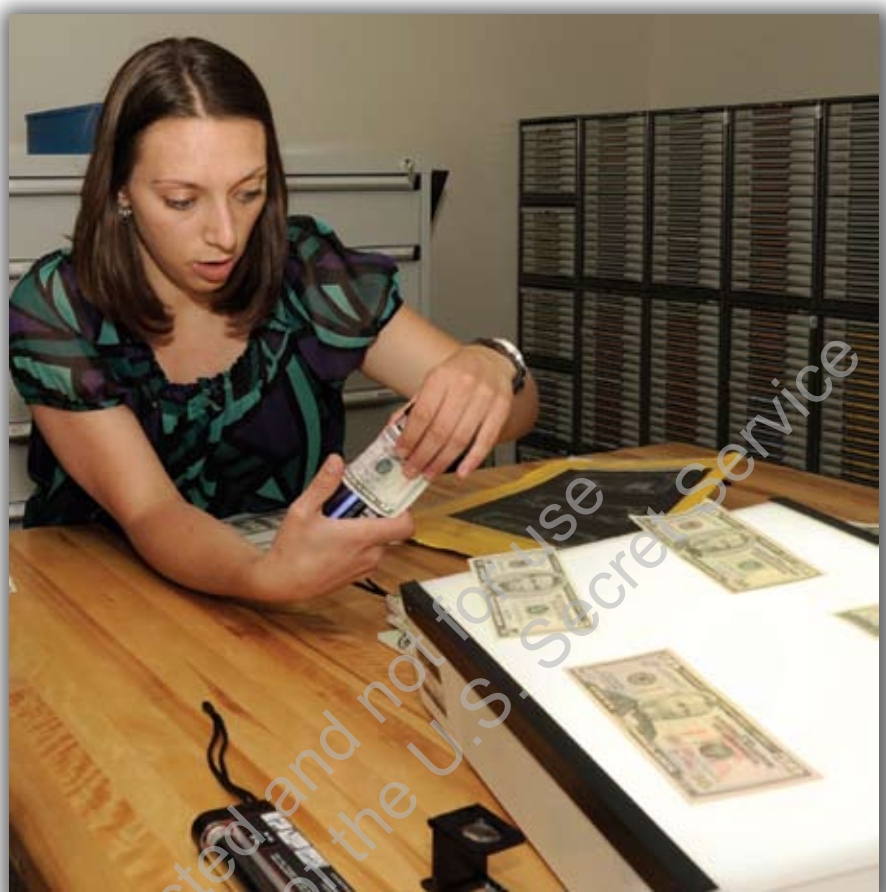
—Remarks by First Lady Michelle Obama to Department of Homeland Security Employees, April 14, 2009

Secret Service Leadership

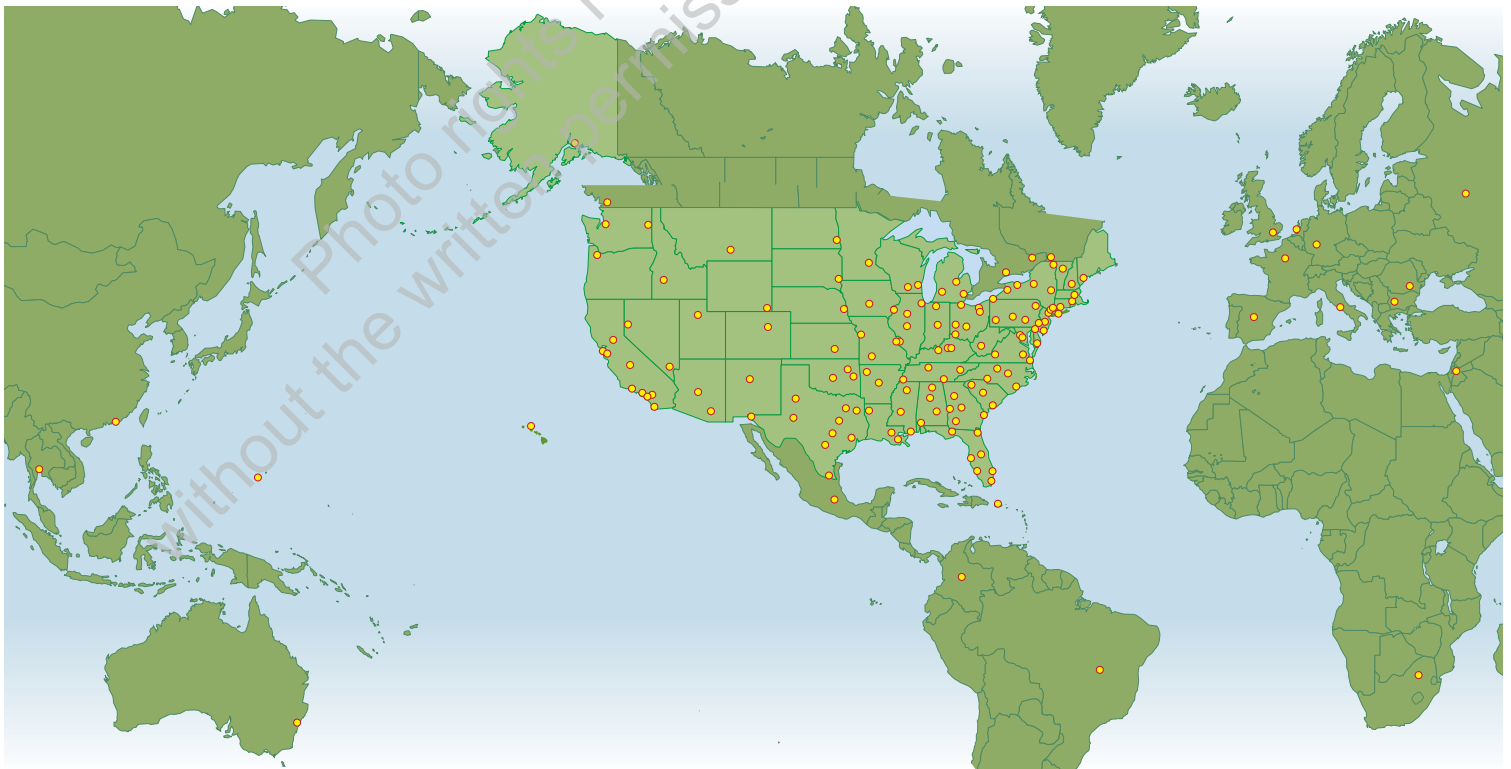


The Secret Service's important dual protective-investigative mission supports the Department of Homeland Security's (DHS) broader goals of protecting the nation from dangerous people and protecting critical infrastructure.

The FY2009 Annual Report focuses on the specific accomplishments related to the agency's core dual mission, coupled with the agency's recognition that in order to thrive in the context of both budget restrictions and an ever-changing security environment, its personnel deserve opportunities to grow through regular training and networking events.



Secret Service Offices





FY2009 Year in Review



From October 2008 through September 2009, the Secret Service maintained and built upon its existing dual mission of protection and investigations in a number of ways. Following are some of the year's highlights:

October 2008:

Presidential and Vice Presidential Debates

Three of the four presidential and vice presidential debates were held in FY2009: at Washington University in St. Louis, Belmont University in Nashville and Hofstra University outside New York City. The Secret Service ensured 100 percent safety at each of the three venues, screening a combined 39,700 attendees.

November 2008

International Association of Chiefs of Police Conference

From November 8 – 12, 2008, the San Diego Convention Center played host to the International Association of Chiefs of Police Annual Conference (IACP). Supervisors from the Secret Service's field offices and headquarters attended the conference, which is the world's largest gathering of law enforcement officials each year.

At the IACP, the Secret Service also participated in the Law Enforcement Education and Technology Exposition, with an exhibit booth that highlighted programs from the agency's Criminal Investigative Division, Forensic Services Division and San Diego Field Office.

G-20 Summit in Washington

After the election, President Bush announced a last-minute G-20 Summit in Washington, designated a National Special Security Event (NSSE), which included 20 heads of state, 10 spouses and a number of other government officials from around the country. The agency had six days to prepare the comprehensive security plan.



Opposite: Secret Service agents flank the President's armored limousine on the parade route during the 56th Presidential Inauguration.

December 2008

Financial Crimes Task Force Success

In December 2008, agents of the Newark Field Office Financial Crimes Task Force (FCTF) began investigating an organized group of suspects manufacturing and passing counterfeit commercial checks in northern New Jersey. By late May 2009, 32 suspects were arrested locally in an elaborate counterfeit check cashing scheme. The actual fraud loss associated with this case exceeded \$183,000.

In FY2009, the Secret Service expanded its nationwide pool of FCTFs, bringing these vital resources to Indianapolis and Minneapolis.

January 2009



56th Presidential Inauguration

The Secretary of the Department of Homeland Security (DHS) designated the 56th Presidential Inauguration on January 20, 2009, as an NSSE. As such, the Secret Service, in cooperation with its local, state and federal security, public safety and military partners, designed and implemented the overall security plan for the event.

In all, events within the purview of the Inauguration included five total NSSEs: the Whistle Stop Tour on January 17, which carried the President, Vice President and their families from Philadelphia through Wilmington (Del.) and Baltimore before arriving in Washington, D.C., as well as the Lincoln Memorial event on January 18 and all sites related to the Inauguration on January 20, which included the swearing-in ceremony, the parade and multiple Inaugural balls.

Media reports estimated that 1.8 million people attended events in Washington, D.C., for the Inauguration.



Forensic Services Division Unveils New Digital Ink Library

On January 30, 2009, the Forensic Services Division (FSD) unveiled and dedicated its new Digital Ink Library. The ceremony was held in the William P. Wood Conference Center at Secret Service headquarters in Washington, D.C. The dedication was the culmination of a four-year project funded with more than \$550,000 from the DHS Science and Technology Directorate. As a result of this project, FSD has a fully digital and electronic ink library that is capable of electronically searching and comparing nearly 10,000 ink samples and formulations. Historically, such searches were performed manually and took hours or more oftentimes, days; however, these searches now take seconds.

This effort was a result of tremendous collaboration, internal to the Secret Service and DHS, as well as external with international private and government partners. The end result allows the Secret Service to more efficiently assist state, local and federal law enforcement with questioned document investigations.

February 2009

Secret Service Hosts Major Recruitment Expo

On Saturday, February 28, 2009, the Secret Service hosted a career expo in Washington, D.C., to fill more than 1,000 positions available with the agency. Secret Service managers and subject matter experts were available to discuss positions in detail, to include duties and responsibilities, working environments, work schedule options, application procedures and other particulars with the more than 3,000 interested candidates who attended the expo.

The Secret Service continues to recruit highly motivated individuals for administrative, technical, professional, special agent and Uniformed Division officer occupations.



March 2009

Peruvian Counterfeit Task Force Success

On March 26, 2009, Peruvian Counterfeit Task Force (PCTF) agents and members of the Peruvian National Police (PNP) seized \$1.44 million in counterfeit U.S. Federal Reserve Notes (FRNs), two offset printing presses and five lithographic plates. Based on source reporting and intelligence gained from the search warrant, a second search warrant was conducted on a nearby business, resulting in the seizure of a third offset printing press and a sixth lithographic plate. From March 2009 to the present, the PCTF has successfully seized (domestically and overseas) \$19.3 million in counterfeit U.S. currency, assisted with the arrests of 28 Peruvian nationals and suppressed 17 significant counterfeit operations.

The task force was created in February 2009, in response to the significant, marked increase in the domestic passing activity of the Peruvian note family. The alarming increase in Peruvian note activity, which was second only to the domestic passing activity of all digital notes combined in FY2008, required the Secret Service to implement a plan to effectively and aggressively counter this growing trend.





April 2009

New York Field Office Conducts “Operation Safe Kids” Event

On April 27, 2009, the New York Field Office partnered with JP Morgan/Chase to conduct an Operation Safe Kids presentation at Public School 170 in Brooklyn, New York. The presentation included an overview of the Secret Service mission and fingerprinting of approximately 500 children ranging from kindergarten through fifth grade.

The Secret Service established the Operation Safe Kids initiative to promote the safety of children by providing parents with a document containing biographical data, a current photograph and digitized, inkless fingerprints. The document is given to the parent for safe keeping and can be a vital tool if a child goes missing. Since the program’s inception in 1997, the Secret Service has hosted 585 Operations Safe Kids events nationwide, providing parents with identification documents for 86,567 children.

In FY2009, the Secret Service held 66 events and fingerprinted 7,440 children.



May 2009

Project Columbia

On May 15, 2009, members of the Colombian judicial police and agents from the Secret Service’s Bogota Resident Office concluded a three-month investigation by arresting three suspects, suppressing a plant and seizing \$959,400 in counterfeit FRNs. The investigation revealed that the counterfeit FRNs were set for distribution throughout Colombia, Panama, Costa Rica, Venezuela, Europe and the United States.

Since its inception in 2001, Project Columbia partners have seized approximately \$239 million in counterfeit U.S. currency, arrested more than 600 suspects, suppressed nearly 100 counterfeit printing plants and reduced by more than 80 percent the amount of Colombia-originated counterfeit U.S. currency passed within the United States.

A printing press used to create counterfeit currency that was seized as part of the Project Columbia initiative.

June 2009

Secretary Napolitano Visits Secret Service Training Center

On June 2, 2009, DHS Secretary Janet Napolitano met with Director Mark Sullivan, toured the Secret Service's James J. Rowley Training Center and received demonstrations on firearms, canine capabilities and the Secret Service protective operations driving course. Secretary Napolitano also addressed special agent and Uniformed Division officer recruit classes in the midst of their months-long training courses.



Secretary Napolitano addresses trainees during her visit to the James J. Rowley Training Center.

Secret Service's Forensic Services Division Receives International Lab Accreditation

On June 10, 2009, the Secret Service's Forensic Services Division was awarded accreditation under the American Society of Crime Laboratory Directors/Laboratory Accreditation Board (ASCLD/LAB)-International program, making it the first crime laboratory within DHS to achieve such a ranking. In order to be accredited under the international program, agencies must meet approximately 450 requirements pertaining to both technical operations and overall management.



Officials from the Secret Service's Office of Investigations accept the certificate of lab accreditation from the ASCLD/LAB-International program.

July 2009

First Overseas Electronic Crimes Task Force Announced

On July 6, 2009, the Secret Service announced the creation of the first European Electronic Crimes Task Force (ECTF), based in Rome. The task force will provide a forum through which U.S. and European law enforcement agencies, the private sector and academia can collaborate to investigate, suppress and prevent computer-related crimes.

"Cybercrime knows no borders," said Secret Service Director Mark Sullivan at the time. "Partnerships at the international level are essential in combating the ever-changing landscape of cybercrimes."

The agency's ECTFs investigate a wide range of computer-based crimes, ranging from network intrusions and hacking cases to identity theft.

Also in July 2009, the Secret Service announced the formation of three new domestic ECTFs located in St. Louis, Kansas City and New Orleans, bringing the combined total to 28.



Director Sullivan addresses a packed house at the Secret Service's first-ever Global Cyber Security Conference.

August 2009

Global Cyber Security Conference

From August 4 – 6, 2009, the Secret Service hosted its first Global Cyber Security Conference in Washington, D.C. More than 400 attendees heard from both domestic and international experts on the front lines of cyber security and cyber investigations. Secretary Napolitano delivered the keynote address for the inaugural conference, jointly hosted by the Secret Service and the DHS Science and Technology Directorate, as well as the CyberScience Laboratory.

Designed to allow participants to network, as well as share information and best practices in combating cybercrime, approximately 50 speakers engaged in presentations and panel discussions over the course of the three-day event.

September 2009

United Nations General Assembly

On September 15, 2009, the 64th United Nations (U.N.) General Assembly kicked off in New York City. There, for the next three weeks, the Secret Service ensured protection for 189 foreign heads of state/heads of government and spouses. To ensure the dignitaries' experience in the United States was 100 percent safe throughout the duration of their visits, the Secret Service worked closely with numerous law enforcement partners — in particular, the New York Police Department, the U.N. Department of Safety and Security, and the U.S. Department of State's Diplomatic Security Service.



The Pittsburgh Summit

At the same time the Secret Service was providing comprehensive protection for a significant number of world leaders attending the U.N. General Assembly, the G-20 Pittsburgh Summit — a designated NSSE — took place from September 24 – 25, 2009. In Pittsburgh, the Secret Service provided protection not only for the President and First Lady, but also for 37 foreign dignitaries and their spouses.



As part of the intricate planning for National Special Security Events and other major events, as well as for training scenarios, the Secret Service utilizes detailed, to-scale models of venues and, as in the case of The Pittsburgh Summit, entire cities.



Protection



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“I’ve been briefed by you on threats to the President of the United States and what the Secret Service is doing about them. And I’ve been to your headquarters to see firsthand what you do, and I want to thank you and the people who work for you for your service.”

— U.S. Representative
Jane Harman (D-CA),
Chair, House Committee on
Homeland Security

A Proud Tradition of Protection

After the assassination of President William McKinley in 1901, Congress directed the Secret Service to protect the President of the United States. In the last century, the number and scope of Secret Service protectees have expanded in response to emerging threats.

Today, the Secret Service is authorized by law to protect:

- The President, the Vice President (or other individuals next in order of succession to the Office of the President), the President-elect and Vice President-elect
- The immediate families of the above individuals
- Former Presidents and their spouses for their lifetimes, except when the spouse remarries. In 1997, congressional legislation became effective limiting Secret Service protection to former Presidents and their spouses for a period of not more than 10 years from the date the former President leaves office
- Children of former Presidents until age 16
- Visiting heads of foreign states or governments and their spouses traveling with them
- Other distinguished foreign visitors to the United States and official representatives of the United States performing special missions abroad, as directed by the President
- Major presidential and vice presidential candidates and their spouses within 120 days of a general presidential election
- Other individuals as directed by the President
- National Special Security Events (NSSEs).



Photo Courtesy AP

Opposite: Secret Service agents protect the President as he works a ropeline at a health care rally.

How Protection Works



The Secret Service is world-renowned for the physical protection it provides to the nation's highest elected leaders, visiting foreign dignitaries and other government officials. The protective environment is enhanced by the Special Operations Division's Airspace Security Branch, Counter Sniper Team, Emergency Response Team, Canine Explosive Detection Unit, Counter Assault Team, Counter Surveillance Unit and the Magnetometer Operations Unit.



To safeguard Secret Service protectees, the agency does not publicly detail the specific types and methods of its security operations. In general, however, permanent protectees, such as the President and First Lady, have details of special agents permanently assigned to them. Temporary protectees, such as candidates and foreign dignitaries, are staffed with special agents on temporary assignment from Secret Service field offices and the Dignitary Protective Division. Most former Presidents are entitled to lifetime Secret Service protection. However, as a result of legislation enacted in 1997, President George W. Bush is the first President to have his protection limited to 10 years after he left office.



Summary of Protective Accomplishments

In FY2009, the Secret Service:

- Met established protective performance measures by achieving a 100 percent success rate in safe arrivals and departures by Secret Service protectees
- Provided protection during 4,696 travel stops* for domestic protectees and 2,182 travel stops for visiting foreign dignitaries.
- Staffed protective campaign details for 1,554 protection days
- Successfully designed and implemented security plans for eight NSSEs
- Provided credentialing and other security assistance during Super Bowl XLIII
- Prepared security plans for the 64th United Nations (U.N.) General Assembly, including protective detail staffing plans for 189 heads of state/heads of government and spouses
- Successfully screened 4.14 million people at campaign-related events using Uniformed Division officers, Transportation Security Administration security officers and more than 4,500 magnetometers
- Received and screened more than three million pieces of mail (letters, flats and parcels) at the current White House Mail Screening Facility
- Provided protection for former Presidents and spouses for a combined total of 3,117 calendar days
- Ensured completion of the overall construction and installation of information technology systems for the new Joint Operations Center. The new facility is designed to enhance the Secret Service's protective capabilities.

* Protective stops are defined as the entirety of a visit to one geographic location. In other words, if the President visits three sites in Wichita, Kansas, the visit is only considered one stop, not three. As a result, the actual Secret Service workload within a geographical location is typically far greater than these numbers reflect.



Photo courtesy Agence France Presse

Included in the number of foreign trips taken by Secret Service protectees are those taken by former Presidents, including President Carter's June 2009 trip to the Gaza Strip.



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The 56th Presidential Inauguration

As the nation, and indeed much of the world, turned its eyes to Washington, D.C., for the 56th Presidential Inauguration on January 20, 2009, the men and women of the Secret Service had put in place a seamless security plan. All events within the purview of the Inauguration, including the Whistle Stop Tour from Philadelphia to Washington, D.C., the opening ceremonies at the Lincoln Memorial on January 18, the swearing-in ceremony, the parade and the multiple Inaugural balls fell under the Secret Service's security plan.



“Given the historic nature of this Inauguration, its importance to our democratic process and the large number who attended, collectively we endeavored to make this Inauguration as safe and secure as possible. All of us in law enforcement want to thank most the cooperative, patient, orderly citizens who attended.”

— Secret Service Director
Mark Sullivan

Like the Inaugurations of 2001 and 2005, the 2009 Presidential Inauguration was designated a National Special Security Event (NSSE) on October 20, 2008. As such, the Secret Service designed and implemented the overall security plan for the event in cooperation with its local, state and federal security, public safety and military partners.





The Secret Service began planning in earnest for the Inauguration in June 2008. Among the planning were more than 90 training events — ranging from exhaustive tabletop exercises to live-action parade route scenarios — held by the Secret Service.



As always, the men and women of the Uniformed Division played an integral role in the planning and execution of this NSSE.

“The members of the Uniformed Division were out in full force for every facet of the Inauguration,” said Captain Dan Chearney, Uniformed Division Inaugural Coordinator. “Our Magnetometer Support Unit, which was augmented with screeners from the Transportation Security Administration and U.S. Customs and Border Protection, did an outstanding job screening the unprecedented crowds. Our Canine Explosives Detection Unit, Counter Sniper and Emergency Response Teams worked extended hours and performed their jobs exceptionally well.” Members of the Uniformed Division Motorcade Support Unit and Ceremonial Honor Guard participated in the Inaugural Parade.



As is standard practice for NSSEs, Secret Service coordinators and members of the agencies with primary jurisdiction for the event formed an executive steering committee to oversee the formulation of the overall plan for the Inauguration. Members of the Secret Service also chaired or co-chaired 23 subcommittees tasked with overseeing individual parts of the security plan. Each subcommittee was staffed by the appropriate federal, military or city law enforcement/public safety agency’s representative within their organization’s particular areas of expertise.



Agencies with primary jurisdiction for the Inauguration included the Washington Metropolitan Police Department, the U.S. Park Police and the U.S. Capitol Police. All told, 58 agencies participated in the design of the security plan and far more agencies were used in the implementation of that plan. On Inauguration Day, personnel from each of these agencies staffed a number of joint operation centers including the Multi-Agency Communications Center, where they closely monitored every detail of the event.



Media reports estimated that 1.8 million people attended events in Washington, D.C., for the Inauguration, and the crowds demonstrated exceptional patience and good spirits throughout the day. “The fact that there were no civil disturbances, no incidents and no arrests, was testament to the success of the cooperative effort between all of the participating law enforcement agencies,” said Assistant Director Mike Stenger of the Office of Government and Public Affairs.

- The Dignitary Protective Division’s credentialing unit produced and distributed 84,472 Secret Service Inaugural credentials and 12,303 vehicle placards in support of the Inauguration and the associated NSSEs
- Uniformed Division officers successfully screened more than one million people for all of the Inauguration Day events utilizing magnetometers and X-ray machines.



A pre-Inaugural Whistle Stop train trip carried President-elect Obama, Vice President-elect Biden and their families to the Inauguration with events in three NSSE-designated cities — Philadelphia, Wilmington (Del.) and Baltimore — before their final arrival in Washington, D.C.

- In addition to securing the NSSE venues in Philadelphia, Wilmington and Baltimore, the Secret Service coordinated the sweeps and security of more than 100 miles of railroad track and related right-of-way between Philadelphia and Washington, D.C.
- Uniformed Division officers successfully screened 64,750 people at the pre-Inaugural train stops utilizing magnetometers and X-ray machines.



National Special Security Events

The Secret Service is mandated to lead the planning, coordination and implementation of operational security plans at high-profile events designated by the Secretary of DHS as National Special Security Events (NSSEs).

The Secret Service carries out its responsibilities by relying on a core strategy that leverages partnerships with all participating law enforcement, security and public safety officials.

In FY2009, the Secret Service successfully secured eight NSSEs, including, in chronological order: the G-20 Economic Summit in Washington, D.C., three sites related to the pre-Inaugural Whistle Stop train trip, the pre-Inaugural Lincoln Memorial Rally, the 56th Presidential Inauguration (including the swearing-in ceremony, the parade and numerous Inaugural balls), President Obama's address to Congress and The Pittsburgh Summit.

The following are security highlights of the NSSEs unrelated to the Inauguration:

The G-20 Economic Summit in Washington, D.C.

November 14 – 15, 2008

- The Dignitary Protective Division (DPD) Name Check Unit successfully ran 2,741 names
- The DPD Credentialing Section produced 5,422 credentials and 305 vehicle placards
- In addition to coordinating operational security at the G-20 event site, the Secret Service provided protective details for 20 visiting foreign heads of state/heads of government and 10 spouses.

Presidential Address to a Joint Session of Congress

February 24, 2009

- Protectees included the President and Mrs. Obama, Vice President and Mrs. Biden, and certain other administration officials.

The Pittsburgh Summit (G-20)

September 24 – 25, 2009

- Protectees attending The Pittsburgh Summit included: President and Mrs. Obama, and 37 foreign heads of state/heads of government and their spouses.
- The Secret Service's Credentialing Section produced a total of 11,000 photo IDs and 2,150 vehicle placards.
- The Name Check Section processed a total of 6,650 names for The Pittsburgh Summit.



Other Special Events

Protection for Visiting Foreign Dignitaries

The Secret Service is mandated by law to provide protection for visiting heads of state or government, and their spouses traveling with them, as well as for other distinguished foreign visitors to the United States and official representatives of the United States performing special missions abroad.

In FY2009, the Secret Service:

- Coordinated protective measures for 2,182 visits of foreign heads of state/heads of government and spouses to the U.S.
- Provided protection for foreign heads of state/heads of government and spouses for a combined total of 4,117 calendar days.

International Monetary Fund/World Bank Meetings, Washington, D.C.

October 11 – 13, 2008 and April 24 – 26, 2009

The Secret Service regularly participates in event security planning for the International Monetary Fund (IMF)/World Bank meetings each fall and spring due to the status of the IMF as a temporary foreign mission during the event.

In FY2009, the Secret Service provided protection for the Secretary of the Treasury and the President of Armenia, who attended the fall meetings.

64th United Nations General Assembly, New York

September 15 – October 2, 2009

- Staffed protective details for 189 foreign heads of state/heads of government and spouses
- Developed and executed a comprehensive security plan for the United Nations complex in conjunction with the New York City Police Department and the U.N. Department of Safety and Security.



Presidential Debates

October 2008

Three of the four presidential and vice presidential debates were held in FY2009:

Washington University, St. Louis, MO — Vice Presidential Debate

October 2, 2008: 14,000 individuals screened

Belmont University, Nashville, TN — Presidential Debate

October 7, 2008: 10,700 individuals screened

Hofstra University, Hempstead, NY — Presidential Debate

October 15, 2008: 15,000 individuals screened

Protectee Foreign Travel

In FY2009, Secret Service protectees participated in 462 trips encompassing more than 178 visits to various foreign locations.

In all, Secret Service foreign offices, which fall under the internal jurisdiction of the Office of Investigations, conducted protective security advances and provided other protection-related support for 390 overseas sites.

Highlights include:

Presidential Trips (President Bush)

- Lima, Peru — APEC Summit (November 21 – 23, 2008)
- Baghdad, Iraq (December 14, 2008)
- Kabul, Afghanistan (December 15, 2008)



Presidential Trips (President Obama)

- Ottawa, Canada (February 19, 2009)
- London, England; Strasbourg, France; Baden Baden, Germany; Prague, Czech-Republic; Ankara and Istanbul, Turkey; Baghdad, Iraq (March 31 – April 7, 2009)
- Mexico City, Mexico; and Port of Spain, Trinidad and Tobago — Summit of the Americas (April 16 – 17, 2009)
- Moscow, Russia; Rome, Italy; Accra, Ghana (July 6 – 12, 2009)

Vice President-Elect Trip (Senator Biden)

- Kuwait City, Kuwait; Islamabad, Pakistan; Kabul, Afghanistan, Baghdad, Iraq; Incirlik, Turkey; Shannon, Ireland (January 8 – 14, 2009)

Vice Presidential Trips (Vice President Biden)

- Munich, Germany (February 6 – 8, 2009)
- Brussels, Belgium; Shannon, Ireland (March 9 – 10, 2009)
- Vina Del Mar, Santiago and San Jose, Chile (March 26 – 29, 2009)



- Shannon, Ireland; Sarajevo, Bosnia; Belgrade, Serbia; Pristina, Kosovo; Beirut, Lebanon (May 18 – 22, 2009)
- Mildenhall, England; Baghdad, Iraq (July 2 – 5, 2009)
- Shannon, Ireland; Kiev, Ukraine; Tbilisi, Georgia (July 19 – 24, 2009)
- Baghdad and Arbil, Iraq (September 14 – 17, 2009).

Photo courtesy AP

FY2009 Presidential Campaign Statistics

The 2008 presidential campaign was the first in more than 50 years in which no incumbent President or Vice President was running for office. Additionally, the 2008 campaign marked the earliest date the Secret Service had ever assumed protection for any presidential candidate. As such, the monumental number of protective days for FY2008 (1,607 to be exact) was highlighted in the FY2008 Annual Report.

Of course, with the election on November 4, 2008 looming, the campaign push and related protective demands spilled into FY2009. After Election Day, protectees continued to embark on high-profile travel, including a number of overseas visits both prior to and following the change of administrations, which were highlighted on the previous page.



Photo courtesy Getty Images

Protective Stops*

**Total Number of Stops
by Campaign Protectees
in FY09: 980**

Protection Days

**Total Number of Calendar
Days of Protection in
FY09: 1,554**

* Protective stops are defined as the entirety of a visit to one geographic location. In other words, if the protectee visits three sites in Wichita, Kansas, the visit is only considered one stop, not three. As a result, the actual Secret Service workload within a geographical location is typically far greater than these numbers reflect.

Screening

- 4.14 million members of the public screened by magnetometers
- More than 18,000 magnetometer operations assignments were completed by Uniformed Division officers and TSA officers.

Other Major Initiatives

New White House Mail Screening Facility

Throughout FY2009, construction of the new White House Mail Screening Facility in the metropolitan Washington, D.C., area progressed on schedule. Specialized equipment was procured for the facility and will be installed and tested in FY2010. The Secret Service currently is in the process of hiring new employees for the facility and awarding an operations contract.



- In FY2009, more than three million pieces of mail (letters, flats and parcels), were received and screened at the current White House Mail Screening Facility. This volume included supporting the Presidential Transition Team by screening the many items destined for the President-elect and his staff
- Construction at the new White House Mail Facility is more than 96 percent complete with an estimated completion date of May 2010.

New Joint Operations Center

- Major construction was completed in June 2009 for the Joint Operations Center relocation project. The information technology systems were installed in September 2009.



Primary Vehicle Program

- The Secret Service received delivery of the new Presidential Parade Limo in December 2008. The Presidential Parade Limo was first used during the Inauguration of President Obama in January 2009
- A second Presidential Parade Limo encompassing the latest security features was delivered to the Secret Service in July 2009.



Presidential Transition Offices

After the 2008 presidential campaign came to a close, the Secret Service's workload continued at an accelerated pace. Following the general election, Secret Service special agents and Uniformed Division officers staffed presidential transition offices in Washington, D.C., and Chicago, Illinois.

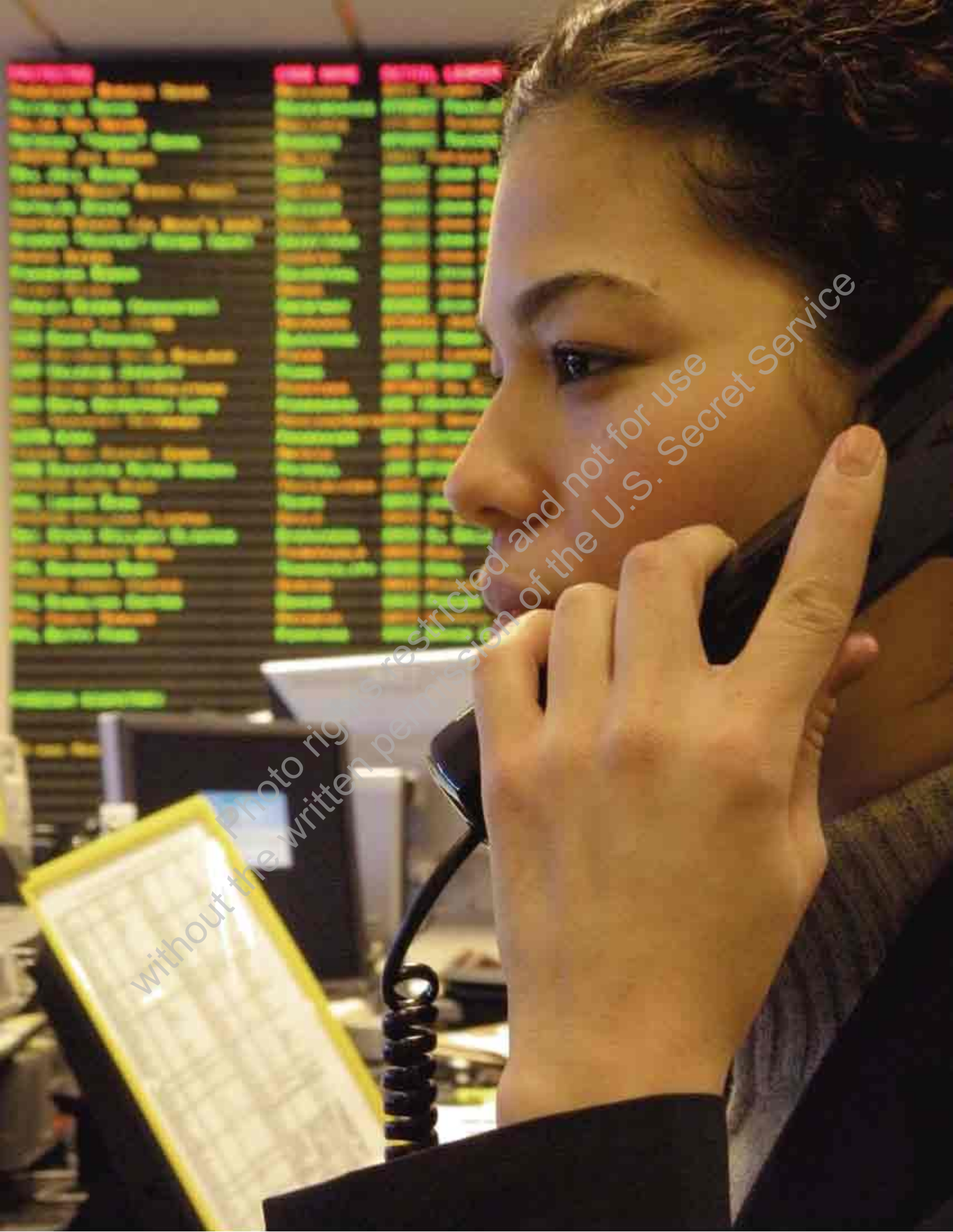


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Investigations



“The outstanding investigatory efforts of the U.S. Secret Service stand as a fine example of law enforcement work and professionalism at its best. This should serve as a warning to anyone contemplating identity fraud that they will be detected, apprehended and prosecuted.”

— U.S. Attorney
Thomas P. Colantuono,
District of New Hampshire

The Investigative Mission in a Changing World

The Secret Service was established as a law enforcement agency in 1865 to investigate and prevent counterfeiting. Today the agency’s primary investigative mission continues to be safeguarding the payment and financial systems of the United States, and has evolved from enforcing counterfeiting laws that preserve the integrity of United States currency, coin and financial obligations to include a wide range of financial and computer-based crimes.

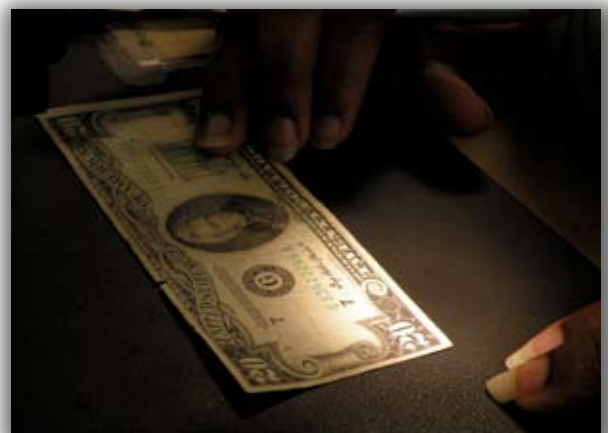
To combat these crimes, the Secret Service has adopted a proactive approach that utilizes advanced technologies and capitalizes on the power of task force partnerships. Computer experts, forensic specialists, investigative experts and intelligence analysts provide rapid responses and critical information in support of financial analysis, infrastructure protection and criminal investigations.

Criminal Investigations: Counterfeiting

The Secret Service is proud of its role and success in protecting the worldwide integrity of U.S. currency. In FY2009, the Secret Service made 2,506 domestic arrests and assisted in 360 foreign arrests for counterfeiting offenses, and helped to remove more than \$182 million in counterfeit U.S. currency from circulation, up \$79 million from FY2008.

The agency continues to adapt to the trends in counterfeiting, which have been influenced in recent years by computer-based technologies. The widespread use of personal computers and advancements in digital printing technology have provided more individuals the opportunity to manufacture a passable counterfeit note with relative ease. Approximately 62 percent of the counterfeit currency passed domestically in FY2009 was produced using digital printing means, compared with less than 1 percent in FY1995.

The Secret Service’s approach to protecting U.S. currency includes working jointly with domestic and international law enforcement partners, and conducting aggressive investigations that identify the source of the illicit production of counterfeit in order to minimize its collective economic impact.



Opposite: A printing press seized in Bogota, Colombia shows counterfeit U.S. currency on printing plates.

In January 2009...

...Chicago agents arrested a group of suspects who were involved in the manufacturing, passing, possession and distribution of inkjet counterfeit U.S. Federal Reserve Notes (FRNs) in the western suburbs of Chicago. Pursuant to a federal search warrant, Chicago agents seized \$103,300 in counterfeit inkjet printer notes.

On January 13, 2009, the Rome Field Office received a request for investigative assistance from the Carabinieri in Milan, Italy. Rome personnel traveled to Milan and met with Italian officials, who informed them of a group of Italian nationals who were in the process of obtaining printing equipment for the purpose of counterfeiting U.S. currency. From January 21, 2009 to February 4, 2009, Rome personnel worked with Italian authorities to identify additional suspects and monitor the progress of the initial printing run. On February 9, 2009, the Guardia di Finanza in Milan executed a search warrant at a Cambiago, Italy printing location and seized \$2.5 million in counterfeit \$100 FRNs and a two-color offset/typographic printing press.

In April 2009...

...the Rome Field Office was contacted by Italian law enforcement officials from the Guardia di Finanza requesting assistance regarding the arrests of seven individuals and the seizure of approximately \$50 million of suspected counterfeit FRNs. As a result of this investigation, Italian authorities have arrested seven individuals under Italian criminal code for manufacturing, possession and intent to distribute counterfeit currency in Italy.

In May 2009...

...the Chicago Field Office obtained information that a suspect was manufacturing and selling counterfeit to juvenile distributors to support a drug habit. Chicago agents arranged three meetings and purchased more than 60 counterfeit \$100 FRNs from the suspect. The suspect was subsequently arrested and a search of the residence revealed a sophisticated digital counterfeit plant. The suspect's counterfeit plant accounted for more than \$250,000 in counterfeit FRNs having been passed throughout the United States.



Project Colombia

Project Colombia is a continuation of the Secret Service's efforts to establish and support Vetted Anti-Counterfeiting Forces (VACF) in Colombia, which is the world's largest producer of counterfeit U.S. currency. Through training, strategy development and infrastructure improvements, the Secret Service assists Colombian authorities in targeting both small and large-scale counterfeiting operations.

On November 14, 2008...

...members of the Bogota Resident Office, Colombian VACF, the Colombian Departamento Administrativo de Seguridad and the Colombian judicial police executed six search warrants which led to the arrests of two suspects and the suppression of a significant offset counterfeit currency plant. Seized items included a lithographic printing press with 52 \$100 FRN plates, 221 \$100 FRN negatives, a typographic printing press and \$2.5 million in counterfeit \$100 FRNs.

On November 24, 2008...

...members of the Bogota Resident Office and Colombian VACF executed 11 search warrants on targets throughout Medellín, leading to 12 arrests, the suppression of a major counterfeit plant and the conclusion of a three-year investigation. During the search operations, authorities seized one lithographic printing press, \$12,750 in counterfeit Euros, \$767 million in counterfeit Colombian pesos, \$10.7 million in counterfeit Venezuelan bolivars and more than \$1.2 million in counterfeit FRNs. The 12 arrests include all major suspects within the organized group, including a ringleader who was sought by law enforcement authorities since 2004.



On May 15, 2009...

...members of the Colombian judicial police and agents from the Bogota Resident Office concluded a three-month investigation by arresting three suspects, suppressing a plant and seizing \$959,400 in counterfeit U.S. FRNs. The investigation revealed that the counterfeit FRNs were set for distribution throughout Colombia, Panama, Costa Rica, Venezuela, Europe and the United States.

On September 13, 2009...

...the VACF and Bogota Resident Office concluded an extensive investigation in Bogota by arresting two suspects and conducting a search which produced a seizure of \$824,500 in counterfeit \$50 FRNs and counterfeit \$100 FRNs. Other seized items included eight printing plates, a commercial grade cutter and counterfeiting paraphernalia. Bogota agents learned both suspects had a criminal history in Colombia for fraud, counterfeiting and distribution of counterfeit currency.

Since its inception in 2001, Project Colombia partners have seized approximately \$239 million in counterfeit U.S. currency, arrested nearly 655 suspects, suppressed more than 97 counterfeit printing plants and reduced by 81 percent (up 6 percent from FY2008) the amount of Colombia-originated counterfeit U.S. currency passed within the United States.



Peruvian Counterfeit Task Force

The Peruvian Counterfeit Task Force (PCTF) was created in February 2009, in response to the significant, marked increase in the domestic passing activity of the Peruvian note family. The alarming increase in Peruvian note activity, which was second only to the domestic passing activity of all digital notes combined in FY2008, required the Secret Service to implement a plan to effectively and aggressively counter this growing trend.

From March 2009 to the present, the PCTF has successfully seized (domestically and overseas) \$19.3 million in counterfeit U.S. currency, assisted with the arrests of approximately 30 Peruvian nationals and suppressed 17 significant counterfeit operations.

On March 26, 2009...

...PCTF agents and members of the Peruvian National Police (PNP) seized \$1.44 million in counterfeit FRNs, two offset printing presses and five lithographic plates. Based on source reporting and intelligence gained from the search warrant, a second search warrant was conducted on a nearby business, resulting in the seizure of a third offset printing press and a sixth lithographic plate.

On April 6, 2009...

...PCTF agents and members of the PNP executed two search warrants on target locations where counterfeit U.S. FRNs were suspected of being manufactured. The two search warrants resulted in the arrests of five suspects and the seizure of \$8.4 million in counterfeit FRNs and eight lithographic presses.

On May 25, 2009...

...PCTF agents and members of the PNP executed a search warrant on a target location in Chiclayo, Peru, where counterfeit FRNs were suspected of being manufactured. The search warrant resulted in the arrests of two Peruvian nationals and the seizure of \$2.8 million in counterfeit FRNs, \$254,000 in soles (Peruvian currency) and one offset press.

On August 17, 2009...

...officials from the PNP contacted members of the PCTF to report information concerning the location of suspected counterfeit currency. The PNP executed a search warrant on the target location in Campoy, Peru, where counterfeit U.S. FRNs were suspected of being in the final manufacturing stage. The search warrant resulted in the arrest of one Peruvian national and the seizure of \$128,000 in counterfeit FRNs, several sheets of uncut security threads and a bag of powder utilized to give texture to counterfeit FRNs.

Criminal Investigations: Financial Crimes

In addition to the agency's original mandate of combating the counterfeiting of U.S. currency, the passage of federal laws in 1982 and 1984 gave the Secret Service primary authority for the investigation of access device fraud, including credit and debit card fraud, and parallel authority with other federal law enforcement agencies in identity crime cases. Since then, the Secret Service has also been given primary authority for the investigation of fraud as it relates to computers and concurrent jurisdiction with the United States Department of Justice regarding financial institution fraud. As a result, the Secret Service has evolved into an agency that is recognized worldwide for its investigative expertise and for its aggressive and innovative approach to the detection, investigation and prevention of financial crimes.

Financial Crimes Task Forces

Partnerships with state, local and other federal law enforcement agencies are critical to the success of the Secret Service's dual mission. Financial crimes investigations in particular benefit from an established national network of Financial Crimes Task Forces (FCTFs), which combine the resources of the private sector and other law enforcement agencies in an organized effort to combat threats to the nation's financial payment systems and critical infrastructures.

In FY2009, the Secret Service expanded its nationwide pool of FCTFs, bringing these vital resources to Indianapolis and Minneapolis.

U.S. Secret Service Financial Crimes Task Forces



In December 2008...

...agents of the Newark Field Office FCTF began investigating an organized group of suspects manufacturing and passing counterfeit commercial checks in northern New Jersey. As a result of the FCTF's efforts, more than 30 suspects have been arrested in an elaborate counterfeit check cashing scheme. The actual fraud loss associated with this case exceeds \$183,000.

In February 2009...

...agents from the New Haven Resident Office were contacted by the Stratford (Conn.) Police Department (SPD) regarding an embezzlement investigation. New Haven Resident Office agents, working with SPD and the Connecticut Financial Crimes Task Force identified \$2.6 million in fraudulent transactions by two suspect employees between January 2007 and February 2009. Based on the evidence, agents seized \$6,000 in cash and five vehicles valued at \$186,524. On April 7, 2009, one suspect was arrested for violation of Title 18, United States Code, Section 1349 (Conspiracy to Commit Wire Fraud). The fraud loss in this case is in excess of \$2.6 million.

Mortgage Fraud Investigations Initiatives

From FY 2006 to FY2008, the Secret Service noted a 47 percent increase in the number of mortgage fraud cases opened and investigated throughout the United States. These cases account for nearly \$99 million in losses to U.S. financial institutions with potential losses in excess of \$280 million. In addition, losses associated with mortgage fraud alone are estimated to be between \$4 and \$6 billion annually.

Through its vast and strong network of trusted partners, the Secret Service is uniquely positioned to combat these schemes that so often plague the nation's banks, mortgage lenders and government institutions.



In April 2009...

...West Palm Beach Resident Office (WPB) agents assigned to the Palm Beach Mortgage Fraud Task Force (PBMTF) initiated a mortgage fraud investigation in Lake Worth, Florida. The initial investigation determined mortgage brokers, property appraisers and collusive title insurance company employees operated a complex mortgage fraud scheme from 2006 to 2007. On June 26, 2009, WPB agents and PBMTF agents arrested the title insurance employee. The current fraud loss associated with this case exceeds \$2.5 million.

This case originated when the Washington Field Office was contacted by bank officials with information regarding suspected mortgage fraud. Investigation by Washington agents determined an organized group orchestrated a series of fraudulent mortgage transactions through the use of straw buyers and collusive industry associates. The organized group eventually sold the homes to straw buyers and/or unwitting investors who then allowed the homes to lapse into foreclosure resulting in a fraud loss of more than \$35 million to lending institutions. To date, agents of the Washington Field Office have apprehended five of the suspects for their roles in the scheme.

In June 2009...

...the Miami Field Office, working closely with the United States Attorney's Office Mortgage Fraud Strike Force (MFSF), began investigating a complex mortgage fraud scheme, in which the suspects conspired with other individuals throughout the mortgage approval process to sell and finance two luxury residential properties. Miami agents discovered the suspects recruited a licensed real estate appraiser and straw buyers for the fraudulent purchases. The suspects also enlisted the support of the president of a mortgage brokerage company to fraudulently certify the straw buyer's income on the loan applications. Lastly, the suspects closing attorney prepared a false HUD-1 statement claiming a straw buyer brought approximately \$170,000 to closing. The false documents were submitted to lenders, thereby inducing these institutions to disperse approximately \$3 million in financing. The suspects used the proceeds from this scheme for their personal use and benefit. As of September 2009, Miami agents and MFSF members have arrested eight persons associated with this scheme. The fraud loss in this case is \$3 million.

Criminal Investigations: Cybercrimes

The investigative mission of the Secret Service has evolved to keep pace with the combination of the information revolution and rapid globalization. The combination of advanced technology and the Internet has created a transnational "cybercriminal," and the Secret Service has observed a marked increase in the quantity, quality and complexity of cybercrime cases targeting U.S. financial institutions and critical infrastructure. Criminal trends show an increased use of "phishing" emails, account takeovers, malicious software, hacking attacks and network intrusions resulting in significant data breaches. These crimes are transnational in nature and are intertwined with the illicit use of computers.

To help protect the nation's critical financial infrastructure from cyber and financial criminals, the Secret Service has adopted a multi-pronged approach to aggressively address this issue.



Specifically, the Secret Service has successfully dismantled some of the largest known cybercriminal organizations by:

- 1) Providing the necessary computer-based training to enhance the investigative skills of special agents through the agency's Electronic Crimes Special Agent Program



- 2) Collaborating through an established network of 28 Electronic Crimes Task Forces (ECTF). (See page 38.) Through its effective ECTF program, the Secret Service combines the resources of academia, the private sector and local, state and federal law enforcement agencies to combat computer-based threats to the nation's financial payment systems and critical infrastructures

- 3) Collaborating through the agency's established network of 37 Financial Crimes Task Forces. Across the country, the

Secret Service combines the resources of the private sector and other law enforcement agencies in an organized effort to combat threats to U.S. financial payment systems and critical infrastructures

- 4) Identifying and locating international cybercriminals involved in cyber intrusions, identity theft, credit card fraud, bank fraud and other computer-related crimes through the analysis provided by the agency's Cyber Intelligence Section
- 5) Providing state and local law enforcement partners with the necessary computer-based training, tools and equipment to enhance their investigative skills through the National Computer Forensics Institute. This training is provided at no cost to participants and acts as a "force multiplier" for the Secret Service
- 6) Developing a robust Cyber Protection and Investigation Initiative
- 7) Collaborating with Carnegie Mellon University to establish the Secret Service Computer Emergency Response Team (CERT)
- 8) Maximizing partnerships with international law enforcement counterparts through a network of overseas field offices.

In January 2009...

...the latest in a string of arrests in a major hacking and identity theft investigation took place. In July 2005, the Secret Service initiated an investigation into the TJX intrusion, which eventually led to the identification and indictment of 11 perpetrators involved in the hacking of nine major U.S. retailers, and the theft and sale of more than 40 million credit and debit card numbers. The defendants are from the United States, Estonia, the People's Republic of China and Belarus. This three-year investigation revealed that the defendants successfully obtained the credit and debit card numbers by "wardriving" and hacking into the wireless computer networks of major retailers — including TJX Companies, BJ's Wholesale Club, OfficeMax, Boston Market, Barnes & Noble and Sports Authority. Once inside the networks, they installed "sniffer" programs that captured card numbers, as well as password and account information, as they moved through the retailers' credit and debit processing networks. Between February 2008 and January 2009, the main hackers responsible for these intrusions were arrested both internationally and domestically by the Secret Service and its international law enforcement partners.

In FY2009, the Secret Service continued to operate the Cyber Intelligence Section (CIS) within its Criminal Investigative Division, to combat the rise in cybercrime targeting the nation's financial payment systems and critical infrastructures. The CIS serves a critical investigative support function for the collection of data generated through: Secret Service cybercrime investigations, open source Internet content and a variety of information obtained through financial and private industry partnerships as it relates to hacking, identity theft, credit card fraud, bank fraud and computer-related crimes. The information and coordination provided by CIS is a crucial element necessary to successfully investigate, prosecute and dismantle international and domestic criminal organizations.



Also in January 2009...

...a major payment systems group detected an intrusion into its processing system and the subsequent theft of credit card data. The Secret Service investigation has revealed that more than 130 million credit card accounts have been compromised and that data was sent to a command and control server controlled by an international group related to other ongoing Secret Service investigations. During the course of the investigation, the Secret Service revealed that this same international group committed other intrusions into multiple corporate networks specifically for stealing credit card and debit card data. On August 17, 2009, all three suspects were charged with Title 18, United States Code, Sections 1349 (Conspiracy to Commit Wire Fraud) and 371 (Conspiracy to (1) gain unauthorized access to computers, (2) commit fraud in connection with computers and (3) damage computers).



Global Cyber Security Conference

In August 2009, the Secret Service and the DHS Directorate for Science and Technology jointly hosted a major cyber conference “Global Cyber Security: Threats, Challenges and Opportunities” in Washington, D.C. This conference brought together more than 400 partners from government agencies, international, federal, state and local law enforcement, the private sector and academia. The conference featured subject matter experts from around the world who engaged the participants in seminars on emerging cyber threats, cyber security policy, cybercrime prosecution and safe havens, digital forensic landscape and cutting-edge cyber security technologies.

Electronic Crimes Task Forces

Following the formula for success generated by creation of the New York Electronic Crimes Task Force (ECTF) in 1995, the USA PATRIOT Act (2001) mandated that the Secret Service establish a nationwide network of task forces to “prevent, detect and investigate various forms of electronic crimes, including potential terrorist attacks against critical infrastructure and financial payment systems.”

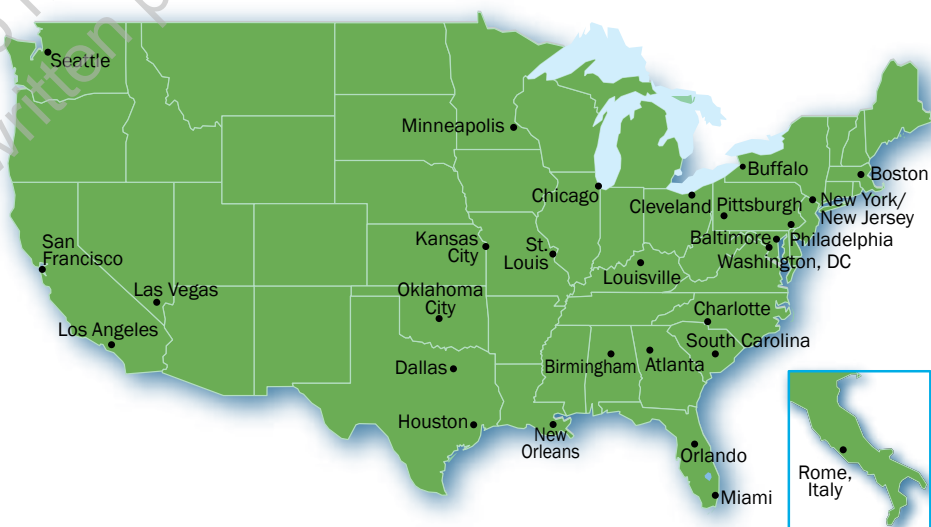
The Secret Service’s 28 ECTFs leverage combined resources of academia, the private sector and local, state and federal law enforcement in an organized effort. The partnerships allow ECTFs to identify and address potential cyber vulnerabilities before the criminal element exploits them. This proactive approach has successfully prevented cyber attacks that otherwise would have resulted in large-scale financial losses to U.S.-based companies or disruptions of critical infrastructures.

Currently, Secret Service ECTFs are strategically located in the metropolitan areas depicted below.

“The reason the Secret Service is [involved in cybercrime investigations] evolves from their historical jurisdiction, protecting the security of our currency and our banking institutions — and, of course, financial institutions are one of the prime targets of cyber threats. So, from that historical antecedent... we now have the Secret Service being the lead agency on cybercrime throughout the federal government and in the Department of Homeland Security.”

— DHS Secretary Janet Napolitano, August 4, 2009

U.S. Secret Service Electronic Crimes Task Forces



By the end of FY2009, the Secret Service has established a total of 28 ECTFs that span most metropolitan areas throughout the United States and in Rome, Italy.

In July 2009, the Secret Service established the first European Electronic Crimes Task Force, based in Rome, Italy. The Rome ECTF will provide a forum through which U.S. and European law enforcement agencies, the private sector and academia can collaborate to investigate, suppress and prevent computer-related crimes internationally.

Electronic Crimes Special Agent Program

The Electronic Crimes Special Agent Program (ECSAP) was established to provide Secret Service special agents with basic and advanced forensic computer training. These agents are trained to conduct forensic examinations on electronic evidence obtained from computers and a wide range of electronic devices. Other agents receive training in investigating network intrusions and become members of the Network Intrusion Responder Program (NITRO). In FY2009, 16 special agents entered the program and received basic training for NITRO and computer forensics. Additionally, more than 170 current members of the program participated in the various advanced training courses.

By the end of FY2009, the total number of personnel trained and active in the program was 1148.



In February 2009...

... Orlando agents seized \$107 million in gold and silver bullion and \$1.5 million in vehicles. The investigation began in July 2008, when agents from the Orlando Field Office, including members of Orlando's joint Secret Service/IRS Financial Crimes and Money Laundering Task Force and the Orlando ECTF became aware that two suspects' bank accounts were repeatedly identified in transactions with Crowne Gold, a digital currency firm not registered with the U.S. Treasury Department. A review of bank accounts associated with these transactions revealed numerous wire transfers in which large sums of money that had been deposited into the suspects' accounts had been subsequently wired out to accounts in the U.S., Panama and Switzerland.

National Computer Forensics Institute

The National Computer Forensics Institute initiative is the result of a partnership between the Secret Service, the Department of Homeland Security and the state of Alabama. The goal of this facility is to provide a national standard of training for a variety of electronic crimes investigations. Unveiled



in 2007 and stood up in FY2008, this training facility builds upon the success of the Secret Service Electronic Crimes Special Agent Program. The institute offers state and local law enforcement officers the training necessary to conduct computer forensic examinations, respond to network intrusion incidents and conduct basic electronic crimes investigations. It also serves as a force multiplier, providing the Secret Service with a support team of highly trained state and local officers who are equipped to investigate the continually evolving arena of electronic crimes.

Since opening on May 19, 2008, the National Computer Forensics Institute has conducted numerous classes, trained 396 state and local police officials, 120 prosecutors and 48 judges from 49 states, including:

- Six “Basic Investigation of Computer Crime” classes attended by 140 state and local law enforcement officials
- Four “Network Intrusion” classes attended by 64 state and local law enforcement officials
- Six “Basic Recovery of Computer Evidence” classes attended by 144 state and local law enforcement officials
- Two “Advanced Forensics Training” classes attended by 48 state and local law enforcement officials
- Five classes for prosecutors and one class for judges attended by 120 state and local prosecutors, and 48 state and local judges.

University of Tulsa Initiative

Because of the widespread use of cell phones, PDAs and pagers in modern society, many crimes involve a mobile communications device as a so-called “evidence container.” Indeed, digital evidence recovered from mobile communications devices is critical to the protective and the criminal investigative components of the Secret Service mission. The Cell Phone Forensic Laboratory at the University of Tulsa provides a facility that continually researches new devices, operating systems and cell phone technologies. The facility develops techniques, tools and training to support Secret Service agents in the Electronic Crimes Special Agent Program, as well as the entire Secret Service and U.S. law enforcement community.



Since the doors opened in July 2008, the facility has hosted six basic and advanced training classes. The classes were comprised of 49 students trained in the two-week basic classes and another 48 students trained in the one-week advanced classes. The students not only received training, but were

equipped with all of the hardware and software necessary to complete forensic examinations on mobile devices. Agencies represented by students of the facility consist not only of Secret Service agents, but also several federal, state and local law enforcement agencies.

To date, the members of the Secret Service Cell Phone Program have completed 1,170 mobile device examinations.

More than 30 high-end examinations have been completed at the facility. Examples include a cell phone that was part of an explosive device that was rendered safe by a water cannon, a badly charred cell phone recovered from the body of an arson/homicide victim and skimming devices secreted inside point-of-sale terminals located inside a bank.



Critical Systems Protection Initiative

The Critical Systems Protection Initiative (CSPI) methodology recognizes the interaction between the physical and cyber environments. When applied to real-world situations, it provides a clear picture of potential impacts on physical security as a result of cyber activity.

This initiative includes a systematic audit and technical assessment of critical infrastructure and/or utilities that support a protective visit, event or venue. CSPI assessments seek to identify and assess which computer networks, process-control systems or remotely-controlled devices could, if compromised, impact an operational security plan. The result is situational awareness of the overall cyber security environment. In FY2009, the CSPI was applied to the 56th Presidential Inauguration and the United Nations General Assembly.

International Programs Division

On February 1, 2009, the International Programs Section and the International Programs Training Section of the Criminal Investigative Division realigned to form a new International Programs Division (IPD) under the Office of Investigations.

IPD is responsible for providing administrative support, procedures and guidelines to the Secret Service's foreign field offices. IPD manages and approves foreign office spending and annual budget submissions, and is the central liaison point between those offices and the Office of Investigations, other headquarters divisions and the Department of State. IPD also serves as central liaison point for all international training sponsored by the Department of State and coordinates Secret Service support of the International Law Enforcement Academies and other bilateral training programs.

Overseas Staffing of the Secret Service

The Secret Service currently has 22 foreign offices. Due to an increasing workload, the agency plans to increase the current number of special agents

assigned to those offices. The Secret Service also plans to open new offices in the Baltic region and in Beijing, China. The Secret Service has always enjoyed strong working relationships with its foreign counterparts, especially in regions where there is enough overseas staffing to maintain constant interaction.



Significant Overseas Investigative Trends and Challenges by Office/Region

- The Secret Service has seen an increase in cyber-related criminal activity involving Eurasian hacking groups targeting United States citizens and financial institutions
- Laws and jurisprudence in foreign countries differ dramatically from those in the United States, making prosecution more challenging
- Many of the sites used to illicitly traffic credit card data are controlled by subjects in Eastern Europe. These sites openly advertise stolen credit card information, compromised bank accounts, hacking and malware services, counterfeit identity documents and other items for sale. While end users of the stolen data are located around the world, the principal subjects responsible for the theft and reselling of the data are located in Eastern Europe
- Based on these threats, Congress granted the Secret Service additional funding in FY2009 for the expansion of the Secret Service's presence in the Baltic and Eastern European regions.

Foreign Office Accomplishments for FY2009

- Secret Service foreign offices closed 190 counterfeiting investigations in FY2009
- Secret Service foreign offices assisted its overseas counterparts with the arrests of 360 suspects and the seizure of more than \$34.7 million in counterfeit currency before it could be introduced into circulation
- Secret Service foreign offices assisted with the arrests of 320 suspects involved in some form of financial or electronic crimes.

The International Law Enforcement Academy

The Secret Service maintains an ongoing, robust relationship with the International Law Enforcement Academy (ILEA), which has locations in Budapest, Hungary; Bangkok, Thailand; San Salvador, El Salvador and Gaborone, Botswana. The Secret Service's work with ILEA provides a critical opportunity to forge new relationships with international law enforcement partners and share expertise in the area of cybercrime. Providing computer forensic training to foreign law enforcement partners has proven to be beneficial as it has allowed the Secret Service to expand its investigative footprint in countries where cybercrime is proliferating at an alarming rate.

In FY2009, the Secret Service, in conjunction with ILEA, trained more than 900 foreign police officers from more than 70 countries in the investigation of computer-related and electronic crimes.

Forensic and Investigative Support

Forensic Services Division

The Secret Service Forensic Services Division (FSD) is home to an advanced forensic laboratory, which includes the world's largest ink library. FSD maintains the largest known forensic collection of writing inks in the world, which currently contains nearly 10,000 samples. The database originated in the late 1960s, and the Secret Service has been the central repository for it since 1988.

Secret Service forensic analysts examine evidence, develop investigative leads and provide expert courtroom testimony. Forensic examiners analyze questioned documents, fingerprints, false identification documents, credit cards and other related forensic science matters. Examiners also are responsible for coordinating photographic and graphic production, as well as video, audio and image enhancement services. Much of the technology and techniques utilized by examiners is exclusive to the Secret Service.

In FY2009, FSD unveiled and dedicated its new Digital Ink Library. The dedication in January 2009, was the culmination of a four-year agency project funded with more than \$550,000 from the DHS Science and Technology Directorate. As a result of this project, FSD has a fully digital and electronic ink library that is capable of electronically searching and comparing nearly 10,000 ink samples and formulations. Historically, such searches were performed manually and took hours, more often days; however, these searches can now take seconds. With this achievement, the Secret Service is now able to more efficiently assist state, local and federal law enforcement with questioned document investigations.

Also in FY2009, the Secret Service's FSD was awarded accreditation under the American Society of Crime Laboratory Directors Laboratory Accreditation Board (ASCLD/LAB)-International program, making it the first crime laboratory within DHS to achieve such a ranking. It is the fourth federal agency to achieve accreditation under the international program. In order to be accredited under the international program, agencies must meet approximately 450 requirements pertaining to both technical operations and overall management. The laboratory officially received its accreditation under the ASCLD/LAB-International program on June 10, 2009.



On October 9, 2008...

...the Enhancement and Speaker ID Section received a submission from the Manchester (N.H.) Resident Office on behalf of the Manchester Police Department. A suspect was accused of killing Manchester Police Officer Michael Briggs in October 2007. The department submitted a CD to the Secret Service with two audio recordings of interviews between the suspect and a psychologist, possibly related to an insanity defense. The recordings were difficult to understand. Secret Service imaging and audio specialists enhanced the recordings and, as a result, the defendant was convicted of first-degree murder of Officer Briggs. On November 24, 2008, the Secret Service received a second request to enhance additional audio recordings, this time for sentencing. Imaging and audio specialists performed the enhancement, and the defendant was given the death penalty.



Operation Safe Kids

As part of the 1994 Crime Bill, Congress mandated the Secret Service to provide forensic/technical assistance in matters involving missing and exploited children. The Secret Service offers this assistance to federal, state and local law enforcement agencies and the National Center for Missing and Exploited Children. On April 30, 2003, President George W. Bush signed the PROTECT Act of 2003, known as the “Amber Alert Bill,” which gave full authorization to the Secret Service in this area.

The Secret Service established the Operation Safe Kids initiative to promote the safety of children by providing parents with a document containing biographical data, a current photograph and digitized, inkless fingerprints. The document is given to the parent for safe keeping and can be a vital tool if a child goes missing. Since the program’s inception in 1997, the Secret Service has hosted 585 Operation Safe Kids events nationwide, providing parents with identification documents for 86,567 children.

In FY2009, the Secret Service held 66 events and fingerprinted 7,440 children.

Investigative Support Division

The Secret Service Investigative Support Division is home to the investigative support personnel responsible for developing and implementing a comprehensive criminal and investigative intelligence program. The Secret Service uses its assets to provide rapid responses on investigative information relating to individuals or groups that are involved in criminal activity, which includes jurisdictions outside of the United States that impact financial institutions and the American economy. Agency specialists are routinely called upon to assist with investigations that involve threats directed at the President and Vice President of the United States.

Criminal Research Specialist Program

The Criminal Research Specialist (CRS) program was established to enhance the investigative needs of the Secret Service and provide continuity to criminal investigations. CRSs allow special agents who are highly mobile due to the protective mission the flexibility they need to work on other facets of criminal investigations without being overwhelmed during complex and protracted economic and cybercriminal investigations.

CRSs provide vital support to the investigative mission, as they are trained in various methods of analysis to include financial, link, event flow, geospatial and telephone analysis. CRSs perform independent research on the Secret Service core violations consisting of mortgage fraud, cybercrimes, bank fraud, money laundering, identity theft, wire fraud and counterfeiting. CRSs provide assistance in the execution of search warrants, testify in court proceedings and serve as the resident experts onsite for asset forfeiture cases.

Dignitary Protection Seminars

In promoting understanding of the agency’s dual mission, in FY2009, the Secret Service sponsored nine Dignitary Protection Seminars in Washington, D.C., for more than 200 senior state and local police officials, U.S. Attorneys,

district attorneys and foreign law enforcement counterparts. These seminars bring together command-level law enforcement personnel from throughout the United States and around the world for intensive instruction from Secret Service personnel and subject matter experts. Seminar participants observe and participate in exercises that demonstrate the concepts used by the Secret Service to fulfill its dual investigative and protective mission, and some of the techniques used to put those concepts into operation.

Information Sharing

The Secret Service has a long-standing history of sharing information and developing trusted partnerships. This is a result of its dual mission. Even in cities throughout the U.S. where there is not a Secret Service office, the agency typically has an established partnership based upon past protective visits.

eInformation Network

The Secret Service maintains an eInformation Network, an Internet site that acts as a communications toolbox. The eInformation Network is available — for free — to authorized law enforcement officers, financial institution investigators, academic partners and commercial partners of the Secret Service. The USDollars component is designed specifically for law enforcement officers, financial institution tellers or fraud investigators, and selected commercial institution fraud investigators that handle U.S. currency.

The eInformation Network site contains three tools:

- The eLibrary, a unique collection of resource databases which allows authorized users from throughout the law enforcement community to obtain information on a range of sensitive topics including counterfeit corporate checks, credit card issuing bank information and recovered skimming devices
- An Electronic Crimes Task Force component that serves as an efficient, secure Web-based collection of best practices, vulnerability guides, National Infrastructure Protection Center advisories and a subject-specific issue library
- The USDollars Counterfeit Note Search, a site that provides the user with the ability to conduct a search of the Secret Service counterfeit note database.

Liaison/Outreach

The Secret Service has maintained a long-standing practice of assigning agents to full-time positions with other government agencies as a means of sharing information about emerging trends, vulnerabilities and other criminal intelligence.

The Secret Service currently maintains a full-time presence at the Department of the Treasury, Financial Crimes Enforcement Network, National Cyber Investigative Joint Task Force, US-CERT, the Homeland Security Council, the DHS National Cyber Security Division, the DHS Office of Infrastructure Protection,



Protective Security Coordination Division, Protective Security Advisor Field Operation Branch and international law enforcement organizations, including Interpol and Europol.

The Secret Service also is integrated with every Joint Terrorism Task Force through field offices across the country.

Awards

Recently, the Secret Service was recognized by two prominent law enforcement associations for the work on Operation Carder Kaos, otherwise known publicly as the “TJX” investigation. The Secret Service was recognized for its significant investigative contributions by both the International Association of Chiefs of Police (IACP) and the International Association of Financial Crimes Investigators (IAFCI).

IACP Award for Excellence in Criminal Investigations

The “TJX” investigation was one of the largest and most complex cases of its type in U.S. history. Based on the work involved in this large-scale investigation, the IACP selected the Secret Service as first runner up for the IACP Award for Excellence in Criminal Investigations. This award is given to the law enforcement agency, law enforcement unit, task force or inter-agency task force in recognition of exceptional innovation and excellence in the area of criminal investigations. The goal of this award is twofold: to recognize quality achievements in managing and conducting criminal investigations, and to promote the sharing of information on successful programs.

IAFCI Law Enforcement Task Force Award

The IAFCI named the Secret Service the winner of the Task Force Award, which is given to a law enforcement task force for excellence in complex criminal investigations involving significant community impact.

Large scale investigations, such as the “TJX” investigation, require seamless coordination between multiple field offices, headquarters divisions and various law enforcement partners.

The recognition by the IACP and the IAFCI enhances the Secret Service’s reputation as a leader in the electronic and financial crimes arena.

Photo Opposite: A physical security specialist in the Secret Service’s Chicago Field Office assists in an electronic crimes investigation.





Mission Support and Human Capital



“...for many of you, your work takes place behind the scenes. The truth is, is that if you do your jobs well, then few people will ever know about anything that you do. For others, the hope is that you never have to execute much of what you work so hard to prepare for.”

— Remarks by
First Lady Michelle Obama
to Department of Homeland
Security Employees,
April 14, 2009

Mission Support and Human Capital

Certainly, it comes as no surprise that the doors of Secret Service offices never close; many offices never darken, and phones never stop ringing. Rain or shine, midnight or midday, during holidays and family milestones, the men and women of the Secret Service stand watch — preparing for and preventing the worst possible scenarios imaginable. They do this for one reason: at the Secret Service, there is no room for error.

Whether protecting the nation’s highest elected leaders or helping to ensure the financial infrastructure of the country remains secure, the nearly 6,700 men and women of the Secret Service — both law enforcement and support staff — comprise a highly dedicated group of employees whose expertise and experience is far-reaching.

Protective Research: Supporting the Mission

The Office of Protective Research (OPR) directly supports the unique dual protective and investigative mission of the Secret Service. It is comprised of the Chief Information Officer Office, the Information Resources Management Division, the Protective Intelligence and Assessment Division, and the Technical Security Division. OPR is staffed by special agents, professional and technical personnel, and provides protective intelligence and technical expertise for the Secret Service.

Chief Information Officer Office

The primary role of the Chief Information Officer (CIO) Office is to provide the Director and senior staff with the overall strategic leadership, direction, advice and assistance concerning Secret Service information technology (IT) programs. The CIO plans and manages IT resources across the entire Secret Service enterprise and ensures maximum investment effectiveness. The CIO has the authority to issue Secret Service-wide policy and instructions covering all areas of IT governance and management, such as enterprise architecture and standards, IT capital planning and investment management, IT asset

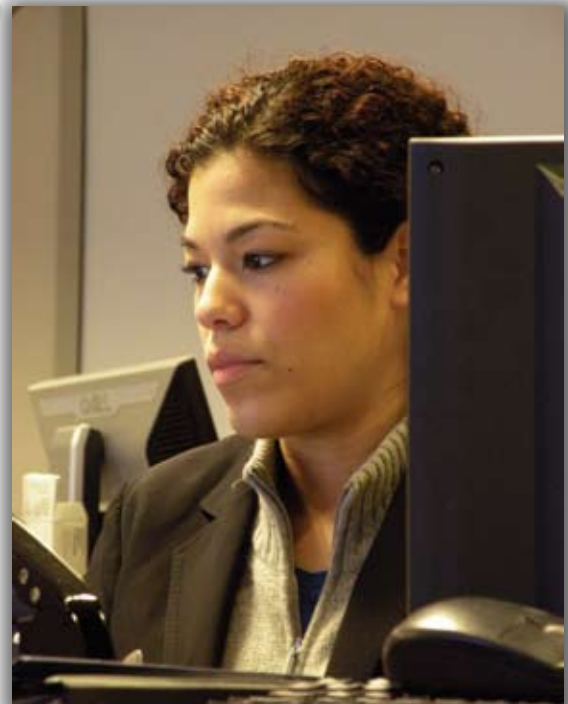


Photo opposite: In preparation for the 56th Presidential Inauguration, Secret Service support personnel served as role-players at the Secret Service’s training center as part of the drills for detail agents assigned to protect the first family.

management, IT budgeting and acquisition, IT performance management, IT program management, risk management, IT workforce management, IT security and operations.

Enterprise Project Management

In FY2009, the CIO Office began an initiative to standardize project management processes and best practices. In conjunction with investment governance, project management will provide the Secret Service with more efficient and effective tracking of IT investments. Through an enterprise project management automated system, project information (such as costs, schedules, resources, issues and risks) can be better managed and reviewed.

Information Resources Management Division

It is the Secret Service's Information Resource Management Division's (IRM) mission to provide support for both the protective and investigative IT and communication needs of the Secret Service. IRM also oversees day-to-day infrastructure requirements such as administrative systems, data networks and computer support.



In FY2009, IRM provided support for the teams assigned to protect the candidates. The division also supported the presidential and vice presidential debates, the 56th Presidential Inauguration, the G-20 Summit, the 64th Annual United Nations General Assembly and the concurrent Pittsburgh Summit. All support efforts met cost, schedule and performance objectives. During several of these events, IRM deployed an enhanced video wall system using high resolution cubes and interactive display software.

This system proved to be highly successful and provided a wide variety of video displays and feeds which significantly enhanced the situational awareness of the events and all related sites.

Information Technology Transformation and Upgrade

IRM has made major strides in transforming and upgrading IT in support of the Secret Service mission. In FY2009, IRM:

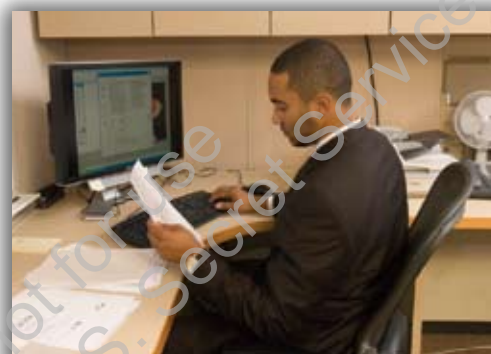
- Worked with the Department of State to upgrade connection speed/bandwidth for foreign field offices, doubling the bandwidth in some cases, in an effort to improve the speed at which the Secret Service can access data
- Implemented a new Virtual Private Network that will provide traveling users with faster, easier and more secure remote connectivity to the Secret Service network
- Upgraded the Secret Service's financial system to ensure its reliability
- Expanded the agency's data storage capability to ensure effective maintenance and retrieval of existing data, while enhancing the capacity for future application growth

- Improved communications by replacing outdated telephone systems in field offices as well upgrading the satellite phone system
- Improved information security by deploying a new Web proxy server that provides better security against Internet-based threats
- Replaced outdated network firewalls to better ensure the confidentiality and integrity of Secret Service systems and improve the overall security of the network perimeter.

Deployment of New Applications

IRM worked with a variety of internal and external organizations to design and deploy applications to better satisfy user needs and improve efficiency, accuracy, timeliness and reliability. Some of the systems deployed during FY2009 include:

- Inspection Survey
- Vehicle Ordering System
- Labor Distribution System
- Special Agent Merit Promotion Process Test Scheduler
- Legal Tracking System



Protective Intelligence and Assessment Division

As part of the Secret Service’s core objective of preventing an incident before it occurs, the agency’s Protective Intelligence and Assessment Division (PID) engages in a multifaceted approach to support protective operations by analyzing information, investigating threats, assessing risk and disseminating protective intelligence.

On a daily basis, PID receives information from multiple sources that range from concerned citizens, the U.S. military, the intelligence community, and state, local and federal law enforcement agencies. Once received, protective intelligence research specialists — working side by side with special agents — carefully assess, analyze and evaluate this information in relation to the protective mission.



These specialists complete their work using various risk assessment methodologies, which allow them to make an interpretive appraisal regarding the potential exposure to danger for those individuals, facilities or events protected by the Secret Service. Designed to characterize the threat environment relative to each protected interest, specialists review elements intrinsic to that protected interest, as well as the latest intelligence and situational developments, to arrive at a risk assessment.

Once completed, the results of this analysis, otherwise known as “protective intelligence,” are disseminated to Secret Service management and operational components through published assessments and meticulous advance work,



with the goal of providing greater operational awareness and understanding of the actual threat environment. This supports efforts to mitigate threats to Secret Service protected interests from single individuals and/or collusive groups.

During FY2009, protective intelligence research specialists and special agents:

- Reviewed hundreds of thousands of classified messages
- Produced 592 protective intelligence assessments
- Presented 251 briefings

Additionally, PID personnel played a vital role throughout the 2008 presidential campaign in support of the presidential and vice presidential debates, the 56th Presidential Inauguration, the Presidential Address to the Joint Session of Congress, the North Atlantic Treaty Organization Summit in France and Germany, the Summit of the Americas in Trinidad and Tobago, the Asia-Pacific Economic Cooperation Summit in Peru; the G8 Summit in Italy, the 64th Annual United Nations General Assembly and The Pittsburgh Summit.



National Threat Assessment Center

The National Threat Assessment Center (NTAC), housed within PID, is a highly regarded center for research and training on the prevention of targeted violence.

In FY2009, NTAC representatives conducted 23 training sessions to external audiences, reaching a total of nearly 2,500 people. These sessions included:

- 10 “Threat Assessment in Schools: Findings from the Safe School Initiative” trainings for 1,773 attendees in eight states
- 13 “Preventing Assassination: A Behavior-based Approach” trainings for 512 attendees in two states, the District of Columbia and Thailand.



Technical Security Division

The Secret Service’s Technical Security Division (TSD) develops and deploys the technology necessary to fulfill the Secret Service’s protective and investigative missions in today’s complex security environment. Every day, TSD provides a technically secure environment for the President and Vice President at the White House, the Vice President’s residence and wherever the President and Vice President may be temporarily located.

In its protective role, TSD personnel continually monitor and assess hazards or potential threats to protectees and facilities protected and secured by the Secret Service. Technical threats are defined as explosive, chemical, biological, radiological, fire/life safety and structural. As these threats are identified, TSD deploys appropriate countermeasures to eliminate or mitigate potential impact upon Secret Service interests.

Investigative support provided by TSD is accomplished by developing, procuring and deploying state-of-the-art surveillance technologies in the field. TSD personnel perform installations, retrieve equipment and train investigative personnel on how best to use the technology.

TSD also is responsible for developing and managing the Secret Service's emergency preparedness programs including the Critical Infrastructure Program (CIP) and the Continuity of Operations Program (COOP). The establishment of a strong, proactive CIP enhances the Secret Service's ability to continue its operations during emergencies and disasters, thereby supporting the continuity of government. COOP is part of the comprehensive government program that ensures the continuity of essential government functions within each agency.



On a Daily Basis, the Technical Security Division:

- Provides technical and physical protection for all designated Secret Service protectees by ensuring a safe environment
- Identifies threats or hazards at any given site — permanent or temporary — and implements countermeasures
- Maintains permanent facilities through the expertise of highly trained physical security specialists. As the originating architects of the security systems, they provide daily maintenance and spearhead all upgrades including research and development efforts
- Performs protective advances in order to provide protection to the President and Vice President from technical threats
- Works with the DHS Science and Technology Directorate to enhance existing technical programs and develop new protective countermeasures
- Provides the Secret Service with in-house expertise by recruiting professionals from the civilian and military workforce, who are experienced with the use of electronics, physical security systems, explosive ordnance disposal, fire/life safety and various other disciplines in technical security
- Surveys Secret Service facilities to ensure they provide optimum security and safety for employees.

During FY2009, TSD carried out a number of critical functions. Due to operational sensitivities, the following is a limited sampling of accomplishments for FY2009:

Residential Security

- Surveyed and installed new protective residential security for the newly elected President and Vice President, and transition offices.



- In conjunction with the transition of President Bush to the status of former President, TSD made appropriate security modifications to his primary and secondary residences.

White House Security

- Implemented new state-of-the-art room alarms/monitoring systems
- Installed advanced communications/security infrastructure to new White House security posts
- Repaired and replaced access control system hardware on the White House complex

Criminal Investigations

- Provided technical support for criminal investigations
- Assisted with surveillance of criminal activity and helped provide evidence that led to convictions.



Human Resources and Training: Charting the Course Forward

The employees of the Secret Service are the agency's most important and valued resource. Simply stated, the agency could not carry out its complex dual mission without them.

Through sound management practices, the Secret Service aims to recruit, develop and retain a diverse and well-qualified workforce necessary for meeting the challenges of the 21st century.

James J. Rowley Training Center

The Secret Service's James J. Rowley Training Center (RTC), located outside Washington, D.C., is comprised of almost 500 acres of land, six miles of roadway and 31 buildings. The protective, investigative and specialized tactical and executive/managerial training conducted at RTC is unique among federal law enforcement instructional entities.

An elite core curriculum for newly hired special agents, Uniformed Division officers, special officers and physical security specialists is offered at RTC. In a single year, hundreds of training recruits undergo extensive training in firearms marksmanship, use of force/control tactics, emergency medical techniques, financial crimes detection, physical/site/event protection and water survival.

Also, the Secret Service provides a wide range of advanced and ongoing courses designed for its personnel to pursue throughout their careers. Scores of veteran law enforcement, executive/managerial, administrative and technical personnel are offered comprehensive curricula of specialized and technology-based training courses. To facilitate continued training, advanced computer-driven methodologies enable RTC to reach beyond its Washington, D.C., metropolitan facilities to provide distance learning education to personnel in the Secret Service's far-reaching domestic and international field offices.

The Secret Service also supports its valued law enforcement partners by offering protective security, financial crimes, specialized tactical and weapons training to federal, state and local law enforcement personnel from across the country.

The Secret Service Training Mission in FY2009

The focus of the Secret Service's training mission is to identify real-world job tasks on a continual basis and arm each new employee with vital and pertinent expertise.

In FY2009, RTC pursued full re-accreditation for the entire campus and the Instructional Development Program, which is sanctioned by the Federal Law Enforcement Training Accreditation Board. RTC further achieved and was awarded full accreditation for its Special Agent and Uniformed Division Officer Basic Training Courses. Currently, there are more than 25 federal law enforcement agencies participating in the accreditation process.

"The time and manpower required to successfully prevent crime in the 21st century may be daunting at times, but staying ahead of emerging threats requires focusing not only on what's around the next corner, but rather, what may be a mile or more down the road.

At the Secret Service, we consider an agency only as strong as its people. In that regard, we constantly strive to keep our people challenged in ways that give them a real sense of purpose and satisfaction, and constantly arm them with new skills and information."

— Remarks to 2009
National Native American
Law Enforcement Association
Conference by
A.T. Smith, U.S. Secret Service
Assistant Director, Human
Resources and Training



**Total Number of Employees
in the Secret Service: 6,644**

Basic Training Initiatives in FY2009

In FY2009, RTC's basic training programs produced many new special agents and Uniformed Division officers. RTC successfully graduated from its basic programs:

- Approximately 208 special agents in nine training classes
- Approximately 130 Uniformed Division Officers in 10 training classes.

New in FY2009, RTC also incorporated a 40-hour first responder course for electronic crimes into the Special Agent Basic Training Course. This new element trains all new special agents to conduct forensic examinations on electronic evidence obtained from computers, as well as a wide range of electronic devices.

Advanced Training Initiatives in FY2009

Inauguration Training

During a series of frigid days in early January 2009, the Protective Detail Training section at RTC conducted a series of specialized drills in preparation for the various Inauguration sites to be protected weeks later. Included in the training was a mock parade route — complete with a roving motorcade and role-players serving as the President and First Lady — as well as more complex emergency scenarios that emphasized protecting and evacuating the first family from the scenes of a number of mock-attacks.

Training specialists chose and coordinated scenarios that were designed to prepare agents for every facet of Inauguration Day, from the spacing of armored vehicles in the motorcade along the parade route, to indoor drills in settings resembling crowded Inaugural balls.



In the weeks leading up to the Inauguration, tactical divisions also received advanced training refreshers in both protection and emergency medical response alongside the Secret Service's partner agencies — including the Metropolitan Police Department, the U.S. Capitol Police, the U.S. Park Police and the Federal Bureau of Investigation (FBI) — at both the Secret Service's training center and the FBI's facility in Quantico, Virginia.

Due in large part to the comprehensive training Secret Service personnel and partner agencies completed prior to the Inauguration, the multi-day, multi-city event remained 100 percent safe for all in attendance, despite historically large crowds at every venue.

Investigations and Protection

In FY2009, RTC presented the Special Agent In-Service Training Course, a three-day course which encompasses many curricula outlining the Secret Service's dual investigative and protective mission. Approximately 150 special agents in seven field offices across the country received this training.

Additionally in FY2009, RTC ran a total of seven Uniformed Officer In-Service Classes.

Firearms

In FY2009, there were a total of 34,772 firearms re-qualifications completed, to include partnering agencies within the Washington, D.C., metropolitan area.

An average of 2,447 re-qualifications were conducted per month.

Campus Innovation

While traditional classroom training is paramount for RTC, the distance learning initiative enabled 26,553 online training completions worldwide in FY2009.

Also in FY2009, RTC began approximately \$1.5 million in upgrades, renovations and innovation for the campus to allow for state-of-the-art training and distance learning across 36 training programs. Among these:

- A comprehensive renovation was completed for the RTC Tactical Village which enables real-world scenario training, allowing practical use-of-force applications in both protective and investigative settings
- The Knight Hotel Building, where multiple protective scenarios are played out on a daily basis, was upgraded with an extensive fire protection system.

Police and Other Partnerships

The Law Enforcement Explorer Program is a career-oriented program that gives young adults the opportunity to explore a career in law enforcement by working with local law enforcement agencies. The program is run by Learning



Tactical divisions carry out advanced training scenarios in preparation for the 56th Presidential Inauguration.



for Life, which is a non-Scouting subsidiary of the Boy Scouts of America. The program is available to qualified young adults who have graduated eighth grade and are between the ages of 14 – 21.

Every two years, the Law Enforcement Explorer Program offers five different week-long Law Enforcement Exploring Leadership Academies that are hosted by the FBI, the Drug Enforcement Administration, the U.S. Marshals, the U.S.

Army and the Secret Service. Explorers between the ages of 16 – 21 can apply to one of these academies. After submitting their application packet, which includes a three-page application that must contain examples of their leadership experiences, extra curricular activities, references and a personal statement, only 150 Explorers are selected for one of the five academies.

In FY2009, the Secret Service hosted its first Leadership Academy at RTC from July 19 – 24, 2009. The Explorers gained hands-on experience regarding the dual protective and investigative mission of the Secret Service during their week-long training. The Secret Service hosted several other events at RTC for the Police Explorers Program throughout the year, allowing more than 100 Explorers to participate.

In FY2009, RTC also promoted police training and strategic benchmarking, as well as critical programs for recruitment and sponsorship efforts. RTC presented a series of briefings related to the dual mission to state and local police officers. More than 1,000 state and local police officers were trained during these one-day seminars in FY2009.

Recruitment Goals and Initiatives

Recruitment of qualified applicants with diverse backgrounds and skills has always been a top priority for the Secret Service. Now more than ever, the agency needs people with a wide range of experience and expertise to fill critical roles in today's evolving security environment.

The Recruitment Program

Targeted recruitment and outreach is conducted at the field office level. However, overall coordination of recruitment initiatives and targeted outreach is through the Recruitment Program, housed in Secret Service headquarters.

In FY2009, the Recruitment Program:

- Hosted a major recruitment expo in Washington, D.C., to fill more than 1,000 positions within the agency. More than 3,000 job-seekers attended.



- Conducted Recruiter Training for 20 Washington, D.C.-based employees who volunteered to assist with recruitment activities for the Secret Service. The one-day training ensured employees have accurate information to represent the agency during recruitment events and provide guidance on both hiring policies and the security clearance process
- Launched a major Washington, D.C., metropolitan area outdoor recruiting campaign. Secret Service advertisements were featured around the Washington, D.C., Maryland and Virginia areas on Metro bus taillight displays, interior Metro bus cards, Metro subway dioramas and shopping mall displays
- Hosted its first National Law Enforcement Exploring Leadership Academy (Explorers Program). Thirty Law Enforcement Explorers and four advisors from various parts of the United States were selected to participate in a week-long leadership academy at the Secret Service's training center
- Participated in a diversity job fair called "Dia de las Madres," which attracted thousands of Hispanics in the Maryland, Virginia and Washington, D.C., metropolitan areas
- Established a relationship for partnering with the White House Initiative for Tribal Colleges and Universities (WHITCU). This partnership will assist the Service in establishing and maintaining a working relationship with more than 35 recognized WHITCU institutions
- Initiated an agency-wide program of conducting college and university career counselor and staff presentations. This program will enable college and university career counselors to become more familiar with the duties and responsibilities of the Secret Service and to convey this information to their students
- Attended approximately 370 nationwide career fair events. 37 percent of the events targeted minority applicant pools.



Strategically placed advertisements in high-traffic areas throughout the Washington, D.C., area assist the Secret Service's recruitment efforts.

Target Recruitment Areas

National Diversity Conferences

In FY2009, the Secret Service expanded attendance and networking at recruitment fairs.

The Secret Service also placed advertising in publications and Web sites for:

- Blacks in Government
- Congressional Black Caucus
- Hispanic American Police Command Officers Association
- League of United Latin American Citizens
- National Asian Peace Officers Association
- National Association for the Advancement of Colored People
- National Congress of American Indians



- National Native American Law Enforcement Association
- National Organization of Black Law Enforcement Executives
- National Urban League Conference
- Society of American Indian Government Employees
- Women in Federal Law Enforcement
- World Congress and Exposition on Disability

The New Certified Recruiter Training Program

The Secret Service has been implementing innovative techniques and methods to attract and retain talent for many years. To augment already existing strategies, the agency recently created the Recruitment Program to stand up and coordinate long and short-range strategies and recruitment goals on a continual basis, allowing for a formal and centralized systemic recruiting process. While the program's staff has worked long and hard meeting many successful goals, the Secret Service's Office of Human Resources and Training saw a strong need to involve employees across organizational units with the recruitment process.

To that end, it was suggested that employees be allowed to help with the recruitment process as a collateral job task, to include attending job fairs and hiring events.

In June 2009, the Recruitment Program solicited volunteers to become "certified recruiters" to assist on a periodic basis with various recruitment events. In July 2009, all approved candidates participated in the Recruitment Program's new training course "Recruitment of a Diverse Workforce that is Worthy of Trust and Confidence."

The training was customized to ensure employees received accurate information to represent the Secret Service during recruitment events. The training topics covered: eligibility criteria, appropriate attire, recruitment incentives, student programs, Career Connector, employee benefits, reasonable accommodation policies, hiring authorities, media policy, recruiter duties and other pertinent recruitment information.

As recruitment events are scheduled, such as job fairs, military briefings, college/university symposiums and other potential events, additional support may be required, at which time certified recruiters will be requested to attend events located in the Washington, D.C., metropolitan area and throughout the country. Recruiter training will be offered twice each year.

Allowing employees from across divisional lines to participate and provide feedback in the recruiting process ensures the Secret Service continually reviews and evaluates current hiring strategies and allows for a 360-degree approach to recruitment — something that is critical in today's competitive federal recruiting environment.

Colleges and Universities

In FY2009, the Secret Service carried out a number of recruitment initiatives on college campuses nationwide. In particular, Recruitment Program staff:

- Attended the the DHS College Career Expos at Tuskegee University and Alabama State University, presenting an employment briefing for the students
- Coordinated with the Billings (Mont.) Resident Agency to represent the Secret Service at the American Indian Higher Education Consortium Student Spring Conference in Missoula, Montana on March 31, 2009. Students were informed of regional internships and career opportunities, and points of contact were established with local tribal colleges
- Provided publications and resources about Secret Service career opportunities to Historically Black Colleges and Universities (HBCUs), Hispanic Serving Institutions (HSIs), all-women's colleges and universities, and Native American higher education institutions
- Advertised career opportunities in campus newspapers and Web sites
- Established cooperative education agreements with minority colleges and universities.



Military Recruitment

In FY2009:

- The Secret Service assigned four employees to the DHS Veterans Speakers Bureau as part of the DHS recruitment strategy to expand corporate recruitment and diversity efforts to the military population
- The Secret Service sought and received a waiver from DHS to increase the maximum entry age for law enforcement positions (except special agent) to 40 years of age in an effort to attract more experienced military applicants with specialized skills
- Developed specific military recruitment posters that reflect current Secret Service employees who have prior military experience
- Advertised employment opportunities on military Web sites.





A recruiter uses sign language to communicate with potential candidates at the Washington, D.C., career expo held in February 2009.

Recruitment Related to Americans with Disabilities/Disabled Veterans

In FY2009, the Secret Service carried out a number of initiatives to reach disabled Americans, including attending career fairs targeting disabled candidates, to include an event at Gallaudet University.

Uniformed Division Officer Recruitment Strategies

In FY2009, the Secret Service implemented a number of specific strategies and initiatives to achieve the agency's recruitment goals for the Uniformed Division (UD):

- The Recruitment Division partnered with the Secret Service's Forensic Services Division's Video Operations section to produce a 30-second television commercial highlighting career opportunities with UD. The commercial aired on the Armed Forces Network, which reaches a world-wide military audience
- The UD walk-in center extended recruitment duties to Delaware, Pennsylvania, West Virginia, North Carolina and southern New Jersey, also known as the "five-state area," with the goal of providing UD recruitment and field office support to areas within reasonable commuting distances to Washington, D.C.
- The UD Applicant Call Back Initiative continued to be a success. This initiative provides UD applicants the opportunity to speak with a UD member about job opportunities, pay and quality of life issues
- UD established a mentoring program designed to reach out and offer assistance to new UD hires
- The Recruitment Program held monthly employment briefings at Washington, D.C., area military Transition Assistance Program sessions
- UD recruitment advertisements were placed in military newspapers at the local level
- The Recruitment Program placed four UD officers in select field offices around the country to better facilitate UD recruitment.

JOIN OUR TEAM
UNITED STATES SECRET SERVICE
UNIFORMED DIVISION

To apply go to:
www.secretservice.gov/join

Test Date: 07/25/09
Location: Columbia, SC
Application Deadline: 07/03/09 (Midnight EST)

Qualified applicants will be notified of the location and time of test. For more details call: 803-772-4015

Relocation to Washington, DC area required.
 Reasonable moving expenses paid for out-of-area hires.

U.S. Department of Homeland Security
 United States Secret Service

Career Connector

The impetus behind adopting an automated hiring procedure has long been recognized by the U.S. Merit Systems Protection Board (MSPB). According to the MSPB, the use of automated hiring systems is not only desirable but increasingly necessary. There is no realistic alternative; manual paper-based hiring processes are too burdensome, labor-intensive and costly to be practical on a large scale.

In FY2009, based on this philosophy, the Secret Service initiated an automated hiring process by activating the Career Connector program on March 23, 2009. Career Connector, the Department of Treasury's automated staffing system, is a Web-based system that affords the Secret Service the ability to electronically accept applications for entry-level special agent and Uniformed Division positions.

The Career Connector program was implemented for a variety of reasons due to the advantages it offers to the Secret Service. By automating the application submission, the Secret Service is able to increase the efficiency of all aspects of the initial stages of applicant processing. It also will allow for a system of quantitative metrics to measure, track and catalog application statistics.

The use of Career Connector has already benefited the Secret Service, allowing the agency to centralize its application collection location, to consolidate multiple employment locations, to administer a single applicant intake process, to universalize application processing procedures and to provide one starting point for issuing job/vacancy announcements.

In addition to the advantages offered internally to the Secret Service, the use of the Career Connector program offers numerous advantages to applicants. Applicants now encounter a user-friendly application process that is not unduly burdensome or time consuming. They now have access to clear, understandable job announcements and instructions for applying.

Additionally, applicants benefit from an increased level of communication with the Secret Service. Using Career Connector, applicants can receive timely and informed responses to questions about requirements and the application process. They also receive prompt acknowledgement that the application was received as well as regular updates on the status of the application. All of these factors result in a timely decision-making and hiring process.

Career Connector represents the first step for the Secret Service in the overall eGovernance initiative. Through continued efforts and incremental automation, the Secret Service will establish a fully automated hiring process. While the Career Connector program automates the hiring process from application submission to conditional job offer, the eGovernance initiative will apply automation to the entire on-boarding process.



**FY2009 Hires:
Total: 508**

The Secret Service's Diversity Management Program works to:

- Recruit a workforce reflective of the nation's diversity
- Improve diversity through outreach programs to broaden applicant pools
- Retain a diverse workforce that maximizes utilization of human capital
- Ensure accountability of managers for improving diversity within their organizational elements
- Educate managers/supervisors of skills needed to manage a diverse workforce to reduce number of complaints by their employees
- Identify best practices for inclusion
- Develop training programs that are responsive to employees' career development



The Secret Service's Career Expo held in February 2009 aimed to fill 1,000 open positions with applicants reflecting diversity of experience and ethnicity. More than 3,000 attended.

Special Agent Merit Promotion Process Revised

In FY2009, the Secret Service developed a new Special Agent Merit Promotion Process (SA MPP) to enhance fairness and objectivity in its procedures for selecting special agents for promotion to the supervisory grade levels. The competency model (a library of validated knowledge, skills and abilities necessary for effective performance in the job) identifies important core qualifications required for effective performance at the respective grade levels and defines differences in important competencies across these grade levels.

Structured to mirror the Office of Personnel Management's Executive Core Qualifications (ECQs), which are used for Senior Executive Service employees throughout the federal government, the model includes five categories of competencies: Leading Change, Leading People, Results Driven, Business Acumen and Building Coalitions. This new approach increases transparency in the progression from supervisory to executive ranks.

The newly enhanced SA MPP was successfully implemented in January 2009.

A Long-standing Commitment to Diversity

The Diversity Management Program develops and implements strategies to promote and maximize the potential of a diverse workforce in a rapidly changing and increasingly competitive environment. The Program supports the agency's strategic initiatives, which are designed to attract and retain a diverse, quality workforce.

Diversity Training and Networking Opportunities

Each year, the Diversity Management Program hosts multiple "Conferences on Cultural Diversity and Inclusion" for employees within the special agent, UD and administrative, professional and technical ranks.

In FY2009, 186 employees, including 21 supervisors, were trained at five of these events. The three-day courses held at Secret Service headquarters encompass interactive diversity training as well as presentations from the Ombudsman Program, Equal Employment Opportunity Office, Affirmative Employment Programs and the Employee Assistance Program.

External Training Conferences

In order to achieve an organizational culture that recognizes the value of a diverse workforce, many Secret Service employees attend national minority law enforcement training conferences annually. Participating in these conferences allows personnel to explore the diversity of thought and perspectives that impact the overall success of the agency's mission.

In FY2009, 86 Secret Service employees attended diversity conferences.

WIFLE 10th Annual Leadership Training Conference

More than 600 women from various law enforcement agencies joined the Women in Federal Law Enforcement (WIFLE) at the organization's annual training conference in Tucson, Arizona, on June 15 – 18, 2009.

The Secret Service chose 25 representatives to attend this year's training exhibition. In addition, a team of recruiters from the Recruitment Program provided information to potential candidates interested in employment with the Secret Service.

The week's conference agenda concluded with the WIFLE Annual Awards Banquet. There, Secret Service Chief of Staff Julie Pierson, Office of the Director, served as the keynote speaker, and Diversity Program Manager Jessie Lane was the master of ceremony.

During this year's conference, the organization introduced for the first time the WIFLE Foundation Public Service Awards. This award was presented to certain nominees who had at least 20 years of government service, were particularly distinguished in a specific field and were role models for women. Secret Service Special Agent in Charge Paula Reid of the Protective Intelligence and Assessment Division received the WIFLE Foundation Public Service Award. Ms. Reid was recognized for her career of historical firsts, in particular, her numerous promotions as an African-American woman, and for her ongoing preparations of solid, meticulous and comprehensive protection plans.

33rd Annual NOBLE Conference and Training Exhibition

The National Organization of Black Law Enforcement Executives (NOBLE) hosted its 33rd annual training conference and exhibition in the historic port city of Norfolk, Virginia, on July 25 – 29, 2009. More than 2,000 gathered for forums and networking events related to this year's conference theme: "NOBLE's Continuous Journey for Justice: Leading the Way through Action."

For more than 15 years, the Secret Service has been an avid supporter of NOBLE. This year, the agency's Diversity Management Program sent 26 representatives to participate in the training agenda designed to prepare future leaders for the next level in their law enforcement careers. NOBLE workshop presenters are experienced law enforcement counterparts and executives who represent myriad agencies within federal, state and local law enforcement.

The conference also provides an opportunity for the Secret Service to recruit interested African American job seekers for the special agent, Uniformed Division officer, and administrative, professional and technical ranks.

Following the 2009 opening plenary session, Deputy Director Keith Prewitt hosted a question-and-answer session with the Secret Service's NOBLE participants. Deputy Director Prewitt's candid conversation about critical agency matters sparked a dialogue and exchange of ideas. Mr. Prewitt stated, "Giving employees an opportunity to voice their concerns helps us promote an atmosphere of inclusion throughout the Secret Service."



Deputy Director Keith Prewitt addresses a group of Secret Service employees about the agency's diversity goals.

“Partnerships are the bedrock of our success. Whether we are carrying out comprehensive security plans for the Inauguration or other National Special Security Events, or pursuing criminals in highly organized, global schemes designed to compromise our nation’s financial security, we simply could not do our jobs without the support of our law enforcement partners at the local, state and federal levels.”

— Remarks by Secret Service Assistant Director Lisa Risley, Office of Administration to the 2009 NAPOA Conference, August 10, 2009.

2009 NAPOA National Training Conference

The Secret Service was proud to serve as a cosponsor of the 2009 National Asian Peace Officers Association (NAPOA) 22nd Annual Training Conference in Las Vegas, Nevada in August. The Secret Service Uniformed Division Honor Guard initiated NAPOA’s opening and closing sessions by presenting the colors.

More than 35 Secret Service employees within the special agent, Uniformed Division and the administrative, professional and technical ranks participated in the 2009 NAPOA conference.

“Collaboration in the 21st Century” was the conference theme for the nearly 200 members who attended the training. The spirit of collaboration was evidenced by the numerous federal, state and local agency executives who participated in the opening plenary session — to include the Secret Service’s Assistant Director Lisa Risley of the Office of Administration, who served as a distinguished guest speaker.

In her remarks, Ms. Risley stated that diversity is the strength of the Secret Service’s workforce. She also stressed the importance of collaboration, and acknowledged NAPOA for the organization’s collective strides in leading this charge.

The Secret Service also provided three subject matter experts for the training.

With regard to recruitment, the NAPOA Executive Board also hosted an open job fair at the conference. The Secret Service’s team of recruiters welcomed the opportunity to share job vacancies with the interested applicants who visited the agency’s booth.



A number of employees represented the Secret Service at NAPOA’s 22nd Annual Training Conference held in August 2009.



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