

# FPS

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News, Information and Updates from the Federal Protective Service • February 2008

## The Federal Protective Service

*Secure Facilities, Safe Occupants*

Protecting the critical infrastructure and key resources of the United States is essential to our nation's security, public health and safety, economic vitality and way of life.

The Federal Protective Service (FPS) protects one component of the nation's infrastructure by mitigating risk to federal facilities and their occupants. We organize our activities along three guiding principles:

- Principle I: Stakeholder Service
- Principle II: Technical Expertise
- Principle III: Organizational Excellence

Report Suspicious Activity  
to an FPS MegaCenter:

**1-877-4FPS-411**

(1-877-437-7411)

[www.ice.gov](http://www.ice.gov)



**U.S. Immigration  
and Customs  
Enforcement**



Mr. Gary W. Schenkel

Message from the Director

## Commitment to Building Security through Stakeholder Service

For many of our stakeholders, U.S. Immigration and Customs Enforcement (ICE) Federal Protective Service's (FPS') role in building security appears limited to the presence of uniformed officers at federal buildings. In truth, FPS provides a wide array of services to facilities owned and operated by the General Services Administration (GSA).

However, FPS services vary widely and extend beyond its law enforcement presence. All of the individuals that make up FPS' workforce strive to ensure that coordinated and comprehensive security information is standardized and reaches the hands of security partners, stakeholders, property managers, law enforcement and emergency service providers, to name a few.

In working to achieve safety in federal facilities, a primary effort receiving much of the organization's focus in 2008 is the improvement of stakeholder service. In this issue, you will read about new and existing FPS programs that are being implemented to aggressively engage our stakeholders in actions that mitigate risk to federal facilities.

- The *Feature* section of our February stakeholder newsletter covers no-cost countermeasures that occupants of federal facilities can take advantage of to learn about personal and work safety within the context of federal facility safety.
- FPS and GSA's joint training program is described in the *FPS In Action* section, and explains how this partnership will work to improve offerings to, and interactions with facility Building Security Committees (BSCs).
- *Inside FPS* sheds light on FPS Operations that work in and around your facility to heighten security and situational awareness.

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## Message from the Director

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My hope is that through these efforts, we can fortify the relationships, partnerships and trust needed to support our collective vision—*Secure Facilities, Safe Occupants*.

If you have any questions regarding FPS services or any input you would like to provide, please contact your regional administrator or email us directly at [FPSInfo@dhs.gov](mailto:FPSInfo@dhs.gov).

## Feature

# Situational Awareness and Preparedness Information for Stakeholders

Part of FPS' responsibility in providing security services to tenants of federally owned and operated property is educating individuals on measures that can be taken to ensure the safety of themselves, their work place and sensitive information.

Going above and beyond its requirement to provide security information as part of the Building Security Assessment (BSA) process, FPS is making a practice of extending general preparedness and awareness information to its stakeholders. Comprehensive facility security across the preparedness spectrum (prevention, protection, response, recovery) requires coordination among tenants, property managers, security guards, law enforcement and emergency services.

As such, FPS is working to ensure that information is appropriately shared and distributed among these groups.

Information available for stakeholders will cover topics such as:

- occupant emergency planning and preparedness;
- handling bomb threats and suspicious packages;
- general emergency planning and response;
- physical security guidance and standards; and
- crime prevention and workplace violence.

For many of the above topics, FPS inspectors provide BSCs with face-to-face informational briefing sessions, where they can introduce a topic, discuss its importance, and suggest security considerations.

FPS is developing a series of standardized training to be conducted by its inspectors at federal facilities. Currently, FPS is creating

an awareness series comprised of the following modules:

- *Personal Safety and Crime Prevention*;
- *Protect Yourself at Home, Work and While Traveling*; and
- *Personal Information: Prevent Identity Theft*.

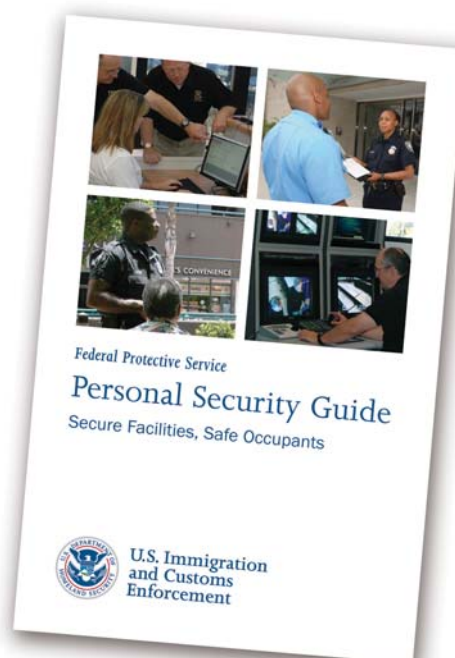
As part of baseline materials FPS offers its stakeholders, Bomb Threat Cards explain standardized actions federal facility occupants should take in the event that a threat is received. FPS is continuing to issue these cards for individuals within its facilities. To request additional copies of these cards, or for further information on any of the above products, please email [FPSInfo@dhs.gov](mailto:FPSInfo@dhs.gov).

## FPS In Action

# FPS and GSA Team Up for BSCs

In January, FPS' regional office in Washington State rolled out a two-phase training evolution in cooperation with the General Services Administration (GSA) regional office. The two offices jointly created a training curriculum covering several required collaborative programs to be implemented by the leadership of both agencies.

This curriculum will begin its implementation phase this month. FPS commanders and inspectors, along with GSA property managers, will be simultaneously trained to receive standardized information through teleconference, whether stationed in Alaska or Idaho.





FPS personnel at security training session.

The first of its kind, this two-day training session covers the following topics:

- budget cycles;
- BSC guidelines; and
- countermeasure tracking

In addition, FPS inspectors will work with respective GSA property managers to brief BSCs on the Building Security Assessment (BSA) process. This partnered effort ensures that FPS and GSA facility efforts are well coordinated in advance of the next scheduled BSA. As a team, FPS and GSA can provide a comprehensive package of expertise to BSCs, offering facility-specific suggestions on security countermeasures and funding break-downs per tenant agency. Through this innovative and synchronized effort with GSA, FPS intends to strengthen its stakeholder service.

FPS is excited to use this program as an opportunity to build upon its relationship with GSA and each of its stakeholders and intends for this to be the first of many steps toward the direction of improving accountability and service to stakeholders.

#### Inside FPS

## FPS Operations Protect Facilities

FPS implements operations designed to target threats to the security of federal facilities, occupants and the general public. In this issue, we highlight four initiatives that contribute to safety and security.

**Operation Shield.** Provides for enhanced physical security through an increased, highly visible uniformed FPS presence in the interior and on the exterior of specified federal buildings and facilities. FPS police officers, inspectors, canine handlers and special agents work in teams during *Operation Shield* missions, conducting verifications of official identification, providing explosive-detection screenings of vehicles, conducting vertical patrols in interior stairwells and patrolling exterior grounds and facility perimeters.

**Operation Zero Tolerance.** FPS police officers and inspectors routinely respond to reports of persons found to be in possession of weapons or contraband or

engaged in threatening or disorderly behavior in or around government facilities. *Operation Zero Tolerance* is designed to prevent weapons from entering federal facilities and individuals from disrupting the activities and day-to-day business of facility tenants. To date, FPS has detected and prevented more than three million prohibited items nationwide from entering federal facilities. These items include knives, canisters of OC spray/pepper spray, box cutters, brass knuckles and other items that could be used to harm facility occupants.

**Operation Street Talk.** This initiative involves encouraging facility occupants and the general public to report suspicious activity around federal facilities. FPS has developed awareness materials designed to educate people about circumstances surrounding just what constitutes “suspicious activity.” For example, suspicions should be raised if an unfamiliar individual questions building occupants about facility operations. Facility occupants and the public should also be concerned if they notice an individual or a group photographing or monitoring activities around a federal building. Through this awareness campaign, *Operation Street Talk* hopes to improve the ability of FPS to detect and prevent terrorist and other criminal activity in and around federal facilities.

**Operation Stinking Badges.** This initiative involves verifying the badges of every individual entering a federal facility. As a result of the initiative, FPS officers have confiscated hundreds of fraudulent police badges as well as various types of weapons.

# News and Updates

## Agency Technical Representative (ATR) Program

FPS has instituted this voluntary program for tenant agencies located in facilities with on-site contract security guards.

### ATR Benefits

Establishing an ATR at a facility provides enhanced oversight of on-site contract security guards. In this way, any issues associated with guards can be identified by the ATR and communicated to the FPS contracting officer's technical representative (COTR) for resolution. This partnership benefits everyone by enabling the performance of the guard force as it was intended to secure the facility.

### On-Site Expertise

An ATR is an employee of a tenant agency that has been designated to assist the FPS COTR with limited on-site contract and operational oversight. Candidates are considered based on whether they:

- are routinely present at the facility or are readily available and frequently visit the facility;
- have experience in physical security or facility protection methods, or have a security or facility;
- hold current COTR certification; and/or

- meet Department of Homeland Security (DHS)/ICE suitability requirement for access to Law Enforcement Sensitive

Information and undergo, at a minimum, a criminal history and national fingerprint check.

### Activities

The FPS COTR may designate ATRs to perform activities such as:

- observing and inspecting guard posts and documenting any performance discrepancies;
- ensuring guard operations logs are being properly maintained;
- verifying that records of time of arrival and departure are properly maintained;
- notifying the FPS COTR when performance of guards is not according to post orders; and
- providing input to the FPS COTR for developing post orders.

To learn more about the ATR program and how it could be applied in your facility, contact your local FPS office or email [FPSinfo@dhs.gov](mailto:FPSinfo@dhs.gov).

## FAQs

### I am unclear of the security services FPS provides for my facility. Can you describe these?

The services FPS provides to GSA-controlled federal facilities are defined as part of a memorandum of agreement (MOA) between DHS and GSA, and divided into three categories:

- **basic security**—services provided by FPS to all GSA-controlled facilities;
- **building-specific security**—services provided in addition to the basic security services. These additional services are based on the specific needs of an individual building; and
- **tenant-specific security**—additional services and equipment, such as card readers, provided based on the specific needs of a tenant in a facility.

To ensure that FPS stakeholders are aware of the services FPS provides, we have produced a reference document—*Security Services & Pricing Provisions—GSA Controlled Facilities* (September 2007–June 2008). This published guidance is one of many initiatives underway to enhance FPS-stakeholder communications, information sharing and service delivery.

Once a new MOA with GSA becomes effective, FPS will distribute an updated *Security Services & Pricing Provisions* document.

To submit a question, send an e-mail to [FPSinfo@dhs.gov](mailto:FPSinfo@dhs.gov).

### COMING UP . . .

Upcoming issues of the FPS newsletter will highlight the activities and operations of each of our regional offices.