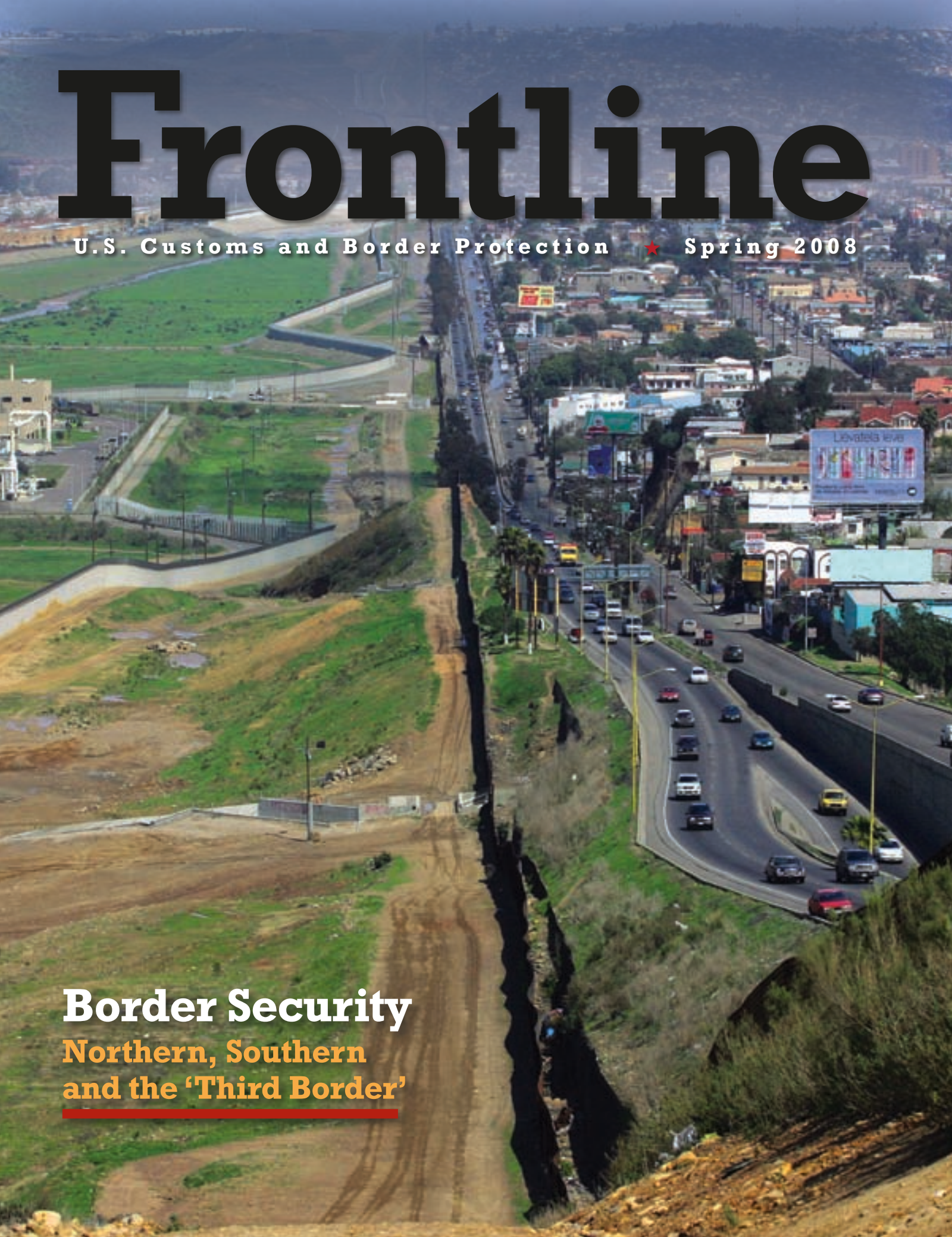


# Frontline

U.S. Customs and Border Protection ★ Spring 2008

**Border Security**  
**Northern, Southern**  
**and the 'Third Border'**

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## U.S. Customs and Border Protection

★ **FRONTLINE IMAGES** CBP Air and Marine's Blackhawk helicopter was one of several tools used to help secure airspace above Super Bowl XLII in Glendale, Ariz.



# SPRING 2008



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*on the cover: photo by Gerald L. Nino*

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# COMMISSIONER'S MESSAGE



**Welcome** to the first issue of Customs and Border Protection's new quarterly magazine, *Frontline*. CBP is America's frontline border agency charged with the difficult mission of securing our borders against terrorists and terrorist weapons, while ensuring the free flow of legitimate trade and travel. We also protect our nation from illegal drugs, human smugglers, and tainted agricultural

and food products, as well as collect revenue on goods coming into the country. In essence, we guard the boundaries of freedom and stand between the good citizens of our nation and those who want to do us harm. With this new publication, we hope to reach the broadest spectrum of our partners and stakeholders and tell our story about the important—and often dangerous—work we do across the nation and around the world.

This first edition—and all subsequent issues—will tell of everyday CBP heroes, of the hard work and courage it takes to encounter illegal aliens, often alone, in a desolate desert setting, of the steadfast dedication it takes to remain on constant alert to potential danger while still being courteous to the more than a million passengers and visitors we clear into this nation each day, and the expertise and agility it takes to confront drug smugglers on the waterways or provide “eyes in the sky” for our agents on the ground. Ours is a proud story of an agency that is five years old, but whose legacy stretches back to the founding of our nation, and whose history is deeply rooted in the finest traditions of both safeguarding the border and law enforcement.

Through this publication we also hope to tell of the good work we are doing with our many partners—with other federal agencies, with state, local and tribal agencies, with our private sector and international partners, and with Congress. We hope to provide information and insight into the many domestic and international programs we have put in place since 9/11, and how we are working every day with our partners to secure our nation, protect our economy, and preserve the freedoms of our citizens. We will also tell of our long-range planning efforts to protect our homeland by constantly evaluating the changing nature of threats and evolving our strategies to meet those threats.

We are excited to launch this new magazine that will provide a window into the daily realities and challenges the men and women of Customs and Border Protection face and the sacrifices they make to serve and protect the American people. We are pleased to invite you to learn about and celebrate CBP, America's frontline. ■

—W. Ralph Basham, Commissioner

# Frontline

Spring 2008

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Michael Chertoff

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# FRONTLINE IMAGES



Photo by Gerald L. Nino

Photo by James R. Bourdette

★ A CBP Air Interdiction agent patrols the skies.

★ CBP Air Interdiction agents make a law enforcement stop on an aircraft.



★ A team of CBP officers board a ship to check cargo and foreign workers.



Photo by James R. Tourtelotte

★ Border Patrol agents make use of all-terrain vehicles to patrol along the rugged border with Mexico.



FIRST OF A TWO-PART SERIES

# Protecting the Southern Border

*By David V. Aguilar*





Photo by Gerald L. Nino

**Interest in securing and protecting the southern border of the United States against all illegal incursions is at an all time high. U.S. Customs and Border Protection, our country's border management agency, is at the center of the firestorm of discussion and controversy on issues like illegal immigration, fences, increased border violence and deployment of the National Guard to the border. Here, Chief David V. Aguilar, the head of the CBP Office of Border Patrol since July 2004, speaks to some of the prominent issues facing the organization and addresses what it is like to be on the frontlines today.**





Photo by Gerald L. Nino

★ Border Patrol agents in the San Diego sector intercept illegal immigrants attempting a border crossing under the cover of night.

DETECTING, APPREHENDING AND PREVENTING illegal aliens, narcotics and other contraband from crossing our borders between the ports of entry—these are the traditional missions for which the Border Patrol has long been known. These traditional missions are as important today as they were in our past, and our people do an outstanding job working to accomplish them.

But by far, our most important mission today is protecting our country from the worst threat that we have faced as a nation: keeping people out of this country that are intent on harming our families, our

democracy, and our way of life through terrorist acts, terrorism and terrorist weapons. Our agents know that this is the greatest responsibility we have.

**NEW THREATS MET WITH TIMELESS SKILL AND TENACITY**

Since the days of our mounted inspectors that rode the borderlands of the southwest, the Border Patrol has protected this country's borders. Very simply put, what we protect this country from has changed over the years, but our basic mission remains unaltered. We defend the border. We have enforced U.S. laws as they accommodated a maturing nation. We

responded as the nation recognized the need to curb the influx of people entering the U.S. between official ports of entry. Those seeking illegal entry have ranged from those seeking a better life, to criminal elements seeking to establish criminal enterprises and commit crimes in our country.

As our nation has evolved so has our job. Few people know that the Border Patrol played a vital role during some of this country's most turbulent periods. During World War II, our officers guarded prisoners of war in POW camps and patrolled the coastlines for German submarines. Our

During fiscal year 2007, our agents apprehended 858,000 illegal aliens, and had more than 144,000 hits of aliens with criminal backgrounds. Of this group, some 18,000 had records for serious felonies such as homicide and rape.

In addition, the Border Patrol intercepted 1.8 million pounds of narcotics.

officers served as deputized U.S. Marshals during the civil rights movement. We were there in Mississippi in 1961—escorting students to class as the end of segregation in our schools drew near. We served as the first air marshals after our nation's first hijacking of an American airliner occurred in El Paso, Texas.

#### FACING DOWN THE SMUGGLERS

Harkening back to the Prohibition era, smugglers made large sums of money bringing whiskey and other contraband into the United States. Now, we see alien



Photo by Gerald L. Hino

• The modern day Horse Patrol continues to play a critical role in border enforcement, providing a way into areas that are otherwise inaccessible.

and narcotics smuggling on a large scale. Before Border Patrol began strategic efforts to improve border control, urban areas like El Paso, Texas and San Diego, California afforded the opportunity to cross the border with relative ease and access transportation infrastructure such as airports, trains, buses, and taxis. Illegal entrants did not need to use smugglers tied to a criminal infrastructure. Instead, they would employ local “guides” to get them across the border.

As we took away the urban and “easy” entry locations, illegal aliens began to seek out smugglers to guide them across the more rural, remote areas. Smugglers also had to provide for transportation away from the border after the initial entry to avoid our “defense in depth” posture at checkpoints and transportation hubs. The stronger our enforcement presence has become, the greater the need for smugglers to change their tactics and organize their criminal enterprise to avoid apprehension. As we’ve become more sophisticated, so have the smugglers.

Smugglers are not good people. They are criminals who illegally transit any “cargo” that will make them a profit with no concern for

the safety of the people they are smuggling. They take men, women and children and overload them in unsafe vehicles, place them in the hands of unlicensed and reckless drivers, and lock them in the back of tractor-trailers and rail cars. In order to avoid arrest, smugglers won’t hesitate to abandon the people they are “guiding” across dangerous terrain. Many people die at the hands of smugglers, which is why we focus many of our efforts on identifying, confronting, and prosecuting these individuals.

Ironically, the fact that more smuggling activity is occurring and the organizations are becoming more sophisticated can be seen as a measure of the impact our enforcement operations are having.

#### BUZZ ON THE BORDER

During fiscal year 2007, our agents apprehended 858,000 illegal aliens, and had more than 144,000 hits of aliens with criminal backgrounds. Of this group, some 18,000 had records for serious felonies such as homicide and rape. In addition, the Border Patrol intercepted 1.8 million pounds of narcotics.



Photo by Gerald L. Nino

• The National Guard working on the southwest border to construct barriers to entry.

While we do not apprehend terrorists or terrorist weapons every day, we recognize that there are people intent on entering this country to do us harm. They can and will try to mix in with the high levels of illegal activity at our borders. So we must continue to expand our level of control along our borders and maintain the focus on our “all threats” strategy, reducing the “clutter” that could be exploited by terrorists.

Let me explain what I mean by “a cluttered border environment.” Roughly 90 percent of the illegal aliens we arrest are drawn to this country for socio-economic reasons. The remaining 10 percent consist of the criminal element who exploit the massive immigration flow to facilitate their entry. Reducing the overall number of illegal alien arrests results in a decrease in time spent transporting, processing, and removing these individuals. On any given day, this reduction effectively places more agents on the line in an enforcement posture, focusing on criminal activities and potential threats to our country. For example, in the Rio Grande Valley sector in fiscal year 2007, we saw a 34 percent decrease in overall illegal alien arrests and an almost 60 percent decrease in the number of illegal aliens from countries other than Mexico. This resulted in a 79 percent increase in the seizure of narcotics in the same area.

#### **MARKED PROGRESS ON THE SOUTHERN BORDER**

We’ve seen great progress along our borders, but certainly on the southern border. During fiscal year 2007 alone, there was a decrease in apprehensions of almost 20 percent on the southwest border. This decrease in overall apprehensions is a major first step in ultimately defending our borders against those who mean to do us harm.

Apprehensions and apprehension statistics are an important factor in measuring border activity levels, but numbers aren’t the only measure of control of our borders. We built more than 70 miles of fence this past fiscal year along the southern border with Mexico. We deployed up to 6,000 National Guard personnel to assist us in operations while we internally built up our own capacity, and 2,500 new Border Patrol agents joined our ranks. We deployed new ground surveillance radar systems and upgraded sensor technology

**Roughly 90 percent of the illegal aliens we arrest are drawn to this country for socio-economic reasons. The remaining 10 percent consist of the criminal element who exploit the massive immigration flow to facilitate their entry.**



- Processing of a single illegal immigrant can take from 30 minutes to more than an hour.

along our borders. CBP Air and Marine stood up a new air branch and deployed additional unmanned aerial systems to improve air surveillance, response, and support our mission. We have ended the practice of “catch and release” of “other than Mexicans” or OTM’s as they are called. We are removing certain categories of Mexican aliens into the interior of Mexico. In addition, we are now regularly prosecuting people in criminal courts for the crime of illegal entry. In the past, these things would have taken years to accomplish, and we have done it all in one year.

Progress is also measured by other factors such as quality of life. Today, there are houses and businesses in areas of the San Diego, El Paso, Rio Grande, Del Rio and Tucson sectors, which in past years were literally overrun by aliens, narcotics, criminals, and criminal organizations. These areas are now vibrant parts of these communities. This makes me very encouraged about the future.

#### WORKING UNDER INTENSE SCRUTINY

The Border Patrol has always been at the forefront of our nation’s security and has always been scrutinized by all facets of the American population. But I can state without a doubt that today the Border Patrol is under a level of scrutiny that few organizations will ever face. The major difference is that in past years we were under scrutiny but lacked the organizational resource support required to get the job done. Now, we are getting the resources that we need and are making headway in expanding operational control of our borders.

We will continue to be scrutinized, questioned, second-guessed, and critiqued, but given the importance of the job that we have been charged with, I would expect nothing less. Our job now is to maintain our focus and administer the resources we are getting responsibly. Responsibly and in a manner that continues to address the vulnerabilities that exist along our nations

borders, responds to the threats that our nation faces, and manages the risks associated with those threats.

Today we are not only managing the resources we are getting, but the high expectations the American public has of us. While we are getting the personnel, technology, and tactical infrastructure at an unprecedented rate, and utilizing it strategically and efficiently, the expansion of our efforts is not fast enough for some. This is understandable. We have a massive job ahead of us! We are making progress, but we are not in any way claiming success yet. We are reaching levels of achievement at a pace that is unimaginable by some of us that served within the last 10 years. But we still have a long way to go.

*In the next issue, I will address Border Patrol agent training, technology, the impact of immigration policy and the critically important partnerships that the Border Patrol has forged to keep our borders safe and secure. ■*

# ALONG THE NORTHERN BORDER

---

*By Linda Kane*





IT USED TO BE THAT THE NORTHERN BORDER was an open border, free and fluid, with more than 250,000 people legally crossing into the United States from Canada daily. But in an instant, the terrorist attacks of 9/11—like the first armed robbery in a small town—forever changed the behavior and thinking of once-trusting neighbors.

**BOTH COUNTRIES WERE CAUGHT OFF GUARD.** The United States, stunned by a terrorist attack at home, now looked to figurative locks and keys to secure the homeland, not from its neighbor, but from wanton destruction. The focus dramatically shifted from the efficient crossing of commerce and travelers across the border to the implementation of full-fledged border security both north and south.

**THE TERRORIST THREAT** CBP has intercepted potential terrorists on the northern border. Most notable is Ahmed Ressam, arrested for the “millennium bomb” plot to attack Los Angeles International Airport. Ressam was arrested after crossing the border at the Port Angeles, Washington ferry landing. CBP officers found nitroglycerin

and timing devices hidden in the spare tire well of his car.

It isn't just terrorists infiltrating Canada from abroad that poses a problem. There are a number of instances of Canadian citizens being associated with terrorist activities. In June of 2006, for example, a Canadian counter-terrorism investigation led to the arrests of 17 people accused of plotting



Photo by Gerald L. Kimo

• A K-9 officer checks a vehicle that is entering the U.S. at a northern border port of entry.



bombings in Ontario. What distinguished this group was not their plot, but their profile. They were young Canadian Muslims who had become radicalized while growing up in Canada—to the point of plotting against their own people.

Most security risks to the United States from Canada, however, do not come from terrorism. The majority of risks don't come from unauthorized migrant apprehensions, either, as they do on the southern border. The illegitimate travelers to the United States from Canada have different motives. Many are involved with the drug trade and are smuggling the high-potency, hydroponically grown British Columbian marijuana known as "BC bud" or other drugs. And some are involved in human trafficking.

#### INTERTWINED ECONOMIES

Even if the United States could lock down the border with Canada to keep the country safe, we wouldn't want to. Canada and the United States are the world's largest and most comprehensive trading partners. Canada is a larger market for U.S. goods than all 25 countries of the European Community combined. And about 33 percent of Canada's gross domestic product is dependent on trade with the United States.

CBP officers along the northern border deal with an impressive exchange of goods, processing more than 62 percent of all trucks and 85 percent of all trains nationwide. The two-way trade that crosses the Ambassador Bridge between Michigan and Ontario alone equals all U.S. exports to Japan.

#### A BORDER OF EXTREMES

The northern border spans more than 5,000 miles—4,121 miles of it a shared border with Canada. And monitoring human and vehicle traffic across it is tricky. It is a border of extremes, from remote to populous, with broad swings in temperature, and diverse geography; it offers thousands of potential accessible routes into the U.S. "On the southern border, looking for terrorists is like looking for the proverbial needle in a haystack. It is cluttered with illegal immigrants, but in the north you're not looking through the masses but looking for the single terrorist in a vast border. It's like looking for a lost contact lens in Yankee Stadium," says Leslie Lawson, acting deputy division chief, Operations Planning Analysis Division, CBP Border Patrol.

In this environment, technology is critical to expand observation ranges and detection capabilities. The technology used is no different than that used on the southern border—infrared cameras, day cameras, ground sensors, and magnetic detectors.



Photo by Gerald L. Nino

• The Ambassador Bridge between Michigan and Ontario is a major conduit for U.S.–Canadian trade.

#### INCREASED PROTECTIVE MEASURES

Since 9/11 the number of resources dedicated to the northern border has increased dramatically, bolstering CBP's ability to detect, apprehend and deter illegal entries. In 2001 there were 340 Border Patrol agents on the northern border; by the end of fiscal year 2007 there were more almost 1,100. The number of CBP officers working at northern border ports of entry has almost doubled during this same time period, from

approximately 1,600 to more than 3,300. Air and Marine presence was non-existent before 2001 and today there are four air stations open, staffed by more than 150 personnel.

Technology has also played a role with additional cameras and other detection systems being employed along the border. And at CBP ports of entry there has been an increased use of non-intrusive inspection technology. In addition, biometric technology to verify the identity of incoming



Photo by Gerald L. Hino

• A CBP Border Patrol agent does a car-by-car train search, making sure there is no one trying to enter the U.S. illegally.

## “A lot of ‘best practices’ have come out of the northern border.”

—Leslie Lawson, *acting deputy chief, Operations Planning Analysis Division, CBP Border Patrol*

passengers is now being employed to ensure the veracity of travel documents.

Programs that create a partnership between CBP and frequent travelers or commercial trade have also extended our zone of security beyond the border. This includes trade programs such as C-TPAT, whose members have agreed to an established set of security measures in exchange for expedited clearance to gain entry into the United States. It also includes FAST, a program that uses risk-management principles, supply chain security, industry partnership, and advanced technology to improve the efficiency of screening and clearing of commercial traffic at our shared border. NEXUS is the

equivalent program for non-commercial passengers who travel frequently across the northern border.

### **SUCCESS**

As a result of CBP’s actions, apprehensions on the northern border have steadily decreased from more than 12,000 in fiscal year 2001 to around 6,300 in fiscal year 2006—a result of increased enforcement activity serving as a deterrent. At the same time, we have continued to make notable drug seizures along the border.

### **A CRITICAL PARTNERSHIP**

Though unique, securing the northern border is still a question of balancing

human resources, technology and infrastructure. But like a neighborhood, all neighbors must play a part to maintain the peace and security of the community. Canada and the United States are working jointly to streamline and establish a platform of consistency on border policies and management and collaborating to recognize common threats to both governments. Much has changed since 2001, but the words of former President John F. Kennedy in his 1961 address before the Canadian Parliament still ring true, “Geography has made us neighbors. History has made us friends. Economics has made us partners. And necessity has made us allies.” ■

## Adapting to the rigors

The Border Patrol uses resourcefulness and specialized techniques to manage the northern border. Here the climate and terrain impact equipment and systems, requiring additional servicing or modification to function under climactic extremes. If a camera relies on solar power, it is no problem in the sunny southwest, but on the northern border, there won't be much winter sun and backup power may not be readily available. In other cases, equipment may be engineered to withstand heat or cold but not both extremes. Last winter, Border Patrol agents climbed communication towers to clear ice from them so that they would continue to function.

"Because of the varied challenges on the northern border, sector management has to be very creative and forward-thinking. They are innovative in coming up with solutions to problems and in leveraging partnerships and resources. A lot of 'best practices' have come out of the northern border," says acting Deputy Chief Lawson.

For example, in April 2006 the Spokane sector established a horse patrol unit in each of its seven line stations. But unlike other Border Patrol horse patrol units, this sector used wild horses that are cheaper to buy and better suited to the terrain.

In the Buffalo sector, the Great Lakes presents challenges for marine patrols. To be able to deal effectively with the extreme cold and the treachery of the lakes, agents receive training in advanced seamanship, cold-water survival and ice rescue techniques.

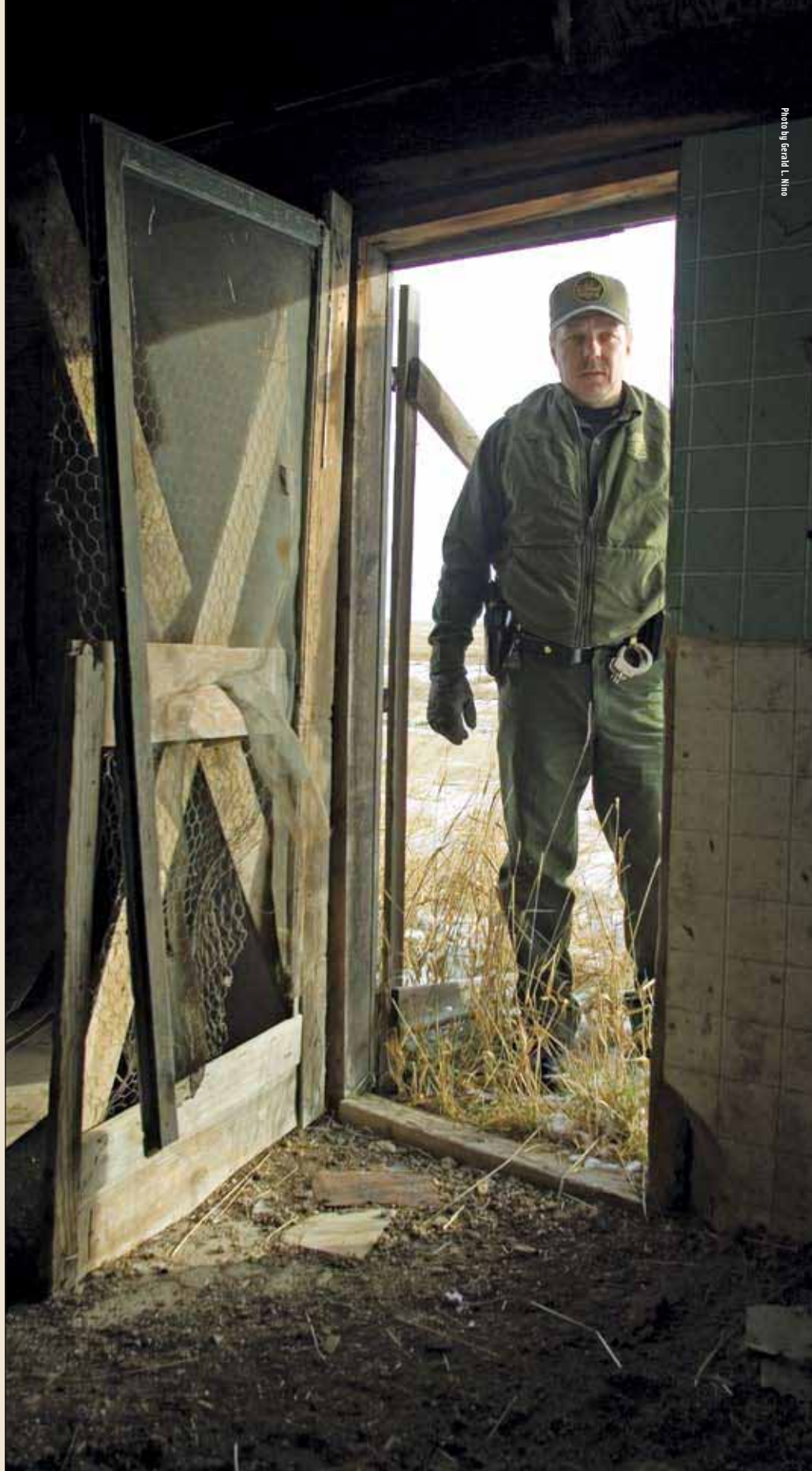


Photo by Gerald L. Kimo

◆ A CBP Border Patrol agent checks an abandoned home along the U.S./Canadian border for signs of people using them as shelter while crossing the border illegally.

An aerial photograph of a rugged coastline. In the foreground, the ocean is a deep teal color, with white foam from waves crashing against a rocky shore. The rocks are dark and jagged. Above the rocks is a steep, dark cliff face. The top of the cliff is covered in dense green vegetation. In the distance, a line of tall palm trees stands against a pale sky.

# Defe

the surprising

An aerial photograph of a rugged coastline. The top half of the image shows lush green hills and a line of trees. Below that, a dark, rocky cliffside descends to a narrow, sandy beach. The ocean is a deep blue-green color, with white waves crashing against the rocks. The sky is overcast and grey.

# Ending 'third border'

**WHEN MOST PEOPLE THINK** of the Caribbean, they think more of palm trees, white pristine beaches, and drinks with little umbrellas in them than they do of illegal immigration and drug smuggling. Although we hear of it with little frequency, the Caribbean is a critical component of border security and an area that presents unique vulnerabilities.

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*By Linda Kane*

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ESTABLISHED UNDER THE DEPARTMENT OF Homeland Security umbrella, the Caribbean Border Interagency Group (CBIG) is the first formal multi-agency group working to protect America's borders in the Caribbean. CBIG was formed in July 2006, in response to a marked increase in illegal migrant activity coming through the Mona Passage, a 37-mile strait between the Dominican Republic's island of Hispaniola and Mona Island. All of the CBIG organizations—CBP, the United States Coast Guard, Immigration and Customs Enforcement, and the United States Attorney for Puerto Rico—had an interest in stopping the illegal activity transiting through the Mona Passage. All the CBIG members play a role in stopping terrorists, weapons of mass destruction, illegal migrants and illegal narcotics headed for the United States mainland.

#### AN EVER-CHANGING THREAT

Geography, history, economics and culture of the Caribbean region make defending this area against the threat of illegal migration and narcotic trafficking unique.

Less than 50 miles from the tip of Florida, the Caribbean Islands are dots of

#### MONA PASS—AN UNLIKELY CATALYST FOR COOPERATION

Mona Island is an uninhabited nature preserve that belongs to Puerto Rico. Mona, often compared to the Galapagos, has no permanent inhabitants other than a few park personnel and the sea turtles, hermit crabs, birds and the giant Mona iguana. The island, with a long colorful history as a base for pirate raids and for hiding pirate booty, today beckons smugglers, especially those smuggling Cuban immigrants.

Mona is no one's final destination, but as United States territory, it is a shorter, if highly dangerous, route to America. Cubans who reach any U.S. soil, including Mona's shores, get a chance to remain in the United States because of a policy known as "wet foot/dry foot." "Dry foot" Cubans are considered refugees and get a chance to remain in the United States and later qualify for legal permanent residence. Cubans intercepted at sea are "wet foot" and are immediately repatriated.

Cubans who use the Dominican Republic as a smuggling channel head for Mona Island. The process is no secret. Smugglers obtain "letters of invitation" for Cuban nationals to travel to Haiti or

operation, named Monkey Wrench, to combat the situation. The surge operation called for sharing of intelligence and coordinating operations so that all resources were used to maximum effect. This first operation was so successful at stemming the flow of immigrant traffic across the Mona Passage that a second, Monkey Wrench II, was planned and executed in October 2006. The success of both surge operations prompted the informal partners to establish a more formal group and codify the process.

#### WORKING TOGETHER

The premise of CBIG is that all partners focus on a common goal and work together in a seamless enforcement operation that is much like a relay race. Coordinating intelligence and use of resources is vital. All partners participate in daily morning briefings sharing intelligence. At these meetings, the partners establish the probability of yolas launching based on weather and sea conditions. The partners report on which boats and planes are operational and where they will be deployed. For example, Coast Guard planes fly during the day and then CBP takes the hand off and flies at night using sensor planes that are

*“The illegal traffic had reached a point where it was posing a risk to society and we needed to take some sort of enforcement action. We needed new ideas and strategies to respond to the threat.” — Marcelino Borges, Director, Field Operations, San Juan.*

tropical paradise that form natural stepping stones linking the United States mainland and Central and South America.

This maritime "third border" separates the United States from a host of small island nations. However, not all of this border is foreign. Two U.S. territories—Puerto Rico and the U.S. Virgin Islands—are interspersed into the Caribbean archipelago. Providing security for these territories is complicated as they provide an enticing portal for access to the North American mainland.

Aided by proximity to the United States and to South American locations with established drug and crime syndicates, smuggling, in any of its forms—migrants, drugs, contraband—has emerged as an industry in the Caribbean. "It is easy to focus on the other borders of the United States because you hear more about them. But in the Caribbean there is a 360° threat," says James Tunstall, captain, San Juan Sector Coast Guard.

to the Dominican Republic. Paying fees ranging from \$1,500 to \$4,000 to one of the more than 100 known smugglers or smuggling organizations, a smuggler arranges for transportation through the Dominican Republic to one of several launching points. There, would-be crossers are packed into small wooden or fiberglass boats called yolas to begin the trip across the treacherous Mona Pass to Mona Island.

From fiscal year 2005 to fiscal year 2006 there was a 48 percent increase and a 245 percent increase from fiscal year 2004 in human smuggling traffic from Cuba.

#### DESIGNING A "MONKEY WRENCH"

By March 2006, the illegal smuggling situation had come to a head and the Ramey Border Patrol sector (Aguadilla, Puerto Rico) requested a meeting on the western coast of Puerto Rico with other DHS components. Out of this meeting came a plan for a special

equipped with radar and infrared systems to maximize detection capability.

#### OBTAINING PROSECUTIONS

A problem that presented itself was that even when illegal aliens were apprehended, processed and cases brought before the U.S. Attorney, they were frequently rejected for prosecution. The reasons were many, but often Coast Guard and CBP agents making interdictions did not have the necessary evidence for attorneys to make a solid case.

The solution to getting more prosecutions was to develop a standard operating procedure for prosecution. With Coast Guard facilitating, all of the partners met and hammered out a template for gathering evidence in a case and the steps leading to successful prosecution. "All the players were interested in the interdiction of migrants. Coast Guard would pick them up and then just send them back. There was a lot



★ Many illegal immigrants use small non-sea worthy boats to navigate across treacherous seas seeking illegal entry into the U.S.

of recidivism and that was demoralizing for everyone. Before CBIG there was only one prosecution in the last year,” says Manuel Oyola-Torres, special agent in charge, Immigration and Customs Enforcement. The strategy was a resounding success.

#### A WINNING TEAM TESTS NEW CONCEPTS

Another issue was the inability of the Coast Guard to identify illegal immigrants intercepted at sea. There was no way to determine if a person intercepted was a previous deportee or other immigration law violator, felon or a person on a terrorist watch list. Without the ability to identify the people intercepted, there was no action the Coast Guard could take other than to return the group.

Thinking outside the box, the Coast Guard developed the concept to gather and analyze biometric information at sea. The formal program, known as “Biometrics

at Sea,” was implemented in November 2006. Coast Guard personnel take digital photographs and collect two digital fingerprints, one from each index finger of migrants at sea. During the first phase, the data was uploaded to a secure stand-alone laptop and compared to the a cached list of known and suspected terrorists, felons, and previous deportees from Caribbean countries extracted from the Automated Biometric Identification System known as IDENT. In May, Phase II began with the installation of satellite technology on several cutters. This gives the Coast Guard access to the entire 90 million fingerprints in the IDENT database. It takes about two minutes to search the entire database and get a result to personnel aboard a cutter.

#### THE MEASURE OF SUCCESS

What makes CBIG an effective enforcement tool is its ability to adapt to the threat

because of coordinated intelligence and operations. With the Mona Passage being routinely patrolled and illicit activity at an all-time low, smugglers are looking for new routes of entry. CBIG partners agree that statistics alone cannot measure the success of this program. “Success of this program is measured in intangibles like cooperation and camaraderie. Statistics and projections do support the success of the program but what makes the program work is that everyone has left their egos behind,” says Oyola-Torres.

Activity in the Caribbean eastern corridor through the Virgin Islands is increasing, and CBIG is ready. “Every day is a success because we are working as one, but we will never be finished with this work,” says Ronald Ortiz, CBP Caribbean Air Branch. “We have to remain flexible and adapt and expand to meet the threat.” ■

# OUR PARTNERS

YOU CAN'T GET MUCH FARTHER FROM THE UNITED STATES than Australia. But despite being on the opposite end of the earth, the land 'down under' is stepping up as one of this country's closest post-9/11 allies. The two nations share a common language and sing similar tunes when it comes to global border and trade security. *By Eric Blum*

COMING OFF OF THE INTENSE ASIA-Pacific Economic Cooperative leaders conference here in early September 2007, the two countries find themselves united on a number of trade, security and political fronts. Through its International Affairs and Trade Relations office, CBP is cultivating this partnership and connecting the dots.

"Australia, and its neighbor New Zealand, clearly are our most important partners in the Pacific region," said Michael Mullen, CBP's Assistant Commissioner for International Affairs and Trade Relations. The two nations are quickly joining the United Kingdom and neighbors Canada and Mexico as dependable U.S. allies in anti-terror issues.

"They have very high standards when it comes to trade security and border security, comparable to ours," Mullen said. "We have lots of room to continue to cooperate on these challenges."

Mullen traveled to Australia and New Zealand to explore these opportunities to work together as well as to take part in the APEC economic summit. During the trip he met with Australia's customs and immigration officials, signed an agreement for future participation in an APEC travel card program for frequent travelers in the Pacific Rim and attended the New Zealand-United States Partnership Forum.

## CLOSER THAN EVER

Historically isolated, today's Australia finds itself a magnet for immigration and tourism from around the world, especially Asia and Indonesia. Roughly the size of the U.S.'s 48 contiguous states, Australia also is quite similar with a vibrant economy, plentiful jobs, progressive policies and at-risk borders.

National security, immigration fraud, terrorism concerns, and protection of agricultural resources may sound like a recitation of CBP missions, but they are priorities Mullen heard from the Australians during visits to the Department of Immigration and Citizenship and the Australian Customs Service.

While their concerns are the same, the challenge Australia faces is on a smaller scale, screening 20 million passengers yearly compared to CBP's more than 400 million, which includes land passage. Australia's challenge is eased significantly by the lack of a land border to defend, but it is made infinitely more challenging as Australian Customs also serves as its coast guard, patrolling huge swaths of the Pacific Ocean encircling its coastline—nearly 6 million square miles, including the frigid waters near Antarctica. The Border Protection and

*continued on page 26*

## About APEC

Australia conceptualized APEC in 1989. The 21 member economies now represent 40 percent of the world's population, 56 percent of the world's gross domestic product and 48 percent of global trade. Besides Australia and the U.S., other members include Peru, People's Republic of China, Canada, Mexico, Russia, South Korea, Japan, Hong Kong, Chinese Taipei, New Zealand, the Philippines, Vietnam, Singapore, Thailand, Chile, Malaysia, Papua New Guinea, Indonesia and Brunei Darussalam.



★ Fireworks over Sydney Harbor in Australia marked Condoleezza Rice, watched the display from the



# 'DOWN UNDER'



Photo by Eric Olson

the end to the Asia-Pacific Economic Cooperative leaders conference. Heads of state of the 21 member economies, including President George W. Bush and famous Sydney Opera House, right. At left is the Sydney Harbor Bridge decorated with the APEC conference logo.



★ An Australian Customs boat docked at a training facility at Sydney Harbor. Customs in Australia conducts border security missions similar to CBP plus patrols the



# Australian Customs' Regulatory Philosophy

## *How our partners see their role Down Under*

Customs is a regulatory agency with a clear mandate to protect the Australian community from the illegal movement of goods and people across our border and to collect customs and other revenue.

We are involved in the management of international trade and aim to fulfill our role without impeding the flow of legitimate trade or travel.

We do this by adopting risk management techniques which rely on the provision of accurate and timely information.

When international traders and travelers are compliant with the laws and regulations administered by Customs, our intervention activity is minimized.

We therefore have a direct interest in improving the compliance levels of our clients and we are committed to fostering an environment where we work co-operatively with them to achieve this.

The nature of our operational work is governed by the behavior of our clients and the risks they or their cargo represent.

Our risk identification and analysis is continuous – pre-arrival, at arrival and post clearance – and our response is appropriate to the level of risk.

In order to make accurate risk judgments we continually monitor our business environment.

We carry out checks of documents and goods to verify compliance.

vast waters surrounding its nation, similar to the U.S. Coast Guard.

“They have very high standards when it comes to trade security and border security, comparable to ours.”

—CBP ASSISTANT COMMISSIONER FOR INTERNATIONAL AFFAIRS AND TRADE RELATIONS MICHAEL MULLEN



★ Between 1845 and 1990, Australian Customs was headquartered at this building across the street from the Sydney Harbor. Today the building has been converted to a busy library and features a model of downtown Sydney under a transparent floor (see across).



★ Robert Correll, deputy secretary of the Australian Department of Immigration and Citizenship, right, discusses issues of mutual concern with Michael Mullen, left, CBP's assistant commissioner of international affairs and trade relations. Correll and Mullen signed an agreement on the U.S.'s intent to join the Business Travel Card arrangement for frequent business travelers, an initiative of the Asia-Pacific Economic Cooperative.

*continued from page 22*

Command Maritime Unit protects against terrorism, smuggling of individuals and drugs, illegal fishing, prohibited imports and even piracy.

Despite the differences in operations, Australia has reached the same sobering conclusion CBP has: it only takes one. Thus the dedication to anti-terror and border protection in Australia has become a national issue on par with its emphasis in the United States.

Australia's customs and immigration officers are committed to taking all steps necessary to improve their capabilities, learning from CBP's experiences and sharing their success stories. “We need a global approach to anti-terror issues,” Mullen said. “We want to see anti-terror and trade security and facilitation standards rise internationally.”

## COMPARING NOTES

With the goals largely the same, the question remains about how best to achieve them. The answer in broad terms is easy. The U.S., Australia and New Zealand are all committed to the roadmap spelled out in the World Customs Organization's Framework of Standards to Secure and Facilitate Global Trade. CBP was instrumental in creating many of the components of the framework.

But the roadmap doesn't point out all the bumps in the road. So Australian authorities would like to explore lessons learned from CBP's frequent traveler programs, use-of-force protocols and training, streamlining participation in CBP's Customs-Trade Partnership Against Terrorism, and administration of global watch lists.

Mullen expressed CBP's interest in comparing notes on Australian technology systems and pursuing details of a global trade exchange that has caught the attention of the Department of Homeland Security. During a visit to the nation's capital of Canberra, he had candid, wide-ranging and cordial meetings with Bob Correll, deputy secretary of immigration and citizenship and Michael Carmody, executive director of Australian customs, as well as tours of their operations.

It looked and sounded quite familiar.

"If we do a side-by-side comparison of your operations and ours," Mullen said to Carmody, "the differences are not extreme, largely due to adherence to the World Customs Organization standards."

## LOOKING THROUGH A SINGLE WINDOW

Mullen's visit with the customs and immigration officials coincided with the Asia-Pacific Economic Cooperation, or APEC, Leaders Week, a gathering of top officials from the 21 regional member economies. Mullen became the first CBP official invited to be a participant in the business summit meetings, designed to reach consensus on current and future initiatives to improve international business for the region.

Climate change and production of clean and efficient energy, expansion of free trade opportunities, regional food safety assurance and fighting corporate corruption were some of the issues tackled during the week-long conference.

While global warming issues got the headlines, it was customs modernization and streamlining as well as supply chain security that most summit participants wanted to talk to Mullen about.

"APEC participants really push the concept of greater harmonization of customs operations, a single window into participating countries, which would have real-time savings and cost benefit for importers and exporters," Mullen said.



Photo by Eric Bunn

## NEXT STEPS

One concrete result of the trip was CBP's signing on to an APEC travel initiative that in the future would allow U.S. senior business travelers and government officials expedited international travel to the 17 current participating nations and economies.

CBP's participation is in its early stages as it weighs security mandates with the desire to facilitate frequent travelers. In recognition that the U.S. will not be able to accommodate all components of the APEC travel card model, the organization has deemed the U.S. as a "transitional member" of the program.

## MORE TO COME

Finally, it takes nearly 24 hours in the air to fly between Washington, D.C. and Canberra,

so it is not a trip taken on a whim. But Australian Customs and Immigration both seem determined to see that their personnel make the trip to further strengthen the bridge with CBP.

And CBP is just as committed and has decided to appoint its newest representative to Australia, specifically to improve supply chain security, expand cargo security awareness, expedite the flow of legitimate cargo and travelers and share technological advancements.

"These days there are no borders as we have traditionally known them," said Steve Patterson, director of operational training and development for Australian Customs. "A breach anywhere is a breach everywhere." ■



*With Thomas S. Winkowski*

TOM WINKOWSKI'S PLATE WAS FULL THE DAY LAST AUGUST WHEN HE was appointed U.S. Customs and Border Protection Assistant Commissioner for Field Operations. The list is familiar: Container Security Initiative, Secure Freight Initiative and then prospect of 100 percent container scanning at overseas ports, and the soon-to-be-published "security filing" or 10+2 regulations. And there are new challenges ahead. Before moving to Customs and Border Protection headquarters, Winkowski served as director of field operations in Miami, and at Los Angeles International Airport. He joined CBP in 1975.

**Q. What direction will Field Ops take on your watch?**

**A.** I think this is a very exciting time to be in Customs and Border Protection, when you look at the size, scope and magnitude of what we do. I see a number of things that are very important. One of my priorities is to continue to build on the relationship we already have with the trade community. That's absolutely critical. We have to make sure we have the systems in place to deal with trade facilitation as well as enforcement because trade is important to our economy as it is to others around the world.

**Q. A Government Accountability Office report said CBP needs to improve its tracking of in-bond shipments. What are you doing?**

**A.** We've got to come up with a better way without standing in the way of commercial reality. I think we need to have more connectivity between our in-bond system and our Automated Commercial System and ACE. We're dealing with huge amounts of computer-generated paper documents. We've got to get out of that mode. We need to look at diversions — freight that is supposed to go to Chicago

ends up in Cincinnati because an importer redirects it in transit. I'm not saying we shouldn't have diversions. That's how commerce works. How do we have better control and reconcile it at the end of the day is a challenge. I have a group working on ideas and proposals. When we're ready, we'll sit down with the trade community and begin working them. At the end of the day, you get a better product.

**Q. In 2003, border inspectors with the Animal and Plant Health Inspection Service became part of CBP in the new Department of Homeland Security. Since then, there have been reports of low morale among agricultural specialists, which is one reason some members of Congress want to return agriculture inspection to the Department of Agriculture. Since the GAO report in January 2006, have conditions improved for the specialists?**

**A.** I believe the merger was the right thing to do, but it was difficult. Mergers are tough. When the merger took place, we realized how specialized agriculture was; we created the agriculture specialist position. That was recognition by the agency that you needed a different skill-set in that particular area. We had more than 300 vacancies among



*“I really believe we have a trust.”*

agriculture specialists. We had to bring them on and train them. Now they're getting the experience. I believe they belong in Customs and Border Protection. Before the merger, we would examine a container, close it up and send it back to the container yard. Then the USDA would come in and pull the container and look for what they needed to look for. Now we can do all of these exams at once by integrated teams of agriculture specialists and CBP officers. Now CBP officers will find things and bring the agriculture specialist in. We didn't have that kind of integration before the merger. The same thing happens on the agriculture side; they find things that don't relate to agriculture, but would interest CBP officers.

**Q. How do you respond to CBP critics who want to put APHIS inspections back in USDA's jurisdiction?**

**A.** We need to do a better job of bringing the stakeholders into this process, much like we did with the trade community: the different agriculture associations, the agriculture commissioners in the 50 states. We need to build a partnership with them and make them more a part of what we're doing.

**Q. In recent years, CBP has had a good track record of working with the trade, but there have been times in the past when the relationship has not been as cordial. Do you sense any residual feelings that the trade doesn't trust what CBP wants to do?**

**A.** I get just the direct opposite. I really believe we have a trust. At times, we may have differences, but my experience has been that we have been able to work them out. It may not have been fast enough for one side or the other, but the relationship with the trade community at the national and local levels is very good. As I travel around the country, I do not get many complaints. I know the trade community is not shy. If they have an issue, they will raise it, and that's important. But I think we've shown that we're an inclusive organization, that we really need their expertise. They bring a lot to the table for us. That relationship will continue.

■ **By R.G. Edmonson**

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# CBP Partnerships

*are key to success, says Basham; along with intelligence, integrity, will ensure agency's future*

RECENTLY, CBP COMMISSIONER W. RALPH BASHAM ARTICULATED HIS thoughts on the significance of the agency's founding. He stated: "We all know that the threat that brought us together has not gone away," he says. "We are still at war. And...CBP's role in this war is to protect the borders of America. It is a war we are engrossed in every day."

Basham notes that CBP must fight terror even as the agency combats its "more traditional adversaries," including drug and human smugglers, bio- and agro-terrorists, importers of fraudulent merchandise, and other purveyors of contraband.

CBP, says the Commissioner, has been successful in fighting these adversaries in recent years. Nevertheless, he urges the agency not to back off from future challenges, but to "dedicate ourselves with equal energy to the challenges that lie ahead in the next stage of our development."

How will the agency do that? By focusing on "intelligence, integrity, and partnerships," he says—"issues that I see as critical to our success."

## INTELLIGENCE

When it comes to intelligence, the Commissioner set the stage for CBP transforming itself into a "fully integrated, intelligence-driven organization." (By "intelligence" he means "any type of information, from any source, that can be analyzed and interpreted to help the operator in the field better do his or her job.") He says that CBP must be "better consumers of our own intelligence and that which is available to us from others," as well as leverage its assets "to be good providers of intelligence for the greater good of our country and our allies." Basham believes CBP must continue to partner with others outside the agency to generate and use intelligence to the utmost capability. "Homeland security is a team sport," he says.

## INTEGRITY

With regard to integrity, the importance is obvious, says Basham: "It is the core of our credibility and must be our guiding principle. Without integrity...we are lost." Basham notes that integrity is particularly important at CBP, because "we work in the highest threat environment for corruption in this country, perhaps the world." He adds, "Giving thousands of dollars to someone who has the power to literally wave them through a port...is nothing to our adversaries."

A focus on integrity also comes down to partnership, says the Commissioner, as CBP is actively engaging a whole host of federal, state, local, tribal, and international organizations to "cooperate in investigations by sharing information and resources," for example,

bringing in the expertise of Immigration and Customs Enforcement, the Drug Enforcement Administration, the Secret Service, and the Inspector General.

Particularly in CBP's "serious business of protecting our nation against all threats, including illegal aliens, drug trafficking and other criminal enterprises operating across our borders," says the Commissioner, "we must work together, as none of us can go it alone."

## PARTNERING WITH DEA

There are several examples of how CBP is partnering with others to achieve the mission, states the Commissioner. For one thing, the agency is working with the Drug Enforcement Administration on a license plate project: DEA has provided information on all of the suspected license plates used by drug smuggling organizations to move money and drugs across the southwest border through the ports of entry. CBP has put that information into its system, which will enable the agency to better identify vehicles for further inspection. The quantity and value of drug intelligence provided recently by DEA is unprecedented, says the Commissioner.

## PARTNERING WITH THE TRADE

Further, CBP is continuing the work that Commissioner Bonner initiated in working with the trade, notes the Commissioner. As part of the Customs-Trade Partnership Against Terrorism initiative, industry works with CBP to protect the American economy against terrorism. The agency has even been working with its industry partners on a business resumption plan to prepare for a potential incident that affects cross-border trade.

## PARTNERING WITH CAPITOL HILL

The Commissioner urges CBP's leadership to think of the members of Congress and other policymakers from Washington as partners in our mission—and of themselves as advocates and educators to those partners. Through tours and briefings, Congress can "see what resources are required, the diversity of the landscape and our need for flexibility, rather than just sitting in Washington guessing at the solutions."

## WHY PARTNERSHIP MAKES SENSE

Ultimately, the Commissioner says, partnership is a sensible way to operate the organization effectively and efficiently. "We must be smart in our approach to leveraging our resources," he notes, for "no single agency, no matter how large or well-funded, can do this job alone." ■ **By Dannielle Blumenthal**



# Vigilance

## WE ARE THE GUARDIANS OF OUR NATION'S BORDER

A CBP Blackhawk swoops down on suspected  
illegal activity near the southwest border of the U.S.

Photo by James R. Younelotte



**CBP**

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

# America's legends protect America's borders

*Spokane Sector Border Patrol launches "Project Noble Mustang"*

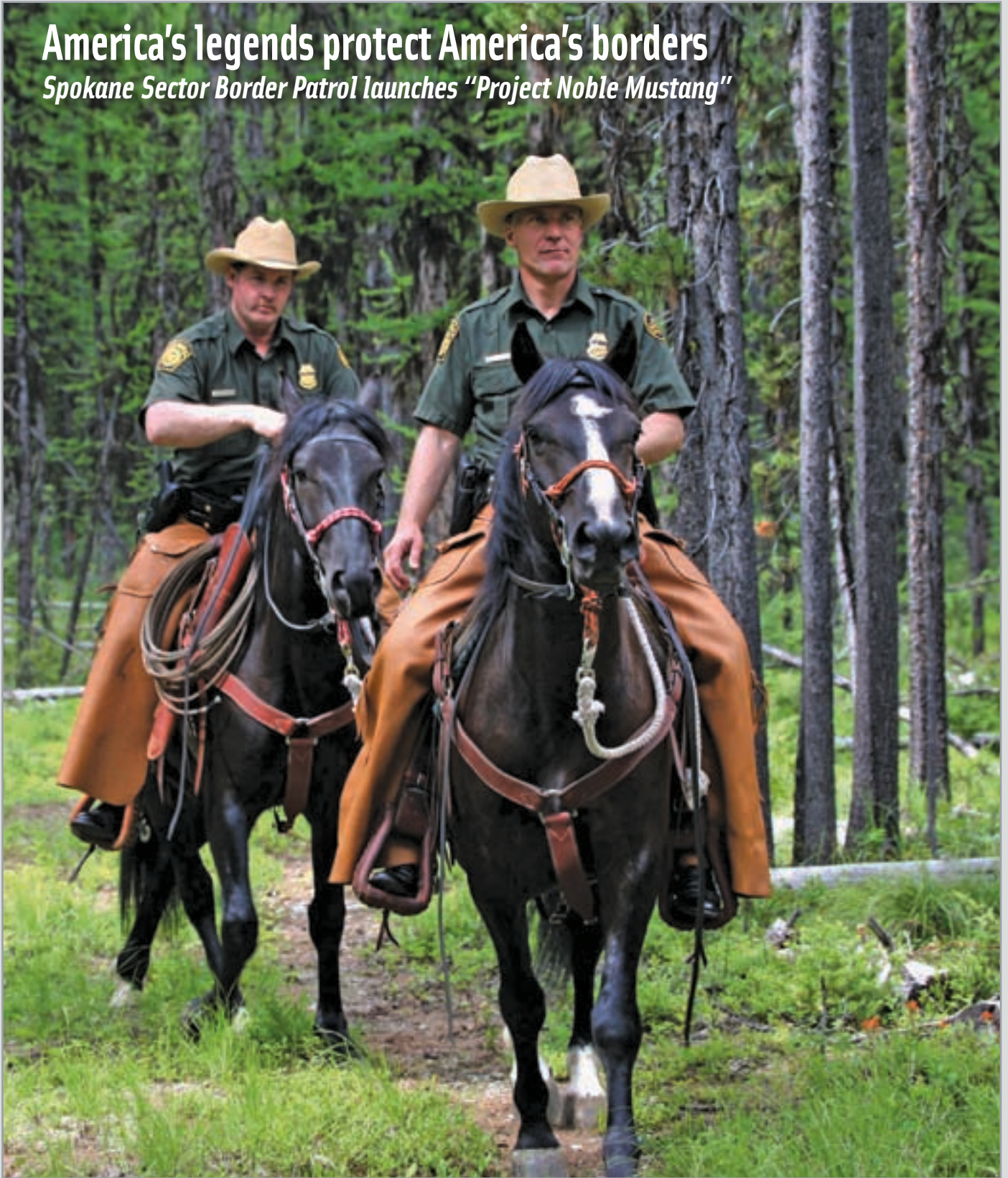


Photo by James Bummer

Border Patrol agents James Perkins atop "Sisko" and Steve Kartchner atop "Hidalgo" on a trail near the U.S./Canada border in western Montana.

Continuing the Border Patrol's proud tradition of using mounted patrols to secure America's borders, the Spokane sector Border Patrol has deployed eight wild horses, adopted through the U.S. Bureau of Land Management's (BLM) Wild Horse and Burro Program, to patrol a stretch of border that boasts some of the most rugged and remote terrain in all of North America.

Known for their strength, intelligence, endurance, and sure-footedness, wild horses meet the Spokane sector's need for a durable animal physically capable of working in terrain that is characterized by mountain ranges, designated wilderness areas, heavily forested areas and national parks. Patrolling on horseback in this region of the northern

border is critical in areas like the Glacier National Park where motorized vehicles are prohibited and in protected areas such as the Pasayten and Salmo Wilderness that lie in the back country and are virtually inaccessible to contemporary modes of transportation.

Wild horses are descendants of animals that were released by, or escaped from, Spanish explorers, ranchers, miners, the U.S. Cavalry, and American Indians. Equipping agents with these mustangs will allow them to patrol the most isolated areas along the border with an animal whose distinctive anatomical features have enabled their survival for hundreds of years. Each year, BLM gathers the excess wild horses and burros from areas

where vegetation and water could become scarce if too many animals used the area. These excess animals are then offered for adoption to qualified individuals through the Wild Horse & Burro Program. In utilizing a cost-saving resource already available, the Spokane sector Border Patrol eases the burden placed on BLM to search for caring homes for the mustangs.

Through a cooperative agreement established in 1986 between BLM and the Colorado Department of Corrections, these wild horses receive personal and extensive training as part of a unique inmate rehabilitative program at the Canon City, Colorado Correctional Institution. Through daily exposure and interaction with the horses, the

prison inmates slowly mold the once wild nature of the horses into dependable and loyal animals. Additionally, the inmates acquire a job skill they can use following their release from prison. By entering into this three-way partnership, the Spokane sector has seized the opportunity to use an integral part of American history to significantly expand our enforcement efforts.

*Editor's note: In fiscal year 2006, the Spokane sector established a horse patrol unit at each of its seven line stations, becoming the only northern border sector to use horses for patrolling, and the only Border Patrol sector with back country packing capability. ■ By Danielle Suarez*



Photo by SPA Danielle Suarez

Joe McGraw of the Colville (WA) Border Patrol Station works with "Slash" in preparation for his deployment to patrol the border.

# CBP Air and Marine acquires helicopters for border security mission

**C**BP's Office of Air and Marine recently added two AgustaWestland AW139 helicopters to its aircraft fleet, strengthening CBP's ability to help secure and protect the nation's borders. The acquisition of these state-of-the-art multi-engine helicopters will enhance CBP Air and Marine capabilities to safely and reliably conduct crucial border security missions in selected areas of border operations.

"CBP Air and Marine's acquisition of these two aircraft is part of an ongoing effort to modernize and integrate the CBP Air and Marine fleet with

the assets necessary to meet emergent border threats," said Michael C. Kostelnik, Assistant Commissioner, CBP Air and Marine. "The AW139 medium-lift helicopters will strengthen Air and Marine's ability to transport law enforcement personnel and provide surveillance in support of homeland security operations in challenging environments."

The AW139, manufactured by AgustaWestland, is a multi-mission helicopter capable of transporting up to 12 passengers at speeds of over 160 knots with a range of over 570 nautical miles. The AW139s are equipped

with a multipayload electro-optical/infrared sensor laser designator combined with multimode weather radar and communication systems.

"We are honored to provide the largest law enforcement air and marine force with the AW139 multi-mission helicopter," said Stephen C. Moss, chief executive officer of AgustaWestland North America. "We look forward to working with CBP to ensure these helicopters meet operational and mission demands." ■ **By Juan Muñoz-Torres**

**"We are honored to provide the largest law enforcement air and marine force with the AW139 multi-mission helicopter."**

**— Stephen C. Moss, chief executive officer of AgustaWestland North America**



Photo by Zachary Mann

★ The multi-mission AW139 helicopter can transport up to 12 passengers at speeds of over 160 knots with a range of over 570 nautical miles.

## CBP's amazing canines discover hidden humans

**H**ave you ever seen the show “How’d They Do That?” The same can be said for the average onlooker watching a CBP canine’s ability to detect a concealed human. It can be a baffling capability to some, especially if one does not understand how human detection works.

Once trained in human detection, canines are ready to do what they do best, discover hidden illegal activity among those trying to enter the United States—whether in a field, at a mock port of entry, on conveyances, freight, or in buildings.

The post-9/11 environment brought about a major change in emphasis. Now, the primary undertaking in securing our

stress. Others say that their instincts detect something that is not normal. However they do it, CBP canines trained in human detection use the same protocol as those of disaster dogs. Disaster dogs working in rubble are able to ignore fresh human scents, such as dirty clothing, and visible searchers (other searchers in the rubble) and simply target people that are concealed. This includes locating people in large open areas, to include fields, deserts, rail yards, seaports, as well as vehicles and buildings.

The first canines trained in human detection for the U.S. Border Patrol were three Belgian Malinois and one Laekenois (a wiry-haired version of the Malinois), back in 1986. “Barco,” “Benno,” “Duko”

**How do they do it? Some say they listen for additional heartbeats and/or scents of stress. Others say that their instincts detect something that is not normal.**

borders from illegal aliens is to identify and stop would-be terrorists among the individuals crossing into the United States by car, or by other means such as by railroad or concealed in vessels arriving at our seaports.

This is not an easy task. Humans are routinely smuggled into the United States by being concealed in car trunks, hidden in car seats and van panels, wrapped around engines, and stuffed in makeshift glove compartments. But amazingly, CBP canines are able to circle a car with a driver and passenger inside and alert to a human being concealed inside.

How do they do it? Some say they listen for additional heartbeats and/or scents of

and “Rocky” blazed the trail for what has become a very successful program. The former U.S. Customs Enforcement Program trained dogs for human detection and patrol work at the very creation of their program in 1970 at Lackland Air Force Base in San Antonio, Tex. prior to moving to its present location in Front Royal, VA.

Today, this program trains hundreds of canines in human detection. The apprehension rate CBP-wide soars each year, making the technique as well as those canines trained in narcotics, explosives, currency, and agriculture a remarkable success in aiding in the security and safety of America’s borders.

■ By Cassandra White



A CBP Border Patrol canine team searching freight trains for concealed humans.

Photo by Gerald L. Nino

# CBP employees risk lives for Iraq reconstruction

Following the outbreak of war in Iraq in 2003, the Department of Defense requested that CBP train Iraq Department of Border Enforcement officers to perform customs and immigration activities. It is a dangerous mission, but hundreds of employees have stepped up to the plate to volunteer over the years.

## HISTORY

From late 2004 to early 2005, CBP teams trained more than 3,700 Iraqi border enforcement officers in the areas of border patrol, customs and immigration operations at the Jordanian International Police Training Center outside Amman, Jordan.

Beginning in January 2005, CBP sent teams of personnel to a limited number of high-threat land, sea and air ports of entry in Iraq to provide training and advisory assistance to Iraqi border control officials. Additional teams

policy reform at the headquarters level at the Ministry of Interior, accompanied by continued training and advisory assistance in a more structured manner,” says John Sullivan, Iraq program manager, CBP Office of

entry on the Iranian border. Some Iranians were coming back into Iran from a religious pilgrimage. There was one Iranian young man who noticed that we were Americans, and he shook our hands, was very friendly—we didn’t expect that.” They also didn’t expect what came next: “He actually gave Nick a hug and a kiss; we got a picture of that.”

The awful experience involved a close brush with death. “From Iraq I learned to never be complacent. One time, a couple of team members, Andy (Althoff, a patrol agent in charge from Pembina, N.D. and the group leader) and I were walking to the dining hall (in the U.S. Embassy compound). It was a week where we had a lot of indirect fire. A rocket landed close to us and two people lost their lives.” Gomez and the others tried to keep them alive until medical care could arrive, but it was too late.

**“From Iraq I learned to never be complacent.”**

—CBP Officer Manuel Gomez, Hidalgo/Pharr, Tex.

rotated through these locations every 90 days until October 2006. At that time, with deteriorating security conditions in Iraq, CBP transitioned to a new model of support.

“The CBP deployment pattern now reflects a focus on

International Affairs and Trade Relations.

In March 2007, CBP responded to a request from General David Petraeus, who oversees all United States forces in Iraq, for additional resources to support border control assistance efforts there. In response, beginning in July, CBP is extending the temporary duty tours of CBP personnel from 90 to 180 days and the number of personnel on site up to 22 (from between 12 and 19).

## EXPERIENCES

Recently, the Office of Public Affairs had the opportunity to interview six CBP personnel who served in Iraq on the January to April 2007 rotation. They were asked about some of their most memorable experiences overseas.

For CBP Officer Robert Radtke (Alexandria Bay, NY), it was the sight of his partner’s terrified face as they crawled along the ground through an “exceptionally heavy rocket attack, the rockets whistling in and exploding, very close.”

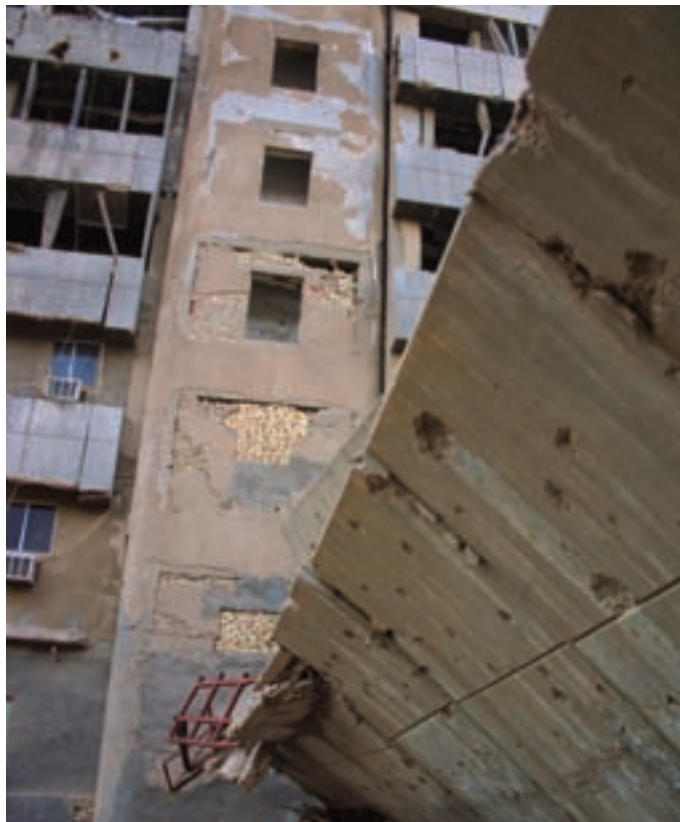
CBP Officer Manuel Gomez (Hidalgo/Pharr, Tex.) recalls a couple of experiences that stand out. One is good, the other awful. Here’s the good one: “I was working with (Border Patrol Agent) Nick Harrison (Marfa, Tex.) at the Zurbatiya port of

## A UNIFIED TEAM

One of the most noteworthy aspects of this tour was the integration of CBP officers and Border Patrol agents into a unified team. Asked whether the experience brought these officers and agents together, the response was unanimously positive: It did, and it was “seamless,” says Althoff. Not only that, but it really solidified their sense of agency identity, say the team members.

## VIGILANCE IS KEY LESSON

Each member of the team contributed something different to Iraq, but they all seem to have taken away the same lesson: vigilance. Radtke, who served as an advisor to the Iraqi border forces, decided quickly that when he got back home, he would “maintain a higher standard of vigilance, because you’d be surprised at the things that can happen in a split second.”



★ War-damaged buildings in Baghdad.



★ The twelve CBP employees who served in the January to April 2007 rotation to Iraq.

**“We are very grateful for your presence in Iraq and we feel good about your contributions to defending America abroad and on our home shores.”**

—CBP Commissioner W. Ralph Basham

BORSTAR (Border Patrol Search, Trauma, and Rescue) Agent Albert Nevarez (Santa Teresa, N. Mex.) served as an advisor/instructor in Iraq. He, too, came away with the lesson “to be more vigilant here in the U.S. You see the lengths they (insurgents) would go through to sacrifice themselves for what they believe in.”

Garcia, who was assigned to the Civilian Police Assistance Training Team (CPATT) in Baghdad, agrees, noting that in Iraq, he was “always on heightened alert, always paying

attention to my surroundings because of the threats of IEDs (improvised explosive devices), and indirect fire.”

The dangers of the environment were especially clear to Harrison, who worked both at CPATT and the Iraqi Assistance Group, helping with policy development and border control operations. He made several trips to ports of entry and border forts, and noted how carefully the convoys prepared for each trip because “that’s when you’d usually get hit if you’re going to get hit.”

#### CEREMONY

In the summer at CBP Headquarters, a formal send-off/welcome-back ceremony was held for the next group of CBP volunteers headed for Iraq, and for those who recently returned. During the ceremony, CBP Commissioner W. Ralph Basham presented the six CBP personnel who served on the January to April 2007 rotation to Iraq with an Achievement Medal for Civilian Service from the U.S. Department of the Army.

Commissioner Basham told the group: “We are very

grateful for your presence in Iraq and we feel good about your contributions to defending America abroad and on our home shores.”

Then-Office of Field Operations Assistant Commissioner (now Deputy Commissioner) Jayson Ahern stated, “To those of you returning, thank you for returning home safely and thank you for your sacrifice. Thanks to your families as well. This is a very significant contribution you have made.”

Added Chief of the Border Patrol David Aguilar: “We have tremendous pride in you. It’s amazing to see the amount of people who stepped up to serve with this mission. All I can say is thank you.”

■ By Dannielle Blumenthal

# CBP Border Patrol encourages diversity in ranks

Female (and male) students at colleges and universities across America are encouraged by the CBP Border Patrol to consider a career at the agency. With the tagline: “Protect America...and secure your future,” the agency’s new recruitment poster emphasizes the strength and independence of individuals who choose this career.

Why do women, in particular, join the Border Patrol? Senior Patrol Agent Melissa Herrera (Fabens, Tex.) says, “It’s something I’ve always wanted to do since I was a child.” Agent Janet Villa, also in Fabens, adds, “I joined the Border Patrol because of the diversity of duties the Border Patrol has to offer, and because it is a very exciting job with great rewards.” Samantha Williams (Pembroke Pines, Fla.) joined because she

**“Over the next two years, we’d like to see the numbers of women and African-American, Asian-American, and Native American Border Patrol agents rise steeply.”**

—CBP Special Assistant for Equal Employment Opportunity Franklin C. Jones

“thought it sounded like an exciting job with great potential.”

Women can enjoy a rewarding career in the Border Patrol, and CBP wants to get the word out. “Over the next two years, we’d like to see the numbers of women and African-American, Asian-American, and Native American Border

Patrol agents rise steeply,” says CBP Special Assistant for Equal Employment Opportunity Franklin C. Jones. “Especially with our goal of hiring 6,000 new Border Patrol agents by the end of 2008, it’s time to bring their representation up to the levels that we see in other federal law enforcement agencies.”

It’s not necessarily easy for women to break into the nearly all-male culture, but they can do it. When Herrera went from basic training to her first duty station, she felt that most of the men were cautious about working with a woman. After having worked with her, she says, “they treat me as an equal.” Villa says: “Everyone treated me and my two other (female) classmates with a great deal of respect.”

Williams’ perspective falls somewhere in the middle: “At our station we all faced the same challenge of proving ourselves to our new partners.”

Border Patrol Assistant Chief Ramon Rivera comments that all trainees are scrutinized carefully by their peers—“not because of gender, but because they are new and there is an interest to see how well they can prove themselves.”



Photo by Gerald L. Nino

★ A Border Patrol agent searches a suspect for contraband and weapons prior to transport.



And prove themselves they do. Women have a great deal of opportunity for advancement in the Border Patrol, says Herrera. Rivera adds, “As the Border Patrol grows in size, there is a great deal of opportunity for any applicant who is talented, hardworking, and driven to succeed.”

What kind of person does it take to become a Border Patrol agent? “We’re looking for patriotic Americans who are adventurous go-getters,” says Jones. “And when it comes to women, the prospective candidate needs to realize that she can do anything a man can do, because the physical fitness requirements in the Border Patrol are the same for women as for men.”

For her part, Williams believes that, at least in basic training, women “definitely have to work harder and be more aggressive than most of us would naturally be.” Further, she says, women have to think more carefully than men about risk; they “especially need to be...smarter about the physical situations they put themselves in because we are very often at a size disadvantage.” Nevertheless, she says, the tools of enforcement—handcuffs, pepper spray, baton and firearm—“are great equalizers...and we are trained to use them all just as the men are.”

Villa feels that she worked harder in basic training than average, but “only because I wanted to prove to the guys that I can do whatever they can do.”

The best thing about basic training, say agents, is the lifelong friendships that one forms there, as well as the sense of achievement gained from the experience. Williams describes her satisfaction with “the friendships I made that continue to this day and the sense of accomplishing something that was truly challenging.” She also especially enjoyed emergency



Photo by Steve Hultze

★ A Border Patrol agent scans the horizon looking for border incursions.

response driver’s training.

There is no career quite like that of a Border Patrol agent, says CBP National Recruitment Director Joe Abbott. “It’s the only profession in the nation specifically aimed at preventing

terrorists and other criminals from entering the United States outside the formal crossing points into this country.”

Among other activities, agents in this occupation—considered “mission-critical”

by CBP—prevent human and drug smuggling.

Plus, the income potential is very good, says Abbott. “Not only do agents earn a starting salary of between \$35,000 and \$45,000 per year, but they are



Photo by Gerald L. Nixon

★ A Border Patrol agent performs a check on a vehicle.

eligible for up to an additional 25 percent of basic salary each year in overtime pay. That's great money in the Southwest (where all agents are initially stationed)."

Asked to give her advice to women considering a career in the Border Patrol, Villa adds, "I would say that if this is something they can see themselves doing, then they should do their best and not give up on their goals." But then again, she says, gender has nothing to do with it: "Actually, this is the same advice I gave to my younger brother, who is currently in the Border Patrol Academy. Completing the academy and graduating all depends on a person's drive to excel and achieve goals, not what sex they are."

Herrera is more watchful of the gender factor; she says that women should "be aware of how they conduct themselves during training and in the field."

Williams disagrees; she says that whether men treat her as an equal "really depends on the individual personalities" and how well she meets the requirements of the job. "If you show that you're a hard worker, that you are willing to jump in and help out your partner, whether he's doing paperwork or getting somebody on the ground and into handcuffs, and you don't have any glaring personality defects that make you unbearable to tolerate for more than eight hours at a time, you will find that most agents will be happy to work with you."

The list of requirements to initially qualify to become a Border Patrol agent is short: The organization is looking for U.S. citizens under the age of 40 with a valid driver's license. A bachelor's degree is optional: Border Patrol agents can pursue their education while serving, and many have completed their degree while working full-time.

Border Patrol Agent Wendi S. Lee, located near the Southwest border in San Diego, Calif., adds that the Border Patrol is an organization with intense camaraderie and loyalty—very rewarding for people who want to be part of a strong team. "It's an intense environment," says Lee. "Very much like a family. After two years of academy and on-the-job

training, it really does become your life."

Women and minorities who join the Border Patrol ranks now, notes Jones, have an opportunity to serve as pioneers for others who may be considering a career in the agency but are daunted from applying. "It's not necessarily the easiest thing in the world to be the only woman or African-American person in your academy class," he says, "but it's worth it. You are doing something good for the country and you are paving the way for others who want to follow in your path."

For more information about becoming a Border Patrol agent, visit [www.borderpatrol.gov](http://www.borderpatrol.gov).

■ By Danielle Blumenthal

## Keeping it real

### *CBP's Fraudulent Document Analysis Unit removes false travel documents from circulation*

“For terrorists, travel documents are as important as weapons.”

That single sentence in the 9/11 Commission Report is the entire rationale behind CBP's Fraudulent Document Analysis Unit: to remove from circulation all false travel documents encountered at ports of entry, to include international mail and courier facilities, and forward them to a single location for analysis.

Prior to September 11, fraudulent documents seized at U.S. ports of entry were not being gathered in one place for review. Often, fraudulent documents were being returned to airline staff (and to travelers!) to facilitate the inadmissible traveler's return to their port of embarkation. Some of these returned documents were then encountered again.

In response to these findings, CBP's Office of Field Operations established the FDAU in January 2005. In September 2006, the FDAU reached a permanent staff of 11, and in May 2007, relocated to a new state-of-the-art complex in Virginia.

The mission of the FDAU is to receive and analyze the fraudulent travel documents intercepted by CBP officers worldwide. The goal is to identify, target for, gather and analyze intelligence from, and prevent the use of fraudulent travel documents for attempted entry into the United States. As of June 2007, the FDAU received and analyzed more than 90,000 fraudulent travel documents seized at the ports of entry.

From the fraudulent documents received, the FDAU develops document bulletins,

identifies specific trends in fraudulent document usage, completes statistical analyses on document use, and provides documents for training purposes. The FDAU conducts link analysis, which refers to analyzing previous cases of document fraud and looking for details these cases have in common. These common details, or links, are used to target improperly documented passengers on inbound flights.

The FDAU then develops tactical intelligence—to include strategic targeting on a global scale—which has been successful in intercepting inadmissible travelers both before and upon arrival in the United States.

Sending all seized documents to one place provides the FDAU analysts a broad view of smuggling activity and the ability to seek links to more effectively target smuggling organizations in a proactive manner.

In addition, it is the mission of the FDAU to support DHS and other United States and

foreign government agencies in the prevention of fraudulent document use. The FDAU works closely with these entities to gather intelligence, train officers, and disseminate information to the field. These activities are critical to CBP's ability to interdict terrorists attempting to travel to the United States, as well as individuals and networks involved in human smuggling and trafficking.

In order to provide the most up-to-date intelligence to the field, the FDAU produces monthly bulletins, targeting trend reports, country trend reports, and periodic intelligence reports.

America is safer because of the activities of the FDAU. With the changing faces of terrorist groups, individuals from both high-risk and non-high-risk countries traveling with fraudulent documents pose a constant threat. In today's environment, the ability to effectively screen, examine, and authenticate travel documents is critical to the security of America. ■ Amanda L. Riley



## A success story

Analysis of documents received from southern land border ports showed a peculiar pattern. Often, FDAU staff would discover three travel documents—usually seized on different days, often at different ports of entry—with different biographical information, but the same photograph. Coordinating with local intelligence units, analysts discovered that it is standard practice for alien smugglers in Mexico to give their clients three tries to enter the United States. Providing up to three different fraudulent documents bearing their photograph, smugglers escort their clients through land border ports of entry, to try to ensure successful entry to the United States. Because of the vigilance of CBP officers stationed at southern land border ports, these individuals are being apprehended, and their documents are being sent to the FDAU for continued analysis.

# Touring the CBP Advanced Training Center

The CBP Advanced Training Center (ATC) is an emerging facility, designed to serve the specialized needs of CBP. Located in Harpers Ferry, W.Va, the ATC provides a learning environment that emulates the CBP operating environment. The ATC complex includes facilities that are identical to the land, sea, and air ports of entry, as well as open areas and water features found along the border between the ports of entry. The ATC also has large, modern classrooms, meeting rooms and the standard features that make

it useful for routine classroom training, offsite meetings, and conferences. Owned and operated by the Office of Training and Development, the center provides firearms and intermediate force training, and advanced training to CBP employees throughout the agency.

## BACKGROUND

In 2000, U.S. Senator Robert C. Byrd secured \$24.9M in federal appropriations to establish and operate an in-service firearms training facility that eventually became the

ATC we now have today. On August 30, 2005, the ATC was officially opened by Senator Byrd, CBP and members of the Harpers Ferry Community with a ribbon cutting ceremony and celebration. At that time, Senator Byrd commented that “training offered at the Harpers Ferry Advanced Training Center will ensure that Customs and Border Protection and other law enforcement personnel are trained in the proper use of lethal force and various other means to protect themselves, their colleagues, and the American public from terrorists

and the weapons of terror; from ruthless drug dealers; and from all others who would violate our customs and immigration laws.” The Senator’s vision and focus have proven to be significant to the success of CBP, as the agency continues to add unprecedented numbers of uniformed personnel to its ranks. CBP wasted little time in taking advantage of its new facility; in August 2005, the ATC graduated two advanced training classes for the CBP officer corps and since that time, thousands of students have taken training at the facility. And Senator Byrd has helped prepare the ATC to handle this growth by winning approval for \$60M in additional construction funding under CBP’s master plan for the campus.

The ATC is a reflection of CBP itself; its staff and its curriculum are representative of CBP’s component organizations and functions. The ATC instructor core consists of experienced uniform law enforcement officers from the Office of Border Patrol and Office of Field Operations, as well as professionals from CBP’s other components. Trainees from every part of the organization attend ATC classes, and the facility provides an environment conducive to creating and reinforcing a unified workforce.

## FACILITY

The ATC is located in picturesque West Virginia near the Harpers Ferry National Historical Park, covering 105 acres. Currently, the facility offers four different scenario-based training environments, which include an airport venue for simulating an arrival and departure terminal; a customs warehouse, including a hotel/motel environment; a land border venue that simulates



Photo by Rob Cooper

CBP officers and other law enforcement personnel are trained to use lethal force. Two officers spar as trainers look on.

border-crossing checkpoints; and a marine environment with a pond and floating dock that is much like the rivers, lakes, canals and open water that make up so much of the border. All of these environments are fully equipped with video equipment that allows instructors to immediately play back student scenarios and provide feedback on the sessions. The video equipment also allows instructors to edit the scenario footage for use as training aids during classroom lectures.

In addition to the scenario-based environments, the campus contains an armory, administrative building, and tactical training center building. The administrative building consists of multiple conference rooms with video conferencing capabilities, an auditorium for larger audiences, computer lab, fitness centers, and classrooms. The tactical training center building has additional classrooms as well as three large, fully padded tactics training rooms. These conference rooms and training rooms are ideal for standard classroom training, offsite team meetings, seminars, and table-top exercises.

This year, CBP will begin construction of a warehouse facility and complete the design of CBP's Leadership Academy complex that will be able to train the more than 600 new supervisors CBP adds to its ranks each year. These supervisors will now be able to attend training in a location easily accessible to CBP Headquarters in Washington, DC. This will allow speakers from CBP Headquarters to attend this critical management training.

There are many exciting changes coming up at ATC in the future. One of the most eagerly anticipated is the completion of an



A simulated land port of entry, where CBP officers train for real encounters.

Photo by Rob Cooper

## The ATC is located in picturesque West Virginia near the Harpers Ferry National Historical Park, covering 105 acres. Currently, the facility offers four different scenario-based training environments.

indoor/outdoor firing range complex. When completed, CBP students will be able to access five different ranges designed for rifles and handguns. This complex, due to be completed by April 2008, will also include additional classrooms, weapon cleaning areas, and firing range control rooms.

CBP plans to make the ATC a self-supporting, full service facility and future phases of development will include a dormitory, dining hall, and possibly a conference center.

Thanks to Senator Byrd's understanding of and commitment to the mission of CBP and the ATC, the ATC will continue to develop as a completely unique complex

that will support CBP's mission to secure the nation, protect its citizens and facilitate legitimate trade and travel.

### OUTREACH EFFORTS

In addition to its work with other law enforcement agencies at the Federal level, the ATC staff actively reaches out to state and local law enforcement agencies in an effort to learn and share best practices and increase the knowledge base for all. These outreach efforts take many different forms including sponsoring guest speaker lectures at the facility, observing other agencies' training programs, participating in other

agencies' practical exercises, and speaking at local schools and community events. Some of the local agencies involved in this outreach program include the Eastern Panhandle Federal Executives Association, Jefferson County Chiefs of Police, Jefferson County Office of Homeland Security Counterterrorism and Partnership Committees, and local community organizations and schools. The outreach program is instrumental in helping the ATC create a positive presence in the Harpers Ferry community.

■ By Joan Speake-Ponow and Lisa Kuzma

# Ready for any and all situations

## *CBP's Incident Management Division prepares to confront emergencies*

**T**he CBP Incident Management Division, part of the Office of Intelligence and Operations Coordination, was originally established in 2006. Its purpose then was to prepare for the hurricane season and develop a coordinated incident management strategy for all of CBP. Today, its responsibilities have expanded to address any and all emergency preparedness activities that would affect CBP operations.

### **GETTING COORDINATED**

Soon after the division was formed, it became clear that more formal coordination within CBP was needed. Therefore, acting on lessons learned from previous incidents, exercises and elevations of the Homeland Security Advisory System, the division coordinated across all operational components of CBP

to develop the Incident Management Coordination Directive. That directive is now the foundation of CBP headquarters-level incident management.

The core of the Incident Management team is comprised of senior Border Patrol agents and CBP officers. Additional managerial and tactical assets are provided by the Offices of Field Operations, Border Patrol and Air and Marine.

The creation of the division also highlighted a need to establish a cross-organizational, Senior Executive Service-level management structure to address incidents affecting CBP's employees, facilities and assets. This regional structure effectively mirrors the Federal Emergency Management Agency (FEMA) geographical management structure. CBP created 10 lead field coordinator and deputy positions from senior level managers assigned to the Offices of Field Operations, Border Patrol and Air and Marine.

### **RECENT EVENTS**

Of particular and most recent interest, Hurricane Dean was born as a tropical wave just west of the Cape Verde Islands off the coast of Africa. While many tropical waves develop each year, very few last long enough under the right weather conditions to develop into a full-blown hurricane. Members of the Incident Management Division were alerted to the existence of the tropical wave in a weather advisory email message from the National Oceanic and Atmospheric Administration nearly two weeks before final landfall was made in Mexico as Hurricane Dean. At this point Incident Management team members initiated contacts with CBP lead field coordinators and staff as a matter of routine situational awareness.

As the tropical wave quickly escalated to a tropical storm and eventually Hurricane Dean, with catastrophic force winds exceeding 150 miles per hour, a series of emergency preparedness activities were pursued by the Incident Management team. As the storm tracked west, NOAA

predictive models indicated that Brownsville, Tex. may lay directly in harm's way. Taking the lead for the Department, FEMA stood up the National Resource Coordination Center in Washington, D.C. and the Regional Coordination Center in Denton, Tex. FEMA also activated the emergency support functions that would require federal support. These address the post event needs of a given state or locality such as law enforcement, transportation, search and rescue or communications support.

The Incident Management team coordinated with the Region 6 Lead Field Coordinator to identify and deploy two CBP managers to the Denton center to provide technical and operational guidance. An additional two CBP managers were deployed to the State of Texas Operations Center and the Joint Field Office in Austin, Tex.

Meanwhile, FEMA formally provided a Mission Assignment request for law enforcement "force protection" support for a 280 person search and rescue task force preparing to move into south Texas. The task force was assembling in Ft. Worth, and would require 20 law enforcement officers to ensure the security of the search and rescue efforts. (As many are aware from Hurricane Katrina, there were a variety of crimes to persons and looting which occurred during and after the storm.)





Photo by M. Shapiro

★ San Diego sector Border Patrol agents and county firemen look on as fire burns in the San Miguel Ranch Community in Chula Vista.

The Incident Management team coordinated with the Offices of Border Patrol and Field Operations to obtain Border Patrol Search, Trauma & Rescue (BORSTAR), Border Patrol Tactical Unit (BORTAC) and Special Response Team personnel, and facilitated their deployment to Ft. Worth and connectivity with the FEMA mission commander.

An additional 75 CBP officers and agents were requested from the Office of Field Operations and Office of Border Patrol in preparation to deploy under an anticipated mission assignment for public safety and security in several Texas jurisdictions.

CBP's "Force Protection" team arrived in Ft. Worth on Monday, Aug. 20, just 48 hours before Hurricane Dean was estimated to make landfall.

And as we learned the next day, Hurricane Dean deviated slightly from its northwestern track and took aim at Mexico, landing first on the Yucatan Peninsula

and then again on mainland Mexico just south of Tuxpen, where it rapidly degenerated into a tropical storm.

#### AND IT'S JUST NOT HURRICANES EITHER!

Earlier in the year, a series of tornadoes destroyed the city of Greensburg, Kan. The governor of Kansas on touring the devastation immediately after the storm requested search and rescue assistance from FEMA.

While emergency teams were assembling in Nebraska, FEMA requested "force protection" law enforcement support from CBP through a formal mission assignment. Within six hours of receipt and processing of the mission assignment, CBP launched a combined team of a dozen BORSTAR and BORTAC agents from El Paso to provide security and assistance to the FEMA search and rescue teams arriving in Greensburg. The assignment lasted nearly a week and stood down once FEMA was certain that all of the

residents in this small town had been accounted for.

#### OTHER PREPAREDNESS ACTIVITIES

In addition, the Incident Management Division is prepared to address any and all emergency preparedness activities that would impact CBP's operations.

As part of this preparedness effort, we are engaged in the coordination and development of a variety of preparedness exercises with the Department of Homeland Security.

During this past year, for example, the Incident Management Division has coordinated with more than a dozen components within CBP to address continuity of operations and government as a response to the potential detonation of nuclear bombs in both Washington, D.C. and Indianapolis, Ind. We coordinated the CBP response to a simulated category five hurricane making landfall in New England, as well

as a terrorist attack on the oil reserves in Alaska.

Further, our team serves as the primary focal point for this year's TOPOFF (Top Officials) National Preparedness Exercise involving the simulated detonation of a radioactive dispersal device or "dirty bomb" in three separate venues (Guam; Portland, Ore.; and Phoenix, Ariz.) This emergency preparedness exercise requires national, state and local coordination efforts in order to address public safety, the subsequent criminal investigation and business resumption and recovery activities for CBP operations.

As in all national exercises, the goal is to ensure that CBP's capabilities and policies remain current and are readily understandable in order to provide for the safety and security of our employees and facilitate the mission of our agency.

■ By Chuck Huthmaker

# Trusted traveler programs—the wave of the future

**T**rusted traveler programs create a safer travel environment by identifying low-risk travelers in advance and expediting their clearance. This is increasingly crucial for CBP as the flow of international travel increases and the agency's operational and physical infrastructure capacities are stretched. The role of trusted traveler programs is significant as the United States implements new document requirements for travel within the Western Hemisphere.

In the mid to late 1990's, CBP developed several international trusted traveler programs for frequent, low-risk travelers between the United States and its two neighboring countries of Canada and Mexico. By registering travelers and conducting thorough background checks in advance of their travel, CBP is able to offer expedited immigration and customs clearance procedures, and thereby focus government resources on higher-risk travelers.



Currently, CBP has more than 320,000 travelers enrolled in three trusted traveler programs: NEXUS for travel between the U.S. and Canada (whether by air, land or sea); Free and Secure Trade (FAST) for commercial truck drivers crossing both the Mexico and Canada land borders; and the Secure Electronic Network for

**By registering travelers and conducting thorough background checks in advance of their travel, CBP is able to offer expedited immigration and customs clearance procedures, and thereby focus government resources on higher risk travelers.**

Traveler's Rapid Inspection (SENTRI) for travel across the U.S./Mexico land border.

The United States and the government of Canada have partnered on the NEXUS and FAST programs so that applicants must be approved by both countries. Program participants receive expedited processing into Canada through either of these programs. As of January 2007, the U.S. government approved the NEXUS card in lieu of a passport for United States and Canadian citizens traveling by air between the U.S. and Canada.

The Canada Border Services Agency and CBP have developed a process to share a single application, single fee collection, and joint enrollment centers to offer efficient processing of applications by both countries for prospective applicants.

## APPLYING

The application process for trusted traveler programs is twofold. First, travelers submit a written application that contains their name, date of birth, address, employment, and vehicle information. This information is queried against customs, immigration, criminal, intelligence, and terrorist databases to make sure that applicants can demonstrate clear compliance with laws and regulations. If an applicant has any criminal record, past violations, or is under investigation by a

government entity, they are generally denied entry into the program.

Once an applicant passes the first level of review, they are invited to an enrollment center where they will be interviewed by a CBP officer, and if applicable, a CBSA officer. At the center, the applicant will have their identity/travel documentation validated, their picture taken, and their biometrics collected.



All applicants must submit electronic fingerprints to be queried against criminal and immigration databases. Applicants using the NEXUS air program will also have their iris captured in order to use the NEXUS air kiosk.

## FASTER INSPECTIONS

Each participant in the program is issued a membership card embedded with a radio frequency identification chip. The passive RFID chip—no power source necessary—does not contain any personal information. Rather, it contains only a unique file number that is read on crossing the land border from Mexico or Canada. (The cards can be read from

several feet away at a reader that is placed in front of the CBP booth.) The file number corresponds to a database file that includes a photograph of the traveler and is stored in the CBP secure internal network. It is queued up for the CBP officer to review a few moments before the traveler arrives for inspection.

Because these travelers are pre-screened and can be readily identified by a CBP officer upon arrival, their processing can be expedited: Generally inspections in the trusted traveler lane last only six to eight seconds as opposed to 20-30 seconds in a normal lane. The trusted traveler programs also offer dedicated and exclusive lanes for members to use, thereby offering even more efficient processing. All of the major U.S. land border crossings on the Mexico



and Canada borders have dedicated lanes for the trusted traveler programs. Expansion will continue to additional locations.

## STREAMLINED PROCESSING

To efficiently manage enrollment processing, CBP has developed a Global Enrollment System that processes and stores the application data for participants.





Photo by Gerald L. Nino

The GES database has allowed CBP to network all of the programs into a single trusted traveler system, and is vital to the electronic integration between the U.S. and Canada.

When the trusted traveler programs were first developed, they were based upon standalone

Mich., can also use the NEXUS program thousands of miles away in Vancouver, Canada just by filing a single application and going through a single enrollment process.

CBP has also recently developed an Internet-based application for the SENTRI

year, the online application will also process electronic fee collection, and be expanded to the NEXUS program.

#### **SPEEDING UP THE PROCESS**

Automation of the application process for trusted travelers has allowed CBP to process

#### **THE FUTURE**

In addition to the NEXUS program, CBP is also developing a trusted traveler program for international air passengers for travel outside of the U.S. and Canada. The program will be based upon fingerprint biometrics and a self-service kiosk for routine immigration, customs, and agriculture processing.

There are also plans to expand this program outside of North America with nations that have similar programs. Several European and Asian countries have expressed interest in developing joint trusted traveler initiatives with the United States.

■ By John Wagner

## **Currently, CBP has more than 320,000 travelers enrolled in trusted traveler programs.**

databases, manual processing of applications, and re-keying of data several times. GES has allowed data to be entered a single time, shared electronically between the U.S. and Canada. This has allowed CBP to “recognize” a trusted traveler participant at any CBP location. The result is that a NEXUS member who enrolled at the land border in Detroit,

program. Applicants can now sign into a secure web site, and send their application data electronically to CBP. Approval notifications are also done electronically, as well as appointment scheduling at the enrollment center for interviewing. Applicants can also check the status of their application online. Later this

applications more efficiently and accurately. The prevalent backlogs that used to accompany the paper-based process for trusted traveler programs in busier locations no longer exist. Applications are now approved in a matter of weeks, instead of months. CBP will continue to refine this process to allow for even greater efficiency.

# Doing business with CBP in a new age



Photo by Robert B. Cole

**Riding the waves of change: ACE expansion means that truck carriers will have the ability to maintain their own ACE accounts.**

**G**lobal business is increasingly conducted with the point of a mouse and the tap of a fingertip. The business world has been marching steadily toward a paperless environment for decades. Now, U.S. Customs and Border Protection is on the move toward greater efficiency, increased automation, and an account-based approach to government that promises to facilitate trade while enhancing the security of the global supply chain. New entry summary, accounts and revenue capabilities added to the Automated Commercial Environment will mark the beginning of a dramatic change in the way CBP and the

global trade community do business.

ACE is the commercial trade processing system being developed to facilitate legitimate trade while strengthening border security. It is one of the largest information technology initiatives taking place in the U.S. government today. ACE is quickly becoming an integral part of business life, and will eventually be the primary trade processing system used by CBP.

#### **GREATER EFFICIENCY**

Currently, 30-50 percent of CBP entries require paper. Through the consolidation and integration that will come

with the expansion of ACE account-based processing, CBP will simplify its operations, re-evaluate business needs, and reduce or eliminate redundant requirements which will significantly decrease the amount of paper required. Millions of pages of paper and the time and expense it takes to process and store that paper could be eliminated, providing substantial savings and increased efficiency for CBP, the trade community, and participating government agencies.

#### **TIMING**

The expansion of ACE to include entry summary,

accounts and revenue capabilities will occur in phases. While there are immediate benefits for the trade community, the initial capabilities primarily lay the foundation for future features that will redefine and increasingly automate the way CBP conducts business. For example, initial capabilities allow for the electronic storage of licenses, permits, and certificates within ACE. Future enhancements will build on this new capability, ultimately automating the process of checking an import against an existing license — resulting in a less manual, more paperless process.

**SELF-MAINTENANCE OF ACCOUNTS**

The first phase of capabilities also sets the stage for greater account-based processing by expanding ACE access to virtually every entity doing business with CBP. Part of this expansion includes providing truck carriers the ability to maintain their own ACE accounts. With the truck driver's information already in ACE, companies who file electronic manifests for shipments driven by that carrier will be able to pull up information from the driver's account and use it to pre-populate the required driver information fields on the manifest. Pre-populating this information eliminates the need to manually re-enter that driver's data for each manifest — resulting in fewer opportunities for mistakes, and potentially decreasing the amount of time that driver spends at the border. Truck carriers may also assign account creation and maintenance to a service provider, broker, or importer.

**DATA MAINTENANCE ONLINE**

Another immediate benefit is the ability for ACE account holders to maintain their CBP data online, without the use of paper forms. Importers and brokers can use ACE to file and update the information required of them in order to do business with CBP. Importers can submit and update their importer identification record (the CBP form 5106) online via the ACE Secure Data Portal, a customized, secure Web site for authorized users that connects CBP, the trade community, and participating government

agencies by providing a single, centralized, on-line access point for communications and information. The Automated Broker Interface option will remain for filers. Brokers can view and update their CBP data directly through ACE. For example, with this delivery of capabilities, brokers with ACE portal accounts will be able to file their triennial status report with CBP online, eliminating the time it takes to submit and process paper forms.

**NO MORE MULTIPLE IDS**

Under phase one, ACE users no longer need to maintain multiple user identification numbers and passwords to access multiple ACE accounts. This is a huge benefit for brokers, who previously had to log out of ACE, then log back in with a different user ID and password in order to move between client's ACE accounts. ACE users will also gain cross-account access that will allow the account owner and account owner designees to view the entire account structure, and view relationships between subsidiaries. Users can also run reports that focus on the overall import performance of the account or on a segment of that account.

With this initial phase of capabilities available in ACE, the stage is set. As CBP continues to expand ACE and build on these initial capabilities, the days of moving and storing tons of paper will give way to a new age.

*For more information, visit <http://www.cbp.gov/modernization>, or e-mail CBP.CSPO@dhs.gov. ■ By Louis Samenink*

# C-TPAT strengthens ability to manage supply chain: survey

Customs-Trade Partnership Against Terrorism members remain firmly committed to the program, according to the results of a survey conducted by the University of Virginia. Under C-TPAT, members sign an agreement to work with Customs and Border Protection to protect the supply chain, identify security gaps and implement specific security measures and best practices.

The survey was conducted at the request of CBP to gather the impressions of C-TPAT partners regarding the value, benefits and costs associated with membership in the program.

Significant findings revealed the following:

- The vast majority (81.3%) of members indicated that their ability to assess and manage supply chain risk had been strengthened as a result of joining C-TPAT.
- More than half (56.8%) of the members indicated that C-TPAT benefits either outweighed the costs or were about the same.
- The minimum security criteria were generally viewed as very or somewhat easy to implement across the various sectors.

“It is clear that members consider C-TPAT valuable on several levels, including

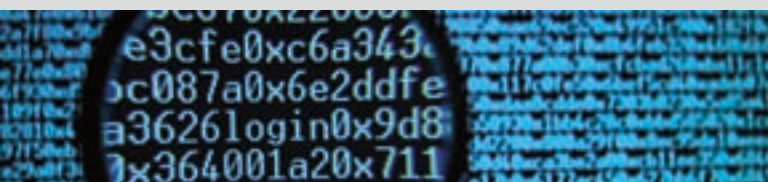
reducing disruptions to their supply chains and having a direct link with CBP,” said C-TPAT Director Bradd Skinner. “We will carefully consider these findings in an effort to make the program even better.”

The survey was provided to all 6,000 C-TPAT certified members and designed so that

**More than half (56%) of the members indicated that C-TPAT benefits either outweighed the costs or were about the same.**

responses could be provided anonymously. More than 1,700 companies participated; of those, more than half were U.S. importers.

■ By Dannielle Blumenthal



## First-ever Harlequin beetle captured in Port of Miami

**C**BP Officer Carlos Rochas was clearing the vessel M/V Seaboard Victory, which had arrived at the Miami Seaport from Honduras, when he noticed a large beetle crawling around in the hold.

The beetle was taken to a U.S. Department of Agriculture lab where scientists there identified it as *Acrocinus Longimanus*, more commonly known as the Giant Harlequin Beetle. They also verified that it was the first time the pest was intercepted in the United States since the USDA national data base came into being in 1984.

If the beetle had entered the United States, it could have presented a threat to agriculture. Although the feeding habits of the specific pest are poorly known, other long-horned beetles attack and kill mango and cashew trees by burrowing into trunks and branches, causing branch breakage, dieback and eventually death.



**Above: *Acrocinus Longimanus*, commonly known as Harlequin beetle.**

This beetle is considered a serious pest. It is native to Central and South America, from Mexico to the northern region of Argentina. Florida is the number one producer of mangoes in the

United States and more than 80 percent of Florida mango production occurs in Miami-Dade County.

“The interception of this significant pest demonstrates the

critical nature of the CBP mission to protect trade and commerce, including domestic agriculture,” said Harold E. Woodward, director of field operations, Miami Field Office. ■ **By Elysa Cross**

## Agriculture specialist stops fruit fly infestation

### *Saves potentially billions of dollars for U.S. economy*

**R**ecently, Port Everglades CBP Agriculture Specialist Linda Hulse targeted a container of mangoes arriving from Haiti for examination. During the exam, Hulse intercepted an exotic fruit fly in the shipment, which had been pre-cleared at a hot water treatment facility in Haiti. As a result of Hulse’s interception, all mangoes from that facility were rejected by the United States Department of Agriculture until the pre-clearance program staff could conduct a thorough investigation into the incident.

Several weeks later, Hulse again targeted containers of

**The USDA estimates that losses attributed to exotic fruit flies becoming established in this country would be in the billions of dollars.**

mangoes arriving from Haiti for examination and again intercepted fruit fly larvae on them. (This time, they had been treated at different hot water treatment facilities.) As a direct result of her actions, all shipments of pre-cleared mangoes from Haiti were refused entry into the United States for a period of time.

Hulse is very familiar with the detrimental effect of

an exotic fruit fly infestation in the United States. Prior to reporting in Port Everglades as an agriculture specialist in 2005, she worked as a plant health, protection and quarantine (PPQ) technician in the USDA’s Fruit Fly Detection Program in Orlando, Fla. for seven years. There, she helped establish a high density trapping program after a Mediterranean fruit fly outbreak in Florida.

The USDA estimates that losses attributed to exotic fruit flies becoming established in this country would be in the billions of dollars. Consumer prices for fruits and vegetables would increase and backyard garden crops would be affected. Thanks to the swift actions of Agriculture Specialist Hulse, such an infestation did not occur. ■ **By Jose LaTorre and Jacquelyn Slater-Kanaley**

# Service

## WE ARE AMERICA'S FRONTLINE

A CBP Laboratory technician uses ultraviolet light to reveal things invisible to the naked eye.



Photo by James R. Tourtelotte



CBP

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

# Officers beat the clock

*Teamwork, speed lead to arrest of dragging death suspect*



**C**BP Officer Stephanie Watson arrived for work June 5 at Ft. Lauderdale International Airport as she has done for more than four years. The office was abuzz processing an 8.63-pound cocaine seizure.

Immigration and Customs Enforcement Agent Dave Villanucci was in the passenger analysis unit office on the phone with fellow ICE agent and liaison to the Broward County Sheriff's Office Loni Fogash, discussing a recent vehicular homicide case that the local police department was investigating.

When Watson walked in, Villanucci ended his call and relayed the gruesome details of a horrific traffic incident that Broward detectives were investigating. The incident resulted in the dragging death of Sandra Hall of Ft. Lauderdale two days earlier, June 3.

After a minor fender bender in which a minivan crashed into the rear of the Cadillac that Hall was riding in, the driver of the minivan, Abdelaziz Hamze, attempted to flee the scene. As Hamze fled, Hall stepped in front of Hamze's minivan to block

his departure and confront him about crashing into the car she and her fiancé were riding in.

Hall was subsequently hit and dragged, underneath the minivan, along State Road 7 in Ft. Lauderdale, at speeds in excess of 70 miles per hour and for a distance of approximately two miles. As result of this incident, local police now considered Hamze a serious threat to public safety.

Villanucci explained that detectives knew the driver of the minivan to be Abdelaziz Hamze and they thought he might be trying to leave the country. Villanucci asked Watson if she would look for flight reservations Hamze might have made in an effort to leave the United States.

## THE CHASE

4:14 p.m.: Watson found a reservation record for Hamze that placed him onboard a Delta Airlines Flight 132 departing from JFK Airport in New York, bound for Athens, Greece. The flight was scheduled to depart from JFK in six minutes.

With the clock ticking, Watson immediately called

CBP officers at JFK in an effort to have Hamze stopped at the gate. Meanwhile, Villanucci contacted the Federal Aviation Administration and requested a hold on any aircraft clearances for flights departing in the immediate future. Watson also called the JFK Port Authority Police to request their assistance in apprehending Hamze.

With all of the appropriate agencies contacted, Villanucci and Watson were cautious yet encouraged about the possibility of reaching the plane and went back to processing the cocaine seizure.

## NEWS TRAVELS FAST

4:20 p.m.: The phone calls began coming in. "Awesome success" was the message. Thanks to team work and information sharing between the Broward County Sheriff's Office, U.S. Immigration and Customs Enforcement, U.S. Customs and Border Protection, the New York/New Jersey Port Authority

Police, and the Federal Aviation Administration, Hamze had been intercepted and arrested to await extradition back to Ft. Lauderdale. The fast-acting law enforcement team had successfully prevented Hamze's departure, and officers at JFK had taken Hamze off the plane. Within an hour of this news, local media and Internet news providers were lauding the quick thinking and quick action.

"The whole experience was just a normal day at work, a great normal day," Officer Watson said. "In less than five minutes we coordinated an effort to intercept a murderer 1,300 miles away. It's days like this that remind me how much I love being a CBP officer," she said after fellow employees commended her and Villanucci on a job well done.

The Broward State Attorney's Office filed second-degree murder charges against Hamze. In addition, Hamze faces three additional counts of vehicular homicide, leaving the scene of an accident involving death and leaving the scene of an accident involving property damage. ■ **By Zachary Mann**



## The heart of a champion

Watching CBP Officer Kevin Ansley working in the Anti-Terrorism Contraband Enforcement Team at the Nogales, Ariz. port of entry, you'd never know that underneath his tough exterior beats the heart of a champion athlete.

Ansley grew up in Live Oak, a small town in central Florida. Going to high school, he always thought he was fast, but never realized quite how fast. Then one memorable day in 1991, he surprised both the world of track and field and himself, by setting a state record in the 400 meter with a blinding 46.9 second finish.

Ansley joined the National High School Track Club in Florida and soon became regarded as one of the top sprinters in the country. During this time it has been said that Ansley became a household name in Florida any time track and field came up in conversation. He later received a full scholarship to Florida State University for track and field. Once there, he was quickly elected team captain.

One title sought by all college athletes is the title of All-American, a title Ansley earned three times. While attending FSU, he competed against some of the best athletes in the world, including U.S. Olympians Butch Reynolds, a gold medalist on the 1988 4x400 meter relay team and gold medalist Michael Johnson, putting him in a league with internationally renowned athletes.

Ansley has represented CBP in the last four International Police and Fire Games, competing against athletes from various law enforcement and fire departments from all over the United States. Never losing a race, he's competed in the 50 meter, 100 meter, 200 meter, and 400 meter events, winning 40 gold medals. The Arizona Police Athletic Foundation definitely knows who U.S. Customs and Border Protection is, thanks to Ansley's performance.

Ansley continues to train hard and hopes to represent CBP in national and international competitions. His dream is to compete in the 2008 Olympics in China. ■ By Brian D. Levin



Photo by Brian D. Levin

★ CBP Officer Kevin Ansley, a member of the Anti-Terrorism Contraband Enforcement Team at the Nogales, Ariz. port of entry, is a multi-gold-medalist in track and field has represented CBP at the last four International Police and Fire Games.

## EPA honors CBP employees

Recently, the Environmental Protection Agency held its Annual National Honors Awards Ceremony in the historic Warner Theater in Washington, D.C. This EPA event honors the significant contributions and accomplishments made by the more than 17,000 EPA employees across the country, including their headquarters offices in Washington, D.C., 10 regional offices, and more than a dozen specialized laboratories.

The year's ceremony was especially noteworthy since the EPA chose to recognize four employees of CBP as part of the

**This initiative was started some years ago between EPA and the legacy U.S. Customs Service with the purpose of improving the quality of regulatory compliance and enforcement of environmental laws for imported merchandise at our nation's borders.**

“EPA/Customs Initiative.” This initiative was started some years ago between EPA and the legacy U.S. Customs Service with the purpose of improving the quality of regulatory compliance and enforcement of environmental laws for imported merchandise at our nation's borders. This effort continued through the transition to CBP and is still more active than ever. The CBP personnel were honored as part of a team effort which also included several EPA employees from their major operational entities. The EPA Silver Medal for Superior Service was awarded to these CBP employees:

- Michael Craig, Chief, Other Government Agency Branch, Office of International Trade
- Howard Duchan, Program Officer, Other Government Agency Branch, Office of International Trade
- Cathy Saucedo, Director, Special Enforcement Division, Office of International Trade
- Stephen Schorr, Chief, Cargo Control Branch, Office of Field Operations

This particular award was presented to recognize the accomplishments achieved by this EPA/CBP team in both the improvement of current environmental compliance, and for furtherance of EPA's goals for effective use of the International Trade Data System in concert with CBP's Automated Commercial Environment. ■

## Operation Streamline innovator wins award

Recently, Special Operations Supervisor Philip N. Calk was presented with an “Excellence in Border Security Initiatives” award at the Global Border Security Conference in San Antonio, Tex. for developing the concept and implementation of Operation Streamline in the Del Rio sector that began in 2005.

Operation Streamline requires the building of partnerships both within and outside DHS to end “catch and release” and establish a prosecutorial “zero tolerance zone” for any undocumented migrant that enters into the United States illegally. This “zero tolerance zone” adds an additional layer of deterrence to illegal entrants by criminally convicting these individuals for violations of laws. In other words, undocumented immigrants are charged with illegal entry and prosecuted rather than simply being allowed to return to Mexico.

Operation Streamline involves a multitude of entities within the Del Rio sector including: the Western District of Texas Judiciary; the U.S. Marshals Service; the U.S. Attorney's Office; the CBP Office of Chief Counsel; Immigration and Customs Enforcement, Deportation and Removal Operations; and the Executive Office of Immigration Review. “Operation Streamline is absolutely about good partnership with other departments, federal and local. It is about working together to overcome whatever operational obstacles stand in the way of getting the job done,” says Calk.

Initiated as a 90-day pilot program in the Del Rio sector, Operation Streamline targeted an area of 4.93 border miles.



**Special Operations Supervisor Philip N. Calk.**

Today, it has grown into a full-time sector initiative that encompasses a total of 210 border miles and has expanded to include an area covering in excess of 5,800 square miles. By the end of fiscal year 2006, Del Rio sector's apprehensions had decreased 37 percent from the previous year.

The successes of Operation Streamline continue. Fiscal Year 2007 apprehensions decreased an additional 56 percent. All indicators seem to foretell that this decrease will be sustained.

Due to the effectiveness of the program in Del Rio, the concept is being expanded into other sectors. “Streamline worked because of the dedication of the people who are in the field. Day in and day out they step up to the challenge and really deserve the credit for making it work,” says Calk, minimizing his role in the effort. However, Philip Calk continues to serve as the primary, driving force necessary to maintain the forward momentum achieved with Operation Streamline. For that, Calk is an outstanding representative of the CBP Border Patrol. ■ **By Dean Sinclair**



## Border Patrol agents earn bravery and heroism awards



Photo by James L. Tourtelotte

★ Border Patrol Search, Trauma and Rescue Team members execute a difficult rescue in the extreme conditions of a Texas desert.

Six CBP Border Patrol Agents were recently named Federal Law Enforcement Officer Association Bravery and Heroism Award winners.

Supervisory Border Patrol Agents Jeremy Schappell and Humberto Martinez, from the Border Patrol's Yuma sector, as well as Senior Patrol Agent Michael Nigro, from the Border Patrol's Rio Grande Valley sector, were recognized for bravery stemming from a March 2006 encounter that left a criminal illegal alien dead.

During the encounter, the three agents, who are part of the Border Patrol's national Special Response Team, were conducting a counter-bandit operation known as Brigand Snare when they faced imminent danger by several

individuals stalking them in total darkness. An individual closed to within a few yards of the agents' position and began yelling at them before firing a gun in their direction. The agents returned fire, killing the gunman, who was later identified as a known "border bandit."

Senior Patrol Agents William Hoekema and John Adkisson, also from the Yuma sector and part of the sector's Border Patrol Search, Trauma and Rescue (BORSTAR) Team, were recognized for heroism stemming from a May 2006 incident in which their actions resulted in saving the life of a fellow agent.

Agents Hoekema and Adkisson responded to a request for assistance in locating the agent, who had

gone missing after several hours while tracking a group of suspected illegal aliens in the remote desert west of Ajo, Ariz. They found the missing agent, who was severely dehydrated and suffering from hypothermia, and quickly administered life-saving first aid before transporting him to the hospital for additional treatment.

Border Patrol Agent Michael Norton, also of the Yuma sector, received an honorable mention for heroism for his actions stemming from a September 2006 encounter with an illegal alien who nearly drowned in a canal.

While conducting patrols near San Luis, Ariz., Norton heard someone yelling for help. He responded and located the distressed man in the canal.

Norton attempted to rescue the man by himself, but was unsuccessful. Another agent responded to assist and Norton was able to lean into the water to pull the man to safety.

"The actions of these individuals embody what the Border Patrol is all about," said Yuma sector's Chief Patrol Agent Paul Beeson. "We are first and foremost defenders of our nation's borders, and we will make the tough choices when ours or others' lives are placed in danger. But we are also human beings, and in some cases enforcement actions quickly become rescue operations, so we have to switch roles. I'm extremely proud of these individuals for their displays of courage under difficult conditions." ■ By Albert Bosco



Photo by James Tournebise

★ An overhead view of Ground Zero at the World Trade Center in New York.

## CBP leaders, employees gather to remember 9/11

September 11, 2001—a day we will never forget. Six years later, CBP employees, led by Deputy Commissioner Jayson Ahern, gathered to somberly reflect on the events of that terrible day and to thank the heroes who put themselves in harm’s way to save the lives of others.

The ceremony was a joint effort with the Environmental Protection Agency, United States Agency for International Development, General Services Administration, Immigration and Customs Enforcement, the Federal Protection Service and the Woodrow Wilson International Center for Scholars.

“Words fall short of remembering that day,” said Ahern. “It is a day which now defines the greatest challenge for

the new America: the challenge of global terrorism.”

With the sound of bagpipes in the distance, the audience reflected on the significance of 9/11. “It was important for me today to be with others,” said Hilary Dawson, assistant to the executive director of the Secure Border Initiative, “and to be reminded that the work we do daily at CBP honors those who perished and those who showed tremendous sacrifice through their unselfish heroic actions.”

In a letter to employees, Commissioner Basham stated, “The men and women of CBP understand in a very personal way that America is still very much a target for the terrorists. And in many ways, the work we do every day in our airports and seaports, in desolate mountains and deserts, in the skies and on our



Photo by Charles Casarosi

★ CBP officers and agents pay tribute to fellow fallen employees during a Law Enforcement memorial service in Washington D.C.

waterways, is a living memorial to the victims of 9/11.”

Ahern urged employees to remain vigilant against potential future attacks. “This is the reality of our job every minute of every day... We

continue to protect our borders and work closely with our partners to ensure we have done everything humanly possible to protect America and American citizens,” he said. ■ **By Dannielle Blumenthal**

# IN MEMORIAM



**In honor of CBP  
employees who have  
died in the line of duty**



**James P. Epling 2003**

**Travis Attaway 2004**

**George DeBates 2004**

**Jeremy Wilson 2004**

**Nicholas D. Greenig 2006**

**David N. Webb 2006**

**Julio E. Baray 2007**

**Eric Cabral 2007**

**Richard Goldstein 2007**

**Ramon Nevarez, Jr. 2007**

**Robert Smith 2007**

**Clint B. Thrasher 2007**

**David J. Tourscher 2007**

**Luis A. Aguilar 2008**





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You are smart, agile and ready to protect this country. United States Customs and Border Protection is now hiring CBP officers, Border Patrol agents, CBP agriculture specialists and Air Interdiction officers. For more information on these and all other career opportunities, visit [www.cbp.gov/careers](http://www.cbp.gov/careers). Together we'll determine whether you truly are mission focused.



**U.S. Customs and  
Border Protection**  
**Mission focused.**  
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