



The Deployment Support Center, based at headquarters, opened Sept. 27 in advance of ENGAGE! and COACH! training, which will begin rolling out Oct. 6. The Center's staff provides instructor and backfill support, and guidance on lodging and facility logistics. Pictured are Dan Scheeringa, transportation security manager, Minneapolis-St. Paul International, and Susan Kester, expert security training Instructor, Salt Lake City International. [Read more.](#)

Photo by Jeremy Trujillo



- [Evolution Deployment Support Center Opens Ahead of ENGAGE! and COACH! Training](#)
- [The 3 Cs of Security](#)

News

- [TSA's Overseas Security Network Protects International Passengers and Cargo](#)
- [Airports Earn Top Marks in Condé Nast's Annual Poll](#)
- [In Senior Leadership Program Employee Coordinates Security at Democratic Convention](#)
- [Security Essay Competition](#)

Column

- [How Ombudsman Measures, Uses Client Feedback](#)

Experiences

- Check out the new story from [California](#), [Texas](#), [Alaska and Colorado](#).

News

Evolution Deployment Support Center Opens Ahead of ENGAGE! and COACH! Training

From the Office of Strategic Communications/Public Affairs



The ENGAGE! and COACH! Deployment Support Center (DSC) was launched Sept. 27 in anticipation of the roll out of ENGAGE! and COACH! training, which begins next week

for some airports.

"We're here to make things run smoothly for the field and training," said Terrill Coggins, supervisory TSO, Seattle-Tacoma International Airport. Coggins is detailed to headquarters as the DSC staff coordination lead. The DSC is "a place where the field can connect, be supported and be heard," said Coggins.

The DSC supports facilitators, training coordinators and other stakeholders, and it is equipped to answer questions concerning logistics and provide instructor and backfill support. The topic areas the DSC supports include:

- Travel and lodging;
- Training facilities;
- Training kits and supplies;
- Web form for ordering training supplies;
- Technical support; and
- ENGAGE! and COACH! curriculum questions.

In addition to fielding questions, the DSC will be reaching out to airports for feedback on the training and deployment.

The center will be staffed 20 hours a day, 4 a.m. – 12 a.m., seven days a week. During the remaining four hours, calls will be forwarded to DSC staff members' cell phones.

For more details, TSA employees can visit the internal [Evolution SharePoint site](#) and click on the "Training Deployment Support Center (DSC)" button or call them directly at 1 (888) 518-2412.

The 3 Cs of Security

Key Messages From the ENGAGE! Training Manual

Create Calm

- In a calm environment, it is easier to spot anomalies and deter threats. Working in a chaotic environment can trigger strong emotions. At the moment their emotions are triggered, officers have a decision to make. They can go into "fight or flight" mode or they can step back, check emotions, and create calm.



Critical Thinking

- To stay ahead of the terrorists, officers need to use critical thinking as part of their decision-making process. That process involves four key stages: See, Feel,

Think, and Do. Officers observe a situation, interpret it through their feelings, think through the right decision, and take action.

Command Presence

- Having a command presence sends a signal to potential terrorists that they are up against a hard target. Command presence does not mean intimidating passengers, but rather treating passengers with respect and presenting yourself as an authority figure.

Airports Earn Top Marks in Condé Nast's Annual Poll

By Tina Burke, stakeholder and customer service manager, Oregon

For the third consecutive year, Oregon's Portland International Airport was chosen as the overall best U.S. airport in Conde' Nast Traveler magazine's annual poll of business travelers. The recognition noted that at Portland 28 solar panels have been added to the canopy between the terminal and the parking garage, and restaurants there collect used oil and grease so it can be converted to biodiesel.

Rounding out the poll's top three U.S. airports are Ronald Reagan Washington National and Tampa International, second and third respectively. Reagan National received the highest rating (49.8) in the perceived safety/security category.



TSO Stephen Candia, with BDO Maritza Ramos, at Portland International Airport. *Photo by Tina Burke*

U.S. airports were rated based on several criteria including location/access, ease of connections, customs/baggage, food/shops/amenities, comfort/design, and perceived safety/security. "Winning Best U.S. Airport three years in a row is an amazing accomplishment for Portland," said Oregon FSD Mike Irwin. "I am extremely proud of our officers, who take great pride in providing the highest level of security while ensuring a positive passenger experience."

Tampa FSD Gary Milano called the award "a great honor" that "recognizes the hard work, professionalism and dedication of the TSO workforce in Tampa."

At Reagan National, FSD Karen Burke credited officers and staff. "It also represents our persistent challenge and goal to assure that the public confidence, affirmed by this poll, continues to be well-placed and earned at Reagan National," she said.

In Senior Leadership Program Employee Coordinates Security at Democratic Convention

By Carrie Harmon, Office of Strategic Communications/Public Affairs



James Scott makes a vulnerability assessment presentation at Denver International Airport in advance of the DNC. *Photo by Susan Heidrick*

When James Scott arrived at Denver International Airport on a nine-week detail as part of TSA's Senior Leadership Development Program (SLDP2), a challenging assignment soon unfolded: planning coordinator of TSA security operations for the 2008 Democratic National Convention (DNC).

"I learned that if you want to get some experience in a leadership role and cover as many core competencies as you can, this was the perfect detail," he said.

The SLDP2 is designed to meet future leadership needs. Scott, in the program since August 2007, is division deputy

chief of the Office of Security Assessments, Office of Law Enforcement/Federal Air Marshal Service (OLE/FAMS) at headquarters. The 12-18-month program includes enhancing core competencies that TSA wants all leaders to master, such as planning and evaluating, strategic thinking, influencing and negotiating, team building and creativity and innovation.

Besides heading up development and implementation of TSA's overall security operations for the DNC, Scott analyzed and coordinated the after-action report.

He had to ensure that all components of the plan were coordinated – from Visible Intermodal Prevention and Response operations to regulatory functions to venue screening – and that TSA Denver had resources to implement the best possible security for the DNC by conjoining logistics and finance and administration.

In so doing he interacted with all local TSA entities, including FSD and management staff, bomb appraisal and behavior detection officers, security inspectors, TSOs and canine teams. He also worked with airport operations, Denver Airport Police, other federal law enforcement agencies, TSA Office of Security Operations and OLE/FAMS, and Office of Security Services and Assessments.

"From my perspective, things went very smoothly and we kept pretty close to the plan, with some minor deviations," said Scott. "We definitely accomplished our mission, and teamwork deserved the most credit."

Scott said the best part of the detail was working with Denver FSD Dave Bassett and FAMS Special Agent in Charge Tony Hedges and their staffs. "It was the best

experience I've ever had at an airport," he said. "The down side is that it was hard to be away from my family for that long."

Scott's participation in the SLDP2 has also included a week-long shadowing detail at the Freedom Center and a 30-day detail to the Office of Inspection. "This program has helped me to not only develop my own leadership skills, but has given me a better understanding of the breadth and depth of our operations here at TSA," he said. "I look forward to whatever is in store for me next."

Security Essay Competition

The Center for Homeland Defense and Security is sponsoring an essay contest open to all TSA employees.

The objectives of homeland security are to prevent terrorist attacks within the U.S., reduce America's vulnerability to terrorism, and minimize the damage and recover from attacks that occur. The purpose of this competition is to promote innovative thinking that addresses these objectives.

The deadline is Jan. 9, 2009. For submission guidelines and additional information, visit <https://www.chds.us/?contests/essay>.

Column

How Ombudsman Measures, Uses Client Feedback

By Joyce DeMoss, Ombudsman



"Thank you for contacting the Office of the Ombudsman. Before you go, would you be interested in participating in a Customer Satisfaction Survey to rate the services provided by this office? I'll gladly explain the process." Many of you may have heard that from someone on the

ombudsman's staff within the past year.

First started as a telephone survey on July 1, 2007, it expanded to include an online option in January 2008. The telephone survey takes two to three minutes to complete and the online version offers a comments section. All responses are anonymous and no record is kept of the client's personal information. In fact, when connected by phone, the client is transferred to an automated operator for the survey. The office encourages all to participate so more will be learned about how to improve its processes and services.

Since inception, 1,600 surveys have been completed. For fiscal 2008, the results through August are impressive. With the maximum positive response being five points, here are scores for survey statements:

Survey Statement	Cumulative Results Oct. 1, 2007 – Aug. 31,
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	2008
It was easy to make contact with an Office of the Ombudsman staff member.	4.52
The ombudsman addressed the full range of issues and concerns I raised.	4.57
I felt satisfied with the results.	4.27
I am willing to use the Office of the Ombudsman again or recommend the office to others.	4.57
My overall experience with the Office of the Ombudsman was favorable.	4.52

Survey results have driven our performance metrics higher – ombudsman staff return more than 90 percent of employee calls within 24 hours and more than 70 percent are returned on the same day. Also, with the collection of as much information as possible, staff work hard to address the full range of issues and concerns coming from a TSA employee.

These survey results confirm that TSA employees want easy access, speedy responses and helpful options. And, while not every person contacting the office gets all the desired results, employees recognize good service versus favorable outcomes. If you find it necessary to contact the ombudsman, please take a moment to participate in the survey to tell us what you think of our service.

The Office of the Ombudsman is TSA's designated resource for confidential, informal, neutral and independent workplace problem resolution assistance. For help with any type of workplace issue, please call 1-877-266-2837 or send us an e-mail at TSA.Ombudsman@dhs.gov.

Kudos & Clips

An Exercise in Security at 150 Railroad Stations

By Matthew L. Wald, The New York Times, Sept. 26, 2008

Amtrak and the Transportation Security Administration deployed officers from about 100 local police departments to 150 train stations in 13 states and the District of Columbia during the morning rush on Tuesday in a drill to familiarize law enforcement personnel with the rail system and to practice working together. An Amtrak spokesman said some travelers were asked for identification and some were told to open their bags for inspection. [Read more.](#)

Waukesha Professor has Plan for Security at Small Airports

By Scott Williams, Milwaukee Journal Sentinel, Sept. 28, 2008

Everyone knows that the terrorists who struck on Sept. 11, 2001, commandeered passenger jets from two of the nation's busiest commercial airports. [Read more.](#)

Power to the People AND the Government: The Value of New Media in Public Service

By Paul Greenberg, InsideCRM, Sept. 29, 2008

Few institutions inspire as strong emotional reactions as government. Intense loyalty or deep aversion has often characterized how individuals feel about the government in power. Even though many people's positions can be interpreted as partisan, the most important relationships are not partisan ones, but institutional ones. What that means is that while some partisan acrimony can always be expected, much more dangerous is when the public loses trust in the institutions of government. [Read more.](#)

Experience

TSO Goes 'Green'

By Anna M. Peralta, master TSO, Coordination Center, Sacramento (Calif.) International Airport



Photo of Jeff Driver

TSO Jeff Driver of Arcata-Eureka Airport in McKinleyville, Calif., is energy efficient, whether at home or on the road.

In 2004 he installed solar panels in his house in Arcata, Calif. "I'm still connected to the power grid, but the excess power that I make during the day goes back into the grid and my electric meter goes backwards," he said.

He said that he is on a "time of use meter," which means that during peak time, noon till 6 p.m. on the weekday, he is charged 30 cents a kilowatt (kw) and during off-peak time is only

charged 9 cents kw.

"I make more power than I use in the spring, summer and fall," he said. "In the last three years I've paid less than \$100 a year for my electricity."

Driver purchased a 2005 Chrysler GEM last July. The vehicle is 100 percent electric and goes 25-35 miles per hour, with a range of about 30 miles per charge. It takes up to eight hours to charge, with six large deep cycle gel batteries under the seat and the back panel.

TSA Canine Breeding and Development Center Recognizes Volunteers

By Diana L. Thomas, program specialist, TSA Canine Breeding and Development Center



Volunteer Grace Matcek
with puppy Gilly.
Photo by Lynda Johnson

TSA's Canine Breeding and Development Center – otherwise known as the Puppy Program – recognized its volunteers during its fifth annual picnic Sept. 6.

The center, located at Lackland Air Force Base, San Antonio, selectively breeds, whelps and raises puppies for the National Explosives Detection Canine Team Program.

Volunteers included Grace Matcek and her family. They adopted Gilly, a black labrador named after Laura Gilly, who lost her life in the World Trade Center on Sept. 11, 2001. The Matcek family heard about the program from a friend who had participated. "We're very honored to do our part," Matcek said.

Jim O'Shea, a retired Army command sergeant major, has raised six pups since first volunteering in 2002. Bart, the first pup he raised, is assigned to Chicago O'Hare. "It's a privilege to be a part of this amazing program over the years," O'Shea said, "And I look forward to my next pup."

The program's continued success depends upon its volunteers. They are responsible for the socialization, health and welfare of the pups they foster. Residents of the Austin and San Antonio areas who would like information on becoming a part of this great program may go to http://www.tsa.gov/lawenforcement/programs/puppy_program.shtm or contact the staff at (210) 671-1624.

Officers Team Up with Secret Service at Political Rallies



Photo by Dawn Baptist

Working with the U.S. Secret Service, TSA officers at Alaska's Fairbanks International Airport screened approximately 3,500 people for a rally welcoming home state governor and Republican vice-presidential candidate Sarah Palin on Sept. 10. It was Palin's first visit to Alaska since being nominated. With only a day's notice, the team set up an eight-lane checkpoint outside the terminal. Pictured, from top left, Supervisory TSO Rick Payan (wanding), two Secret Service agents, TSO Lisa Rivera (in blue jacket), TSO Chris Way, and Behavior Detection Officer Jason

Hollingsworth. Not pictured are Lead TSOs Wanda Kokeok and Jericho Tyler, TSOs Alissa Robinson, Alfred Zonzel and Jonathan Jachim, and Behavior Detection Officer Dave Cate.

Twenty-five officers from Colorado's Pueblo Memorial and Colorado Springs Municipal airports assisted the U.S. Secret Service with screening approximately 13,000 people at a campaign rally for senator and Democratic presidential candidate Barack Obama at the Colorado State Fairgrounds in Pueblo on Sept. 15, 2008. Six lanes were set up at the entrance. The Secret Service worked the walk-through metal detectors and hand-held metal detectors, and performed pat-downs, as TSA officers conducted personal property searches. Pictured is Lead TSO Sam Romero.



Workforce

Vigilance Leads to Discovery of Hidden Weapon ([Read More.](#))

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