



The Race to Secure Your Next Major Event



Presented by
Michael Van Buskirk
Special Agent in Charge
Protective Liaison Division
Bureau of Diplomatic Security
U.S. Department of State

vanbuskirkmj@state.gov





Race To Secure Your Next Major Event



Introduction

◆ The Race to Secure your Next Major Event

◆ Completing Your Security Plan

- Technology Utilized and lessons learned

- Diplomatic Security Service Case Studies

- ◆ OAS General Assembly Ft. Lauderdale Fl 2005

- ◆ Annapolis Mid East Peace Conference 2007 –
Interagency Coordination Center

- ◆ UNGA - Evolution of Technical Tools

- ◆ Olympics – Use of imagery products

- ◆ Ongoing Events – Dissemination of Information





Race To Secure Your Next Major Event Case Study



Organization of American States-General Assembly Ft. Lauderdale, Fl. June 2005

Credentials

- OAS Domain
 - Official delegation credentials
 - Press / media
- DSS All Others
 - Public Safety
 - Host /Organizers
 - Vendors / Employees
- Ideal plan to complete electronically prior via JPEG and e-mail or disk
 - completed many prior to event and picked up in batches
 - electronic capabilities became overburdened due to volume
 - resulted in manual issuance for many and last minute rush
- Co-located DSS and OAS Credential center outside of secure zone
 - Dept of State loaned ID station and software for compatibility



Race To Secure Your Next Major Event



OAS – General Assembly cont'

Credential Issuance Lessons Learned

- Thousands of valid requests were authorized however, thousand more requested on standby/contingency need only
- Strictly limit number of credentials to be issued
- Firm due date for submission of applications
- Security name checks time consuming
- Require justification for all applications (no souvenirs or maybes)
- Vendors –reject all attempts to submit entire employee roster
- Include a full time member of organizing group in Credential process
- Ideal concept of electronic application in 2005 slightly ahead of time. E-mail size capabilities were not sufficient for jpegs size and number. 2009 technology much better equipped
- *Application of lessons learned for credentialing (2007 Annapolis Mideast Peace talks. DS issued thousands in single day).*





Race To Secure Your Next Major Event



Case Study The Annapolis Conference Annapolis, Maryland 2007



- One day event, high-level conference on the Middle East peace process
 - (official announcement delay retarded planning)
- US Naval Academy Annapolis November 2007 (30 Miles from WDC – lodging in DC)
- Hundreds of officials representing more than 50 nations
 - US President George Bush and Secretary of State Condoleezza Rice;
 - Foreign ministers of the G-8 and Arab League nations;
 - Prime Minister, Foreign Minister, and Defense Minister of Israel;
 - President, Foreign Minister and Defense Minister of the Palestinian Authority
- Designated a Level 2 event by DHS, the second highest security rating for an event
 - Level 2 requires a federal coordinator to manage the many agencies involved
 - DSS was appointed as Lead Law Enforcement Agency.
 - Coordinated all security planning
 - transportation of protectees perimeter, internal controls, credentialing,
 - EOD, Emergency Response, Evacuation, (water and land) , CBRN issues , air support



Race To Secure Your Next Major Event



The Annapolis Conference cont'

• Interagency Command Center (located away from event with Credential Ctr.)

- Monitor s and coordinates the execution of planning and coordination
- Principal Federal Official on site (DS and DHS)
- All law enforcement, security, military, public safety co-located
- Computer line access provided to laptops / phone line
- Individual agencies communication systems utilized
- Specialist commanders on site (CAT, CS, PI, HAZMAT)
- Large Screen Event Monitor for incident dissemination
- Technical and real time support ideally on site



• Lessons Learned

- Argue forcefully for release of notional information to local Authorities (to avoid rumors)
 - Public Affairs of lead agency should communicate frequently with Local PAOs
- Avoid redundant representation within ICC (space limited – 1 rep per agency)
 - Specialists can co-locate with other experts (e.g. EOD, HAZMAT, CAT/SWAT)
- Selection of ICC space must be priority (Annapolis ICC was in Stadium Press box due to delay in planning window –workable but not ideal for more than 24 hrs.)
- Key federal agencies should have at least 2 senior officers trained as PFO by DHS
- ICC Coordinator from lead agency give frequent verbal updates, rumor control etc
- Computer /phone/commo technicians should be dedicated to ICC and not shared
- Common Communication net or dedicated channel to all agencies (being initiated by Washington State Task Force for Vancouver Olympics on US side of border)
- Specialist commanders on site (CAT, CS, PI, HAZMAT)
- Individual computer display of incidents in addition to main Event Monitor for incident dissemination



Race To Secure Your Next Major Event



Case Study

DS Protective Operations UN General Assembly - NY (Annually)

- Annual convention of world leaders and ministers in NY for UNGA Opening
- US Secret Service 50+ heads of state/govt.
- DSS 50+ foreign ministers and non- HOS/HOG
 - Two prong planning focus
 - Major responsibility for life/death, safety/welfare of visiting officials
 - Huge logistical, manpower intensive operation
- Technical improvements slowly integrated over time
 - Operational level equipment (alarms, WTMD, comms, cell phones)
 - Support level administrative tools (typewriters, word processors, PC, laptops, software)
- Never quite caught up to needs of individual agents until 1990s
 - Increased funding levels to anticipate availability of new or state of the art tools.
- cannot replace human expertise in protection of life but can enhance agent and support personnel ability to adjudicate overload of information



Race To Secure Your Next Major Event



UN GENERAL ASSEMBLY - NY cont'

- Lessons learned (examples of technical improvements over decades)
 - Operational
 - Cumbersome sporadic mobile radios replaced by hard installed radios in vehicles (70s)
 - Mobile alarm and CCTV systems for temporary installation (90s)
 - Open net radios replaced by crypto secure communication (80s)
 - Mobile Walk thru Metal Detectors to assure safety and serve as deterrent (90s)
 - Mobile phone vast improvement over delayed or no telephonic land line contact (90s)
 - Blackberry allows remote messaging (00s)
 - GPS Tracking in vehicles and agent radios provides constant real time location (00s)
 - Video feed during protective detail movements to Command Center (00s)
 - Administrative
 - Electric typewriters replaced by mobile word processors (70s)
 - Compact mobile copy machines for temporary Command/Operations center (80s)
 - FAX machines for instantaneous relay of documents (80s)
 - Desk top Personal computers to network Command center operations (90s)
 - Updated software for ease of information production i.e. WORD, EXCEL, PowerPoint (90s)
 - Electronic e-mail capability for instantaneous correspondence or dissemination of information (90s)
 - Electronic input to event monitor for CP to maintain record log and accountability of incidents (00s)
 - Web Site access (SharePoint) for all participants to obtain relevant up to date information (00s) eliminates the need for extensive telephonic notifications or time consuming questions
- Summary
 - Key to technological improvements was and is the vision to maintain funding levels
 - Streamlining the complex logistical and administrative demands permits easier focus on the Primary Mission – Safety and Welfare of protected officials.



Race To Secure Your Next Major Event

CASE STUDY



Mapping_Products at Olympic Games

Past Practices

- Tourist maps, hand drawn or computer aided sketches
 - No consistency among personnel or between field and Command Ctr,
 - subject to inaccuracies , incorrect scale
 - No specific reference information accessible.
 - Flat dimension lacks line of site - no sense of scale or impediments
 - Inefficient use of time for individual agents to prepare

Lessons Learned

- DS explored alternative within the USG formal interagency group
 - Found commercial open net as well as proprietary USG products and services
 - For field agents desired product was simple but comprehensive, mobile, unclassified
 - For planners and Ops Ctrs – products visually conducive to briefing uninitiated
 - tailored to mutually identified needs of all USG planning elements and agencies
 - E.g. Security personnel as well as Corporate and Citizen Services, Public Affairs etc

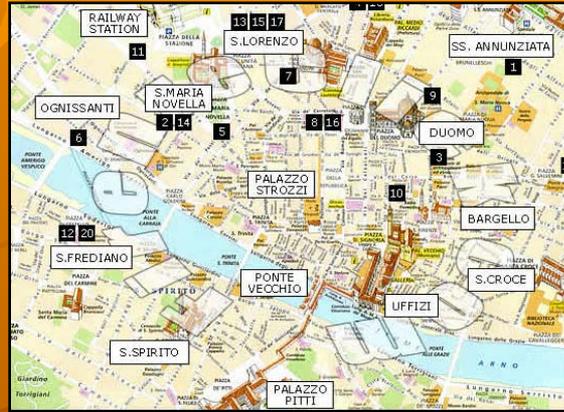
Implementation

- Standard Practice
 - Field Agents issued booklets with aerial photo and map overviews of event city identifying all venues, medical and emergency info, transportation routes, key points of interest
 - An array of mission tailored 3D terrain maps and poster size imagery utilized for all events

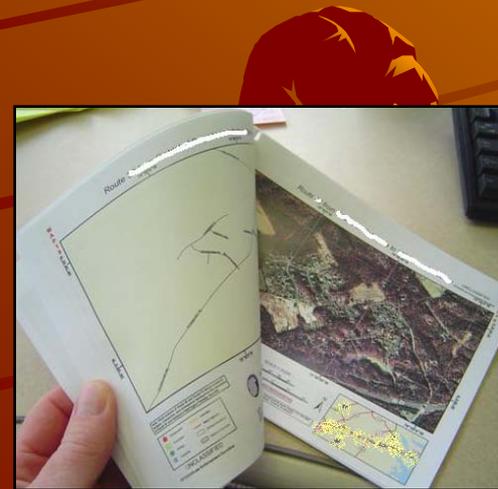


Race To Secure Your Next Major Event

Mapping_Products at Olympic Games cont'



THEN



NOW



Race To Secure Your Next Major Event



Case Study

Ongoing Events Information Dissemination

- Major Events are routinely manpower intensive
 - DSS historically 50-800 personnel from numerous locations to one site
- Administration and logistics are immense
 - When/Where, travel, lodging, assignment, transportation, equipment, contacts, etc
 - Planners have thorough knowledge of the event and specific issues
 - Operational Field agents are injected late in process with little notice
 - Planners must articulate many bits of information to scores of personnel
 - Several time zone changes between event site and US – hours are crossed
- Past Practice
 - Message sent to supervisors to notify and request telephonic contact to planning office.
 - Assigned individual makes contact and is given basic information on reporting
 - Produces volumes of questions and inquiries and special needs –potential confusion
 - Many individuals out of duty station on another temporary assignment
 - Message not passed timely or at all
 - Individual located and informed at last minute
 - Essential time wasted on repeated explanations
 - Misinformation, rumor and misunderstanding becomes rampant



Race To Secure Your Next Major Event



- **Latest Dissemination Practice**

- Central Web page accessible to all personnel listing all events and sub categories
- Can be password accessed from personal computers world wide
- Email notification to all tasked agents to check web site for assigned event
- Web site is self explanatory
- SharePoint allows certain planners to edit but is read only for the masses
- ALL pertinent and contact information listed for personnel to digest at own pace
- More efficiently responsive to large audience – less room for errors
- Provides clear consistent instruction
- Can be referred to frequently as needed for clarification
- No potential or excuses for missed instructions



THEN

and

NOW

DS Home | About DS | Net Home | FAQ | Help | DoS Links

BUREAU OF DIPLOMATIC SECURITY
U.S. DEPARTMENT OF STATE

CAREERS | TRAINING | BUREAU NEWS | DS FORMS | ORG CHART | DS APPLICATIONS | NEW HIRE INFORMATION

RSS / DQ / P / MECU / PASCO

Menu

- [Mission Plan](#)
The Mission and Strategic Goals of the PASCO
- [TRYs](#)
Information for TRYs who will be providing security during the Pan American Games
- [Links](#)

Pan American Security Coordination Office
(DS/P/MECU/PASCO)

Contact Info

Pan American Security Coordinator
U. S. Consulate General
Rio de Janeiro, Brazil
Phone: +55 (21) 3823 2249
Fax: +55 (21) 3823 2256

Rio de Janeiro
2007
pan American Games

This site is managed by the Bureau of Diplomatic Security, U.S. Department of State. External links to other Internet sites should not be construed as an endorsement of the views contained therein. Please contact us at dscenter@state.gov to report errors or technical difficulties. Portions of this site may require third-party plug-ins. For information on obtaining the plug-ins see supported [plug-ins](#). [Privacy Policy and Disclaimer](#)

Questions?

Thank you



Presented by
Michael Van Buskirk
Special Agent in Charge
Protective Liaison Division
Bureau of Diplomatic Security
U.S. Department of State
vanbuskirkmj@state.gov

Visit our website at <http://www.state.gov/m/ds/>