



## ANNUAL REPORT

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**UNITED STATES SECRET SERVICE**  
**U.S. DEPARTMENT OF HOMELAND SECURITY**



USSS | ANNUAL REPORT | 2016

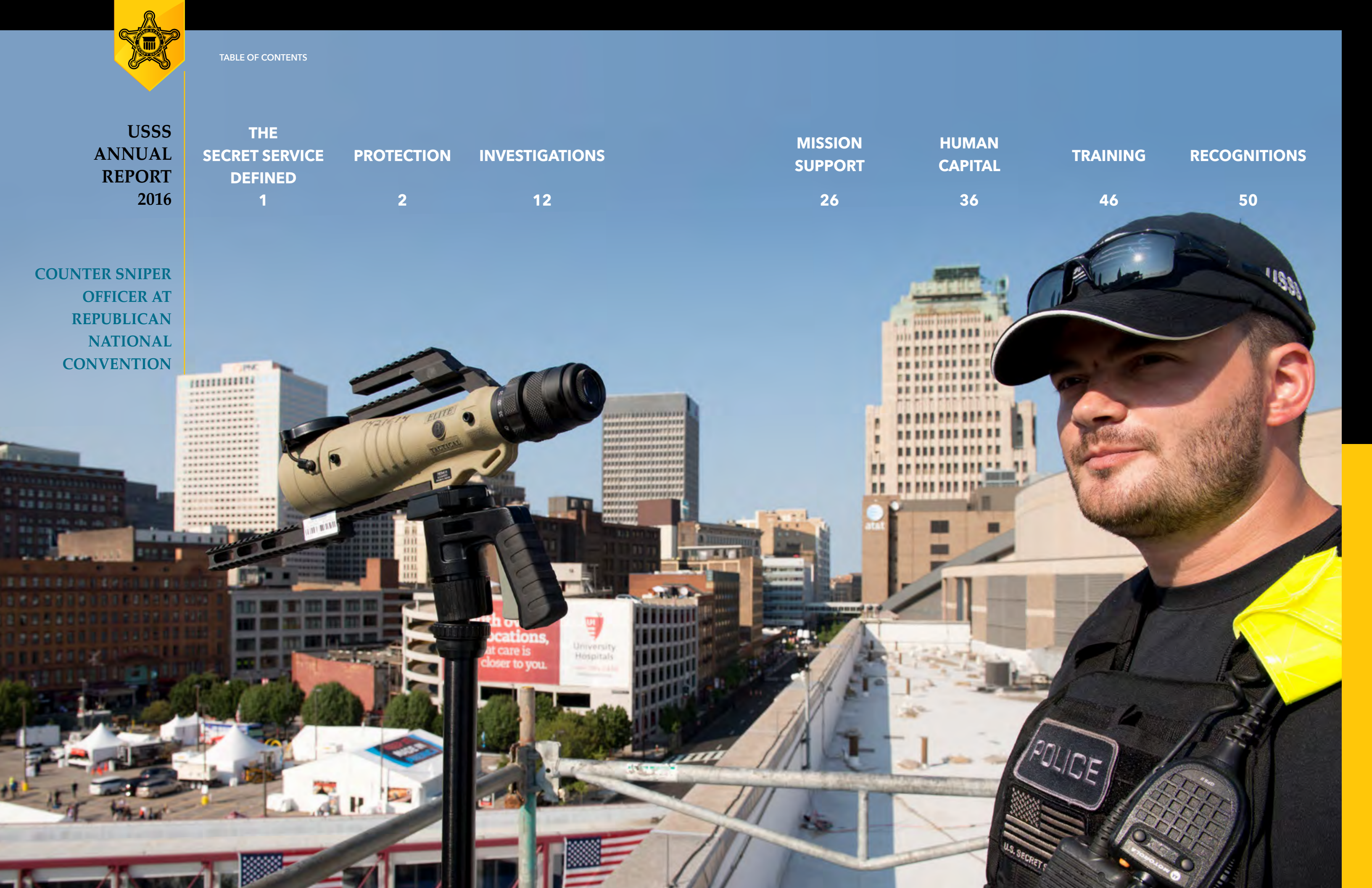


TABLE OF CONTENTS

**USSS  
ANNUAL  
REPORT  
2016**

COUNTER SNIPER  
OFFICER AT  
REPUBLICAN  
NATIONAL  
CONVENTION

<b>THE SECRET SERVICE DEFINED</b>	<b>PROTECTION</b>	<b>INVESTIGATIONS</b>	<b>MISSION SUPPORT</b>	<b>HUMAN CAPITAL</b>	<b>TRAINING</b>	<b>RECOGNITIONS</b>
1	2	12	26	36	46	50





## MESSAGE FROM THE DIRECTOR

An excerpt from the Department of Homeland Security's "Review of the United States Secret Service Protective and Investigative Missions" reads as follows,

**"... it is the combined strength of the integrated mission that makes the USSS the world's foremost leader in protection."**

The U.S. Secret Service is recognized the world over as a premier law enforcement organization. That reputation has been earned through sacrifice and hard work, words that have been the hallmark of 2016. The year was filled with many challenging and unprecedented demands - a rigorous Presidential Campaign; the Democratic and Republican National Conventions; the Presidential Debates; and, the 71st Session of the United Nations General Assembly.

The U.S. Secret Service's integrated mission was also demanding to protect the nation's financial systems in 2016. As you will see throughout this report, the Secret Service made significant accomplishments in suppressing counterfeit currency plants and thwarting criminal enterprises in cyber crime and identity theft. The year's successful conviction of a top-tier cybercriminal (Roman Seleznev) and the largest netting counterfeit raids (Operation SUNSET) in Lima, Peru are but two such examples.

The members of the U.S. Secret Service are committed to serving this nation by ensuring the success of the agency's integrated mission. On behalf of these distinguished men and women, I am pleased to present the 2016 Annual Report.

*R. D. Allen*



## THE SECRET SERVICE DEFINED

### MISSION

The mission of the Secret Service is to ensure the safety and security of the President, the Vice President, their families, the White House, the Vice President's Residence, national and visiting world leaders, former United States Presidents and events of national significance. The Secret Service also protects the integrity of our currency and investigates crimes against our national financial system committed by criminals around the world and in cyberspace.

### VISION

The vision of the Secret Service is to uphold the tradition of excellence in its protective and investigative mission through a dedicated, highly trained and diverse workforce that promotes professionalism and employs advanced technologies in support of its programs and activities.

### VALUES

Each point of the Secret Service Star represents one of the agency's five core values: duty, justice, courage, honesty and loyalty. These values, and the Secret Service motto, "Worthy of Trust and Confidence," resonate with each man and woman who has sworn the oath to uphold them.





PROTECTION IS THE FOCUS IN 2016

The Secret Service is recognized throughout the world for the physical protection it provides to the nation's highest elected leaders, visiting foreign dignitaries, facilities and major events. In order to ensure a secure environment for protectees, the Secret Service integrates a variety of innovative and cutting edge technologies and maintains a highly skilled and motivated workforce.

Using advanced countermeasures, the Secret Service executes security operations that prevent, deter, mitigate and decisively respond to identified threats and vulnerabilities. Specialized resources within the Secret Service enhance the protective environment including: the Airspace Security Branch; the Counter Sniper Team; the Emergency Response Team; the Counter Surveillance Unit; the Counter Assault Team; the Hazardous Agent Mitigation and Medical Emergency Response Team and the Magnetometer Operations Unit. Other specialized resources also serve to provide protection from threats, including chemical, biological, radiological and nuclear materials and explosive devices.

Today, the Secret Service protects:

- The President, the Vice President and their immediate families;
- Former Presidents, their spouses and children under 16 years of age;
- Former Vice Presidents, their spouses and children under 16 years of age, for a period of not more than six months after the former Vice President leaves office;
- Visiting heads of foreign states or governments and their spouses;
- Distinguished foreign visitors to the United States;
- Official representatives of the United States performing special missions abroad, as directed by the President;
- Major Presidential and Vice Presidential candidates, their spouses, and children;
- Other individuals as designated by the President; and
- National Special Security Events.

CAMPAIGN RALLY SITE AT THE RNC, CLEVELAND, OHIO





SPECIAL AGENTS WORK A ROPELINE WITH THE PRESIDENT

### Protective Accomplishments

*In FY 2016, the Secret Service:*

- Met established protective performance measures by achieving a 100 percent success rate in safe arrivals and departures by Secret Service protectees;
- Provided protection during 5,427 travel stops for domestic protectees and 2,673 travel stops for visiting foreign dignitaries. These numbers represent the largest number of Protective stops in one year in the history of the Secret Service by 735 visits.
- Provided protection for 60 Presidential and Vice Presidential foreign trips;
- Coordinated protective measures for visits of 1440 foreign heads of state/heads of government and spouses to the United States;
- Successfully coordinated the historic United Nations General Assembly (UNGA) 71 National Special Security Event (NSSE) in New York City, which included the protection of 132 visiting heads of state/heads of government and 70 spouses;
- Successfully coordinated NSSE events in Washington D.C., New York, New York and Philadelphia, Pennsylvania (Democratic National Convention) and Cleveland, Ohio (Republican National Convention)
- Implemented security plans for the IMF/World Bank 2016 Spring Meeting in Washington, D.C, which included protective detail staffing for multiple visiting foreign heads of state/heads of government and the U.S. Treasury Secretary;
- Provide Protection for 3 Presidential Candidates and Spouse; as well as 2 Vice Presidential Candidates and Spouse during the 2016 Presidential Campaign. The Candidates combined for 2,736 stops with approximately 4 million people were processed through magnetometers at these events.
- Screened 990,152 pieces of mail (letters, flats and parcels) at the White House Mail Screening Facility;
- X-rayed 164,288 items and escorted 2,271 vehicle deliveries to the White House Complex;
- Provided protection for former presidents and spouses for a combined total of 1,055 stops and 1,685 calendar days.
- Continued its program to develop new technologies, including the Presidential Limousine program, to provide the latest security enhancements for the President and other protectees;
- Uniformed Division officers completed more than 1,714 magnetometer/X-ray operations assignments, and screened more than 5,150,599 members of the public. The number of public screened represents the largest number of people every screened in one year in the history of the Secret Service by 1,187,272.
- Seized approximately 33,563 weapons at magnetometer checkpoints.

UNIFORMED DIVISION OFFICERS WORK MAGNETOMETERS AT THE REPUBLICAN NATIONAL CONVENTION





## National Special Security Events

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

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

*In FY 2016, the Secret Service successfully secured five NSSEs that are highlighted here:*

### *State of the Union Address, January 20, 2016*

- Provided protective details for the President and Mrs. Obama, the Vice President and Mrs. Biden and designated Administration officials; and
- Coordinated the development of a comprehensive security plan to protect those in attendance, including the majority of the nation's leadership from the executive, legislative and judicial branches of government.

### *Nuclear Summit, Washington, DC, March 2016*

- Staffed Protective Details for 34 Foreign Heads of State/Heads of Government and 10 Spouses

### *2016 Republican National Convention, Cleveland, Ohio, July 18-22*

- Provided protective details for Republican Presidential Candidate Donald J. Trump and Mrs. Trump, Republican Vice Presidential Candidate Michael Pence and Mrs. Pence.
- Coordinated the development of a comprehensive security plan to protect those in attendance, including the majority of the nation's leadership from the executive, legislative and judicial branches of government.

### *2016 Democratic National Convention, Philadelphia, Pennsylvania, July 25-28*

- Provided protective details for the President and Mrs. Obama, the Vice President and Mrs. Biden and designated Administration Officials; Democratic Presidential Candidate Hillary Clinton and Former President Clinton.
- Coordinated the development of a comprehensive security plan to protect those in attendance, including the majority of the nation's leadership from the executive, legislative and judicial branches of government.

### *71th United Nations General Assembly, New York, New York, September 13 - 26, 2016*

- Staffed Protective Details for 132 Foreign Heads of State/Heads of Government and 70 Spouses; and
- Developed and executed comprehensive security plans for the United Nations (UN) Complex, in conjunction with federal, state and local partners to include the New York Police Department (NYPD) and the UN Department of Safety and Security.



### RNC COORDINATOR BRIEFS SECRETARY JOHNSON AND DIRECTOR CLANCY

### SPECIAL AGENT STANDING POST AT THE RNC





SPECIAL AGENTS  
PERFORM  
PROTECTION AT  
AIRPORT SITES

Protectee Foreign Travel

In FY 2016, Secret Service protectees participated in 8,580 domestic and foreign stops, including 480 visits to foreign locations and U.S. Territories. In all, Secret Service foreign offices, under the Office of Investigations, conducted protective security advances and provided other protection-related support for 363 foreign stops. Highlights include:

Presidential Trips

Havana, Cuba .....	3/20 - 22/2016
Buenos Ares, Argentina .....	3/23 - 24/2016
Saudi Arabia .....	4/20 - 21/2016
London, England.....	4/21 - 24/2016
Hannover, Germany.....	4/24 - 25/2016
Hanoi, Vietnam .....	5/23 - 24/2016
Ho Chi Minh, Vietnam.....	5/24 - 25/2016
Ise Shima, Japan .....	5/25 - 27/2016
Hiroshima, Japan .....	5/27/2016
Ottawa, Canada.....	6/29/2016
Warsaw, Poland .....	7/8 - 9/2016
Seville, Spain .....	7/9 - 10/2016
Rota, Spain .....	7/10/2016
Madrid, Spain .....	7/10 - 11/2016
Hangzhou, China .....	9/3 - 5/2016
Vientaine, Laos .....	9/5 - 8/2016
Luang Prabang, Laos .....	9/7/2016
Athens, Greece.....	11/15 - 16/2016
Berlin, Germany .....	11/16 - 18/2016
Lima, Peru.....	11/18 - 20/2016

Vice Presidential Trips

Davos, Switzerland.....	1/18 - 12/2016
Istanbul, Turkey .....	1/21 - 23/2016
Tel Aviv, Israel .....	3/6 - 12/2016
Abu Dhabi, United Arab Emirates .....	3/7 - 8/2016
Jerusalem, Israel .....	3/8 - 10/2016
Amman, Jordan.....	3/10 - 11/2016
Dublin, Ireland.....	6/21 - 22/2016
County of Mayo, Ireland.....	6/22 - 23/2016
Dublin, Ireland.....	6/23 - 26/2016
Melbourne, Australia .....	7/16 - 18/2016
Sydney, Australia .....	7/18 - 20/2016
Auckland, New Zealand .....	7/20 - 21/2016
Belgrade, Serbia .....	8/16/2016
Pristina, Kosovo .....	8/16 - 17/2016
Riga, Latvia.....	8/23 - 24/2016
Stockholm, Sweden .....	8/24 - 25/2016

In addition to foreign travel by the President and Vice President, former Presidents made 61 foreign trips. Secret Service international field offices and protective divisions assisted with these visits, some of which are listed below.

Former President George W. Bush

Incheon, So Korea.....	10/07 - 09/2015
Seoul, So Korea .....	05/16 - 17/2016
Tokyo, Japan.....	05/17 - 18/2016

Former President Clinton

Tel Aviv, Israel .....	10/28 - 11/1/2015
El Salvador, El Salvador.....	11/7 - 9/2015
Panama City, Panama .....	11/9 - 10/2015
Lima, Peru.....	11/10 - 11/2015
Brasilia, Brazil.....	11/11 - 12/2015
Toronto, Canada.....	11/16/2015
Punta, Cana, Dominican Republic.....	12/30/2015 - 1/2/2016
Tel Aviv, Israel .....	9/28 - 30/2016

Former President Carter

London, England.....	2/1 - 4/2016
Ibera and Resistencia, Argentina .....	2/21 - 26/2016
London, England.....	5/7 - 12/2016







## Protective Initiatives

### White House Mail Screening Facility (WHMSF) / Remote Delivery Branch (RDB)

- The Secret Service's White House Mail Screening Facility (WHMSF) screens all mail, parcels and special gifts destined for the White House Complex and Secret Service offices in the Washington, D.C. area. Security personnel and well-trained technical specialists work in a custom designed facility and utilize strict protocols and specialized detectors to screen the mail for potentially hazardous substances, ensuring the safety and security of the President, First Family and other high-level government officials.
- The WHMSF houses secure and monitored mail screening areas, chemical and biological laboratories, a forensic laboratory and management offices. The Secret Service oversees the chemical, biological, radiological, explosives detection and air monitoring for potential hazards to ensure the safety of workers and building occupants; maintains daily oversight of laboratory chemical and biological analysis to ensure mail is cleared for release and analysis is accurate and defensible; and undertakes research and development efforts related to mail security screening and lab detection technologies to maintain analysis capabilities and address evolving threats.
- Installed and validated 12 of 24 custom work enclosures (fume hoods).
- Began planning initiatives to screen mail for President and Vice President Elect along with Presidential Transition mail.
- Transitioned to new instruments to detect DNA and RNA from biological threat agents and contamination from positive control material.
- The Remote Delivery Branch coordinates with the Uniformed Division, Federal Protective Service and the Executive Office of the President to screen all parcels and vehicle deliveries to the White House Complex.
- Currently, SSD is working to consolidate all vehicle screening locations to a single location. The operations at the 12th & C Street (DHS/FPS Screening Facility) and the 15th & E Street (White House Complex) locations will be consolidated to SSD/Remote Delivery Branch on Joint Base Anacostia-Bolling.

### Personnel Screening Canine (PSC) Program

- The general explosive detection canine program provides support to include explosive detection sweeps of structures, vehicles, materials, and areas used or occupied by protectees. The Secret Service initiated the Personnel Screening Canine (PSC) program to counter the threat of human borne explosives entering a protected site. The program has been operational since January of 2012 at the White House Complex where it is used to screen guests entering for appointments, tours and special events. In FY2016, the PSC program screened approximately 593,967 guests entering the White House Complex.

### Emergency Response Team (ERT) Canine Program

- The mission of the Emergency Response Team (ERT) is to provide the White House and other authorized locations with middle perimeter compound security, by initiating a coordinated, tactical response to external penetrations. In June 2003, ERT was augmented with Tactical K9 Units. These ERT K9 teams provide 24-hour coverage at the White House and other locations, conduct sweeps and respond to penetrations to assist in suspect apprehension.
- ERT Tactical Canine Teams used to deploy from a minivan platform upon a threat notification. After the September 2014 penetration, the RTC Canine Training Unit started looking for new platforms with the goal of decreasing deployment time while increasing handler and canine visual contact with the threat. The selected option was a Tahoe with a kennel insert which allows the canine to exit the driver side door with the handler in a one-step deployment, significantly reducing the deployment time. In FY16 twenty-three (23) brand new Tahoes were placed in service. The new Tahoe deployment platform reduces the deployment time by 75%.
- SR-16 Rifle Rail lights were procured for ERT Tactical Canine teams to enhance target acquisition, increase visibility and enhance tactical response in low light situations
- Updated Night Vision Goggles (NVGs) were procured to enhance operations in low light/no light environments at the White House Complex and for protective travel.

### Armored Vehicle Program

- The Secret Service Armored Vehicle Program continues to provide secure, reliable ground transportation for all USSS protectees as required. The program strives to integrate both protective and automotive enhancements to provide vehicles with advanced protection as well as operational functionality.
- The Next Generation Limousine (NGL) Program was initiated in FY13 to develop a new platform to replace the existing Presidential limousine at the conclusion of its life cycle. The program is currently in the final phase of a four phase process to develop the new platform. Phase One designed, developed, and tested the protective elements. Phase Two designed and developed an automotive system to integrate the Phase One design. Phase Three provides testing and validation of the overall platform with Phase Four utilizing all the previous data for Next Generation Limousine production. Phase Four was awarded in FY16 as a five year contract.
- In FY16, the Secret Service awarded a contract to develop a design that integrates armor into the new body style HD Suburban to continue to meet the ongoing needs of secure transportation for various protectees.
- The United States Secret Service obtained 42 Armored Chevrolet Suburban SUVs from the Department of State. Special Services Division is in the process of updating and retrofitting these vehicles to meet USSS requirements. This effort is ongoing through the original armoring companies and will be completed in FY17.

### White House Complex Major Events

- During FY 2015, there have been more than 95 visits from foreign dignitaries to the White House Complex representing 40 countries, the European Union, African Union, NATO and the United Nations.

### White House Complex Visitor Data

- The statistics represent all visitors processed through the Workers and Visitors Entry System (WAVES) from October 1, 2015 through September 30, 2016.

- Total Visitors - 960,947
- Public Tours - 384, 220 (approximate)
- During FY 2016, the most notable events included:
  - Fall Garden Tours with approximately 23,570 guests;
  - Holiday Open Houses/Receptions with approximately 9,642 guests;
  - Spring Garden Tours with approximately 22,000 guests;
  - State Arrival for the Prime Minister of Canada with 3,357 guests;
  - Nordic State Dinner with 203 guests;
  - State Arrival for the President of Singapore with 1,974 guests;
  - Annual White House Easter Egg Roll with approximately 35,450 guests;
  - Congressional Picnic, which included approximately 1,424 guests;
  - Annual Independence Day Event which included approximately 132 guests; and
  - Trick-or-Treat Halloween Event with approximately 3,284 invited school children and family members.

## UNIFORMED DIVISION EMERGENCY RESPONSE TEAM MEMBER WITH K-9





### RAID TEAM PREPARES TO EXECUTE OPERATIONS PLAN

*In 1865, the Secret Service was created to investigate and prevent counterfeiting. Today, the agency's investigative mission has evolved from enforcing counterfeiting laws to safeguarding the United States' payment and financial systems from a wide range of financial and computer-based crimes. To combat these crimes, the Secret Service has adopted a proactive approach, using advanced technologies and capitalizing on the power of task force partnerships. Today, computer experts, forensic specialists, investigative experts and intelligence analysts provide rapid response and critical information in support of financial analysis, infrastructure protection and criminal investigations.*

The Secret Service has evolved into an agency recognized worldwide for its investigative expertise and its aggressive and innovative approach to the detection, investigation and prevention of financial crimes. Every day, the Secret Service conducts investigations to identify, locate and apprehend individuals and criminal organizations targeting the nation's critical financial infrastructure and payment systems.

*In FY 2016, the agency executed 2,125 arrests across the following case areas:*

- Counterfeiting of U.S. currency;
- Access device fraud (including credit and debit fraud);
- Cyber intrusion;
- Identity crimes;
- Bank fraud;
- Illicit financing operations; and
- Protective Intelligence



## Counterfeit Investigations

The threat of counterfeit currency to the United States' financial system has grown in recent years. Advances in technology, the availability of scanning and printing devices and the adoption of the U.S. dollar by nations as their legal tender have exacerbated the threat. To counter these threats, the Secret Service focuses on strategic international investigations targeting counterfeiters and their distribution networks. The agency has also initiated a comprehensive international forensic counterfeit detection training program for bankers and law enforcement officers overseas.

### FY 2016 Highlights:

- Prevented the circulation of over \$64 million in counterfeit U.S. currency;
  - Arrested 543 criminals as a result of counterfeit investigations; and
  - Suppressed 75 counterfeit manufacturing plants.
- CFT Operations/Counterfeit Forensics Section provided 45 Administrative Officers from around the country with valuable investigative, administrative, and logistical support in furtherance of our collective efforts to deter the distribution of counterfeit currency.

## Significant 2016 Transnational Counterfeit Investigation:

### Project South America

Project South America is the combined oversight of Secret Service vetted anti-counterfeit efforts in Colombia and Peru. The goal of Project South America is to reduce the production, sale and distribution of counterfeit U.S. currency within Colombia and Peru and its export to other countries. Tactics include providing the training, strategy development and infrastructure improvement to foreign law enforcement partners. Since 1986, the Secret Service has recovered approximately \$866 million in South American-produced counterfeit U.S. currency passed and seized globally. In FY 2016, Project South America anti-counterfeit efforts seized \$22.9 million, arrested 102 individuals and suppressed one counterfeit operation.

## COUNTERFEIT SEIZURE IN LIMA, PERU



### Cyber Operations

As a result of the amalgamation of advanced technology and the Internet, both the quantity and sophistication of cybercrimes targeting U.S. financial institutions and critical infrastructure have increased. Today, criminal trends show an increased use of phishing emails, account takeovers, malicious software, hacking attacks and network intrusions resulting in significant data breaches. To protect the nation's financial infrastructure from cyber and financial criminals, the Secret Service has adopted a multi-pronged approach that includes:

- Providing computer-based training to enhance the investigative skills of special agents through the Electronic Crimes Special Agent Program;
- Establishing a Computer Emergency Response Team in coordination with Carnegie Mellon University;
- Maximizing partnerships with international law enforcement counterparts through overseas field offices;
- Providing computer-based training to state and local law enforcement partners to enhance their investigative skills at the National Computer Forensics Institute; and
- Collaborating through an established network of 46 Financial Crimes Task Forces and 39 Electronic Crimes Task Forces.

In FY 2016, the Secret Service made 251 cybercrime arrests and prevented \$558 million in potential loss and \$125 million in actual loss.

### Electronic Crimes Special Agent Program

The Secret Service established the Electronic Crimes Special Agent Program (ECSAP) to provide Special Agents with advanced computer and digital media forensics training. ECSAP training is divided into three tiers: Basic Investigation of Computer and Electronic Crimes; Network Intrusion Responder and Computer Forensics. The program is comprised of 1,914 Special Agents deployed in over 100 offices throughout the world.

In FY 2016, the ECSAP processed approximately 482 Terabytes of data on 2,085 devices.

## COMPUTER HARDWARE EXAMINATION

### FY2016 Highlights:

- ECSAP agents processed approximately 482 Terabytes of data on 2,085 devices.
- Forensic Partnering Reporting (FPR) which includes state and local ECSAP trained personnel conducted 19,629 device exams and processed 3,004.63 Terabytes of data
- Currently have four candidates in the background stage to fill the GS-1801 Network Intrusion Forensic Analyst (NIFA) positions.
- NITRO agents performed the primary means of mitigation in approximately 52% of the 157 network intrusions investigated.
- 43% of network intrusions involved an unauthorized access to a protected system, 41% of the network intrusions involved Malicious Code, 3% involved denial of service attacks, and 13% of the network intrusions involved incidents characterized as other.
- The NITRO program consists of 228 agents in over 70 offices.





### **Cyber Intelligence**

The Cyber Intelligence Section (CIS) serves as the collection point for data generated through cybercrime investigations, open source Internet content and information relating to hacking, identity theft, credit card fraud, bank fraud and computer crimes. The information and coordination provided by CIS plays a critical role in investigating, prosecuting and dismantling domestic and international criminal organizations.

#### **FY 2016 Highlights:**

- Development of an enterprise level national response by the USSS to foster the coordinated targeting of criminal transnational cyber actors in concert with our ECTF's through a proactive and reactive posture based on the nature of the incident.

### **Electronic Crimes Task Forces**

In 1995, the Secret Service created the New York Electronic Crimes Task Force. As a result of its success, Congress mandated the establishment of a national network to prevent detect and investigate electronic crimes, including potential terrorist attacks against critical infrastructure and financial payment systems. Today, the Secret Service's 37 Domestic and two International ECTFs leverage the combined resources of academia, the private sector and local, state and federal law enforcement. These partnerships allow ECTFs to adopt a proactive approach and successfully prevent cyber-attacks before they occur.

### **Financial Investigations**

The Secret Service is recognized worldwide for its investigative expertise and for its aggressive and innovative approach to the detection, investigation and prevention of financial crimes. As payment methods have changed over the years - from coin and paper currency, to checks, credit cards, and now, on-line transactions - the scope of the Secret Service's investigations has expanded. In FY 2016, financial crimes investigations produced 1,107 arrests worldwide and prevented approximately \$2.4 billion in potential loss and more than \$1.1 billion in actual loss to the financial system.

### **Financial Crimes Task Forces**

Financial Crimes Task Forces (FCTFs) combine the resources of the private sector and other law enforcement agencies in an organized effort to combat threats to U.S. financial payment systems and critical infrastructures. In FY 2016, the Secret Service maintained a total of 46 FCTFs located across the country.

### **Mortgage Fraud Investigations**

The Secret Service has been investigating mortgage fraud for more than 15 years. In 2009, President Obama signed into law the Fraud Enforcement and Recovery Act, which highlighted the Secret Service's investigative role in combating this national problem. In FY 2016, the Secret Service closed 37 total mortgage fraud cases.

### **Critical Systems Protection**

The Critical Systems Protection (CSP) Program oversees a systematic audit and technical assessment of the critical infrastructure and utilities that support protective visits, events and venues. CSP assessments identify and evaluate computer networks, process-control systems and remotely controlled devices that impact an operational security plan. The assessments result in a comprehensive situational awareness of the cyber-security environment and a clear understanding of the potential impacts on physical security resulting from cyber-security. The CSP Program is critical to the overall effectiveness of the DHS cyber-security mission and supports the Department's goal of creating a safe, secure and resilient cyber environment.

#### **FY 2016 Highlights:**

- Conducted 263 advances in support of the cyber protective mission.
- Successfully deployed the first full-time, USSS/CSP Liaison in partnership with the Executive Office of the President and the White House Communications Agency. This collaboration directly joins key forces in identifying cyber threats targeting USSS protectees and venues. This effort has enriched the threat information sharing platform and enhanced our cyber-security posture.

## **SPECIAL AGENTS CONDUCT CYBER CRITICAL SYSTEMS PROTECTION PROGRAM ANALYSIS**



- Completed the construction of the CSP Program's 25-seat SCIF that encompasses multiple classified and unclassified voice and data networks. This will allow for full-time analytical assistance from the National Security Agency, a key partner in providing cyber threat attribution. In addition, this support involves the permanent installation of NSANet to facilitate NSA access as well as USSS access to JWICS at a significantly reduced cost compared to other high-side access options.
- Successful collaboration with the Intelligence Community and private sector to support the State of the Union Address, the Nuclear Security Summit, the Tri-State Papal visit, the Republican National Convention, Democratic National Convention, 71st United Nations General Assembly, the three Presidential Debates, and one Vice Presidential Debate.
- Enhanced the CSP Program's Computer Network Defense mission by implementing sensors on a critical network managing energy delivery; thus, allowing the Service to proactively address cyber threats to its protective mission.
- Completion and implementation of a custom-designed network traffic analysis tool was developed in close partnership with DOD components and a Federally Funded Research and Development Center.

### **Mobile Wireless Investigations**

In FY 2016, the Secret Service conducted 704 mobile wireless investigations. The Secret Service deploys this technology, in compliance with applicable requirements for judicial authorization, to assist in the investigative and protective missions and to support local, state and federal partners. Throughout FY2016, 12 special agents received training as part of the Mobile Wireless Investigations Basic Course. To date, there are 97 active mobile wireless trained special agents assigned to teams across 25 domestic field offices.

### **Cell Phone Forensic Program**

The U.S. Secret Service Cell Phone Forensic Facility at the University of Tulsa investigates digital evidence from mobile communications such as cell phones, tablets and GPS devices. In addition to conducting mobile device forensics, the Facility also oversees a proactive research agenda aimed at developing tools, processes and technical solutions for forensic examination.

### **FY 2016 Highlights:**

- 798 field examinations were completed; 40 examinations were completed at the Tulsa Facility (The difficult to examine exhibits are submitted to the Tulsa facility, common issues include damaged and encrypted devices).
- 24 Secret Service and other law enforcement officials completed the advanced cell phone forensics class.
- 17 Secret Service and other law enforcement officials of the New York Electronic Crimes Task Force completed the Advanced Skimming Device Forensics class.

### **National Computer Forensics Institute**

The National Computer Forensics Institute (NCFI) in Hoover, Alabama is the nation's only federally funded training center dedicated to instructing state and local officials in digital and cybercrime investigations. In FY 2016, the NCFI provided training to 1,185 state/local law enforcement officials, prosecutors and judges on current cybercrime trends, investigative methods and prosecutorial challenges.

Since its inception NCFI has trained:

- More than 5,769 state and local officials;
- Police investigators, prosecutors and judges from all 50 states;
- Representatives from nearly 2,000 agencies nationwide.

### **Asset Forfeiture**

The Asset Forfeiture Branch manages the asset forfeiture program and provides guidance and field support in managing administrative, civil, judicial and criminal forfeitures.

Forfeiture is a critical tool in disbanding money laundering, fraud-related crimes, racketeering and other forms of organized criminal activity. In FY 2016, the Secret Service carried out 238 seizures that resulted in the recovery of \$46 million, \$19.2 million returned to victims, \$11.1 million shared with law enforcement, and numerous high impact arrests.

### **Asset Forfeiture and Money Laundering Task Force**

In 2013, the Secret Service created an Asset Forfeiture and Money Laundering Task Force (AFMLTF). The Task Force targets transnational criminal organizations, third-party payment processors and their laundered proceeds. In FY 2016, the AFMLTF sent 30 investigative referrals to domestic field offices that resulted in over \$17.8 million in seizures. Currently, the Asset Forfeiture Branch manages the contract financial investigator program which embeds 11 contractors in Atlanta FO, Detroit FO, Ft Myers RO, Los Angeles FO, Miami FO, Savannah RO and CID respectively.

## CELL PHONE FORENSICS





## FORENSIC SERVICES

*The Forensic Services Division (FSD) is a multi-disciplined forensic program. Its mission is to: provide accurate and timely forensic examinations; offer training and consultation services and meet visual communication requirements to support the mission of the Secret Service. FSD is one of approximately 350 laboratories worldwide accredited by the American Society of Crime Laboratory Directors/Laboratory Accreditation Board. It is the only crime laboratory within the Department of Homeland Security to achieve this accreditation.*



## FSD Laboratory

Supports field investigations by analyzing evidence obtained during investigations, providing crime scene assistance and subject matter expertise during courtroom testimony, writing reports regarding scientific findings and providing training to investigators on forensic analysis and evidence accountability and handling.

## FSD Laboratory Research Section

Coordinates science and technology research related to latent print development, questioned document analysis, image and audio analysis, remote credibility assessment, simulation modeling and tagging, tracking and locating.

## Polygraph Program Branch

The Polygraph Branch utilizes polygraph examinations as a credibility assessment technique to support Secret Service investigative, protective and personnel screening missions. The Polygraph Branch assists federal, state, and local authorities concerning high priority cases related to the National Center for Missing and Exploited Children (NCMEC) and other significant criminal investigations. The polygraph program conducted 2,157 applicant polygraphs in support of the Secret Service hiring initiative. The branch also conducted 249 criminal polygraphs during FY 2016. Some of the significant investigations conducted by the Polygraph Branch for FY 2016 include the following:

**Dallas Field Office:** On January 5, 2015, the Texas Department of Public Safety (TDPS) contacted the United States Secret Service, Dallas Field Office regarding an ongoing capital murder investigation. Investigation by TDPS and the Lamar County Sheriff's Office (LCSO) identified the examinee as a potential suspect. The Lamar County SO responded to an emergency call regarding an elderly female who was found murdered on the back porch of her residence. Further investigation revealed the deceased female had been shot three times. The examinee denied planning, shooting, or participating in the murder and agreed to submit to a polygraph examination. On January 20, 2015, the examinee took the polygraph exam, failed and confessed to assisting with the murder of the elderly woman. The examinee stated that she and her boyfriend drove to

the victim's residence where her boyfriend shot the victim three times and then stole the victim's purse, money, several firearms, ammunition, and the victim's vehicle. Several hours later, both suspects were apprehended in Oklahoma. The examinee and her boyfriend both pled guilty to 1st degree murder on October 18, 2016.

**Oklahoma City Field Office:** On September 29, 2015, a Chickasha, OK detective contacted the USSS Oklahoma City Field Office concerning a sexual abuse of a child investigation he was investigating. The alleged victim was identified as the examinee's daughter. When interviewed by investigators concerning sexual contact with his daughter, the examinee denied the allegation. The examinee voluntarily agreed to submit to a Secret Service polygraph. The examinee failed his polygraph and confessed to sexual acts with his daughter. The examinee pled guilty in October 2016 and was sentenced to 20 years prison & lifetime registration as a sex offender.

**Oklahoma City Field Office:** In November 2015, Homeland Security Investigations requested USSS Oklahoma City polygraph assistance concerning a possession/distribution of a child pornography investigation. The suspect denied downloading pictures and videos containing child pornography. During the USSS polygraph, the examinee confessed to multiple child pornography activities. In summary, the examinee admitted to downloading child pornography on multiple occasions every day for several months. The examinee stated that he used his cell phone to download and upload child pornography. The Examinee was federally charged with Possession/Distribution of Child Pornography.

**Los Angeles Field Office:** In August 2016, USSS Polygraph Examiners from the Los Angeles Field Office assisted the Long Beach Police Department concerning a felony criminal sexual conduct allegation. Specifically, a 14-year old female student alleged that a 28-year old male teacher's aide had enticed her into sexual acts while at Middle School. The teacher's aide denied these allegations and agreed to submit to a polygraph examination. During the USSS polygraph, the teacher's aide confessed to Special Agents that he committed multiple sexual acts with the 14 year old. The teacher's aide was arrested and faces up to 25 years imprisonment.

## FINGERPRINT SPECIALIST PROCESSES EVIDENCE



### Visual Information Branches

Provide a variety of creative and forensic support services to the Secret Service; deploying a unique blend of technologies and expertise in forensic and documentary photography, graphic, web design, geospatial imaging, video, multimedia production, forensic audio/image enhancement, forensic speaker recognition, 3D LiDAR (Light Detection and Ranging) data collection, modeling, animation and simulation.

### Special Projects

#### **Enterprise Evidence Certification and Accreditation**

In 2015, the United States Secret Service invested in certifying evidence specialists in all field office and at Headquarters operations. The training and certification was provided by the International Association for Property And Evidence, Inc. (IAPE) In addition to individual certifications of field office personnel, the Headquarters evidence operations were accredited under the IAPE standards. This certification and accreditation raises the standards for evidence handling with the agency, protects the integrity from evidence collection through the final disposition of evidence. Additionally, the certification process has created a network across all offices to discuss evidence related matters. In 2016, the Washington Field Office achieved evidence vault accreditation as the 1st field office to be accredited with this high standard. A press release was issued in August 2016. Field Office Supervisors are scheduled for training in December 2016 by the IAPE.

#### **National Center for Missing and Exploited Children (NCMEC)**

The Secret Service provides forensic, technical, and investigative support to the NCMEC. As part of this effort, in 1997, the Secret Service established Operation Safe Kids to promote the safety of children by providing parents and guardians with a document containing the child's biographical data, a current photograph, and a set of digitized, inkless fingerprints. In FY 2016, over 2,400 children were fingerprinted and photographed during numerous events. In January 2016, the Forensic Services Division established the "Childhood Smart Program" as an initiative to educate parents and children regarding Internet safety and abduction prevention. The Childhood Smart Program is a joint partnership with the National Center for Missing and Exploited Children (NCMEC), in which the USSS assists NCMEC with their "Kismartz" and "Netsmartz" programs. Since the program's inception, the Secret Service has delivered safety resources to nearly 3,500 kids in the DC, Maryland and Virginia area. The Forensic Services division will begin to expand the Childhood Smart Program by training Secret Service employees to deliver safety presentations Nationwide.

TECHNICAL  
DIAGRAMS IN  
SUPPORT OF A  
SECURITY PLAN





INVESTIGATIVE SUPPORT

The Investigative Support Division (ISD) features a 24-hour Operations Center that provides rapid identification of assets and background information on individuals, groups and businesses in support of the investigative and protective mission. In FY 2016, the Operations Center conducted approximately 12,000 searches in support of agents in the field. In addition, the ISD Operations Center serves as the point of contact for all active USSS arrests warrants. In FY 2016, the ISD Operations Center entered over 500 warrants into the NCIC system and assisted the Field Offices to clear over 400 warrants following arrest. Throughout the year, ISD continued to leverage emerging digital technologies through the research and testing of facial recognition and open source social media.

International Field Accomplishments:

- Supported 229 international protective stops;
- Assisted their counterparts in securing the arrest of more than 62 criminal suspects implicated in currency counterfeiting, financial crimes and cyber cases.
- Seized over \$26 million in counterfeit U.S. currency prior to its introduction into circulation.
- Identified more than \$43 million in actual losses incurred during financial and cybercrime investigations.

Personnel Recovery Program

The Secret Service has a dynamic and evolving Personnel Recovery (PR) Program. The PR Program encompasses PR training, the issuance of tracking devices and PR planning. In FY 2016, the International Programs Division (IPD) facilitated the PR training of 90 Secret Service personnel both internally and externally through inter-agency agreements. Additionally, IPD continues to provide Shout Nano Tracking devices to Secret Service personnel stationed overseas. The Shout Nano Tracking devices provide personnel with a mechanism that greatly enhances an isolated person's survivability through early and quick notification to our 24-hour monitoring center. Currently, there are 90 Shout Nano Devices deployed worldwide. In 2016, 43 PR Plans and Maps were provided to all personnel traveling overseas on protective travel. The PR Plan is also provided to all Secret Service personnel traveling overseas on temporary duty assignments for both investigative and protective missions.

International Law Enforcement Academies

The Secret Service's work with International Law Enforcement Academies (ILEA) provides an opportunity to forge new relationships and share protective and investigative expertise with international law enforcement partners. Providing training to international law enforcement partners has allowed the Secret Service to expand its investigative footprint in countries where cybercrime is proliferating at alarming rates. Today, the Secret Service maintains a robust relationship with ILEA locations in Hungary, Thailand, El Salvador, Botswana, and Roswell, New Mexico, as well as a regional training center in Peru. In CY 2016, IPD trained approximately 921 international law enforcement officers from 77 countries. Additionally, 99 Secret Service instructors taught 27 courses.



SPECIAL AGENT AND INVESTIGATIVE ANALYST SUPPORT ACCESS DEVICE CASE





TECHNICAL SECURITY DIVISION

Fiscal Year 2016 Accomplishments

Fixed Protective Sites

- The White House Video Management System was upgraded to 100% digital equipment from analog, expanded the system's geographic camera coverage through the installation of new cameras and the relocation of existing cameras, and expanded video storage to thirty days
- Upgraded and expanded the Vice President's Residence Video Management System and infrastructure and expanded video storage to thirty days
- Coordinated with the US Navy on infrastructure upgrades at the Vice President's Residence
- Completed the installation of a new Access Control System at the Vice President's Residence
- Conducted extensive White House fence testing and design decisions
- Renovated and improved multiple vehicle gates and officer booths at the White House
- A new Blanket Purchase Agreement contract has been established to provide installation, maintenance, and repair services at USSS Protected facilities and Field Offices.
- Conducted explosive blast assessments as part of the security planning for the United Nations General Assembly (UNGA) 74, 2016 Republican National Convention, 2016 Democratic National Convention, and to support several temporary and permanent protective sites

Technical Capabilities

- Two new x-ray vans were received and put into service to support protection sites.
- Provided a 98% Improvised Explosive Device (IED) countermeasure system readiness level in support of protection missions
- Completed a contract to purchase new IED Countermeasure equipment to upgrade current technologies.
- Began the prototype design and buildout of a new protective vehicle for countermeasure systems
- Continued to provide technical assistance on the development of a hand-held mass spectrometer for chemical and explosive detection
- Continued the development of an explosive threat mitigation unit (TMU) for use at temporary protective sites
- In coordination with DHS-Domestic Nuclear Detection Office, TSD has received 160 radiation detection devices which have been distributed to USSS response personnel.
- The White House Mail Screening Facility (WHMSF) biological laboratory transitioned to new and improved instruments to detect DNA and RNA from biological threat agents and contamination from positive control material.
- The Chemical Agent Standard Analytical Reference Material (CASARM) Quality Assurance Program reviewed and approved the WHMSF Laboratory's quality system, which is the first step towards certification against CASARM quality standards.
- During the Department of Defense safety moratorium on the distribution and handling of antigens, the WHMSF laboratory worked with DHS OHA and the Naval Surface Warfare Center to set up custom proficiency tests to satisfy the ISO 17025 requirement for demonstrations of proficiency.
- Retrofitted all Fan Louver Canine Systems (FLCS) to a single cabinet configuration.
- Successful conversion of all desktop Explosive Trace Detectors (ETDs) to a single configuration resulting in reduced false alarms and fewer maintenance issues.
- TSD Science and Technology (S&T) arranged independent comparative testing of a new radiation detector and ID system. As a result of the successful testing, TSD received ten of the detectors at no cost from DHS DNDO.
- Began deployment of additional counter Unmanned Aerial System (cUAS) capabilities.



PHYSICAL SECURITY SPECIALISTS INSPECT STAGE AT SPEECH SITE



## Training:

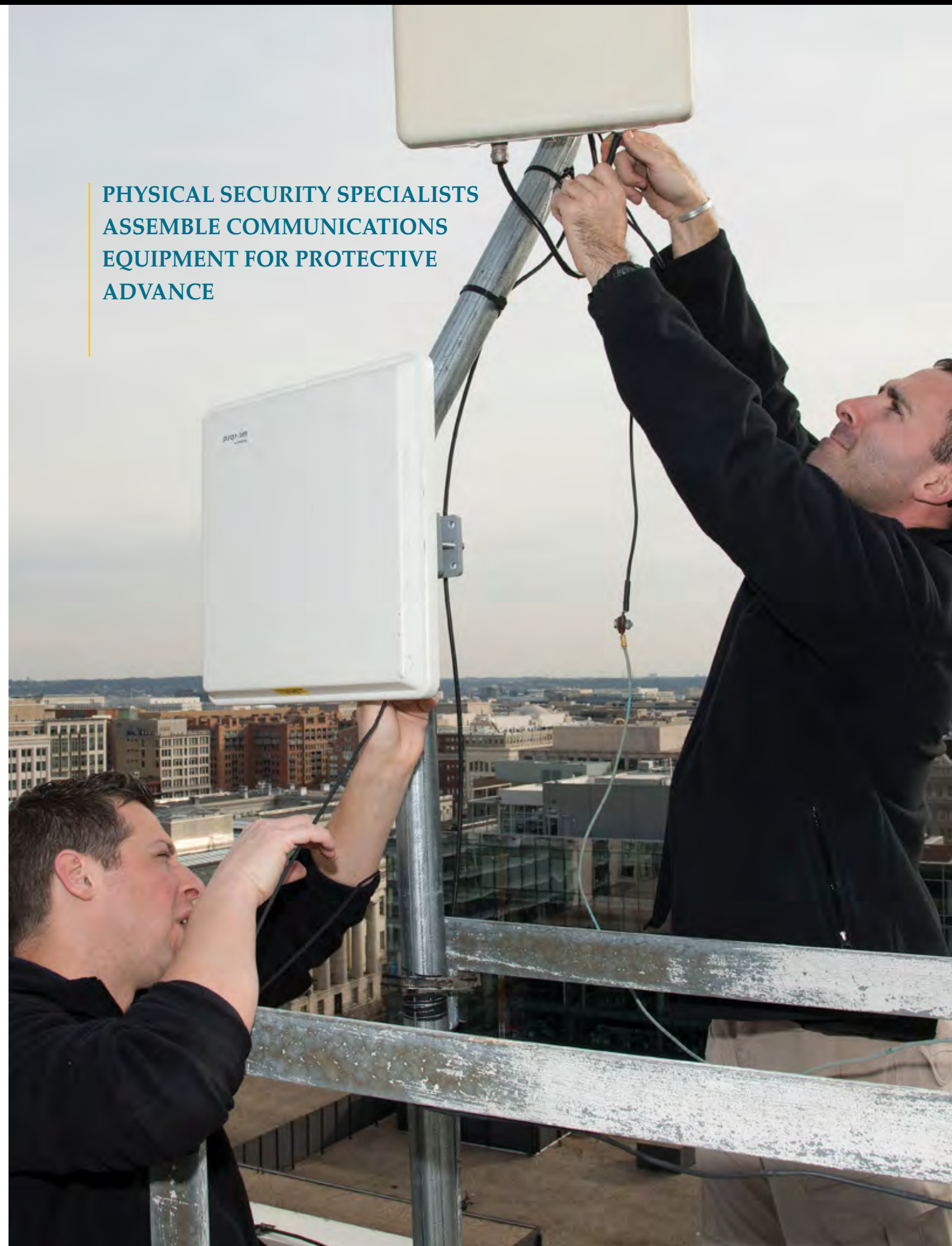
- TSD participated in Raven's Challenge which is a full scale counter improvised explosive device (C-IED) Department of Defense interoperability training exercise that is conducted annually. Participants include USSS, FBI, ATF, DHS, TSA, and several state and local agencies.
- Trained 25 USSS TSD personnel as Counter Terrorist Search Advisors. This training provides in-house subject matter expertise to deliver Counter Terrorist Search training to USSS personnel
- Partnered with Joint Improvised Defeat Agency (JIDA), United Kingdom liaison cell, to develop subject matter expertise course on Counter Terrorist Search for US Army Explosive Ordnance Disposal personnel that support USSS protective missions
- Collaborated with the DHS Office of Bombing Prevention to develop Basic and Advanced Improvised Explosive Device computer based training
- Conducted White House Complex familiarization training for 72 DOD Explosive Ordnance Disposal technicians
- Attended the annual Homemade Explosives (HME) working group conference in May 2016
- Attended the International Association of Bomb Technicians and Investigators Annual Conference.
- Conducted 4 explosive familiarization demonstrations and briefings for Secret Service and other personnel that support the White House.
- Supported ATF with their Homemade Explosive training course for the first responder community by providing a chemist as a course instructor
- Provided ballistic protection and blast assessment overview training to PPD/VPD/UD employees
- TSD Chemists facilitated checkpoint and package radiation screening training for personnel at the WHMSF
- Provided inter-agency explosives training to 104 military, state and local personnel.
- Provided hazard identification briefing to 150 personnel in an inter-agency explosives working group annual meeting.

## Multi-Year Efforts:

- Planning the replacement of Intrusion Detection Systems and the Video Management Systems for multiple Field Offices
- Continued design development for a new fence at the White House, Eisenhower Executive Office Building, and the Treasury building
- Continued to support the design of the South President's Park Project with the National Park Service
- Continued the testing and specification development of tactical personnel protective armor systems.
- Provided technical support to the Next Generation Presidential Limousine project
- Continued the design and development of airspace security system enhancements
- Continued the planning for gunshot detection system enhancements for fixed and mobile applications.
- Deployed a verbal alarm notification enhancement for the Officer Post and Messaging System
- Continued development and design of a new lock and key system for Secret Service National Capitol Region (NCR) facilities
- Developed and deployed new trouble ticket system to track trouble calls and help manage inventory.

## Protection

- Provided support to the Chicago Police Department for their planning and execution of security measures for 2016 Chicago Marathon.
- Conducted surveys, vulnerability assessments, and blast analysis of the residences of 2016 Presidential and Vice Presidential Candidates.
- Conducted surveys, vulnerability assessments, and blast analysis and installation of systems at the future private residence of President Obama.
- Provided support for the creation of the Obama Protective Detail and its office
- Supported the Democratic Convention, Republican Convention, United Nations General Assembly and the Nuclear Security Summit with Explosive Device Response (EDR) Subcommittee co-chairs and Joint Hazardous Explosive Device Response personnel
- Conducted the security, CCTV, and access control system build out of the Presidential Transition Office.



**PHYSICAL SECURITY SPECIALISTS  
ASSEMBLE COMMUNICATIONS  
EQUIPMENT FOR PROTECTIVE  
ADVANCE**



## THE OFFICE OF THE CHIEF FINANCIAL OFFICER

The Office of the Chief Financial Officer provides "World Class" support to the United States Secret Service by enhancing and growing our OCFO Team to excel in programming, planning, budgeting, executing, reporting, and financial controls. This will all be supported by robust integrated financial information system enterprise that is clearly assessable and usable by both internal and external stakeholders.

The CFO's goal is to build, advocate and retain a best in-class financial organization, by enhancing our commitment to the human capital policies and procedures in place and challenging our personnel to aim for excellence.

### Financial Management Division

Submit timely, reliable, and significant financial information to OCFO team, management and customers.

#### FY 16

- Travel Vouchers Processed = 54,998
- Permanent Change of Station Moves = 512/ \$28.1 M
  - Domestic - 272/ 24.4 M
  - Foreign - 28 /\$1.5 M
  - Uniformed Division - 211/ 2.1 M
  - FLETC - 1/ \$.1 M

### Risk Management Assurance

Execute internal control assessments that are effective and provide governance to implement corrective actions if required.

## CFO CONDUCTS TOWN HALL MEETING



### Component Acquisition Executive

Lead the successful development of USSS Mission Critical Investments through effective acquisition processes and practices.

#### FY 16

- Certification
  - Total Certifications (FY 16 - excluding COR & 1102s) - 88
  - Acquisition Certifications (added in FY 16) - 19
- Program Management (added in FY 16)
  - Level 1 - 10
  - Level 2 - 4
  - Level 3 - 2
- Program Financial Management (added in FY 16)-1
- Life-Cycle Logistics (added in FY 16) - 2
- Program and Projects
- Program Management Reviews (PMR), Supported - 28
  - Acquisition Decision Events (ADE) - 7
  - Multi-Level Security (ADE-3)
  - Uniformed Division Resource Management System (ADE 2A/B)
  - Advanced Wireless Services III (ADE 2A/B)
  - Operational Mission Support (ADE 1)
  - Next Generation Limousine (ADE-2A/B; ADE 2C)
  - Protective Mission Panel (ADE-1)

### Procurement Division

Provide mission-driven solutions for customers through efficient, effective, innovative and flexible processes through a trained and certified acquisition workforce working collaboratively with our private industry partners.

#### FY 16

- Contracts Awarded
  - # of Contracts Awarded - 1,618
  - Funds Obligated - \$389,547,541
- DHS Metrics
  - Competition Score (USSS Goal = 64.00) - 67.70
  - Small Business (USSS Goal = 37.0%) - 38.5%
  - Small Disadvantaged Business (USSS Goal = 9.0%) - 18.1%
- Training
  - # of COR Training Session Conducted - 3
  - # of Session Participants - 39
- Certification
  - Total # of CORs - 58
  - # of new CORs in Level II FY 16 - 36
  - # of new CORs in Level III FY 16 - 18



## THE OFFICE OF THE CHIEF INFORMATION OFFICER

*The Chief Information Officer (CIO) has responsibility for the United States Secret Service (USSS) enterprise-wide information technology (IT) programs, cyber-security of our networks, IT governance, resourcing, capital planning, investment control, portfolio management, IT workforce and enterprise architecture. The CIO will continually design, develop, implement, evaluate emerging technologies, and maintain an IT synchronized strategy in order to provide the USSS IT services required to protect national leaders, visiting heads of state and government, designated sites and national special security events (NSSEs), and safeguard the Nation's financial infrastructure to preserve the integrity of the economy.*

The Chief Information Officer realigned the Information Resource Management Division (IRMD) as of September 2016 to fall under the CIO purview. This major accomplishment provided the CIO proper oversight and control of all USSS enterprise IT. To increase effective services across the organization, the CIO also realigned Human Resources IT and Enterprise Financial Systems IT support to better integrate, and serve those stakeholders.

The CIO's vision is to provide a knowledge-based USSS workforce that leverages seamless, secure, redundant, reliable, and timely IT enterprise capabilities. To accomplish this vision the CIO published the first CIO Strategic Plan outlining a way forward for FY16-FY23. This plan's Operational Performance Indicators identify essential components making the CIO office successful in providing technology to its customers. Since the establishment of the strategic plan, several gaps have been identified that the CIO is working diligently to fill and correct. A total of five goal areas were created: People, Innovative Technology, Help Desk and Service Delivery, Governance/Policy and Cyber Security.

*The first year of the CIO Strategic Plan FY16-FY23 was highly successful with multiple accomplishments in the following goal areas:*

### People

The CIO has hired 12 people this year with 62 vacancies in process daily. To engage the entire IT support workforce, the CIO has held four All Hands Meetings informing personnel on the CIO's priorities, USSS initiatives available to the workforce and recognition of outstanding personnel through the CIO awards program. The CIO created the first CIO coin to recognize personnel exemplifying outstanding support to the USSS mission. Assurance of a skilled workforce was needed so the entire IT training program is being overhauled to strengthen the staff's effective IT management across the enterprise.

### Innovative Technology

The CIO office has upgraded over 10 field site circuits to support seamless integration of future technologies. An alternate smartphone solution is being developed to provide customers quality and variety required to fit USSS unique business needs. Virtual Desktop Solutions have been implemented in the high side environment and are being engineered for as an enterprise solution to streamline daily operations. The team continues to grow and achieve greatness by overcoming technological challenges.



### Help Desk and Service Delivery

Customer support is extremely important in this robust agency so the CIO initiated a USSS survey to gauge customer satisfaction. The IT Service Desk was listed with a 75% satisfaction rate, up from 38% just over a year ago. This survey allowed the CIO to identify areas for additional oversight and changes required to better serve the customer. The first step towards improving service was the implementation of a new service delivery tool, System Console Service Manager. This tool in conjunction with a brand new IT Service Desk, provides all USSS customers the capability to submit their own tickets on-line, via email or over the phone.

The IT Service Desk has processed over 20K tickets this year alone with an 85% first call resolution rate. Not only does the IT Service Desk provide 24-7 support but the new system allows quicker dispatch of IT Specialists providing individual customer support. The IT Service Desk will continue to evolve as the team works towards finalizing the IT Service Catalog listing all services provided by the CIO. This new IT Service Catalog will be supplemented by a defined Service Level Agreement so customer expectations can be aligned to service level targets and resolution mean time.

### Governance/Policy

The CIO has made it a primary responsibility to develop oversight and guidance and provide that information to the workforce. To date there have been nine key policies published with 20 policies in the informal/formal coordination process to date. The first policy, CIO-01 Functional Statement, formally established the CIO Office in the USSS with former IRMD aligned underneath its purview. This policy also provided the structure needed to implement key positions to be filled by skilled subject matter experts. The publishing of CIO-01(03) Review and Approval of IT Purchases gave the CIO sole "Decision Authority" to approve all IT expenditures. The next policy CIO-02(03) established the Enterprise Architecture Framework for the USSS which is integral to how all future IT will be implemented and aligned. Establishing the CIO IT Project Authorization team has provided the USSS a way to funnel all new IT project requests to ensure IT projects are supported and funded properly prior to implementation.

### Cyber Security

The cyber posture was improved by implementing 100% PIV authentication sign on for all USSS employees. The Cyber team self-initiated an internal NSA blue assessment to identify any security gaps to help prevent IT cyber-attacks. While reinvigorating cyber training the CIO created a new mandatory Spear Phishing cyber training module for all USSS employees and contractors to increase awareness of end user roles and responsibilities. The CIO improved the failing USSS Federal Information System Management Act (FISMA) scorecard from 0% to 25%. The USSS increased its systems inventory to 27 systems. To support this expansion the CIO increased the Information System Security Officers team and published two cyber security policies to enhance security.

PERSONNEL INSPECTS EQUIPMENT IN SUPPORT OF CIO MISSION



## STRATEGIC INTELLIGENCE AND INFORMATION

*The Office of Strategic Intelligence and Information (SII) manages the collection, evaluation and dissemination of operational intelligence and information affecting the Secret Service's protective mission. SII also plans, directs and coordinates risk assessments, protective intelligence investigations and behavioral research. Within the SII, organizational structure is the Protective Intelligence and Assessment Division (PID), which includes the National Threat Assessment Center (NTAC) and the Counter Surveillance Division (CSD).*

### Protective Intelligence and Assessment Division

As part of the Secret Service's core objective of preventing an incident before it occurs, PID engages in a multifaceted approach to support protective operations through information analysis, threat investigation, risk assessment and protective intelligence sharing. On a daily basis, PID receives information from multiple sources that range from concerned citizens, the military, the intelligence community and federal, state and local law enforcement agencies. Utilizing various methodologies, PID generates risk assessments that are disseminated to Secret Service management and operational components.

**During FY 2016, PID personnel:**

- Reviewed 566,655 classified messages;
- Produced 1,069 protective intelligence assessments
- Provided 341 external and internal briefings; and
- Provided 25,005 hours of social media monitoring.

### National Threat Assessment Center

NTAC provides training to internal and external components concerning the prevention of targeted violence and identification of attack-related behaviors. NTAC bases its training on its own behavioral research, which continues to set the standard for threat assessment. NTAC also assists the agency in evaluating the risk an individual may pose to Secret Service protected interests.

**In FY 2016, NTAC representatives:**

- Briefed 174 internal and external entities; and
- Conducted 5 threat assessment consultations for law enforcement partners.

### Counter Surveillance Division

The Counter Surveillance Division (CSD) oversees counter surveillance responsibilities for protectees and venues within the National Capital Region (NCR) and for (NSSEs). The NCR is a high-threat region that requires a unique set of capabilities to detect asymmetrical threats from potential adversaries that include lone offenders, homegrown violent extremists and international terrorist groups. CSD provides a well-coordinated, analytical an investigative infrastructure to better detect suspicious activity and/or pre-attack behavior.

**During FY 2016, CSD personnel:**

- Conducted 96 counter-surveillance advances within the National Capital Region for Secret Service protected sites.

## SPECIAL AGENTS CONDUCT COUNTER SURVEILLANCE ADVANCE





## HUMAN CAPITAL



*The employees of the United States Secret Service (USSS) are our most important and valued resource. They are the key to the Secret Service achieving the goals and priorities that align with the strategic mission of the Department of Homeland Security. In furtherance of achieving these goals, the Office of Human Resources (HUM) has a commitment to forecasting, developing and implementing policies and programs that prepare our workforce for the challenges of the 21st Century.*

### **FY 2016 Accomplishments:**

- The Talent and Employee Acquisition Division conducted HUM Cornerstone seminars for a total of 68 agency supervisors in session and virtually on behalf of the HR directorate. 98% of participants reported that the training format was conducive to their ability to apply knowledge and skills on the job. 91% of participants reported that the training and activities in session provided knowledge or skill that the attendee did not otherwise gained on the job. 91% of participants reported that the knowledge and skills gained from training and associated activities in session will make them more effective in leading DHS mission execution.
- Issued nine public Special Agent Job Opportunity Announcements, receiving 13,737 applications and issued ten public Uniformed Division Officer Job Opportunity Announcements, receiving 10,154 applications.
- In Fiscal Year 2016, TAD, with the assistance of the newly created Applicant Coordination Center (ACC), hired a total of 327 special agents and 309 UD officers. Special Agent recruits/hired increased by 58% and Uniformed Division Officer recruits/hired increased by 105%. This had made a significant impact on the internal growth of SA and UD staffing even with attrition.
- For Administrative, Professional, Technical and Student positions; TAD posted 332 job opportunity announcements; processed 36,558 applications for various APT positions; processed an estimated 20 Superior Qualification Appointments; processed an estimated 350 personnel actions (i.e., promotions, transfers, reassignments, conversions, etc.); and hired 194 APT and student employees.
- On July 27-28, 2016, TAD spearheaded the USSS' participation in the DHS Cyber Hiring Event in Washington, DC. on-site interviews and tentative job offers were extended as well as an exhibit hall where, with assistance from other Secret Service directorates, the agency provided a dynamic display, which included a Presidential limousine, a video of the Secret Service story, a Motor Support Unit, forensic paraphernalia, and communications equipment. The career fair targeted individuals with specialized skill sets in areas such as information technology, cyber-security, and network design or analysis and human resources. Three hundred and fifty-one (351) tentative job offers were issued component wide by September 19, 2016.

## HUMAN CAPITAL DIVISION PERSONNEL REVIEW APPLICATIONS



Outreach Branch

The Talent and Employee Acquisition Management Division are driven by one of the agency's strategic objectives, which are to recruit, develop, and retain a highly specialized and dedicated workforce. The recruiters carry out their functions with the mission to increase public awareness of all Secret Service career opportunities and to effectively recruit a diverse, highly qualified applicant pool that will fulfill the agency's hiring goals and ultimately carry out the unique integrated mission of the Secret Service. Recruiters successfully streamlined creative and cost-effective recruitment strategies that gave the public and potential applicants an awareness of the Secret Service's true commitment to our core values: justice, duty, courage, honesty and loyalty.

FY 2016 Accomplishments:

- Established the U.S. Secret Service Outreach Branch (ORB) professional social media account with LinkedIn®. Over 450 million active registered members now have access to view, apply and share the agency's job opportunity announcements with others. During FY 2016, the Secret Service developed an extremely robust presence on LinkedIn®, increasing the number of followers by 700%. In September 2015, the U.S. Secret Service LinkedIn® page had approximately 6,000 followers; as of September 2016, this number has grown to 43,000 followers, averaging an acquisition of approximately 3,000 followers each month. In fact, the Secret Service is outperforming the follower base of ICE (30,300), DEA (14,200) and ATF (12,760).
- The ORB spearheaded 12 nationwide Entry Level Assessment Center (ELAC) recruiting events processing applicants for the Special Agent, Uniformed Division and Special Officer positions. The ELAC is a harmonized system of advance planning designed to build a pipeline of high-quality candidates to meet the strategic staffing/workforce needs of the Secret Service. These ELAC hiring events include administration of the written test, a through Realistic Job Information Briefing (RJIB), the completion of the Special Agent and Uniformed Division Pre-employment Review (SUPER), and the Enhanced Subject Security Interview (Factor V). The ELAC process maintains the agency's high standards in assessing an applicant's suitability for employment while significantly reducing the time to hire. The goal of the ELAC is to ensure the timely and continual processing of applicants to establish a shelf of qualified candidates awaiting placement into a training class. As a result, 1,108 applicants were referred to the polygraph examination stage.
- Outreach Branch personnel participated in 219 recruitment/outreach events.
- Outreach Branch personnel increased the number of participating Veterans in the Operation Warfighter (OWF) and the Non-Paid Work Experience (NPWE) programs
- In September 2015, the Secret Service procured a contract to support the National Recruitment Advertisement Campaign (NRC). During FY 2016, the contractor mounted an aggressive campaign to increase national awareness of the USSS and inform local and regional audiences about current USSS job opportunities within target audiences, to include but not limited to veterans, individuals with disabilities, women, African Americans, Hispanic Americans, Asian Americans, Native Americans, Pacific Islanders and Native Alaskans. TAD partnered with the contractor to utilize digital display advertising on Facebook®, digital marketing on Pandora® and iHeart® radio, Google® AdWords® and Sponsored updates on LinkedIn® for 29 events.

UNIFORMED DIVISION OFFICER CONDUCTS INTERVIEW AT RECRUITING EVENT





### Human Resources Research and Assessment Division

The Human Resources Research and Assessment Division (HRR) researches, develops, implements and maintains effective assessments for entry-level selection, promotion, career development, leadership development and organizational effectiveness to establish and maintain a quality workforce; and creates talent development strategies that embody the organization's goals in an effort to promote enhanced mission accomplishment through skill enhancement.

**FY 2016 Accomplishments:**

- HRR designed new promotional assessment for inclusion in an enhanced version of the Special Agent Merit Promotion Process (SA MPP);
- HRR established the framework for a pre-employment psychological assessment program that will be used in Phase II of the Special Agent and Uniformed Division Officer hiring processes; and
- HRR developed a new customized competency-based pre-employment examination to replace the existing selection test used in the Uniformed Division Officer hiring process;
- HRR established the framework for the use of computer-based testing to modernize the administration procedures of several of the Secret Service's entry-level and promotional assessments;
- HRR designed the framework for the Secret Service's first career progression plan for administrative, professional, and technical employees (APT) in an effort to provide APT employees with a strategy to effectively accomplish their career goals;
- HRR designed a strategy for reinstating the Applicant Physical Abilities Test (APAT) into the entry-level hiring processes for the Special Agent and Uniformed Division Officer positions, and certified assessors in preparation for the APAT's reinstatement

### Human Resource Policy and Accountability Division

The Human Resources Policy and Accountability Division (HRP) are responsible for providing efficient consultation and strategic guidance in the development, evaluation, analysis, and management of human resources policies and accountability programs for the Office of Human Resources.

**FY 2016 Accomplishments:**

- Developed and implemented recruitment and retention policy, which address the following employee work-life balance programs:
  - Telework
  - Senior Special Agent
  - Student Loan Repayment
  - Tuition Assistance
- HRP published over 20 human resources directives and Secret Service forms and announced policy changes via email, kiosks located within headquarters, and on the Secret Service intranet.

RECRUITING  
EVENT AT  
CHICAGO FIELD  
OFFICE

### Workforce Planning Division

The Workforce Planning Division (WPL) evaluates workforce structuring, workforce critical mission modeling, workforce efficiencies and staffing allocations for the Secret Service. The WPL collects, compiles, analyzes and reports operational data, information and trends for use in decision making of staff allocations at all levels of management. The WPL performs critical workforce mission modeling, forecasts workforce trends and contributes the development of recruitment, allocation and retention strategies.

**FY 2016 Accomplishments:**

- Prepared and implemented third-party validation of Staffing Allocation Models (SAM) to improve and strengthen mission-based staffing requirements and inform and improve budget justification efforts;
- Enhanced Special Agent Career Progression Process and Policy designed to address short-term and the long-term requirements of the agency and its special agent employees through the implementation of a structured and published BID, JOA and SARC process and timeline; and
- Produced Bi-weekly on-board position and full time equivalent (FTE) projections to CFO designed to inform payroll projections and budget discussions with the Department, Office of Management and Budget (OMB) and the Congress.







### Performance Management and Employee Relations Division

The Performance Management and Employee Relations Division advises employees and managers on policy and procedures concerning assigned programs such as awards, leave and absence, grievances, performance appraisals and probationary/trial periods. The division also assists managers in the areas of unacceptable performance, medical and leave issues. The division also deals with matters associated with Performance Management.

**FY 2016 Accomplishments:**

- 227 Senior Special Agent/Senior Resident Agent Program were received and a total of \$415,500 was paid to eligible senior special and senior resident agents.
- 283 Student Loan Repayment applications were received resulting in \$2,216,699 approved program funds.
- Five tuition assistance repayment applications were received resulting in \$6,830 approved program funds.

### Safety, Health and Environmental Programs Division

To provide employees a unified approach to safety and occupational health that strives to eliminate work related accidents, injuries, workplace illness and maintain an acceptable level of health and fitness while ideally interacting in an environmentally friendly, sustainability conscious work place.

**FY 2016 Accomplishments:**

- Safety, Health and Environment Programs Division (SAF) redeployed safety personnel to the James J. Rowley Training Center (RTC) to provide more day to day safety implementation at RTC where a large number of our injuries occur. The presence and availability of safety personnel effectively reduced the Occupation Safety and Health Administration (OSHA) total case rate (injuries) in the 3rd quarter to 12% from 18% in the 2nd quarter for a total decrease of six injury cases and also reduced the (OSHA) lost time case rate from 13% to 9% for a total decrease of four lost time cases.
- As part of the USSS hiring initiative, the Drug Deterrence Program has implemented a strategy where they are working closely with the ACC and SMD to ensure all law enforcement applicants are drug tested initial employment process. This initiative has increased the applicant testing rate by 65% since FY 2015.

### Benefits and Payroll Division

**FY 2016 Accomplishments:**

- The Benefits and Payroll Branch (BPR) requested scanners to handle high volume paperwork. The availability of this tool allowed for BPR team members to scan new employees' human resource documents into the electronic official personnel folder (e-opf). The content of all e-opf are organized and stored in accordance with the mandated Office of Personnel Management (OPM) guide.
- OPM audits on retirement documents reflect that the Employee Benefits Branch (EBB) has a 100% accuracy rate.
- EBB leveraged technology and utilized several OPM Web casts to train EBB specialists on new and changing EBB benefit laws and programs.

ENTRY LEVEL ASSESSMENT CENTER PERSONNEL DISCUSS APPLICANT PROCESSING





### Emergency Preparedness Program

The Emergency Preparedness Program (EPP) is mandated to ensure the continuity of Secret Service essential functions under any circumstances. EPP authored and maintains emergency plans such as the Restoration of Operations, Personnel, and Equipment (ROPE) plan, Occupant Emergency Plan (OEP), Pandemic Plan, and the USSS Continuity of Operations (COOP) Plan. EPP provides oversight and guidance to all initiatives targeted at securing the safety of our personnel.

**FY 2016 Accomplishments:**

• **National Special Security Events**

EPP coordinates the development of building emergency plans for the coordinating centers in support of the NSSEs. Emergency plans include conducting a building site survey and identifying evacuation and shelter-in-place procedures. EPP also provides medical countermeasures (MCM) to the USSS workforce and working animals in the event of a developing situation such as an anthrax release throughout these events. Additional MCM provides protection to DHS surge forces and would be dispensed in a closed Point of Dispensing (POD), which is separate and apart from component PODs that will serve steady state personnel.

- Provided a site survey to the Coordinating Centers (CC) for the RNC, DNC & UNGA 71 providing key information for building specific emergencies.
- Provided a site survey briefing for CC personnel, through coordination with DPD
- Liaison with DHS/OHA & ICE to coordinate a POD Team which included 38 members from various DHS partners
- Provide additional Medical Countermeasures (MCM) to the National Special Security Events (NSSE) for USSS employees/protectees & DHS surge personnel. Approximately 8400 courses of MCM were shipped to support these events
- Provide hands-on MCM POD training to personnel at the convention locations

• **White House Executive Office of the President (WHEOP) COOP Relocation Space**

In 2007, The Office of Administration, Executive Office of the President (OA/EOP) and the USSS established an agreement regarding OA/EOP's use of the USSS HQ building as a temporary relocation site. The agreement outlines the USSS will provide temporary COOP space for OA/EOP senior executive officials during an event that forces the evacuation of the White House Complex (WHC), but does not affect the USSS HQ building.

EPP's 2016 WHEOP COOP accomplishments include:

- Coordinated with WHEOP and the National Security Council (NSC) leadership in facilitating the relocation of 120 EOP senior executive officials in the USSS HQ Wood Conference and Seminar rooms
- Provided secure storage for unclassified EOP laptop computers, telephones and related IT support equipment
- Liaison with EOP, SCD and SSD regarding EOP personnel access roster
- Provided an annual activation exercises to include coordination with AOD, IRM and IRM/VPB
- Liaison with senior EOP personnel of updating the memorandum of agreement (MOA)
- Provided EPP points of contact to coordinate EOP COOP activation 24/7

### Security Management Division

The Security Management Division develops, coordinates, implements and oversees security policies, programs and standards needed to protect and safeguard United States Secret Service personnel, property, facilities and information.

**FY 2016 Accomplishments:**

- Increased the efficiency and timeliness of the security clearance process for Special Agent applicants; Uniformed Division applicants; and Administrative, Professional and Technical applicants, which was instrumental in achieving the following increases in hiring and ensured that 100% of newly hired Uniformed Division and Special Agent personnel were granted Top Secret Clearances prior to graduating SATC/UDTC Training.
- Increased Special Agent hiring by 58%
- Increased Uniformed Division Officers hiring by 105%
- Increased Administrative, Professional and Technical personnel hiring by 37%
- Vetted and approved 854 contractors to assist the USSS at USSS facilities.
- Opened 1,290 background re-investigations and closed 688 cases.
- Established the USSS Insider Threat Program to enable the USSS to better address potential insider threats towards protectees, investigations and infrastructure. The program will provide enhanced operational readiness by better enabling the USSS to anticipate insider threats and vulnerabilities, and assess the likeliness of their occurrence, while also identifying the resources necessary to address them.
- Initiated the TSA Pre-Check Program for interested USSS employees and completed 3,043 individual employee requests for the Pre-check enrollment.
- Restructured SMD, increased on-board personnel from 39 to 48 and contracted for 24 contract employees to better address the high volume of applicants being processed and numerous other security requirements to include contractor access; counterintelligence; Insider Threat, OPSEC and industrial security.

### Senior Executive Service (SES) Candidate Development Program

The Secret Service is committed to developing a cadre of highly qualified individuals representative of the diversity of the Secret Service workforce, to fill Senior Executive Service positions. In 2016 the Executive Resources Management Program worked diligently to prepare aspiring senior executive leaders and further develop their Executive Core Qualifications.

**FY 2016 Accomplishments:**

- 40 USSS employees completed the SES CDP
- 50% have been appointed to the Senior Executive Service



### OFFICE OF TRAINING

*In FY 2016, the Office of Training (TNG), along with the James J. Rowley Training Center (RTC), continued concentrating efforts to:*

- Increase inter-agency training,
- Enhance and expand career development curriculum and course availability,
- Maintain and develop a next-generation training facility that provides realistic and effective operational training,
- Increase and allocate available resources, and
- Identify, procure, and strategically plan future budgetary requirements to include those resources which ensure the future success of the agency's operational, training and employee development goals.

### RECRUITS IN TRAINING AT THE JAMES J. ROWLEY TRAINING CENTER

#### FY 2016 HIGHLIGHTS

Despite unprecedented protective demands and the associated staffing challenges (e.g., National Special Security Events, campaign, increase in Presidential and Vice Presidential travel), RTC concentrated all available resources to continue offering maximum in-service training opportunities to our operational units, while continuing to train an unprecedented number of new special agent trainees and UD recruits.

### BASIC TRAINING

- Increased basic training courses by 61% in comparison to FY 2015. Specifically, RTC conducted 29 basic training courses (14 SATC, 13 UDTA, and 2 MBTC) compared to 18 courses in FY 2015 (9 SATC, 8 UDTA and 1 MBTC).
- Continued pursuing additional integrated training efforts by hosting and managing multiple integrated tabletop exercises (TTXs) and joint training exercises (JTXs). This included, but was not limited to, Republican and Democratic National Convention training, United Nations General Assembly and State of the Union integrated practical exercises. Participants included internal units, as well as public and private sector partners. RTC conducted a combined total of 20 TTXs and JTXs in FY 2016 compared to 17 in FY 2015.





## IN-SERVICE TRAINING

- Presidential and Vice Presidential Protective Operations in-service training opportunities continued to increase in FY 2016. There was an increase of 85% from FY 2014 to FY 2015, and an additional increase of 9% from FY 2015 to FY 2016; specifically, there were 2,341 fourth shift training instances in FY 2016 compared to 2,151 instances in FY 2015.
- RTC conducted 23 detail training courses (7 Protective Detail Training, 4 Small Detail Training, and 12 Protective Operations Driving Courses).
- Conducted 6 Campaign Nominee Operations Section (CNOS) detail training courses.

## NEW INITIATIVES / ACCOMPLISHMENTS

- TNG, in conjunction with the Office of Protective Operations, instituted a "Post-Graduation Special Agent On-the-Job Training - Temporary White House Assignment" in an effort to provide new SAs additional integrated training opportunities with UD Officers, as well as increased exposure to the daily operations at the White House complex. Effective February 11, 2016, all newly commissioned SAs complete a two-week protective assignment at the White House. In FY 2016, a total of five classes (139 special agents) participated in this new program.
- RTC implemented a more functionally efficient and effective organizational structure which included the following:
  - The creation of the Technology and Innovation Branch and Field Based Training Section, which is dedicated to developing new and efficient ways to train personnel. This new branch has procured and deployed virtual firearms training platforms (e.g., VirTra® and Laser Shot®) that will allow the agency to train more personnel in a more efficient format while realizing cost savings for ammunition and lead abatement. These platforms allow for not only marksmanship training but also use of force training.
  - The creation of the Regional In-Service Training Section to support new training and ensure mandated training requirements are met for all field personnel.
  - To ensure that our law enforcement personnel are being used in assignments which best leverage their skill sets to the benefit of the Agency, TNG/RTC published and awarded a contract to a private company to manage the RTC security gate detail which is currently manned by SAs and UD officers. This realignment of personnel and responsibilities will provide a nearly immediate increase in the number of instructors available to support the massive increase in planned training being provided to our current employees as well as to new law enforcement trainees.
- Major RTC Facility Upgrades/Projects:
  - Renovations were completed on the Wilson Building Gymnasium.
  - The feasibility study is completed and we are waiting the master plan submission and approval of the Building Defense Training Facility. Anticipate plan approval and contracting actions in FY 2017 and design and construction in FY 2018.

### RAID HOUSE TACTICS

### FIREARMS TRAINING





SPECIAL RECOGNITION



Phyllis Johnson, Administrative Officer, retired from the Washington Field Office after "50 Years" of Dedicated Federal Service, January 2016.



Senior Special Agent Robert Koob and Investigative Analyst La Keshia Houston honored by the United States Attorney's Office, Southern District of Texas for outstanding contributions to the law enforcement mission, February 2016.



Officer Cody N. Hughes, Uniformed Division, received the Julie Y. Cross Award from Women in Federal Law Enforcement (WIFLE), July 2016.



Republican National Convention Coordinator SAIC Ronald Rowe, Deputy Coordinator ATSAIC Timothy Leah, and Cleveland Field Office SAIC Craig Wisniewski received the Key To The City of Cleveland, Ohio, by Mayor Frank G. Jackson, September 2016.



Robert Lagnado, Senior Protective Intelligence Research Specialist, received the John Warner Homeland Security Award from the Intelligence and National Security Alliance, February 2016.



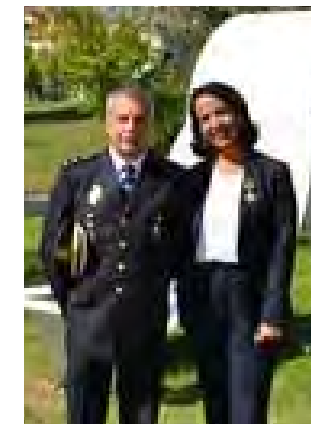
Special Agent Jeffrey Seeger, Senior Special Agent Edward Hughes and Special Agent Shelley Kolarczyk recognized as Outstanding Law Enforcement Officers by the U.S. Attorney's Office (Middle District of Florida), May, 2016.



Special Agent Tate Jarrow, New York Field Office, received the Samuel J. Heyman "Call To Service Medal" from Partnership for Public Service, September 2016.



RAIC Pablo Dominicis and Special Agent Gloria Lopez-Homen, both of the U.S. Secret Service's Madrid Resident Office, awarded the Meritorious Medal by the Spanish National Police, or the Cuerpo Nacional de Policia, October, 2016.





Special Agent Ryan Wilgor, Special Agent Christopher Reyes, Special Agent Todd Sweet, Special Agent Christopher Marsh and ATSAIC James S. Gee received the Investigators of the Year Award from the Federal Law Enforcement Foundation, November, 2016.



Senior Special Agent Christopher Rohde (top right), Lead Evidence Technician Kristi Sandefur (top left), Officer Matthew Williams, Officer Joshua Johnson, and Special Agent Kevin Moloney (bottom), received the 2016 DHS Secretary's Award, October 2016.

### Acknowledgements

The Office of Government and Public Affairs gratefully acknowledges the contributions of the Forensic Services Division's Visual Information Branch photographers Jonathan Garcia, Gene Grindstaff, Scot Muntz, Amanda Rowe, John Twomey, Linda Underhill, and designer Barbara Thacker.

For more information about the United States Secret Service, visit <http://www.secretservice.gov>

For questions or comments about the 2016 Annual Report, contact the Office of Government and Public Affairs at 202-406-5708.



USSS | ANNUAL REPORT | 2016