

**Management Advisory -  
Alarm System Maintenance  
at Residences Protected  
by the U.S. Secret Service**

**(Redacted)**





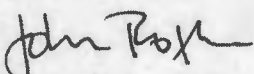
## OFFICE OF INSPECTOR GENERAL

Department of Homeland Security

Washington, DC 20528 / [www.oig.dhs.gov](http://www.oig.dhs.gov)

April 20, 2015

MEMORANDUM FOR: The Honorable Joseph Clancy  
Director  
United States Secret Service

FROM: John Roth   
Inspector General

SUBJECT: *Management Advisory – Alarm System Maintenance at  
Residences Protected by the U.S. Secret Service*

In October 2014, we visited former President George H.W. Bush's Houston residence in response to a complaint alleging alarms were inoperable. During our visit, we identified issues with the alarm system at the residence. Specifically, we determined the [REDACTED] alarm at the residence had been inoperable for at least 13 months. During this time, the Secret Service protective detail created a roving post to secure the residence and no security breach occurred. However, we found problems with identifying, reporting, and tracking alarm system malfunctions, and with repairing and replacing alarm systems. Because these issues may be affecting other residences, we are bringing them to your attention.

We make two recommendations aimed at identifying existing inoperable security equipment at protectees' personal residences and improving processes for resolving security equipment problems at protectees' personal residences. Your office concurred with both recommendations. Based on information provided in your response to the draft advisory, we consider both recommendations resolved and open. Once your office has fully implemented these recommendations, please submit a formal closeout letter to us within 30 days so that we may close the recommendations. Evidence of completion of agreed-upon corrective actions should accompany the closeout letter. Please email a signed PDF copy of all responses and closeout requests to [OIGInspectionsFollowup@oig.dhs.gov](mailto:OIGInspectionsFollowup@oig.dhs.gov).

Consistent with our responsibility under the *Inspector General Act*, we will provide copies of our report to appropriate congressional committees with oversight and appropriation responsibility over the Department of Homeland Security. We will post a redacted version of the report on our website.

You may call me with any questions, or your staff may contact Anne Richards, Assistant Inspector General for Inspections, at (202) 254-4100.





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#### BACKGROUND

Under the *Presidential Protection Assistance Act of 1976*, a former President may designate one residence that the Secret Service will permanently secure. The Secret Service provides alarm systems for other offices and residences of former Presidents, [REDACTED]

#### RESULTS OF REVIEW

##### Alarm at Houston Residence Inoperable for at Least 13 Months

Former President George H.W. Bush designated the Kennebunkport, Maine, residence to be permanently secured by Secret Service personnel. The Secret Service's Bush Protective Division (BPD) only secures the Houston residence [REDACTED]

During this period the Secret Service also uses an alarm system to secure the property. This alarm system contains several elements, [REDACTED]

The Houston residence alarm system was installed around 1993. In 2010, a Secret Service security expert determined that the alarm system had exceeded its life cycle and requested a replacement. This request was denied in August 2011. Therefore, in July 2012, the Secret Service made limited upgrades using repurposed and new equipment.

In September 2013, the alarm system at the Houston residence experienced a failure [REDACTED] To mitigate the alarm failure, BPD placed one of the [REDACTED] protective employees assigned to the residence in a roving post [REDACTED]

[REDACTED] The [REDACTED] other protective employees could monitor the property via cameras. BPD's protocol also included ensuring all access points into the residence were locked at night. Secret Service officials could not determine the exact time period between when the alarm failed and the roving post started. Therefore, the





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protectees may have occupied the residence for a period of time without a roving post or a working alarm system [REDACTED]

We did not identify any security breaches that occurred at the Houston residence while the alarm system was not fully functioning. According to most Secret Service officials we interviewed, posting a person to monitor the [REDACTED] provided an acceptable level of security. However, one official believed that the alarm problem represented a medium risk and expressed concern that a roving post was an inadequate substitute [REDACTED]. We did not evaluate the effectiveness of BPD's action to mitigate the alarm failure.

In mid-January 2014, the Secret Service's Technical Security Division (TSD), which plans, designs, implements, and maintains detection systems, obtained a permanent replacement alarm for the Houston residence. In April 2014, TSD installed a temporary alarm to secure the residence [REDACTED].

TSD installed the new equipment to monitor [REDACTED] intrusions in November and December 2014, more than one year after the [REDACTED] alarm became inoperable. Secret Service officials informed us that they were in the process of determining specific reasons for delays in replacing the permanent alarm. Some of the reasons provided for the delays included accommodating a plan for installing windows and making decisions on how to install the new system. We did not determine why the equipment was not replaced in 2011 when it was originally recommended or why the alarm system obtained in January 2014 was not installed until November or December 2014.

### **Security Equipment at other Former Presidents' Residences**

A Secret Service official told us outdated equipment at former President [REDACTED] residence showed signs of impending failure in November 2014. Although TSD implemented a temporary solution, Secret Service officials said security equipment at this residence needs substantial repairs and improvements. Additionally, Secret Service officials explained that potentially more serious security equipment problems exist at former President [REDACTED] residence and [REDACTED] residence.

Recommendation 1: We recommend that the Assistant Director, Office of Technical Development and Mission Support and the Assistant Director, Office of Protective Operations evaluate the status of security equipment at all  
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protectees' personal residences and take any necessary action to repair, improve, or replace the equipment. At a minimum, this evaluation should include (1) the results of any needs assessments; (2) the condition of current security systems; (3) all requests for repairs, replacements, and upgrades; and (4) improvements or upgrades made since January 1, 2014.

### Secret Service Comments

The Director of the Secret Service concurred with this recommendation. In its response, the Secret Service said the Office of Technical Development and Mission Support completed a needs assessment for the residences in January 2015. As part of the needs assessment, requests for repairs and upgrades and the current conditions of the security systems were included. The replacement of the security systems has been included in the Resource Allocation Plan for Fiscal Year 2017. The Secret Service requested that we consider this recommendation resolved and closed.

### OIG Analysis of Secret Service Comments

The Secret Service's comments are responsive to the recommendation which is now resolved. The recommendation will remain open pending our evaluation of the January 2015 needs assessment for protectees' personal residences, the list of all improvements and upgrades since January 1, 2014, and any interim solutions that will address identified problems prior to funding for Fiscal Year 2017.

### **Secret Service's Management of Security Equipment at Protectees' Residences**

When we initiated our fieldwork, the Secret Service did not have a formal system to report and track security technical problems, maintenance and repair needs, and upgrades at protectees' personal residences. Repairs were requested by phone or email and there may have been no record of the request unless a purchase was made.

According to an agency official, the Secret Service implemented a more formal process for tracking maintenance requests in December 2014. As explained to us, this new process leveraged an existing system to log service request information, including location, description, point-of-contact, and status of the repair. A Secret Service official said the tracking system was working and he appreciated the ability to get a receipt for service requests that both protective and technical personnel can use to assess the status of maintenance requests.





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We did not evaluate the effectiveness of the new process for tracking maintenance requests.

Recommendation 2: We recommend that Assistant Director, Office of Technical Development and Mission Support, and the Assistant Director, Office of Protective Operations, evaluate the process for tracking maintenance requests at protectees' personal residences to ensure its effectiveness.

### Secret Service Comments

The Director of the Secret Service concurred with this recommendation. In January 2015, the Office of Technical Development and Mission Support implemented a new process to track maintenance requests using an already existing tracking system for similar requests at the White House. The Secret Service will evaluate the new system after it has been in place for 90 days and followup action(s) taken, as appropriate. The Secret Service estimates completion of these actions by June 30, 2015.

### OIG Analysis of Secret Service Comments

The Secret Service's comments are responsive to the recommendation. The recommendation will remain resolved and open pending our review of the Secret Service's 90-day evaluation of the new system to track maintenance requests at protectees' personal residences.

### **Methodology**

On October 21, 2014, we received a complaint alleging inoperable alarms at former President George H.W. Bush's Houston residence. Between October 30 and March 3, 2015, we interviewed officials from the Secret Service's BPD, the Office of Protective Operations, and TSD. We viewed the exterior of the Houston residence. We also reviewed the results of interviews conducted by the Office of Professional Responsibility and associated documents.

We conducted this review under the authority of the *Inspector General Act of 1978*, as amended, and according to the Quality Standards for Inspections issued by the Council of the Inspectors General on Integrity and Efficiency.

Secret Service Response Attached.



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U.S. Department of Homeland Security  
**UNITED STATES SECRET SERVICE**

*Washington, D.C. 20223*

April 1, 2015

**MEMORANDUM FOR:** John Roth  
Inspector General  
Office of Inspector General  
Department of Homeland Security

**FROM:** Joseph P. Clancy *JPC*  
Director  
United States Secret Service

**SUBJECT:** Response to OIG Draft Management Advisory: "Alarm System Maintenance at Residences Protected by the U.S. Secret Service"

Thank you for the opportunity to review and comment on this Management Advisory, dated March 23, 2015. The United States Secret Service (USSS) appreciates the Office of Inspector General's (OIG's) work in planning and conducting its review and issuing this report.

In accordance with DHS Instruction #077-01, this memorandum provides our written comments indicating agreement or disagreement on reported findings and recommendations. The USSS is committed to ensuring that all protected persons and places receive the most appropriate level of protection, based upon a thorough assessment of associated threats and vulnerabilities, to reduce the risk of harm to the protectee.

The draft advisory contained two recommendations with which the USSS concurs. Specifically, OIG recommended that the Assistant Director, Office of Technical Development and Mission Support and the Assistant Director, Office of Protective Operations:

**Recommendation 1:** Evaluate the status of security equipment at all protectees' personal residences and take any necessary action to repair, improve, or replace the equipment. At a minimum, this evaluation should include (1) the results of any needs assessments; (2) the condition of current security systems; (3) all requests for repairs, replacements, and upgrades; and (4) improvements or upgrades made since January 1, 2014.





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**Response:** Concur. The USSS Office of Technical Development and Mission Support through the Technical Security Division completed needs assessments for the residences in January 2015. As part of the needs assessment the current conditions of the security systems were included. The Close Camera television systems were 100% operational at the time. Requests for repairs and upgrades were also included in the January assessment. The replacement of the security systems has been included in the USSS Resource Allocation Plan for Fiscal Year 2017. We request that OIG consider this recommendation resolved and closed.

**Recommendation 2:** Evaluate the process for tracking maintenance requests at protectees' personal residences to ensure its effectiveness.

**Response:** Concur. In January 2015, the USSS Office of Technical Development and Mission Support through the Technical Security Division implemented a new process to track maintenance requests using an already existing tracking system for similar requests at the White House. The new system will be evaluated after it has been in place for 90 days and follow-up action(s) taken, as appropriate. Estimated Completion Date: June 30, 2015.



## **ADDITIONAL INFORMATION AND COPIES**

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