



## Model Workplace launched at town hall meeting

*Communication, Cooperation, and Conflict Management equal Confidence*



Photo by Jodee Jackson

Admiral Loy with TSA employees who were photographed for the Model Workplace poster, shown here in photo.

From left front: Terri Wlaschin, Zelda Proctor, Lisa Ranft, Suzanne McKay  
Back row: Michael Lui, Donny Love, Admiral Loy

Not Pictured: Frank McNally, Salomon Gomez, and Rocky Delmonico

The Model Workplace program will serve "the entire community—TSA wherever it may be," TSA Administrator Adm. James Loy told more than 500 headquarters staff at a town hall meeting on September 17. He said the program would stress communication, cooperation, and conflict management in fostering an environment of respect and inclusiveness. As envisioned by TSA's Model Workplace, those three "Cs" produce a fourth, confidence – "in ourselves, each other, and in the eyes of the public."

**By Deborah Katz**

*Model Workplace Program Executive*

TSA is engaged in building something really exciting. While the technical name – Integrated Conflict Management System (ICMS) – may not sound very exciting, please read on.

This summer we asked airports to volunteer to participate in the design of the ICMS. Its goal is to provide all TSA employees with the skills, tools *and support* necessary to raise any kind of concern and to recognize and resolve conflict. It is for all of us and will improve communication and cooperation in all corners of TSA. It will also foster the model workplace values of mutual respect, fair and consistent treatment, and inclusiveness.

*(See Model Workplace, page 4)*

## Klamath Falls screeners receive commendation

**By Laura Wendt**

*TSA Stakeholder Manager  
Klamath Falls (Ore.) International Airport*



Photo by Laura Wendt

Photo of Klamath Falls Screeners and Acting FSD Andrew Niero with commendation.

The Klamath Falls airport is typically quiet, with nine screeners covering two shifts. The boarding lounge holds only 40 passengers for the six arrivals and six departures that take place daily. But this small airport in a little farming town turned hectic July 7.

At 8 a.m., Alaska Airlines flight 642 from Seattle, Wash., to Las Vegas, Nev., lost cabin pressure and – with 132 passengers and five crew members – was forced to divert to the nearest airport – Klamath Falls, where there was a replacement aircraft. Flight 642 landed, but as the passengers were being transferred, TSA Screening Supervisor Jessica Ziglar was told the flight attendants needed to rest before continuing. Passengers and crew deplaned to await the arrival of a replacement crew about 3 p.m.

But when that crew arrived and was ready to receive passengers, the screeners were processing passengers for Horizon Airlines flight 2240. As screening of the Horizon

*(See Klamath Falls, page 10)*

## From The Desk of .....



I visited New York City not too long ago. It seems that no matter what part of town you happen to be in, you can't avoid the reminders of September 11, 2001, whether in the pictures and plaques sold at souvenir shops and sidewalk stalls, or the tributes at local fire stations to the comrades who didn't come home that day, or the next day, or the next. Pictures and signs that both warn and implore us: "Never Forget." New York still remembers. But does the rest of the country? The field in Pennsylvania has grown over. The Pentagon looks much the same as it did. The rest of America doesn't bear physical scars. So it's up to us to remember, consciously, a morning that began so beautifully and was irrevocably shattered

at 8:46 a.m. September 11, 2001 was a galvanizing moment in our country's history. Everyone has their "Where were you?" story. Everyone remembers so vividly the unprecedented commercial-free, three-day coverage from Ground Zero and the Pentagon and the smoking field in Shanksville, Pa. We picked up the office phone or dialed the cellphone only to hear the frustrating recorded message: "All circuits are busy." All we wanted was to hear the voices of spouses and children, our parents and siblings. We wanted to get home; to hold our families close. Friends we hadn't heard from in years suddenly called out of the blue either that night or in the days following just to ask: "Are you alright?"

During the days that followed, many memorials appeared, whether a cross made from the twisted metal beams of the wreckage or flowers, candles, and American flags. All were an expression and recognition of something bigger than ourselves that would give us strength to get through the pain. But two years later many of the memorials have been blown away by time and the elements. Most of the American flags attached to car antennas are worn thin or have been removed. Even the Port Authority has painted over the wall near Ground Zero that had borne the thoughtful and heart-wrenching tributes to the dead of 9/11. In the notoriously short memory of America, September 11 seems further and further away.

It is imperative, however, that we not forget. I ask you to keep a token... a picture ... a card or a bent coin. Something tangible. Something to remind

you everyday why you're here. How you came to work for a fledgling agency called the Transportation Security Administration and the Department of Homeland Security. For me, it's a photograph that I took at Ground Zero. I viewed the smoldering wreckage from a helicopter. It was a life-altering experience. For me, from today on it will be my lapel pin. When I go back to my office, I will place my new departmental pin on my lapel. Then, I plan to cut the spike off this pin and carry it in my pocket for the rest of my life. It will serve as my daily reminder to NEVER FORGET. Let us dispel any weakness. Let's remember our commitment to transportation security and the even bigger challenge of our homeland security. Remember the shock. The disbelief. The rage. The horror. The tears. The candles and the prayers. Recapture the feeling of unity. Of resolve. Of why we came to work for TSA. It is imperative in the battle against terrorism that we not falter and that we not forget.

Thank you for the work you are doing everyday to continue our critical mission. Thank you for persevering through the frustration of daily challenges. I feel truly blessed to be part of this team that has not and will not falter. May God bless this wonderful place we call America. And may he inspire each of us to NEVER FORGET.

**J.M. Loy, ADM  
Administrator**



**Transportation  
Security  
Administration**

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## LETTERS TO THE EDITOR

### *An apology to Austin-Bergstrom screeners*

Dear Sir/Madame,

I was traveling from Austin to New York on Sunday, April 13, 2003, and was stopped by the security personnel who had to scan me and search my carry-on luggage.

I was pretty agitated and instead of realizing that your staff was just "doing their jobs," I was not very accommodating.

I wasn't outright rude to anyone, but my displeasure in having been "inconvenienced" was apparent. I do not feel good about my attitude, and as I was sitting on the plane, I realized that I owe an apology to the security staff. Even though I don't know who the individuals are, except that they were females, could you please pass on my sincere apologies for my rudeness.

If I had at least said thank you I would have felt better about the incident. I didn't even do that. So, in closing, please thank them for keeping us all safe and secure while in the air!

Donna Jonas,  
New York, N.Y.

### TSA Mailbag

#### *Job well done by TSA*

*TSA has done a remarkable job of creating itself in a relatively short time – tooling up airport security checkpoints with 55,000 screeners, overseeing the bullet-proofing of cockpit doors, and much more. Day to day, it's hard work, with cameras and cell phones now joining shoes as terrorists' potential weapons. Does the security carry a high price tag? Of course. A \$5 billion budget has grown by nearly \$1 billion. But the investment makes sense: Just consider the recent disclosure that five-person al-Qaeda hijacking teams may try to take to the air once again.*

*Editorial in Philadelphia Inquirer  
August 8, 2003*

### *Superb service in South Bend*

I witnessed (Screener Supervisor) Greg Wilson handle (a) situation in a very professional and customer oriented manner. Security is important to every traveler and citizen – however, it can and should still be handled with the customer in mind when possible. Greg handled this and still made sure he followed the right procedures to maintain safety.

Dottie Klootwyk  
Indianola, Iowa

It was my extreme pleasure to have my bag searched by (Screeners) Robin (Salzer) and Jim (Sindelar). They were so nice and courteous, fun and friendly. In my opinion, you should be very proud of these two individuals. They are wonderful representatives of your organization. I'll be flying in for your four Notre Dame football games this fall and I hope I have the pleasure of seeing Robin and Jim again, hopefully every time.

Holly Miller  
Mead, Wash.

*The Sentinel accepts letters to the editor from its readers. The editor reserves the right to edit all submissions for content.*

# Developing the Model Workplace—one team's experience

By Kathy Plesich

Human Resource Specialist  
Port Columbus International Airport  
Columbus, Ohio

To all the folks of TSA, we are grateful for being selected as a site for beginning the Model Workplace at TSA. Five of us from Port Columbus International Airport attended the week-long workshop where we began to learn and envision a Model Workplace. No one was "just a screener" and no one had the status of an FSD – though both screeners and FSDs attended. Instead, "status" was based not on title but on the talents and hard work each person brought to the team.

We soon began learning concepts of conflict management and a bit about our partners from other airports. Among us were artists, teachers, lawyers, police officers, managers, and union stewards, from Florida, Connecticut, Oklahoma, Arizona, New York, Alaska, Arizona, Kentucky, Indiana, South Carolina, Texas and Ohio. The energy and vitality that we built together was infectious – exactly what we needed to start designing what will become TSA's Model Workplace.

We addressed specific questions about how a Model Workplace should function and how it can create a climate where YOU want to work – a place that is truly desirable, where people look forward to coming to work, and where all of us have trust and confidence in each other. Our Model should be a place where people at all levels make significant contributions and where everyone's feel-

ings and concerns are listened to. What a privilege it was to dream up our own Model Workplace.

We had five teams:

The Yellow Team (Program Evaluation) focused on how to assess the work climate today, how to evaluate the program as it is instituted, and how to determine if Model Workplace ideas are really making a difference.

The Green Team (Dispute Resolution and Service Delivery) looked at what components should be a part of our Model Workplace and how all of us could better get our concerns addressed and problems solved. They suggested things like a *peer review* panel, *conflict coaches*, and *concern* forms.

The Blue Team (Organizational Elements) suggested how our leaders might make visible to the work force their commitment to the Model Workplace and the roles and responsibilities of our on-site Implementation Teams and Steering Committees. The Blue Team also suggested ways to get everyone on board with the *dream* and how to reap the benefits of support from the Model Workplace crew at headquarters.

The Orange Team (Skills and Awareness) planned how to deliver conflict management skills to everyone – and ways to make people aware of the processes and benefits of our conflict management system. They wanted to make sure that what people learned stuck – that all of us learn new, more effective ways to manage conflict. Not just some – but *all* of us!

The Pink Team (Communications) studied ways to communicate Model Workplace ideas, including a communications tool kit and ways to readily identify Model Workplace values and practices. We agreed that the best way to carry that message is with our hearts – by showing that we care about each other and that we are committed to effectively carrying out the TSA mission of providing *security and safety* for travelers and ensuring their *freedom* to travel.

You see, the Model Workplace is not just a program – it's *who* we are! It's our character. It's TSA. When we build our dream workplace, it will set us apart because our folks will be *different*. We'll know how to respond *differently*. Even more than now, when our guests walk through our checkpoints, they'll know we're professionals who truly *care about them* and *about each other*.

Your friends from the Buckeye Team: Scott Lorenzo, Calvin Moore, John Pompa, and Larry Waldren.



Photo courtesy of Columbus Team

Buckeyes meet the COO: John Pompas, Calvin Moore, Larry Waldren, Adm. Shkor, Kathy Plesich, & Scott Lorenzo.



Photo by Michael Yoka

Bradley team members Mike Merrigan, Jim Evans, Pat Johnson.

(Model Workplace, from page 1)

The week of September 8, we held a workshop for representatives from airports selected to help us design and launch the ICMS. In all we had 40 participants from 14 airports, representing Phase I sites and Design Partner sites, including a true cross section of TSA employees. Together with headquarters staff they learned from outside experts, shared best practices, and made recommendations on the design of TSA's ICMS.

We are now working to transform those

recommendations into reality. This fall we will hold workshops at six Phase I sites to begin building skills and to establish how TSA's ICMS will become reality within different airport environments. Our Design Partners will observe implementation at those sites to help prepare TSA for a gradual national launch of the program in early 2004. I could tell you much more about our National Design Workshop but I could not say it better than the story printed on this page from one group of participants.

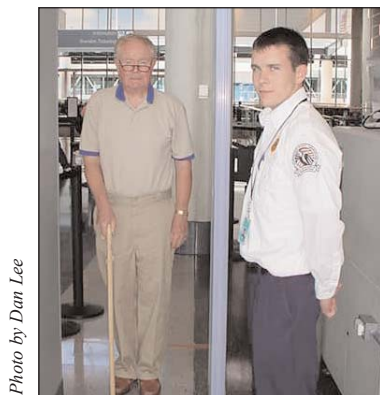


# May I offer you a cane?

By Dan Lee

TSA Stakeholder Liaison  
Bradley International Airport, Hartford, Conn.

TSA's "Team Connecticut," always looking for ways to improve customer service and security, has developed another customer friendly idea – canes for the handicapped.



Screener Chris Crane prepares to assist a passenger using a TSA-supplied cane at Bradley International Airport.

Travelers at Bradley International Airport, Tweed-New Haven Airport, Groton-New London Airport, and Westover Air Reserve Base/Metropolitan Airport, now can use a TSA-provided cane to assist them while walking through the checkpoint. Anthony Dieni, a Bradley International screener with a background in customer service, observed that many times travelers who use a cane had trouble walking through the checkpoint. "They would place their personal cane through the x-ray machine and then try to walk through the checkpoint with nothing to assist them," he said.

He recommended that TSA stock non-metallic canes at each checkpoint. Quick research found a supplier, and customer feedback has been overwhelmingly positive, Dieni said. "We've received comments such as a simple 'thank you,' to 'You are so accommodating.'"

## Office of Chief Counsel Interns

Photo by Mark Regan



In front row: Krista Roettger, Denise Golumbaski, Aaron Lee, and Jennifer Rehage. Rear row: Michael Ferrigno, Mark Seidman, Robert Helminiak, Daniel Shillinglaw, Assistant Director of the Office of Chief Counsel Bonnie Osler, TSA Deputy Administrator Stephen McHale, Director of the Office of Chief Counsel Francine Kerner, Michael Johnson, Chief Counsel Attorney Advisor Constance Grignon, James Waterman, and Angie Uy.

## TSA Milwaukee trains airport interns

By Mary Sage

TSA Stakeholder Manager  
General Mitchell International Airport,  
Milwaukee, Wis.

Interns flood the workplace every summer. At General Mitchell International Airport, TSA participated in the Aviation Careers and Education (ACE) summer intern program sponsored by the airport and the Wisconsin Department of Transportation's Bureau of Aeronautics.

The program exposes minority high school students from the Milwaukee public school system to an aerospace education and helps develop their job skills for careers in the air transportation industry. The ACE program shows students the interdependence and

correlation between academic achievement, regular attendance, appropriate behavior, communication and human relation skills, as well as work ethics.

Anthony Hegler, a senior, and Brian Casiano, a junior, assisted TSA passenger and baggage screeners during seven-week internships. The students also learned about the jobs available at the airport and with the airlines. Hegler wants to become a commercial pilot, while Casiano hopes to become an engineer.

Both young men worked tirelessly and enthusiastically assisting our staff. The screeners, screening supervisors, and managers so appreciated the assistance that they chipped in to give each student a gift and a \$50 savings bond.



Interns Brian Casiano (left, above) and Anthony Hegler learning about airport baggage operations, courtesy of TSA Milwaukee.

Photos by Mary Sage

# TSA at John Wayne Airport helps host National Veterans Wheelchair Games

By Kimber Callicoat

TSA Lead Screener  
John Wayne Airport, Orange County, Calif.

TSA screeners are adept at dealing with new situations, and the screeners at John Wayne Airport faced one as more than 500 athletes arrived to compete in the 23rd National Veterans Wheelchair Games, held in Long Beach, Calif., from July 5-9.

The athletes' arrival and departure required adjusting the passenger and baggage screening process to handle the large influx of people and their equipment. But many TSA employees worked overtime, greatly easing the workload.

While TSA screeners didn't win any medals, they garnered accolades from the athletes. Jerry Davis from Shelbyville Tenn., who won medals in four events, said, "I would love to come back through John Wayne Airport because my experience was the best ever, TSA at John Wayne has great and hardworking employees."

To prepare for the games, Invacare, a wheelchair manufacturer, trained 18 screeners to safely handle electric wheelchairs. Games volunteers and Invacare staff needed multiple screenings, as they assisted athletes from the arrival gates to the welcoming center located in the public side of the terminal and transferred wheelchairs from the aircraft and assembled them.

The athletes' departures posed even greater challenges. The North Checkpoint was modified, with two of the four lanes designated specifically for wheelchair athletes. Because the private screening rooms were too small, TSA Passenger Screening Manager John Walters devised temporary facilities using the flight information data board and portable partitions. Many athletes brought both competition wheelchairs and regular wheelchairs, requiring baggage screeners to screen and transport more than 1,200 wheelchairs.

Donald Plunkett, a competitor from New York, said TSA at John Wayne set a

high standard that will be difficult for other airports to follow, especially because of the short waiting times and convenient private screening rooms. Airport Director Alan Murphy thanked the screeners and other TSA staff for their commitment and professionalism.

The games are the world's largest annual wheelchair sports event, with athletes competing in track and field, swimming, basketball, weightlifting, softball, marksmanship, quad rugby, 9-ball, bowling, table tennis, archery, hand cycling, wheelchair slalom, a 5-K road race, and power soccer.

TSA passenger Screeners Jennifer Grant and Al Walde said the athletes had great attitudes and were proud to show off their medals. "I had so much fun today that I would volunteer to do this again in a heartbeat," said Grant, who worked at the private screening room. John Wayne screeners were happy to assist the athletes of the Wheelchair Games, men and women who gave so much for their country.

Photos by Kimber Callicoat



Photo 1: Screener Keith Anick welcomes veteran and athlete Mario Galvan to John Wayne Airport.

Photo 2: Screeners and TSA staff who worked overtime to welcome and help competitors at the National Veterans Wheelchair Games.

# Myrtle Beach International screeners hold TSA golf tournament

Photos by Scott Smith



*Photo 1: Screener Art Coppola (left) hoisting golf bags as a baggage screener at Myrtle Beach International Airport.*

*Photo 2: See how the golf bags pile up during golf season at Myrtle Beach.*

**By Scott Smith**

*TSA Training Coordinator  
Charleston (S.C.) International Airport*

When the spring golf season came to a close, the TSA staff at Myrtle Beach (S.C.) International Airport decided there was only one fitting way to celebrate – have a golf tournament! After seeing all the passengers (and their golf bags) depart, screeners and other staff decided to take a day off and enjoy a round of golf – a readily available thing to do in this area renowned as a golfer's paradise.

Golfers and their dreaded oversized bags present an enormous workload for screeners working checked baggage, so there was some astonishment that screeners would want to hit the links. But it was also a means to celebrate successfully handling the golf season.

"Last December, we knew golf season passenger surge would absolutely kill us if we weren't prepared. So we turned to

training and technology" for help, said Deputy Federal Security Director Tom Charlson.

"The Beach" had about 60 screeners at the beginning of December 2002. When the baggage trainers came to town, everyone was trained to screen baggage. Two months later, baggage screeners were cross-trained to screen passengers – a first for TSA!

With all screeners dual-qualified, screening managers have the flexibility to rotate people through every position. Screening golf bags is physically demanding and it helps morale to rotate people to less physical positions at the checkpoint. Also, with a small staff, there was no room for specialists.

Reginald Mitchell, hired as a baggage screener, remembered "being cross-trained was a big morale boost! We're complete members of the Myrtle Beach Team now."

The technology side of the solution came in two stages. Our Explosive Trace Detector (ETD) machines gave screeners

the ability to consistently conduct curbside check-in and screening. And June brought a significant addition – a new CTX-2500 Explosive Detection System (EDS).

Screening Supervisor Steven Ratto said, "While it's still hard work, the volume of baggage we are now able to securely process is impressive. It allows my crew to better focus on the large bags, especially golf bags, and let me tell you, we've seen thousands and thousands of golf bags!"

At the end of the season, "I thought I would die if I saw another golf bag," said Screener Art Coppola. "But spending an afternoon on the links with your TSA co-workers and some friends from the airline refreshed my perspective."

As for the winner, while more than 20 TSA and airline employees golfed, the clear winner to us was Lori, the golf course concessionaire who drove the refreshment cart.



## National security information at TSA

By Daniel Boyce

Office of Security and Law  
Enforcement Liaison

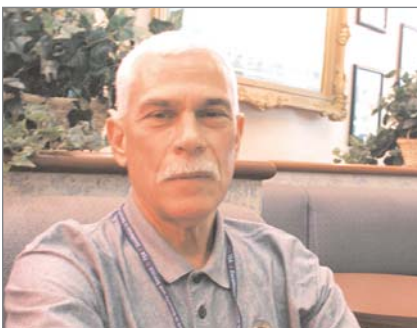
The TSA Information Security (INFOSEC) program is designed to ensure the protection of classified national security information and other sensitive data. The program focuses on proper procedures for handling and controlling information classified as "Top Secret," "Secret" and "Confidential." In addition to operating the Top Secret Control Point and Classified Information Processing centers at TSA headquarters, the INFOSEC staff is available for guidance on how to handle, process, store, disseminate, reproduce and destroy classified information. Guidance can also be provided on how to handle Sensitive Security Information. INFOSEC, along with other TSA Security Awareness programs such as Operations Security (OPSEC) and the Counterintelligence program, are designed to help employees identify and understand various threats that exist in our workplace and how to guard against those threats. Additional information on handling, storing, or processing classified information may be obtained from Denise Esquilin, Information Security Program Manager, at (571) 227-1602 or via e-mail at TSA.OPSEC@dhs.gov.

## Dentistry in rural Honduras like 'pulling teeth'

By Bruce Lewis

Screener  
Sarasota-Bradenton (Fla.)  
International Airport

Photo by Bruce Lewis



Procurement officer Gerry Simon volunteered as a dentist's assistant in Honduras.

"I didn't know I had that strong a stomach. A girl who was studying dental hygiene had to leave," said Gerry Simon, a procurement officer at TSA's Sarasota, Fla., field office, describing his experiences on a one-week medical mission to Honduras.

Simon, who was assigned to one of two dental teams, went on the mission with 35 other members of his church to the small town of Campamento, a 90-minute bus ride from the capitol city of Tegucigalpa. Setting up a primitive dental office, Simon's team used a folding canvas beach chair for an exam chair and lugged in a gasoline-powered generator to

power the air compressor necessary for drills and other tools. Instruments were soaked in tubs of sterile solution.

"I didn't have a clue what I was going to do when we started out," Simon said. "I was just standing there, holding a tray of instruments. I saw the dentist trying to peer into the mouth of a patient, so I picked up a flashlight and shone it into the mouth. From that point on, I was his chief assistant."

Each day the team loaded its bus before dawn and traveled to a different village, driving over unpaved back-country roads. After working all day, they returned to Campamento, unloaded the bus, and bedded down in the local parish church.

The dentist on one team performed dental examinations, restored teeth and filled cavities, while the other team's dentist extracted teeth. Because the patients lacked regular dental care, many teeth got pulled. The dental teams traded duties after lunch, and Simon would find himself removing teeth and bloody gauze from the instruments and then putting the instruments into the sterilizing solution.

"We took 20 teeth from one woman's mouth - all she had left. She just told us to take the rest," Simon said.

Boys had different reactions to receiving dental care than did girls. "The girls would just grit and groan, but they would never cry...the boys started crying when they got near the chair, before we even began," Simon said.

The team spent six days visiting different villages and providing care. "It was quite an experience," he continued. "It awakened me to how much we have as Americans - the comforts and the medical care - and how little other people have. Many Honduran houses are four walls and a roof: no door in the doorway, no glass in the window openings, no electricity, no running water."

"It was a good feeling helping others," Simon said. "We got as much out of the experience as they did. It was very rewarding."



# Career Development Corner

By Terri Wlaschin

Office of Training and Quality Performance

If you're wondering what's new in screener certification, training, and career development, read on to learn what the Office of Training and Quality Performance (TQP) is doing to provide training and processes for ensuring learning opportunities and a highly qualified work force.

**Screener Certification:** The Screener Certification and Advancement Workgroup, including both headquarters and field staff, including screeners, recently proposed a standard process for annual certification that involves testing in multiple skill and knowledge areas and re-testing and remediation procedures. Policies and procedures related to the plan are expected to be distributed to airports this month.

**Advancement Track for Screeners:** The Workgroup also developed an overall concept for a non-supervisory career track for screeners that allows for advancement above the current pay band. A formal proposal is being prepared for further review and will need approval prior to implementation.

**Train the Trainer Initiatives:** TQP has instituted two programs that involve training field Training Coordinators so they can provide local training, rather than solely depending upon contractor support-Professional Development Plan (PDP) workshops and the Passenger-to-Baggage Training course.

**PDP workshops:** Two primary purposes of the PDP program are to foster open career discussions between employees and supervisors and to gain management support for employee development activities. Over the next several months, TSA will conduct PDP workshops in all locations.

As training coordinators are trained, they will schedule local sessions and each employee will have the opportunity to attend a workshop and create a PDP by the end of fiscal year 2004.

**Passenger-to-Baggage Training:** This course, which started on Aug. 18, resulted from a collaboration between the Office of Aviation Operations and TQP in response to field feedback that airports be allowed to train their own staff. Stay tuned for a Web page on this initiative.

**Mobile Training and Assistance Teams:** To bring HQ training support closer to the field, TQP will be a part of the Mission Support Center, which will have offices in each of the five TSA airport regions. TQP's mobile training staff will provide training resources onsite at airports when requested by FSDs, and will be a conduit in communicating best practices and information on new programs and procedures.



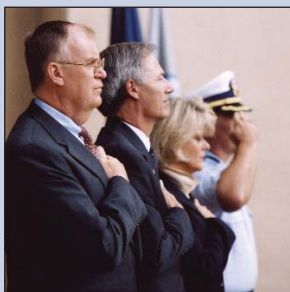
Under Secretary Asa Hutchinson

# 9-11

## Commemoration Ceremony A Moment of Silence at 8:46 AM



Lt. Murray, AFD, and Francine Kerner



Adm. James Loy and other dignitaries



Coast Guard Color Guard

Photos by Mark Regan

# TSA attorney joins elite ranks of graduation speakers

By Meredith Nestor

Office of Chief Counsel

Ahhh graduation...the caps, the tassels, the gowns, the future...smiles everywhere. Speakers around the country ascended podiums this past May with the likes of Bill Cosby, Drew Carey, Billy Joel, Sam Donaldson, and Marietta Geckos.

...Wait...who? Who was that last one?

You heard correctly. TSA attorney Marietta Geckos joined with the ranks of the rich and famous and received that coveted title of Commencement Speaker on May 17 when she gave the commencement address at Hood College in Maryland, to a packed house of almost 3,000.

Her address, "Unleashing the Leader Within," was special for two reasons - it gave her the chance to spread the values of public service which she holds close, and she received the once in a lifetime opportunity to speak at her own alma mater, from which she received her own undergraduate degree almost 20 years earlier.

Hood College President Ronald Volpe invited Geckos to address the students. "I was quite stunned at the invitation, and needed some time to absorb it," she said. "I decided that I didn't want to stand up there and make a political speech...I wanted to inspire."

Inspire she did, as she stressed that leadership was critical.

"...we demand leadership in the effective management in areas where key international and domestic decision-making occurs. We hunger for wisdom, compassion and flexibility in those leaders..." Geckos then turned her thoughts inward as she added, "And in the most micro domain of it all - we need to be able to lead ourselves effectively..."

Geckos, who received an honorary doctorate after her speech, personifies leadership in public service. She obtained her law degree in 1989 from Catholic University, and after a two-year stint with a large Washington law firm, joined the Department of Justice where she prosecuted narcotics and money laundering cases for almost 11 years before coming to TSA. She also served as a volunteer emergency medical technician with the Bethesda-Chevy Chase Rescue Squad from 1998 to 2002. She also has a Master's in Public Administration from Harvard University's John F. Kennedy School of Government.

Geckos feels strongly that TSA exemplifies public service: "I was struck by the diverse and exceptional careers that people left behind to come to TSA. People left places and jobs that were established to come to TSA. My colleagues are here not for the personal glory, but for the good of the traveling public. If that's not public service, I am not sure what is."

Photo courtesy of Marietta Geckos



TSA attorney Marietta Geckos, Commencement Day Speaker and honorary doctorate recipient at Hood College.

(Klamath Falls, from page 1)

passengers was finished, screening of the Alaska Air passengers began. Boarding of both flights was completed on time, by 4:30 p.m.

On July 31, Andrew Niero, the Acting Federal Security Director for the Klamath Falls and Medford airports, presented the Klamath Falls screeners with a Unit Commendation for Superior Performance and Dedication to Duty.

"The screening personnel ... demonstrated pro-

fessionalism, teamwork and commitment to the TSA mission," Niero said, "Because of the screeners' ability to provide first-class customer service, the regularly scheduled flight departed without delay and passengers aboard both flights proceeded through the screening process in an efficient and timely manner."

Airport Manager Hal Wight echoed Niero's sentiments, "These are great people - I couldn't ask for a better group of people working at the airport."