



A national security and safety awareness program, First Observer is operated under a cooperative agreement with the Department of Homeland Security (DHS). Its mission is to enhance and to promote through awareness, our ability to protect our highway infrastructure from risks associated with terrorism.

The HMS Company was awarded this \$15.5 million grant in 2008 to provide program management, planning, training, Call Center and Information Sharing support for this initiative.

America is worth Protecting. First Observer engages the Transportation Community at large in maintaining America's homeland security by providing persons with security awareness training; individuals are trained to identify and report potential security threats. The information you **OBSERVE, ASSESS** and **REPORT** as a transportation professional is invaluable information that can **Make a Difference** in ensuring national security.

To report suspicious activity, contact the First Observer 24x7 Call Center at **1-888-217-5902**.

National Security is everyone's responsibility.

DO YOUR PART – Become a First Observer today!

First Observer Training

There are several training mediums available in the First Observer Program. A brief description of each is provided below. ALL training is provided free of charge – there are NO associated costs.

Persons who successfully complete a First Observer training class will receive a First Observer card and certificate. The card will include a unique number specific to that individual and their respective industry segment; all Parking Association personnel are identified with the lead number 7 on their cards.



End User Training (EU)

Typically referred to as classroom training, First Observer EU training allows for an organization to bring all of their employees or End Users together to receive First Observer training. Class sizes can vary per session however, the minimum number of persons required to schedule a First Observer EU session is twenty (20). Exceptions to this class number requirement will be reviewed.

Please contact the Call Center at **1-888-217-5902** to schedule your session.

Train-the-Trainer (TTT)

First Observer Train-the-Trainer (TTT) sessions are designed to certify training personnel in conducting First Observer training. Persons interested in participating in these sessions should have at least one year of experience providing instruction and be recommended by their respective organizations.

TTT sessions are conducted by First Observer Master trainers and are 3.0 hours in length. Once certified, persons will receive all necessary First Observer training materials and can proceed to train their groups/employees.

A minimum of five persons is required to schedule First Observer TTT sessions. Exceptions to this class number requirement will be reviewed.

Please contact the Call Center at **1-888-217-5902** to schedule your session.



Web Based Training

This training medium consists of a PowerPoint presentation with video inserts to compliment the overall training. Individuals are able to access, view and train at their leisure. To access the First Observer web based training, visit our website, www.firstobserver.com; click the Training icon and proceed. Upon completion of the training, persons will be prompted to answer a few short review questions. A First Observer card and certificate can be printed after the questions have been satisfactory completed.

Web based training makes allowances for Legacy users. Legacy users are those individuals who have been previously trained in another program, such as Highway Watch. If the person has been previously trained, the program affords them credit or recognition for what they have already done. As such, legacy users are able to view the Refresher training module for 7 minutes versus 37 minutes.

Customized Training Website

For those organizations whose training populations are at least 100 persons, the First Observer customized training website is available. This medium provides training to organizations' members via a dedicated customized web site. The site is designed or customized as an extension of the organization.

A customized training website can be created and delivered within two weeks.

Please contact Pat Rather, First Observer Operations Manager at **703-642-6103, ext 110** to request a customized training website.



Program Endorsement

Many associations, organizations and companies have formally endorsed the First Observer Program as Industry Affiliates and Supporters. For a complete listing, please visit the First Observer website, www.firstobserver.com; click the About Us/ Industry Affiliates & Supporters icon.

YOU too can join the ranks.

What is required? Complete the attached Endorsement Letter and forward the original copy and an image of your company logo (electronic or U.S. mail is preferred) to:

HMS - First Observer
5350 Shawnee Road, Suite 360
Alexandria, VA 22312
firstobserver@hms-world.com

Upon receipt, your Endorsement Letter will be proudly displayed in the First Observer Call Center; your organizational logo will be presented on the First Observer website as well. At your request, we will forward you our First Observer logo that can be used for your marketing efforts.



YES!

We support and endorse the mission of the "First Observer" Program. National Security is a part of **OUR** responsibility and we want to be counted in with those who take great pride in supporting our nation's critical infrastructure from risks associated with terrorist and/or criminal activities.

Name

Signature

Organization Name

Date



Liability

Question: Can I or my employer or organization be liable for reports submitted through the First Observer Program?

Answer: Reporting suspicious activity generally will not result in civil liability for any subsequent law enforcement action taken on the basis of that report unless the report is made maliciously or in bad faith. Remember that a First Observer should take no action other than to **Observe, Assess and Report**. It is up to law enforcement to respond, investigate and take any appropriate action. Simply reporting your observations of something that you think may be suspicious through the First Observer Program will not make you liable for the consequences or actions that law enforcement officers or others decide to take or not to take on the basis of your report.



HELP PROTECT OUR NATION!
BECOME A FIRST OBSERVER!
CALL **1-888-217-5902 OR**
VISIT THE FIRST OBSERVER WEBSITE,
www.FIRSTOBSERVER.com
FOR MORE PROGRAM INFORMATION.