



## Office of Inspector General

Board of Governors of the Federal Reserve System  
Bureau of Consumer Financial Protection

Executive Summary, 2020-MO-B-011, March 25, 2020

# The Board Can Strengthen Its Oversight of the Protective Services Unit and Improve Controls for Certain Protective Services Unit Processes

## Findings

We determined that the 2018 Internal Oversight Committee (IOC) evaluation of Protective Services Unit (PSU) operations generally complied with the IOC guidance, although we found opportunities for improvement that could strengthen future evaluations of the PSU's operations. Specifically, we found that the IOC reviewers did not confirm whether the credentials of separated agents had been destroyed and documented. We also found that the IOC did not complete the Executive Protection Services section of the IOC Checklist, which includes verifying that agents conduct threat assessments and receive driving refresher training.

In our assessment of PSU operations, we found that the PSU complied with its policies and procedures for certain aspects of protection measures and protective intelligence. However, we found that the PSU (1) does not have procedures related to vehicle maintenance, (2) does not require driving refresher training for special agents, and (3) did not consistently maintain records of destroyed credentials for separated agents. Sensitive information related to the results of our evaluation will be transmitted in a separate, restricted memorandum.

## Recommendations

Our report contains recommendations designed to strengthen the IOC's review of the PSU's operations and improve the PSU's internal processes and controls associated with vehicle maintenance, driving refresher training for special agents, and the disposition of separated agents' credentials. In their responses to our draft report, the IOC and the PSU concur with our recommendations and describe actions that have been or will be taken to address our recommendations. We will follow up to ensure that the recommendations are fully addressed.

## Purpose

We conducted this evaluation to assess the implementation of the IOC guidance for its 2018 evaluation of the PSU's operations and to evaluate the PSU's compliance with policies and procedures for certain aspects of protection measures and its use of protective intelligence in support of its mission.

## Background

The mission of the PSU is to use an experienced and highly trained staff, a full array of protection measures, and active planning and coordination with intelligence sources and law enforcement to ensure the physical security of the chair of the Board of Governors of the Federal Reserve System at all times. In November 2018, the IOC conducted a review to assess the PSU's operations. The reviewers received the IOC guidance and the IOC Checklist to assist with completing the evaluation. The IOC concluded that the PSU has effective controls in place.