

**United States Coast Guard Auxiliary
Prevention Directorate**

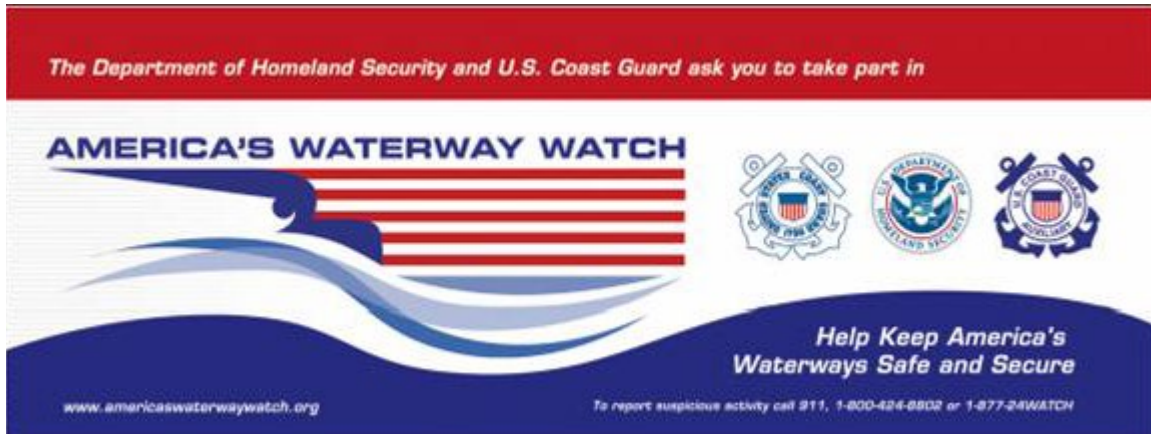


**America's Waterway Watch
Training Guide**

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America's Waterway Watch (AWW) Training Guide

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1: America's Waterway Watch Mission Statement

America's Waterway Watch (AWW) is a public outreach program like the well-known Neighborhood Watch program that asks community members to report suspicious activities to local law enforcement agencies. Unlike some Neighborhood Watch programs, however, AWW participants do not formally join an organization. There are no meetings, membership cards or membership requirements, and they do not become an agent of the Coast Guard or any other law enforcement agency. Participants simply report suspicious activity to the Coast Guard and/or other law enforcement agencies.

The Coast Guard wants help from the entire boating community - both commercial and recreational - and from those who live or work around America's waterways, to keep those areas safe and secure. People who spend time on or near the water know what is normal and what is not, and are thus well suited to notice suspicious activities that may indicate threats to our nation's homeland security. Participants in America's Waterway Watch are urged to adopt a heightened sense of awareness toward unusual events or individuals they may encounter in or around ports, docks, marinas, riversides, beaches, or waterfront communities.

Auxiliary members support Sector activities as well as working through traditional Auxiliary outlets such as boating safety classes, vessel safety checks, marina visits, boat show booths, etc., to educate the boating community.

2: Objectives

America's Waterway Watch is an outreach effort to waterways users such as boaters, fishermen, marina operators, maritime industries, and the general public, providing them with information on their role in protecting the marine environment.

The objectives of the America's Waterway Watch campaign are:

- Increase public awareness of maritime security issues.
- Increase citizen reporting of potential security issues by publicizing the National Response Center reporting number: 877-24WATCH (877-249-1824).
- Encourage public participation in the program via education, posters, and personal involvement.

3: Job Description

Auxiliary units shall coordinate with their Auxiliary Sector Coordinator (ASC) prior to initiating efforts to advertise the program to the boating community through news releases, solicited interviews, or advertisements. Speakers should incorporate a reminder to the public to contact the Coast Guard if they see something suspicious. Examples of appropriate venues to discuss the program include boat shows, industry days, speaking engagements, etc. Written materials can also be distributed at such events and should be part of the standard literature a unit provides to the public, such as at exhibit booths. Because both are outreach initiatives, opportunities to promote Sea Partners initiatives will also be ideal to promote America's Waterway Watch efforts.

Auxiliarists can support the goals of America's Waterway Watch in three ways:

1. Performing outreach and awareness activities involving the boating public. Outreach should take place during boating safety courses, vessel exams and visitation program activities. The Auxiliary can also coordinate with other volunteer organizations that support outreach to the boating community.
2. Providing additional support to the Captain of the Port (COTP) as needed in developing and administering a local program to deliver the message to members of both the commercial and recreational boating industries.
3. Serving as a trusted and security-vetted source of local knowledge within many COTP zones by promptly recognizing changes or suspicious activity along waterways. Auxiliarists routinely provide eyes and ears to detect and report suspicious activity while engaged in patrols and other missions, both within, and beyond, the AWW mission.

Participation in America's Waterway Watch is open to any Auxiliarist. While no certifications are required, AWW presenters/facilitators will nonetheless benefit greatly by taking advantage of related learning opportunities, such as Instructor training. Facilitators should have good teaching or presentation skills and be comfortable speaking in public. The Prevention Outreach Specialist qualification (AUX-MEES, formerly known as the Auxiliary Marine Environmental Education Specialist) is also directly relevant to AWW missions.

America's Waterway Watch is a Coast Guard initiative spearheaded by the Auxiliary. All Auxiliarists participating in AWW should therefore present themselves in the best possible light, paying particular attention to grooming, dress, and conduct.

4: Training Guide

Auxiliarists should be familiar with and able to effectively communicate the AWW messages of identifying and reporting suspicious activity as described in the questions and answers below.

Q: Where Should AWW Participants Look for "Suspicious Activity?"

A: Watch for suspicious activities of vessels and individuals in locations such as:

- Under and around bridges, tunnels, or overpasses.
- Near commercial areas or services such as ports, fuel docks, cruise ships, or marinas.
- Near industrial facilities such as oil, chemical, or water intake facilities, and power plants.
- Near military bases and vessels, other government facilities, or security zones.
- In and around passenger terminals, ferries, and day cruise lines.
- Near railroad lines serving any of the above listed facilities.

Participants are *not* expected to patrol any area. Their expertise in recognizing suspicious activity is derived from familiarity with the surroundings within which they operate while engaged in normal work or recreation around the waterfront.

Q: How Can AWW Participants Identify Suspicious Activity?

A: Identifying suspicious activity starts with understanding the steps a terrorist group takes to plan an attack. The acronym SETS will help you understand these steps and their associated indicators.

- SURVEILLANCE involves photographing, drawing and/or mapping, or other means of monitoring, a potential target. Types of surveillance include fixed, mobile, progressive, creative, overt, and covert.
- ELICITATION involves asking detailed questions to gain knowledge of hidden or proprietary information. Things to keep in mind:
 - Listen carefully when engaged in a conversation with a stranger. If they begin to ask or inquire about guarded information, you can suspect that elicitation is being used. Remember, the conversation may seem totally innocent.
 - Avoid becoming a victim of elicitation. Share proprietary, classified or guarded information *only* with those who have a genuine need to know -- without exception. If you suspect that you are being targeted, simply reply to the elicitor's questions with an inquiring question of your own.
- TESTS OF SECURITY are used to develop timelines of authorities' response to a particular incident or occurrence. Staging an incident is used to determine access vulnerability and/or establish a timeline for later use. Examples include (but are not limited to):
 - Bomb threats
 - Small fires (trash can/dumpster)
 - Abandoned packages

A test of security is likely to occur in close proximity to a potential target, or an integral component of that target, in the plan to attack the target.

- SUSPICIOUS BEHAVIOR is behavior that is out of place or out of character with the environment. Behavior is the key signal. What activity is the person(s) engaging in that is out of place with the immediate environment (their surroundings)? If the activity is out of character, it may be considered suspicious.

► *Remember... people are not suspicious, their behavior is!* ◀

Q: What is Suspicious Activity?

A: Suspicious Activity is behavior that arouses a “gut feeling” that something is not right. Trust your intuition, but remember, it is the *behavior* of individuals that is suspicious, not their ethnic, religious, or national origin. For example, suppose you see people of an obviously different ethnic or national background fishing off a pier or near a secure facility. *The mere fact that they are “different” is not important.* People fishing near the water is obviously not, in itself, a suspicious activity. In fact, if they aren't fishing, *that* might be a trigger to alert you that they are engaging in Suspicious Activity.

Keeping in mind that “People aren’t suspicious, their behavior is,” here are some situational examples of behaviors and activities that may help you determine what *is* suspicious and, thus, what should be reported:

Unusual Operation of a Small Boat, Accompanied by Photography

You observe a boat being operated with no apparent destination. The boat is occupied by three young to middle-aged people — not a “family” as usually seen cruising these waters. A little while later you see the same boat, this time with two occupants, and its movement is repetitive. It circles around bridge abutments for a while and makes several passes alongside a shoreside power plant, moored commercial vessels, and a ferry passenger terminal. You notice that the passenger is taking pictures of the facilities. Later, you observe the boat picking-up the third person from a public dock near the bridge, and the person boards the boat with a video camera and a notebook. These actions could indicate initial surveillance of a potential target and subsequent attack.

People Taking Still Photographs or Videos from the Shore

A white mid-sized four-door sedan pulls into a “view” area near a railway bridge, drops off two passengers, and departs. One of the passengers begins taking pictures of the bridge, as well as a commuter train and a long freight train which pass each other on the bridge about 15 minutes later. (As a frequent and long-time marina worker, you know this happens every weekday throughout the year). The second person appears to be taking notes, and occasionally glances at their left wrist as if checking a watch.

You continue down the river, returning to your home marina just a quarter mile south. As you pull into the service dock, you notice what appears to be the same white sedan parked at water’s edge in the marina lot. The driver is outside the car and is in the process of packing a large video camera into its storage case. A few minutes later, they get into their vehicle and drive away. People photographing potential terrorist targets is an activity that should be considered suspicious.

Person Running Away/Fleeing

You notice a person running away from an area close to a secure facility. Some questions should come to mind: Does this person’s behavior or dress indicate they are more than the usual jogger? Do they appear to be someone just in a hurry, or does their running imply a heightened sense of urgency or tension? It would be suspicious if they were looking around furtively, as if they were concerned about being observed or pursued.

Person(s) Engaged in Surveillance

You work in a business in the immediate vicinity of a ferry terminal, and you ride the ferry to and from work every day. One day, you observe a particular person taking pictures of the shoreside, which is unusual for people riding the ferry during “commute times.” While at work, you notice the same person boarding a ferry to a different destination and returning a few hours later. The next day you see the same person loitering around the terminal as passengers move through security while boarding ferries. At one point the person joins a group lining-up to board a ferry, takes some pictures, but leaves the group without boarding. During the day you see this person take two round-trip ferry rides, wearing a large backpack on the first trip, and carrying an oversized

briefcase on the second trip. Over several days you notice the same person engaged in various activities at various times, all in the vicinity of the ferry terminal.

Could the activity be completely innocent and explainable? Of course. Could the person be engaged in surveillance in preparation for a terrorist attack? Perhaps. Is the behavior suspicious enough to report? Yes!

People Asking Unusual Questions

While you are working on a customer's boat, a stranger approaches you and strikes up a conversation. The person indicates interest in renting dock space for their boat at the marina and says, "I guess my boat will be pretty secure here since it's very close to the power plant across the bay, and I'm sure the area is heavily patrolled by the Coast Guard and police." The individual then presses you for more details about the types of land and water patrols, including their frequency and schedules. This person may be asking legitimate questions, but may also be gathering information for a potential terrorist attack.

Suspicious Conditions — Physical Breaches of Security

A chain link security fence topped with barbed wire has been erected around the abutments of a bridge that you pass by every day. One day, you notice a large hole in the fence, large enough to allow a person to climb through. Even though you don't observe anyone in the area or any object placed inside the fence, you are aware that the hole is large enough for an adult to crawl through.

Several hundred feet down the road, you also notice a car or truck parked in an unusual place, very close to another security fence at a waterfront shipping facility. The vehicle could be used as a platform for terrorists or criminals to facilitate climbing over the fence to gain access to the secured area.

Both of these scenarios represent suspicious conditions and physical breaches of security that should be reported.

Person Renting a Boat — Examine the Totality of Conduct

You work at a business that rents small boats by the hour. In the process of renting a boat for the day "to do some fishing," two men ask about the "best fishing spots" on the bay and, pointing in the direction of the Navy Base to the north, ask if that might not be a good place to fish. You tell them, "No, the best fishing is in the South Bay area." They fill out the paperwork and pay you the required deposit and "full day" rate with a credit card. Neither of them seems interested in the terms of the contract nor the fact that there are no partial refunds for returning before the end of the day. You help them load the boat with what is obviously brand-new fishing equipment and two large coolers, and remind them that, "it might be a good idea to buy some bait." After you go over the operations of the boat with them, they leave the dock and head north in the direction of the Navy Base. The whole situation starts to seem strange to you, including the fact that the person's recently issued driver's license (proof of identity), the credit card used for payment, and the license plate on their vehicle were from three different states. Individually, each of the oddities in this situation do not rise to the level of suspicious behavior, but when viewed in their "totality" they do.

Q: How Do AWW Participants Report Suspicious Activity?

A: First, call the National Response Center at 877-24WATCH. For immediate danger to life or property, call 911 or the nearest Coast Guard Station. Calling the U.S. Coast Guard on Marine Channel 16 is not recommended as Channel 16 is an open frequency and its use may alert perpetrators who are monitoring it.

Never approach someone you think may be about to commit a crime. Make some notes, such as the person’s appearance, clothing, vehicle license plate, and the type of boat, vehicle or aircraft involved. Take a picture if you can, but keep your distance. Remember that the Auxiliary is not law enforcement. Our role is to act as eyes and ears, and your safety is paramount.

Q: What information is needed in a report?

A: You should be specific with details you provide to authorities whenever you report something that seems amiss. Generalized descriptions and concerns don’t provide sufficient information and may not convey the appropriate sense of urgency.

Details Carry Weight:

Example: “I’m at the Safe Haven Marina and just saw [something dangerous] loaded from a White SUV into a turquoise Boston Whaler with the registration number CF1234YZ. I can’t read the SUV’s plate number, but I think it’s an out-of-state plate. The boat operator seems to be intimidated by his passengers, and the passengers seem to be trying to keep out of sight. I think something bad is about to happen.” Pay attention to height, weight, gender, clothing, or other identifiable traits of the people engaged in suspicious activity, as you may be asked for this type of information.

How to Make a Proper Description of a Person, Boat, or Vehicle

Never use race or religion as indicators of suspicious activity. Always rely on the idea that what you are observing is like a puzzle. If your instincts lead you to suspect suspicious activity and you have observed actions that back up your instincts, you can report your observations using the **CYMBALS** method (**C**olor, **Y**ear, **M**ake, **B**ody, **A**ttire, **L**ooks, **S**ex). The grid below outlines the **CYMBALS** method for people, boats, and vehicles.

People	Boats	Vehicles
Color: hair, skin, eyes	Color (paint, markings, etc.)	Color (paint, markings, etc.)
Year: of birth, approximate age	Year (of manufacture, approximate age)	Year (of manufacture, approximate age)
Make: race, ethnicity	Make (make and model of boat)	Make (make and model of vehicle)
Body: height, weight	Body (length, type: cruiser, runabout, PWC, etc.)	Body (sedan, truck, SUV, 4/2 door, etc.)
Attire: clothing, description, dress, etc.	Accessories (name, antennas, flag, inboard/outboard)	Anything else (dents, stickers, rims, etc.)
Looks: hair, scars, tattoos, facial hair, etc.	License / registration number	License plate number
Sex: male, female	State of registration	State of registration

All reports should contain the “Five Ws and one H,” which means you should be able to articulate a majority of the Who, What, Where, When, Why, and How aspects of the scene. This will be the line of questioning you can expect from law enforcement when submitting a report. If you do not have most of these questions covered, articulate exactly what makes you feel suspicious of a person, group, or situation when reporting.

Supplemental Training

The National Prevention Directorate (P Directorate) offers training materials via the Auxiliary Classroom to provide Auxiliarists with the knowledge needed to deliver a successful America's Waterway Watch event. There are two relevant courses and one qualification:

Courses:

Introduction to Marine Safety and Environmental Protection (IMSEP)

This course provides an extensive background in the history, policies, laws, and regulations pertaining to the Marine Safety and Environmental Protection missions. It is the Auxiliary equivalent of the 12-week Coast Guard Marine Science Technician A-School. Successful completion of the IMSEP course grants two credits toward earning the AUXOP device, and is a requirement for earning the Marine Safety Ribbon. The course and all materials are available from the Auxiliary Classroom.

Youth Protection Training

All Auxiliarists working with the Sea Scouts, including those participating in America's Waterway Watch missions, are required to take Youth Protection Training from the Boy Scouts of America. Note that this training needs to be repeated every two years.

Qualification:

Prevention Outreach Specialist PQS

The Prevention Outreach Specialist qualification provides a sound background in maritime transportation security, America's Waterway Watch, and environmental issues.

Completing the AUX-MEES Personal Qualification Standard (PQS) bears a credit toward earning the Marine Safety Ribbon.

5: Time Reporting

Members participating in AWW events should report their time either by creating an Activity Log entry in AUXDATA II, or by completing and submitting an ANSC-7030 Activity Report-Mission form. In either case, the mission code will be **70V** (America's Waterway Watch Program).

ANSC-7030 Activity Report-Mission E-Form

America's Waterway Watch event travel time, mission prep time and any mileage incurred traveling to and from the event should be reported by either creating an Activity Log entry in AUXDATA II or by submitting them on an ANSC-7029. In either case, the mission code will be **99C** (Miscellaneous RBS/Marine Safety).

7029 Webform

It is the responsibility of the Division Chief of Prevention Outreach (DVC-PW) to supply a quarterly report to the Director of Prevention (DIR-P) on America's Waterway Watch events in that quarter. This report will consist of AWW hours recorded for each District.

6: Uniform of Day

The Uniform of the Day for America's Waterway Watch events will be determined by the Mission Lead for the event. It is suggested that indoor events be presented in Tropical Blue. If Active Duty are participating in the event, they will likely be wearing the Operational Dress Uniform (ODU) or the Coast Guard Working Uniform (CGWU). Consideration should be given to maintaining a uniform appearance for all participants.

For outdoor events, the Operational Dress Uniform (ODU) or the Alternative Work Uniform (AWU) are suggested for the Auxiliary. When the Coast Guard Working Uniform (CGWU) becomes available to the Auxiliary that may be worn as well. Again, the goal is to maintain a uniform appearance among participants as much as possible.

7: Materials

The Auxiliary National Supply Center (ANSC) maintains a stock of brochures, posters, and other materials for promoting America's Waterway Watch. AWW materials have stock numbers of 3026 (with suffixes) or 3027. Your FSO-MA can order materials from the ANSC. Note that not all materials are always available.

8: Presentations

Communicating the messages of the America's Waterway Watch campaign to the public can take many forms. In addition to the use of the various media outlets, public speaking engagements provide uninterrupted and unaltered communications with public groups and in schools.

Helpful tips for good presentations:

- Practice and review your presentation before the event to ensure that you can stay within your scheduled time allotment.
- Make use of catchy and friendly phrases while giving the presentation.
- Try to include humor in your presentation.
- Narrate interesting stories to develop interest, but avoid the use of too many "sea stories."
- Use body language to emphasize your point in a positive manner.
- Provide encouragement to participants who perform well.
- Make use of props like charts, blackboards, projectors, PowerPoint presentations, games, etc. These will help sustain attention.
- Avoid reading slides when making presentations. Slides should be used to enhance the presentation, not *be* the presentation.
- Encourage group activities; this helps create interest and foster communication.
- Ask questions of participants to ensure that involvement in your presentation is complete and comprehensive. Both the students/public and the class teacher/ point of contact should find your presentation interesting.

Aristotle is credited with an effective three-part teaching strategy:

1. **Tell them what you will tell them.** This is the opener in which you introduce your topic and the goals of your presentation.
2. **Tell them.** This is when you present your content and explain the details. Tell them why what you're saying is important and relevant, and how things will be better if they follow through with your ideas and methods.
3. **Tell them what you just told them.** Reiterate your salient points.

9: Alliances & Partners

A wide variety of governmental agencies and organizations promote messages like those of the America's Waterway Watch program. Among these are local and state law enforcement agencies. AWW participants are encouraged to align their presentations with those at the local level, and to build partnerships with these organizations.

Information on these agencies' websites can provide additional information to enhance America's Waterway Watch presentations. Some of these organizations also have materials suitable for use in AWW presentations.

10: Articles

The Division Chief of Prevention Outreach (DVC-PW) and the Branch Chief - America's Waterway Watch Liaison (BC-PWW) will supply news articles concerning America's Waterway Watch events to the Prevention Directorate National Newsletter for publication when requested by the Director (DIR-P) or Deputy Director of Prevention (DIR-PD).

District, Division and Flotilla-level Marine Safety Officers are encouraged to contribute articles to their respective newsletters and to work with Public Affairs Officers to develop press releases to publicize America's Waterway Watch messages and events.