

James Platske -- AMOC -- HPO Timeline

U.S. Customs Air and Marine Operations, HQ, agrees in early '01 to have a facilitated session at FEI to address organizational effectiveness problems at the HQ level. 9/11 delays this session.

Mar '03, U.S. Customs is merged into the new DHS organization as ICE and CBP. Air and Marine Operations (AMO) becomes part of ICE.

Aug '03, AMO, HQ, senior managers attend a facilitated session (Lane Hurley) at FEI. Decision made to deliver HPO program to AMO field managers.

Sep '03, AMO field and HQ senior managers attend initial HPO program.

Oct '03 and Jan '04, AMO field and HQ senior managers attend HPO strategy sessions. Jim Platske named director, Air and Marine Operations Center (AMOC), Nov '03.

Mar '04, AMOC has Lane Hurley deliver "Creating a High Performance Culture" training, incl. MBTI to all personnel.

Oct '04, AMO is transferred from ICE to CBP

Apr/Jun '05, HPO sessions at AMOC for all personnel

Jul '05, AMO, HPO conference at FEI. Final coordinated AMO effort.

Oct '05, AMO and Border Patrol Air and Marine merged.

Dec '05, AC Kostelnik replaces AC Stallworth

Continuing the Performance Improvement Process at the AMOC

The AMOC is a law enforcement radar detection, monitoring and coordination center responsible for ensuring that general aviation aircraft entering the U.S. do so according to U.S. policy and procedure. The AMOC is part of CBP Air and Marine, has 90 CBP personnel, 20 interagency personnel and 25 contract personnel assigned at the facility.

1. Selected directors that had the skills, desire, and trustworthiness to evolve the organizational performance improvement process at the AMOC.
2. Focused on changing the AMOC, not the larger organization.
3. Implemented MBTI and CCHPO as foundational training for all personnel.
4. Reinforced leadership, mission, performance results and culture as the core principles of high performance at the AMOC with heavy emphasis on leadership.
5. Integrated the core principles into the interview, selection, and development process – especially for supervisors and managers.
6. Adult/adult; see, own, solve, do; and increased value with time reinforced.