

From: [REDACTED]

To: [REDACTED]

Subject: Fw: Town hall follow up

Date: Thu, 28 Aug 2025 12:43:24 +0000

Importance: Normal

This is great feedback....FYSA only

From: [REDACTED]

Sent: Thursday, August 28, 2025 7:53:33 AM

To: [REDACTED]

Subject: Town hall follow up

Boss,

Nice job yesterday, I can't believe it's been 5 months.

I thought the first question you fielded yesterday was the best, most insight and impactful question I've heard an agent ask a leader in a long time, "as an office it feels like we have been caught off guard twice, what are we doing to prepare for the next time?" He was right. Our response to both could have been managed more effectively.

Your answer was spot on. Communicate- because in both of those instances(Epstein and ERO) there was little communication. But, if I may, i think the real heart of the question was larger. We can never know when the next problem is coming until it knocks on the door, but what we can do is build a system and a process to deal with multiple knocks on the door.

In both those previous instances we allowed an operational branch to manage a "crisis" at a field office level, and they weren't prepared for that and didn't have the tools because it's not something that any branch does routinely. The system we have for that exists on Mission Services. The crisis team knows how and has plans to deal w multiple crisis at the same time and it frees the operational division to go back to work.

They(the crisis team) can manage the problem, communicate effectively and have experience and processes built for running 2,3,4 at a time.

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