

~~SENSITIVE SECURITY INFORMATION~~

TRANSPORTATION SECURITY ADMINISTRATION

Behavior Detection and Analysis Program Handbook



Transportation
Security
Administration

The Transportation Security Administration (TSA) personnel and contractors must use and implement these standard operating procedures in carrying out their functions related to security screening of passengers, accessible property, and checked baggage. Nothing in these procedures is intended to create any substantive or procedural rights, privileges, or benefits enforceable in any administrative, civil, or criminal matter by prospective or actual witnesses or parties. See *United States v. Caceres*, 440 U.S. 741 (1979)

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This handbook is effective immediately upon signature.

APPROVAL

Signed

Michael Silata

Behavior Detection and Analysis, Branch Manager

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Chapter

1

1. INTRODUCTION AND PURPOSE

This handbook includes a general overview of the duties and responsibilities of each Behavior Detection Officer (BDO) position, the required steps in conducting Behavior Detection (BD), Behavior Detection and Analysis (BDA) indicators, and BDA Program administrative functions. BD techniques are discreet, applied in real time, free of large equipment, and focus on intent rather than possible threat items. As a result, BD can be used in a variety of security settings and configurations to leverage Transportation Security Administration (TSA) resources towards potentially high-risk travelers.

This handbook is to be used in conjunction with the BDA Standard Operating Procedures (SOP) and other BDA-related policies and procedures. BDOs, including Lead BDOs (LBDOs), Supervisory BDOs (SBDOs), and BDA Transportation Security Managers (BDA TSMs) must be familiar with the BDA SOP, Playbook SOP, Risk Based Security (RBS) MI-2 Pre[✓]™ Field Assessment SOP, Travel Document Checker (TDC) SOP, the Screening Checkpoint SOP, and any other applicable SOPs. Being familiar with these SOPs will ensure that when BDA TSMs and BDOs support these concepts, they understand their specific responsibilities, even when those responsibilities are not outlined in this handbook.

Section Two of this handbook outlines the structure, roles, and responsibilities for the BDA Coordinator, BDA TSM, SBDO, and LBDO positions. This handbook is intended to be a guide and not all-inclusive to these positions' duties and responsibilities. This handbook compliments all duties established in Job Analysis Tool (JAT), SOP, and all other policies and procedures.

Section Three is intended to provide the general context behind the BD process, including guidelines for conducting each BD task (for example, the BD Referral process). In addition to the BD process, this section of the handbook also outlines BDOs' role in Managed Inclusion (MI), Playbook, Plain Clothes Operations (PCO), and Visible Intermodal Prevention and Response (VIPR).

Section Four of this handbook contains content pertaining to BDA training. This section is applicable to defined recurrent training requirements that cover a spectrum of learning needs, information pertaining to the National Training Team (NTT) and recruitment process and content applicable to the BDA Return To Duty (RTD) requirements.

Section Five of this handbook contains BDA Referral Report User Guide and the Behavior Indicator Reference Guide (BIRG). The BDA Referral Report User Guide provides a breakdown of how and why to complete each section of the BDA Referral Report, which helps to ensure the most accurate and consistent data collection across all BDA airports. The BIRG provides a detailed description for each BDA indicator, as well as assessable and non-assessable exemplars that provide clarity to the indicator assessments.

1.1. GENERAL: APPLICATION OF BEHAVIOR DETECTION

- A. BDA Coordinators, BDA TSMs, and SBDOs are responsible for the health and welfare of their operation. BDA operations at one airport are a reflection of BDA operations across the country. A high performing local program can become the national example recognized and appreciated by all BDA operators. A poorly managed program can quickly negate the work of others who believe in the program and carry it out with pride. BDA leadership is entrusted with safeguarding the program and ensuring that procedures are carried out as required; BDA leadership should motivate their team members and provide the support needed to succeed.
- B. The aforementioned BDA personnel must ensure that BDOs conduct BDA operations in accordance with

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the BDA SOP and all applicable DHS/TSA directives.

1. **Prohibition of Racial Profiling:** It is critical that BDOs understand and are committed to protecting the Constitutional and civil rights of the traveling public and must not tolerate discriminatory practices in any interactions. Furthermore, it is mandatory for BDOs to understand that unlawful profiling, whether based on race, ethnicity or religion, undermines TSA's ability to fulfill its transportation security mission and that the consideration of race or ethnicity in screening or otherwise in the course of work at TSA is strictly prohibited under Department of Homeland Security and agency policy.

The general prohibition against racial profiling applies in the context of security screening, including BDA Referral Screening. Racial profiling is premised on the assumption that an individual of one race or ethnicity is more likely to engage in misconduct than an individual of another race or ethnicity. Profiling, or reliance upon generalized stereotypes of one's race or ethnicity, is unconstitutional and illegal. The U.S. Constitution prohibits consideration of race or ethnicity in routine law enforcement activities as well as screening functions related to transportation security.

The offensive and objectionable use of race or ethnicity as a criterion in conducting stops, searches, BDA Referral Screening, or other law enforcement activities is strictly prohibited and will not be tolerated. BDOs must immediately notify management if they observe or believe that unlawful profiling is occurring. Additionally, BDOs must not retaliate against any employee, contractor, or member of the public who has made a civil rights complaint or engaged in a protected activity, or has shared civil rights concerns with the press or others. Any employee found in violation of this regulation will receive disciplinary action, up to and including termination.

2. **Number of referrals is not indicative of success:** The BDA Program Office, under no circumstance, endorses the use of referrals as a metric for determining success. The BDA Program Office looks at the quality of referrals, including but not limited to whether the BDOs are following the proper procedures, the quality of the written report and whether the BDO team is able to articulate the root cause of the anomalous behavior. Furthermore, a quota system is prohibited, counterproductive and undermines the integrity of the program. Any strategic application of the BDA program that is focused on the quantity of referrals rather than the quality of referrals may be directly or indirectly applying a quota system; such an application of the program is prohibited.

1.2. DEFINITIONS

Access Control Incident – Any incident involving improper or unauthorized access to any airport secure or sterile area, including the area in or around the passenger screening checkpoint. These types of incidents include violations of procedures at controlled access points, passenger screening checkpoints, checked baggage screening areas, passages, or portals. This includes improper or unauthorized access from locations within an airport's public area(s) to an airport's sterile area(s), Aircraft Operating Area (AOA), and Security Identification Display Area (SIDA). Access control incidents include Contained Security Incidents, Delayed Resolution/No Threat Security Incidents, and Security Breaches.

Access Control Point – A place where the ability to enter is limited and controlled.

Accessible Property – Property that is intended to be accessible to the individual in the sterile area or in the cabin of an aircraft.

Artful Concealment – A prohibited item within something that has been designed or altered to evade detection when on an individual or within an individual's accessible property or checked baggage, or a prohibited or permitted item which an individual has taken extraordinary effort to conceal the purpose of or hide on his or her person or within accessible property or checked baggage.

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Articulate Belief – A belief that can be put into words and explained to others and is based on observations that suggest an individual or item may be a threat to transportation security.

BDA Transportation Security Manager (BDA TSM) – A Behavior Detection (BD)-certified Transportation Security Manager or BD-certified designee who is responsible for the local operations of the Behavior Detection and Analysis (BDA) Program and supervision of Behavior Detection Officers (BDO).

Behavior Detection Officer (BDO) – An employee who is certified in and authorized to conduct BD, including Lead BDOs and Supervisory BDOs.

Checked Baggage – Property unavailable to passengers during flight that is given to an aircraft operator by or on behalf of a passenger and accepted by the aircraft operator for transport.

Explosives – Military, commercial, or improvised compounds that can quickly change from a solid or liquid into a hot gas with a much greater volume than the substances from which they are made.

Explosives Trace Detection (ETD) – A device certified by TSA to detect explosive particles on individuals and on objects intended to be carried into the sterile area or transported onboard an aircraft.

Hazardous Materials (HAZMAT) – Substances or materials that have been determined to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce, and which have been so designated under the U.S. Department of Transportation (DOT) HAZMAT Regulations (HMR).

Improvised Explosive Device (IED) – A device that has been made in an unusual or unofficial manner and uses explosives or destructive, lethal, noxious, pyrotechnic, or incendiary chemicals in its design. Generally, an IED will consist of an explosive, a power supply, a switch or timer, and a detonator or initiator.

Lead Behavior Detection Officer (LBDO) – A BDO who is designated by TSA management or a Supervisory BDO to have additional duties and responsibilities in the oversight of BDA operations.

Law Enforcement Officer (LEO) – A sworn employee of a government entity who has full power of arrest, and is trained to enforce the criminal laws of the jurisdiction(s) in which he or she is commissioned. Federal LEOs include U.S. military police, U.S. Capitol Police, and LEOs who have been deputized as Federal LEOs. Non-Federal LEOs include state, territorial, tribal, local, and rail police officers.

Mentoring – A partnership between two people, with the more experienced individual serving as a mentor by providing assistance and guidance to the mentee to improve skills, acquire knowledge, and enhance growth.

National Special Security Event (NSSE) – A domestic or international event, occurrence, contest, activity, or meeting, which, by virtue of its profile or status, represents a significant target and, therefore, warrants additional preparation, planning, and mitigation efforts. The Department of Homeland Security (DHS) is responsible for designating an event as an NSSE.

Performance and Results Information System (PARIS) – A software application that tracks information about security incidents, inspections, and investigations at the nation's ports. PARIS also stores detailed profile information (including name and address) for each port, carrier, and indirect carrier for all modes of transportation.

Performance Information Management System (PIMS) - The TSA Business Intelligence (BI) Tool for reporting performance management and informational data.

Performance Measurement and Information System (PMIS) – A software application through which TSA records and analyzes daily operational information to achieve performance goals. PMIS also contains a module to capture BDA Referrals and Playbook information.

Personally Identifiable Information (PII) – Any information that permits the identity of an individual to be directly or indirectly inferred, including any other information that is linked or linkable to that individual

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regardless of whether the individual is a U.S. citizen, legal permanent resident, or a visitor to the United States.

Playbook – Standardized and pre-defined security procedures implemented on an unpredictable and randomized basis (Baseline Playbook Plays) or implemented using the Non-Randomized FSD Playbook whose purpose is to deter and detect hostile persons and prohibited or suspect items in their possession throughout the airport environment.

Prohibited Items – Items that are not allowed to be transported in accessible property, on an individual's person, or in checked baggage.

Screening Checkpoint – A screening location at the entry to a sterile area.

Screening Location – Each site where individuals, accessible property, or checked baggage is inspected for explosives, incendiaries, weapons, or other prohibited items. These locations include the screening checkpoint or boarding gate, the concourse, lobby, or baggage make-up areas where checked baggage is inspected with an Explosive Detection System (EDS) and/or Explosive Trace Detection (ETD). They also include locations where cargo is inspected, and any other location chosen by the FSD.

Security Breach – Any incident in which an unauthorized individual, accessible property, or prohibited item enters a sterile area or secured area of an airport. A security breach is determined by TSA to present an immediate and significant risk to life, safety, or the security of the transportation network and needs emergency response by law enforcement.

Security Event – Any incident that does not meet the level of a security breach and does not necessitate the closure of any portion of the airport.

Selectee – A person designated for Selectee Screening by a process as decided and approved by TSA.

Selectee Screening – An enhanced screening process for Selectees, their accessible property, and their checked baggage.

Sensitive Personally Identifiable Information (SPII) – Personally identifiable information, which if lost, compromised, or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual. Complete social security numbers (SSN), alien registration numbers (A-number) and biometric identifiers (such as fingerprint, voiceprint, or iris scan) are considered Sensitive PII even if they are not coupled with additional PII. Additional examples include any grouping of information that contains the individual's name or other unique identifier plus one or more of the following elements: Driver's license number, passport number, or truncated SSN (such as last-4 digits); Date of birth (month, day, and year); Citizenship or immigration status; Financial information such as account numbers or Electronic Funds Transfer information; Medical information; System authentication information such as mother's maiden name, account passwords or personal identification numbers (PIN).

Sensitive Security Information (SSI) – Information obtained or developed in the conduct of security activities, including research and development, the disclosure of which TSA has determined would constitute an unwarranted invasion of privacy, reveal trade secrets, disclose privileged or confidential information obtained from any person, or be detrimental to the security of transportation.

Special Events – Domestic events, activities, or meetings that do not rise to the level of NSSE but which are significant in nature. Special Events may represent attractive terrorist targets due to their size, location, media coverage, number of attendees, participation by dignitaries, proximity to critical infrastructure, historical/political/symbolic significance, or other factors.

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Sterile Area – A portion of an airport, defined in the airport security program, that provides individuals access to boarding aircraft and to which the access is generally controlled by TSA, or by an aircraft operator under 49 CFR part 1544, or a foreign air carrier under 49 CFR part 1546, through the screening of persons and property.

Supervisory Behavior Detection Officer (SBDO) – A BD-certified Transportation Security Officer (TSO) who directly supervises BDOs and the screening process. The primary function of an SBDO is to provide direct supervision of BDO team members by working daily in the operational environment.

Supervisory Transportation Security Officer (STSO) – The individual who directly supervises TSOs and the screening process. It may also refer to a Lead TSO (LTSO) who has been designated to perform STSO functions.

Transportation Information Sharing System (TISS) – A Suspicious Incident Reporting (SIR) database of the Federal Air Marshal Service (FAMS). The TISS contains suspicious incidents reported by FAMS as well as numerous Federal, State and local law enforcement agencies and security professionals.

Transportation Security Specialist - Explosives (TSS-E) – TSA employee who is trained to assist the STSO in determining if property is or contains an improvised explosive device (IED), explosives, or IED components.

TSA Representative – A TSO, BDO, LTSO, STSO, TSM, or other TSA personnel approved by the FSD to perform specific duties.

Visible Intermodal Prevention and Response (VIPR) – TSA deployment of personnel and equipment to augment the security of a mode of transportation at any location in the United States in coordination with Federal, State, and local security partners and in accordance with a Deployment Operations Plan.

Watch List – Refers to the No-Fly List and Selectee List components of the Terrorist Screening Database. This database is maintained by the Terrorist Screening Center. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

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1.2.1. BDA-SPECIFIC DEFINITIONS

For purposes of this handbook, the following definitions apply:

ACTIVE ENGAGEMENT (AE) – A BDA-specific procedure in which one Behavior Detection Officer (BDO) conducts direct brief verbal exchanges with individuals while his or her BDO partner observes individuals' reactions to the engagement.

Appearance Indicators – (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

Behavior Detection (BD) – The process of detecting behaviors and activities that deviate from an established Environmental Baseline. Individuals whose behaviors meet or exceed predetermined thresholds are referred for additional screening or law enforcement intervention.

BDA Coordinator – An Assistant Federal Security Director (AFSD), Deputy AFSD (DAFSD), or I band BDA TSM assigned by the FSD to provide general oversight of the BDA Program at an airport.

Behavior Indicators – (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

BD Referral (BDR) – Individual(s) requiring additional screening per BDA protocol.

BDA Referral Report – A document used to record each Behavior Detection Referral (BDR) SCREENING, process including the exhibited behavior and appearance indicators and the resolution thereof. BDA Referral Reports are recorded in the respective PMIS module daily.

BDR SCREENING – The screening process for individuals who have met the threshold and/or requirements for a referral.

BDO Efficiency and Accountability Metrics (BEAM) – An online database used by TSA to record the daily activity of BDOs.

Behavior Resolution – The process of determining the reason for an individual's BDA-related behaviors by gathering information from the individual through RESOLUTION CONVERSATION (RC), (b)(3):49

(b)(3):49 U.S.C. § 114(r)

Environmental Baseline – Behaviors and appearances that are typical and expected at the time and location where BD is being conducted.

(b)(3):49 U.S.C. § 114(r)

Initial Strategy – The development of a plan by BDO team members detailing the execution of a BD operation.

Plain Clothes Operations (PCO) – A BDA-specific operation that permits BDOs to conduct BD observations while on duty and in plain clothes. PCO may only be performed by certified BDOs upon approval by the FSD.

RESOLUTION CONVERSATION (RC) – A voluntary and informal interview of an individual used to resolve observed BDA behavior(s).

Stress Point – Any point at which an individual is more likely to exhibit behavior or appearance indicators resulting from a heightened emotional state associated with stress, fear, or deception.

(b)(3):49 U.S.C. § 114(r)

Trip Story – The circumstances of travel as described by a BDA Referral.

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Unusual Item – Any item that may be indicative of a threat to transportation security.

1.3. ACRONYMS

AE	Active Engagement
AFSD	Assistant Federal Security Director
BEAM	Behavior Detection Officer (BDO) Efficiency and Accountability Metrics
BD	Behavior Detection
BDA	Behavior Detection and Analysis
BDA TSM	Behavior Detection and Analysis Transportation Security Manager
BDO	Behavior Detection Officer
BDR	Behavior Detection Referral
DAFSD	Deputy Assistant Federal Security Director
EPMP	Employee Performance Management Program
FIO	Field Intelligence Officer
FSD	Federal Security Director
LBDO	Lead Behavior Detection Officer
LEO	Law Enforcement Officer
NSSE	National Special Security Event
OLC	Online Learning Center
OJTC	On-The-Job Training Coach
PARIS	Performance and Results Information System
PII	Personally Identifiable Information
PCA	Program Compliance Assessment
PCO	Plain Clothes Operations
PMIS	Performance Measurement Information System
RC	Resolution Conversation
SBDO	Supervisory Behavior Detection Officer
SOP	Standard Operating Procedures
SSI	Sensitive Security Information
STSO	Supervisory Transportation Security Officer
TISS	Transportation Information Sharing System
TOPS	Transportation Officer Performance System
TSO	Transportation Security Officer

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1.4. DOCUMENT CONTROL AND AVAILABILITY

This Program Handbook contains Sensitive Security Information (SSI). It must be handled, safeguarded, and audited as described in Operations Directive (OD)-400-18-6 series, *Safeguarding Standard Operating Procedures*.

Local TSA Management must establish appropriate means to ensure that this document is available to all BDOs, LBDOs, SBDOs, BDA TSMs, BDA Coordinators, and those designated by the FSD as having a need-to-know. Direct all questions to the TSA BDA Program at BDA.mailbox@tsa.dhs.gov.

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SECTION TWO: PROGRAM STRUCTURE

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Chapter 1

1. GENERAL LEADERSHIP PRINCIPLES

1.1. BUILDING THE FOUNDATION

- A. Building the foundation of strong performance within a team begins with leadership. The ideal qualities of an exceptional leader include credibility, commitment, high expectations, inspiration, creativity, motivation, transparency, and visible leadership. BDA Leadership is comprised of BDA Coordinators, BDA TSMs, SBDOs, and LBDOs and all must provide direction, foster trust, inspire others and create a path that instills purpose and mission focus in the execution of day-to-day duties and responsibilities. In doing so, BDA leadership will create a team that desires to follow their lead.
- B. BDA leadership can inspire and motivate their team by:
 - 1. Sustaining positive workforce engagement.
 - 2. Continually mentoring team members.
 - 3. Establishing and communicating well-defined expectations.
 - 4. Actively seeking out opportunities to challenge themselves and their employees to create an environment where individuals remain engaged and motivated.
- C. BDA leadership can prevent communication gaps by:
 - 1. Engaging neighboring airports.
 - 2. Identifying best practices.
 - 3. Building a fostered network.
 - 4. Leveraging subordinates for additional insight into the BDA operation.
 - 5. Adhering to performance goals as outlined within EPMPs.

1.2. TEAM BUILDING

- A. BDA leadership must lead their BDO workforce toward cohesiveness and productivity. Team building leads to increased communication between BDO partners, increased productivity and creativity (e.g. best practices) that can achieve higher levels and standards. Ultimately, this will result in greater job satisfaction and commitment to the program.
- B. BDA leadership should use shifts briefs as a means to gather team members together and have discussions about key program points. Recognition of good work and teamwork should always be a topic; the number of referrals by individual officers should not be discussed as a gauge of BD effectiveness.
- C. Team briefings provide an excellent setting for information sharing between shifts and help to create a unified operation throughout the various BDO shifts.
- D. BDA leadership must understand that respect comes from working together. LBDOs serve as role models for BDOs. SBDOs are on-the-floor supervisors paired up with BDOs and LBDOs, conducting routine operations, reinforcing procedures and encouraging BDOs to confer and concur about what indicators they observe even if those indicators do not meet a threshold for referral. The BDA Coordinator orchestrates all facets of his or her program, working with their leadership on the strategic vision.
- E. All BDA leadership holds the responsibility of addressing performance and disciplinary issues as they arise in their designated capacity. Ignoring these issues often has a negative impact on the rest of the team.

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Accountability is critical to success.

1.3. ENGAGEMENT (EXTERNAL AND INTERNAL)

- A. Leadership requires a conscious effort to build and maintain rapport with their respective internal TSA counterparts and external stakeholder groups.
 - 1. BDA leadership must work with their appropriate counterparts – Stakeholder liaison, AFSD-LE, or FSD Staff – to support briefings and information sharing about the BDA Program in order to build trust, clear lines of communications, and provide operational support.
 - 2. Stakeholder and LEO briefs are available on the BDA iShare site for use.
- B. The TSO workforce is an important part of the TSA Network. The BDA leadership should make every effort to engage all levels of the TSO workforce.
- C. There is no prohibition against BDOs briefing TSOs about the outcome of a referral. BDOs can discuss indicators because TSOs have a need to know. However, BDOs should not share point values, the referral sheet or other written documents.
- D. BDA leadership must attend checkpoint briefings, when possible, to provide BDA related information (referrals, upcoming BDO position openings, local/national BDO success stories, etc.). This acknowledgement will foster team spirit, reinforce the team-building concept, and keep the lines of communication open between TSA employees.

1.4. MENTORSHIP

- A. Mentoring is a major component of workforce engagement. Through mentoring, BDA leadership leverages their knowledge and experience in developing the skills of others within the BDO workforce. Additionally, BDA Management must leverage the strengths of experienced BDOs to achieve critical program goals. Mentoring programs promote a culture that encourages continuous learning at all levels and builds a strong community of engaged BDA leadership.
- B. BDA Management should use existing LBDOs to foster this effort as the SBDOs are providing supervisory floor coverage and oversight that may limit the opportunity to be fully paired with an officer.
- C. Effective mentoring methods for respective groups include but are not limited to:
 - 1. New Hires: Upon completion of BDO Initial training, new hires will be assigned an On the Job Training Coach (OJTC) to assist in mentoring and coaching the new employee.
 - 2. New Promotions: Management must review and clearly communicate position expectations to newly promoted LBDOs and SBDOs to ensure they have a full understanding of their overall responsibilities.

1.5. NON-DEDICATED BDA TSM LOCATIONS

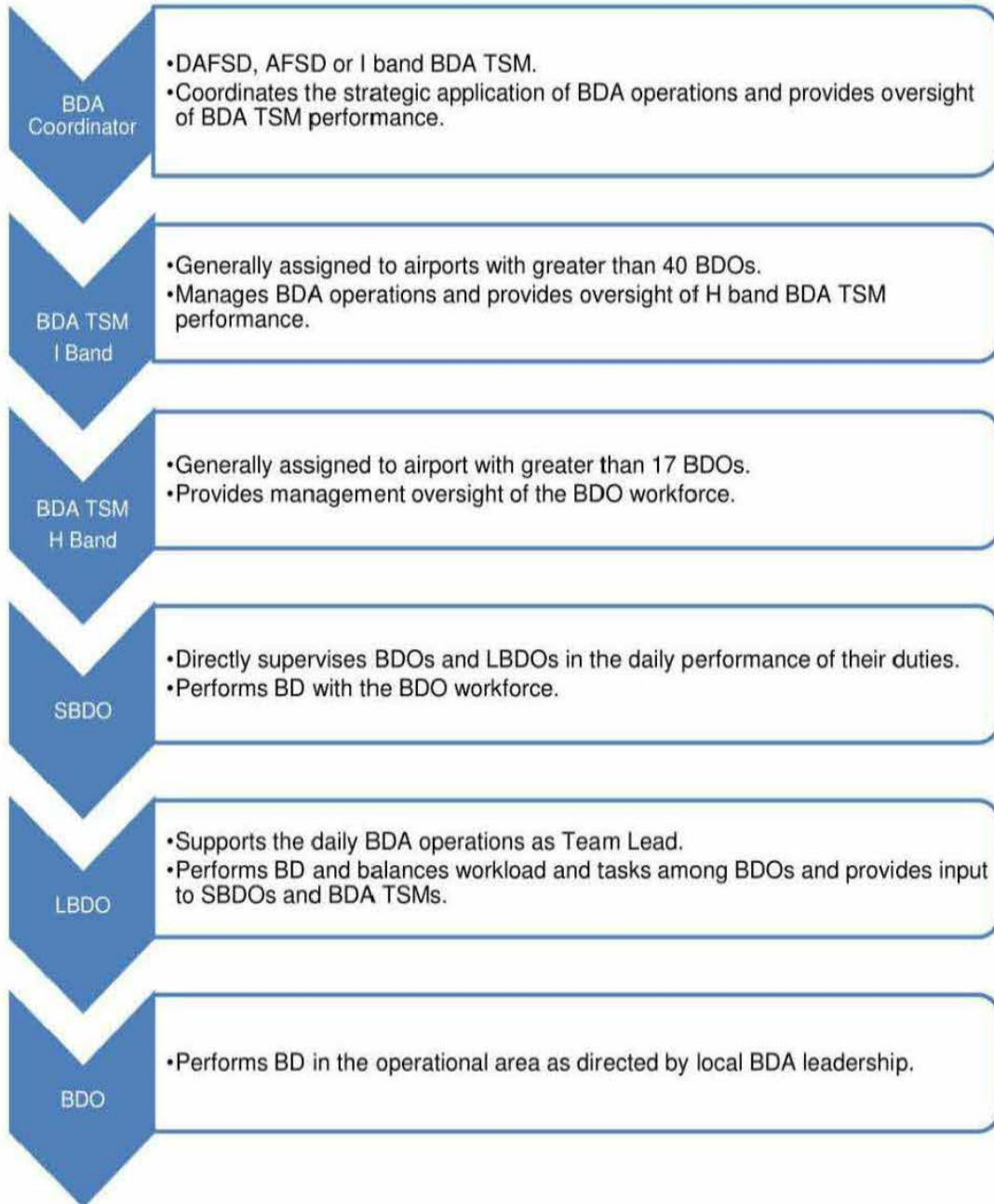
- A. When an airport does not have an allocated BDA TSM, the allocated SBDO is the primary point of contact for daily supervisory operations.
 - 1. If applicable, the FSD will assign a TSM designee to provide oversight of BDA operations.
 - a) The SBDO will report to the designated TSM.
- B. The BDA TSM from the Hub airport can provide assistance to spoke airport locations, where needed, but does not have formal management oversight of spoke programs.

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1.6. POSITIONS AND RESPONSIBILITIES

The BDA program organizational structure is comprised to of the following management positions:



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**Chapter
2****2. BDA COORDINATOR****2.1. OPERATIONAL OVERSIGHT**

- A. The BDA Coordinator is responsible for the overall health and welfare of the BDA Program at their airport. The BDA Coordinator must work to ensure unity in effort with other screening capabilities including canine, playbook and checkpoint operations.
1. The BDA Coordinator, if an I Band BDA TSM, reports to the AFSD or DAFSD and also retains the duties and responsibilities of a BDA TSM. Where there is no I Band BDA TSM, the FSD will designate the DAFSD or AFSD as the BDA Coordinator.
 2. The BDA Coordinator is designated as the primary point of contact for communication from the BDA Program Office. Establishing one authority in the line of communication will ensure the proper dissemination of information and ensure appropriate entities are briefed. Others may participate in BDA Program calls; however, the BDA Coordinator is ultimately responsible to carry out the direction or best practices provided by the BDA Program Office during the calls.
 3. The BDA Coordinator must ensure that BDO resources are used in the most efficient and effective manner, ensure performance reviews and disciplinary is carried out, as needed, promote mentorship between BDOs and that all procedures are carried out as intended.
 4. The BDA Coordinator ensures that their program meets all administrative requirements in Management Control Objectives Plan (MCOP), including accurate and timely data entry in PMIS, BEAM, PARIS, and TISS.
- B. The BDA Coordinator (I band) will conduct the performance evaluation as the rating official for the BDA TSM H bands. At locations with only H band BDA TSM(s), the BDA Coordinator AFSD or DAFSD will be the rating official to the BDA TSM H band.
- C. The BDA Coordinator must ensure that BDOs receive intelligence briefings by their local Field Intelligence Officer (FIO) or seek an FIO from another area to conduct the briefings. All BDO security clearances must be up-to-date prior to each briefing. BDA Coordinators may work in conjunction with the AFSD-LE to facilitate intelligence briefings for BDA staff.
- D. At a minimum, the BDA Coordinator must conduct:
1. Weekly meetings with BDA TSMs fostering overall team collaboration and management growth.
 2. Monthly meeting with SBDOs.
 3. Quarterly town hall or other method to meet with all BDOs.
- E. The BDA Coordinator must ensure local leadership deploys BDOs using a Risk-Based approach.
- F. In coordination with FSD staff and as directed, the BDA Coordinator maintains open communication with LEOs and Stakeholders.
1. The BDA Program Office has developed a briefing for local law enforcement that provides an overview of the BDA program and may help bridge any gap in communication and understanding between law enforcement and the local BDOs.
 2. The LEO briefing should be provided by BDA Coordinators once a year and is accessible on the National BDA iShare. As in all cases, ensure coordination occurs with local TSA Stakeholder liaison or AFSD-LE, where applicable.

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2.2. TRAINING REQUIREMENTS

- A. The BDA Coordinator must ensure employees are current in their applicable Online Learning Center (OLC) recurrent training. The BDA Coordinator is encouraged to work with the BDA TSM or SBDO to develop local training to reinforce BDA procedures.
1. **Local Training:** All local training material must be consistent with the BDA SOP. The use of BDOs to create local training is a great way to build team morale. The training sessions can be given as needed (monthly, quarterly, etc.) and tracked for participation purposes only (e.g. must not affect the BDO's APR and/or TOPS review).
 2. **Non-TSA Training:** BDA Coordinator must consult with the BDA Program Office prior to conducting non-TSA training.
 3. **Training certifications:** Local TSA Training Managers and Training Specialists must maintain the training records of all BDOs and BDA TSMs who have successfully completed the BDA training certification in the TSA OLC. The BDA TSM must maintain open communication with the local training departments to ensure BDOs are current with all training requirements and qualifications and that the appropriate training records are accurate.
 4. **Employee Relations:** The BDA Coordinator must ensure that all SBDOs within the program have the required training on employee relations to carryout both performance rating and discipline, as necessary.

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Chapter 3

3. BDA TRANSPORTATION SECURITY MANAGER (BDA TSM)

3.1. PROGRAM MANAGEMENT

- A. In addition to the duties and responsibilities outlined in the BDA SOP, the BDA TSM must:
1. Foster a collaborative organization that encourages innovation, candid communication, and networks freely with stakeholders to accomplish the mission.
 2. Facilitate the empowerment of SBDOs, LBDOs and BDOs by soliciting feedback and recommendations to improve their work environment and enhance their understanding of security threat mitigation.
 3. Support, through the mentoring of BDOs, a culture that values an exceptional workforce through empowerment and support of experience-based threat mitigation.
 4. Ensure there is continual supervisory floor coverage and that SBDOs adhere to the required operational performance guidelines as established by the BDA program office.
 5. Ensure that data entry in BEAM and PMIS is timely and accurate.

3.2. MENTORING AND PROFICIENCY REQUIREMENTS

- A. Per the BDA SOP, the BDA TSM must engage in mentoring opportunities with the BDO workforce that satisfies the proficiency requirements of eight cumulative hours each pay period.
1. By mentoring each BDO individually and working with the team to maintain proficiency, the BDA TSM will better understand the strengths and weaknesses of their individual team members.
 2. Mentoring refers to the BDA TSM actively directing a BDO on specific areas of operation in order to improve the skills of each BDO and improve the level of overall team performance. This may be applicable to both operational and administrative functions.
- B. The BDA TSM mentoring requirement and the BDA TSM proficiency requirement are mutually exclusive. That is, the BDA TSM must not "double dip" by recording mentoring as occurring at the same time as the BDA TSM's time conducting AE, RC, and assessing behavior and appearance indicators.
- C. BDA TSM mentoring and proficiency hours must be recorded in the BEAM database.

3.3. BDA TSM CERTIFICATION

- A. In order to maintain certification, BDA TSMs must successfully complete the following:
1. One BDA TSM Assessment during each performance year.
 2. Comply with all requirements in BDA SOP.
 3. Actively conduct Behavior Detection in the operational environment with the BDO team (Active Engagement, Behavior Observation, and Resolution Conversation) each pay period, per the BDA SOP.
 4. Record operational hours in BEAM to include other reporting requirements.

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- B. In addition, the BDA TSM must also maintain his or her proficiency by working directly with another certified BDO for eight cumulative hours every pay period conducting behavior observation, Active Engagement (AE), and Resolution Conversation (RC). In this capacity, the BDA TSM is primarily working in the capacity of a BDO.
 - 1. BDA TSMs are not certified to conduct a physical bag search or (b) ETD of accessible property.
 - 2. BDA TSMs may designate a particular time of day to be spent on the checkpoint, based on passenger flow and operational need.
- C. BDA TSMs must be assigned a BDA designated notebook marked with a unique identifier for their exclusive use. BDA TSMs must track all daily movements and activities.

3.4. BRIEFINGS

- A. Per the BDA SOP, the BDA TSM or designee is required to conduct daily briefings.
- B. During briefings, remain open to team suggestions and concerns.
 - 1. Ask questions to facilitate feedback from BDOs, and
 - 2. Remain patient and receptive when additional explanation may be needed to rectify any confusion felt by BDO team members.
- C. When practical, the BDA TSM must conduct briefings at the beginning and end of each shift.
- D. If a BDA TSM is not available to conduct the daily briefings, the BDA TSM should designate an SBDO or LBDO, depending on the airport staffing model and scheduling. In rare instances where leadership is unavailable, a BDO may independently conduct the shift brief (e.g. leadership responding to an incident or other urgent circumstance).
- E. The BDA TSM may designate another BDO to conduct the daily briefing as a mentoring activity. However, the BDA TSM and/or SBDO must be present at the briefing to provide oversight of the briefing session and also provide feedback to the BDO conducting the briefing.
- F. The BDA TSM must brief the content of all shift brief communications in person and not simply forward the document to the BDO workforce. Shift briefs are located on the National BDA iShare.
 - 1. The BDA TSM should conduct the following:
 - a) AM/PM Shift Briefs: When feasible, briefings should be conducted at shift turnover so all team members can attend. This will allow the opportunity for a wider audience to disseminate critical information and reinforce rapport between shifts.
 - b) In brief: BDA TSMs must share Intelligence updates or incidents that may affect BDA operations, review recent BDO Referral Screenings, the BDA SOP, the BDA Program Handbook, Behavioral Indicator Reference Guide and incorporate local training tools that reiterate various BDA procedures.
 - c) Out brief: At the end of each shift the BDA TSM should ensure that all referrals or significant events are discussed. This will provide BDOs the opportunity to learn from each other's operational experiences.
- G. BDOs may be directed to attend checkpoint screening briefings with TSOs, which may help foster a collaborative working environment. While this is encouraged, BDO's should not be directed to attend checkpoint screening briefings in lieu of BDO-specific briefings that are conducted by the BDA TSM and/or SBDO.

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3.5. MEETINGS

- A. It is critical for BDA TSMs to regularly discuss team related items, policy changes or any other TSA/BDA related topics.
- B. BDA TSMs must plan to have BDO team meetings on a regular basis (monthly, bi-monthly, quarterly, etc.). These meetings are to review common questions that may have arisen in the past, such as policy changes, scheduling, training sessions. BDA TSMs may also poll the team for specific items to be addressed at the meeting. In order for the meeting to stay on task, it is a good practice to send out an agenda before the meeting takes place. In addition, BDA TSMs are encouraged to invite various entities (e.g. TSS-E, TSI) to facilitate a meeting using their own agenda.
- C. BDA TSMs and SBDOs should plan to meet on a regular basis. This practice will help ensure consistent messages are communicated to all team members. Meeting regularly will also improve the relationship between all supervisors and managers. BDA TSMs should make every effort to collectively meet weekly and schedule SBDOs to attend whenever operationally feasible.
- D. Per the BDA SOP, BDA TSMs are required to meet with the BDA Coordinator once a week to review any issues related to personnel, data collection, incident reporting, certification status, and any other BDA related activities.

3.6. EPMP ADMINISTRATION

- A. Each BDA TSM performance goal that is pre-populated within the EPMP may not be revised as defined by the BDA Program Office. The content provides a baseline measurement established by the BDA Program Office and outlines goals to create consistency as it relates to the BDA TSM roles and responsibilities.
- B. Airports may add additional performance goal(s) as required by local TSA management.
 - 1. Should an airport not seek to include additional performance goal content, the pre-populated performance content would weigh 25% for each goal-totaling 100% for all 4 performance goals.
 - 2. Should an airport seek to include additional local performance goal criteria, the rating official may create additional performance goal(s). For example:
 - a) The weight for five goals (four pre-determined by the BDA Program Office and one local performance goal criteria) would weigh 20% for each-totaling 100%.
 - b) The weight for six goals (four pre-determined by the BDA Program Office and two local performance goal criteria) would weigh 20% for each BDA pre-determined performance goal and two local performance goals (10% each)-totaling 100%.
 - c) The local performance goals as established by the airport may include several criteria within the achieved expectations and achieved excellence categories.

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Chapter 4

4. SUPERVISORY BDO (SBDO)

4.1. PROVIDING DIRECT SUPERVISION

- A. The SBDO's primary duty is to actively conduct BD alongside BDO team members and supervise the BDO members in the performance of their duties. The SBDO leads by example with a focus on utilizing his or her network. In the operational area, the SBDO is generally the primary contact with internal and external stakeholders. (e.g. Airline employees, LEOs, STSOs, etc.) The SBDO should make operational adjustments as needed and focus on problem resolution and teamwork.
- B. The SBDO assists the FSD and management team in supporting an environment of engagement, pride, and teamwork while ensuring the integrity of TSA security systems and methods. The SBDO contributes to a positive team environment by recognizing and building on the strengths and talents of his or her workforce.
- C. In addition to the duties and responsibilities of a BDO, the SBDO:
 - 1. Must direct the operational work of his or her assigned team members and provide individual performance feedback.
 - 2. Must provide supervisory oversight of BDOs, ensuring the BDO workforce performs activities in support of the BDA Program.
 - 3. Must make security-based decisions by using intelligence, critical thinking, experience, observation, and passenger engagement as prescribed in the BDO SOP and training.
 - 4. May develop and/or provide subject matter training to BDOs and the TSA workforce at a local level, as assigned by local management.
- D. Conducting BD with the BDO workforce:
 - 1. Like BDA TSMs, SBDO must record activities in BEAM.
 - 2. If the SBDO's home airport is allocated three or more SBDOs, the SBDO must, at a minimum, spend at least 80% of his or her time per pay period conducting BD as well as overseeing BDO operations.
 - 3. If the SBDO's home airport is allocated less than three SBDO positions, the SBDO must, at a minimum, spend at least 60% of his or her time per pay period conducting BD as well as overseeing BDO operations.
- E. When multiple SBDOs are on duty simultaneously, deployment should be evenly placed to ensure adequate coverage, while ensuring maximum opportunities to be paired with officers to provide coaching and mentoring.
- F. SBDO breaks and lunches should be assigned in a manner that maximizes supervisory floor coverage and ensures accountability and program compliance.
- G. SBDOs must not be used for PCO operations. This is to ensure active supervisory oversight of BDA operations.

4.2. BUILDING RAPPOR T

- A. The SBDO assists the management team in supporting an environment of engagement, pride, and teamwork while ensuring the integrity of TSA security systems and methods. The SBDO contributes to a positive team environment by recognizing and building on the strengths and talents of his or her

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workforce.

- B. The SBDO builds rapport throughout the BDO workforce by:
 - 1. Fostering a collaborative organization that encourages innovation and candid communication while networking freely with others to accomplish the mission.
 - 2. Facilitating the empowerment of BDOs by soliciting feedback and recommendations to improve their work environment and enhance their understanding of security threat mitigation.
- C. Stakeholder engagement is critical to the success of local BDA operations.
 - 1. The SBDO must work cooperatively with internal TSA stakeholders such as STSOs, LTSOs, and TSOs, as well as external stakeholders such as local LEOs, in order to achieve shared goals.

4.3. SBDO MENTORING

- A. The SBDO's primary function is to work with the BDO workforce in the operational setting. As such, the SBDO is expected to mentor individual BDOs on a regular basis and supervise the performance and conduct of each BDO team member.
- B. The SBDO must:
 - 1. Lead by example in the daily application of BD and should strive to provide a role model for the BDO workforce.
 - 2. Recognize and build on the strengths of each BDO team member by continually developing BDO proficiencies.
 - 3. Ensure BDOs are actively engaging the traveling public and accurately applying BDA policies.

4.4. SBDO CERTIFICATION

- A. In addition to BDO Initial Training, in order to maintain certification SBDOs must successfully complete the following Annual Proficiency Review requirements:
 - 1. One BDO Assessment (BDOA) during each performance year.
 - 2. One Practical Skills Evaluation (PSE).
 - 3. Two Practical Evaluation Checklists (PEC).
- B. Additionally, SBDOs must actively conduct Behavior Detection on a full-time basis in accordance with the BDA SOP, this handbook, and other BDA Program Office releases.

4.5. TOPS PERFORMANCE EVALUATIONS

- A. SBDOs will conduct the TOPS performance evaluations. By actively mentoring BDO team members, the SBDO will be better able to identify the level of each BDO's performance. All feedback to the BDO team should relate to one or more of the Core Competencies and/or Performance Goals.
 - 1. BDO Core Competencies are based on the applicable BDO Job Analysis Tools (JAT) and the ratings must be completed at mid-year and final review. Core Competencies are measurable or observable knowledge, skills, abilities, behaviors, and other characteristics required by a position that have been validated and which apply broadly to all or many TSA occupations including those addressed in this Handbook.
 - 2. Individual Performance Goals are specific goals assigned to an employee by the supervisor/manager or organization that describe specific results to be achieved and are included in the employee's performance plan.

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Chapter 5

5. LEAD BDO (LBDO)

5.1. LEADING THE TEAM

- A. It is important to note that although the LBDO assumes a role in providing coaching and mentoring, he/she is not a supervisor and cannot address individual performance issues in an official capacity with BDO team members. In addition, although the LBDO is the same pay band as a supervisor, he/she reports directly to the SBDO.
- B. In support of, or in the absence of, a supervisor, the LBDO responsibilities may include:
 - 1. Ensuring proper BDO checkpoint coverage, as well as the BDO allocation to Playbook, and other BD operations throughout the operational day.
 - 2. Directing BDOs during incident management such as breaches and other security events.
 - 3. Ensuring proper SSI control and equipment inventory/checkout such as SOPs, briefings, training material, BDO notebooks, radios, and government issued cell phones.
 - 4. Conducting administrative duties such as database entry (e.g. PMIS, TISS, PARIS).
 - 5. Identifying, distributing, and balancing workload and tasks among BDOs.
 - 6. Conducting shift briefings and BDO uniform inspections when directed by the BDA TSM and/or SBDO.

5.2. BUILDING RAPPORT

- A. The LBDO assists the local BDA leadership in supporting TSA's multilayered security strategy by sharing information, knowledge, and expertise with the BDO team and putting team goals ahead of individual goals.
- B. The LBDO is able to foster strong BDO working relationships within the team by encouraging feedback from the team and empowering BDOs' to use their critical thinking skills.
- C. The LBDO must work cooperatively with checkpoint personnel to ensure the most effective and efficient application of BD.

5.3. MENTORING

- A. The LBDO may be utilized in mentoring and coaching as a team lead (i.e. Non-supervisory level).
- B. When mentoring and coaching other team members, the LBDO must:
 - 1. Provide clear performance feedback.
 - 2. Make suggestions for improvements in a manner that builds confidence and preserves team members' self-esteem.
 - 3. Work with individuals to develop improvement plans and achieve performance goals.
 - 4. Lead by example in the daily application of BD while serving as a role model for the BDO workforce.
 - 5. Support a culture that empowers and supports the BDO workforce and encourages team members to leverage their experience in threat mitigation.
- C. LBDOs may develop and/or provide subject matter coaching to BDOs and the TSA workforce at a local level, as assigned by local management.

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Chapter 6

6. ANNUAL PROFICIENCY REVIEW (APR)

6.1. PROFICIENCY EVALUATION CHECKLIST (PEC)

- A. PEC observation must be conducted semi-annually. PEC 1 must be conducted between January 1 and June 30; PEC 2 must be conducted between July 1 and December 31.
- B. The Rating Official (i.e. BDA TSM or SBDO) and BDOs must work together to schedule the PEC in advanced. BDOs and their supervisors/managers share the responsibility for making appropriate arrangements to ensure that the PECs are completed in a timely manner.
 - 1. The BDO must be given the time and opportunity to review the PEC and PEC Rating Reference Guide prior to the observation period. This will allow for BDOs to ask questions and receive clarification as needed.
 - 2. PECs are not to be conducted covertly. The Rating Official uses the BDO PEC to observe the BDO while working as their partner in a live environment and to document the performance of BDA processes in accordance with the BDA SOP. After every PEC observation, the Rating Official is required to provide constructive performance feedback on the observation of the BDO.
- C. The Rating Official must work with the local training department to ensure all APR requirements are spread as evenly as practical throughout the performance year.
 - 1. Since there are four BDO-related APR requirements, the BDA TSM should choose to schedule one requirement each quarter, if possible.
 - 2. For example, the BDA TSM may schedule the PEC 1 the first quarter, BDO Assessment (BDOA) the second quarter, Practical Skills Evaluation (PSE) the third quarter, and PEC 2 the fourth quarter.
- D. Remediation is provided to employees who demonstrate deficiencies in any part of an APR assessment to ensure that they understand where deficiencies occurred and to review the entire screening procedure rather than targeting a specific aspect of the procedure or test item to avoid a "train to the test" objective.
 - 1. These guidelines are the minimum standards that must be met for employee feedback and remediation with regards to APR assessments. As stated in the APR User Guidance, airports have the discretion to provide additional training and/or remediation for their employees.
 - 2. The PEC scores are to give the Rating Official and BDO an idea of how well the BDO is performing and where he/she needs to continue to improve.
 - a) The PEC is an APR requirement and must be considered separately from the TOPS Core Competencies and Individual Performance Goals. (I.e. APR is an evaluation of a single point in time and must not be considered by the Rating Official when rating a BDO for TOPS Core Competencies and Performance Goals.)
 - b) The PEC and PEC Rating Reference Guide are located on the BDA iShare site. Additionally, the items on the PEC make excellent talking points for shift briefings.

6.2. BDO ASSESSMENT

- A. The BDO Assessment (BDOA) is based on the BDA SOP and BDA Program Handbook. BDA TSMs should regularly review the BDA SOP and this handbook with BDOs during briefings to ensure all team members are proficient.

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6.3. PRACTICAL SKILLS EVALUATION (PSE)

- A. The BDA TSM and/or SBDO must maintain open communication with the local Training Specialist(s) to ensure the BDO workforce is proficient in applicable PSE skills. BDA TSMs may work with local training departments to facilitate periodic Physical Property Search and ETD review.

CERTIFICATION AND PROFICIENCY REQUIREMENTS

APR Assessment	BDA Coordinator Training PowerPoint	BDOA	PSE	PEC	8 Hours BD ¹	8 Hours Mentoring ²	80/20 or 60/40 BD ³
BDA Coordinator AFSD/DAFSD	✓						
BDA TSM		✓			✓	✓	
SBDO		✓	✓	✓			✓
LBDO		✓	✓	✓			
BDO		✓	✓	✓			

¹BDA TSM proficiency requirement per the BDA SOP.

²BDA TSM mentoring requirement per the BDA SOP.

³SBDO duty ratio per Section 4.1.D of this handbook.

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Chapter 7

7. PROGRAM COMPLIANCE ASSESSMENT (PCA)

- A. The PCA section of the BDA Program supports the strategic goal of the Office of Security Operation (OSO) by enhancing standardization and compliance with TSA's Behavior Detection policies and procedures.
- B. The PCA process provides quality assurance oversight measures and acts as a mechanism to identify, mitigate, and track issues at individual airports for both immediate action and further exploration. The PCA Team also provides its members with a Handbook which is designed to aid and support PCA team members in their roles and responsibilities through each phase of a PCA mission.

Mission

The PCA process applies a detailed analysis to ensure the most effective and efficient deployment of the BDA Program on both a local and national level. PCA visits not only identify areas of improvement, but also assist and strengthen the BDA Program as a whole. PCA deploys high-performing BDA TSMs and BDOs that have been endorsed AOR to conduct assessments of BDA operations at designated airports using a standardized checklist. The PCA checklist is an itemized list of requirements outlined in the BDA SOP. PCA members produce objective, quantitative data that will facilitate the identification, tracking, and analysis of operational issues and deficiencies at the airport level that may require further exploration and potentially corrective actions.

Vision

PCA will ensure the accurate and consistent application of BDA operations in adherence to all Behavior Detection related policies nation-wide. Airports also gain the ability to utilize PCA's objective feedback to build from the foundations of BDO and BDA TSM performance, helping to standardize and improve the quality of BDA capabilities.

7.1. PCA RECRUITMENT

The BDA Program Office will continue to recruit PCA team members on an ongoing and sustainable basis. PCA candidates are asked to volunteer to serve a minimum of twelve (12) months with the potential to extend to meet mission needs. Regardless of previous placement on the PCA Team, all personnel will be required to reapply during each recruitment process. The process will include, at a minimum:

1. BDA announcement of recruitment with instructions
2. Application of nominee.
3. Candidate vetting through local chain of command, which will include the FSD
4. Candidate vetting through the PCA section of the BDA Program Office
5. Final FSD endorsement
6. Probation period to include candidate evaluation during PCA deployment
7. PCA performance will be evaluated routinely to ensure standards are met.
8. Notification of acceptance to PCA team
9. Removal from team due to inability to meet PCA evaluation standards, request by AOR leadership, or request by PCA member

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Chapter 8

8. RESOURCES

8.1. FOUR SECTIONS OF THE BDA PROGRAM OFFICE:

- Metrics & Analysis
- Policy & Procedures
- Program Compliance Assessment
- Training

Each section focuses on specific aspects of the program in order to increase efficiency, assess compliance, streamline processes, develop high performing BDOs, maintain exceptional standards, and support the needs of the screening workforce and TSA management. Please send your program questions and concerns to BDA.mailbox@tsa.dhs.gov and it will be routed to the appropriate section for response. Responses/updates will be provided within 7 business days.

BDA Program Office iShare – All required documents and links for BDA reporting are located here
<https://team.ishare.tsa.dhs.gov/sites/OpsNet/BDA/pages/main.aspx>

BEAM Information System

<https://apps.ishare.tsa.dhs.gov/sites/bft/bdad/beam/Pages/User/default.aspx>

PMIS

<https://tsaweb.tsa.dhs.gov/pmis/Disclaimer.asp>

TISS

<https://tiss.secureskies.net/TISS/Login.aspx?ReturnUrl=%2fTISS%2fSirSearch.aspx%3fvalue%3d4&value=4>

Personnel Security Clearances

<https://ishare.tsa.dhs.gov/Offices/LawEnforcementFAMS/SecuritySvcAssessments/offsec/Pages/e-QIP.aspx>

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SECTION THREE: OPERATIONS

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Chapter 1

1. BEHAVIOR DETECTION PROCESS

1.1. POSITIONING AND OPERATIONAL ZONES

- A. In order to create the most effective and efficient positioning for behavior observations, airports are encouraged to identify applicable operational and non-operational zones for primary positioning.
- B. As a best practice, local airport BDA programs should identify appropriate locations within the operational area that provide optimal vantage points to conduct BD. (b)(3):49 U.S.C. § 114(r) (b)(3):49 U.S.C. § 114(r) Identifying these zones is essential to conducting BD in the most effective and efficient manner.
- C. (b)(3):49 U.S.C. § 114(r)
- D. The overall importance of positioning by each BDO in turn directly impacts all the others. An understanding of operational zones will strengthen communication among the BDO workforce and the overall value of BDO deployments. Operational zones will help minimize the deviations in performance and ensure more effective and efficient operations.

(b)(3):49 U.S.C. § 114(r)

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~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

G

H

I.

1. Examples of operational zones are available under the Resources page on the National BDA iShare.

1.2. ACTIVE ENGAGEMENT

- A. Brief verbal exchanges create stress points where BDOs can observe behavioral indicators from individuals who may be experiencing fear or stress. These indicators can result from a fear of being detected and/or being overly stressed about one's true intention, (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

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(b)(3):49 U.S.C. § 114(r)

- H. When engaging individuals, BDOs must always be professional and courteous. BDOs must attempt to build rapport during the initial stages of engagement with an individual. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

1.3. BDR SCREENING

- A. In order to remain effective, BDOs must be professional and courteous when conducting BDR SCREENING.

- 1. BDOs must attempt to build rapport during the initial stages of RC. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

- 2.

1.4. ACCESSIBLE PROPERTY SEARCH

- A. While conducting the (b)(3):49 ETD SEARCH and PHYSICAL SEARCH is that BDO's primary focus, this BDO must also pay attention as much as possible to the RC occurring between their BDO partner and the referred individual. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

- B. Prior to determining a resolution, if the BDO conducting the (b)(3):49 ETD SEARCH and PHYSICAL SEARCH observes additional indicators or Signs of Deception, that BDO must discretely communicate this to his/her partner who must use this information to guide the RC to resolve the anomalous behavior. As noted previously, communication strategies used during RC must be established during the initial strategy discussion.

- C. When conducting an (b)(3):49 ETD SEARCH and PHYSICAL SEARCH, the responsible BDO must follow the procedures described in the Screening Checkpoint and BDA SOPs. Any unusual or prohibited items found must be recorded in the BDA Referral Report and reported to an LEO as necessary. (b)(3)

(b)(3):49 U.S.C. § 114(r)

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1.5. UNUSUAL ITEMS

(b)(3):49 U.S.C. § 114(r)

1.6. RESOLUTION CONVERSATION

A. The BDO whose primary task is to conduct RC must ask (b)(3):49 U.S.C. § 114(r) questions that are focused on gaining resolution of behavior and appearance indicators as a whole. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. This BDO must conduct RC and observe for any additional behavior indicators or Signs of Deception. Establishing rapport and remaining courteous throughout RC will result in a more productive referral.

B. (b)(3):49 U.S.C. § 114(r)

C.

D.

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(b)(3):49 U.S.C. § 114(r)

1.8. REPORT DOCUMENTATION

- A. To ensure effective and adequate report writing, BDOs must:
1. Write in plain language that can be understood by those unfamiliar with BDA and/or TSA terms and processes
 2. Not include referred individuals', LEO's, or other non-TSA personnel's Personally Identifiable Information (PII) in the BDA Referral Report
 3. Complete the "Resolution Notes" section of the report with as much detail as possible to capture the full story of the referral, to include:
 - a. Any relevant details that do not fit elsewhere on the form
AND, if possible
 - b. A synopsis of the conversation with the individual and an explanation/resolution of the behaviors.
- F. Reports should contain as much pertinent information as can be obtained by the BDO or information shared with the BDO from another TSA party or LEO. If a BDO is unsure whether a piece of information is relevant, it is best to err on the side of caution and include it, excluding PII.
- G. Ensure that all of the sections of the report are completed, to include all drop-down options.

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Chapter 2

2. OTHER BDO DEPLOYMENTS

2.1. MANAGED INCLUSION (MI)

A. MI is a process that uses BD and Passenger Screening Canines (PSC) (b)(3):49 U.S.C. § 114(r) to incorporate Risk-Based Security capabilities and increase the population of those eligible for TSA Pre✓

(b)(3):49 U.S.C. § 114(r)

B. During MI, it is important to have a BDO team conducting BD in the standard screening lane(s). This will ensure coverage throughout the screening process. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

C.

2.1.1. MANAGED INCLUSION-1

(b)(3):49 U.S.C. § 114(r)

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(b)(3):49 U.S.C. § 114(r)

2.1.2. MANAGED INCLUSION-2

(b)(3):49 U.S.C. § 114(r)

2.2. PLAYBOOK

- A. Playbook hour requirements are specific to each airport and must be fulfilled each pay period. Please visit the playbook iShare site to become familiar with the BDO/Playbook allocation.

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- B. Additionally, engagement with the Playbook Coordinator and/or designated POC is essential to fostering a strong working relationship. BDA TSMs and BDOs must be familiar with the Playbook SOP, Play activities, threat mitigation tools and other applicable information to help support insight and application to the program.
- C. When working alongside other TSA resources, Plays can be more effective when BDOs include TSOs and other TSA assets into the Initial Strategy. This can be communicated during the Play brief and may help foster better communication and teamwork.

2.2.1. PLAYBOOK

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

2.2.2. PLAYBOOK

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

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Chapter 3

3. BDO PLAIN CLOTHES OPERATIONS (PCO)

3.1. ROLES AND RESPONSIBILITIES

- A. PCO BDOs must follow the policies and procedures as described in the BDA SOP. PCO BDOs must only act in an observe-and-report capacity and maintain open communication with uniformed personnel.

3.2. DRESS CODE

- A. During PCO, BDOs must follow the dress code established by the local BDA Coordinator. Any established dress code must be consistent with the traveling public at the time and location of PCO in order to blend in effectively.

(b)(3):49 U.S.C. § 114(r)

3.3. VIPR

- A. VIPR operations mitigate threats to transportation security by providing a visual presence and deterrence.

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

3.4. SURVEILLANCE AND THE TERRORIST PLANNING CYCLE

- A. The Department of Homeland Security (DHS) Office for Bombing Prevention defines surveillance as:
The act of keeping persons, facilities, or vehicles under observation for the purpose of acquiring details relating to vulnerability, patterns, and any other factors that relate to attack planning.
B. Surveillance is discreet and does not require elaborate disguises or equipment.

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C. BDOs must review the possible Surveillance Activity and Suicide Bomber Indicators, as described in the Behavioral Indicator Reference Guide and the BDA Referral Report, prior to being deployed to PCO.

D. (b)(3);49 U.S.C. § 114(r)

(b)(3);49 U.S.C. § 114(r)

The seven phases of the Terrorist Planning Cycle are:

1. Broad Target Selection
2. Intelligence Gathering and Surveillance
3. Specific Target Selection
4. Pre-Attack Surveillance and Planning
5. Rehearsals
6. Execution
7. Escape and Exploitation

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Chapter 4

4. VIPR OPERATIONS

4.1. ROLES AND RESPONSIBILITIES

- A. The primary role of a BDO during VIPR operations is to identify high risk individuals. Through trained behavior observation and analysis, BDOs identify individuals whose behaviors deviate from the Environmental Baseline at the given location of VIPR operations.
- B. BDOs are to report any observations and/or activities to a FAM or other participating LEOs.
 - 1. BDOs must follow the reporting requirements as described in the BDA SOP:

(b)(3):49 U.S.C. § 114(r)

- C. During VIPR operations, BDOs work in two capacities:

- 1. Uniformed BDO: The BDA SOP requires BDOs to work in pairs when conducting BD.

(b)(3):49 U.S.C. § 114(r)

- 2. PCO BDO: (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

- E. While it is not prohibited, it is not recommended that BDOs deploy to VIPR operations within the first 6 months of successfully passing BDO Initial Training.

4.2. VIPR SUSTAINMENT REQUIREMENT

- A. On July 29, 2013, the Office of Security Operations (OSO) released OSO Communications Message: *Implementation Guidance for Changes in the VIPR Program*. This message requires select BDOs be assigned to VIPR assignment, detailed to the Office of Law Enforcement (OLE)/FAMS SAC office, and report directly to the OLE/FAMS SAC.

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- B. These BDOs are required to maintain their BDA proficiency by performing BDA sustainment. BDA sustainment includes performing BD in the airport environment 16 hours every pay period.
- C. VIPR assigned BDOs must be scheduled for VIPR activity 80% of the time and BDO duties at the airport for the remaining 20%. This sustainment will be coordinated with OLE/FAMS and local TSA management. If ever a VIPR assigned BDO is unable to maintain this sustainment schedule, he or she is required to complete the applicable BDO Return to Duty requirements.

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SECTION FOUR: TRAINING

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1. BDA RECURRENT TRAINING

Continuous training is a vital component of Behavior Detection. As a result, the BDA Program Office has developed a range of learning platforms to accommodate the various styles of learning. All possible offerings can be viewed on the National Training Plan (NTP) and under the Resources page on the National BDA iShare.

BDO recurrent training consists of the following:

A. Annual OLC Courses

To date, BDO OLC learning consists of five modules but will be further updated and expanded throughout CY2015 with the creation of 4 additional courses.

B. BDA Monthly Shift Brief and Scenarios

The BDA Monthly Shift Briefs are designed to highlight BDOs who have displayed exceptional Behavior Detection abilities or exceptional customer service. The Shift Brief includes Program Office Talking Points which are meant to be used to reinforce training concepts and the BDA SOP. The Brief also includes a Scenario to generate discussion amongst BDOs and provides BDOs the opportunity to apply their critical thinking skills and knowledge of the BDA SOP. Upon completion of each scenario, BDOs can log into OLC and complete a scenario acknowledgement form to ensure they receive credit. Finally, Executive Summary/Recent BDO Findings are used to recap nationwide BDO activity for the given month.

C. Video Learnings

BDA Video Learnings are a new training tool located on the BDA iShare. The BDA Video Library provides BDOs with further familiarization of critical procedures, such as Active Engagement and BDR Screening, as they happened on CCTV. BDA Videos are released quarterly by the BDA Program Office. CCTV related incidents are released once footage is provided by airports to the BDA Program Office. If your airport obtains CCTV after a great find, please send it to BDA.mailbox@tsa.dhs.gov.

D. Off the Shelf Recurrent Learning Guides

Throughout 2015, BDA Training material will be released that will enable BSA TSMs, SBDOs, and NTT members an opportunity to provide training to their local teams in a live environment. This training would mirror the OLC modules, but would provide a more hands on learning experience. These modules may also be used by the PCA team as a tool to provide remediation training when deficiencies are observed on a site visit.

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2. BDA NATIONAL TRAINING TEAM (NTT)

When the BDA Program Office is recruiting NTT members, a communication will be sent to the field describing the specific criteria and process for NTT recruitment. This section provides a general description of the NTT recruitment process and minimum requirements for NTT candidates.

2.1. NTT BDO REQUIREMENTS

NTT membership is voluntary and available to BDOs who have achieved, completed, and/or obtained the following:

1. Serve as a BDO for a minimum of one year and meet all performance standards appropriate to the position, i.e. TOPS or EPMP.
2. NTT members must have a TOPS/EPMP rating of Achieves Expectations or higher from the previous rating cycle.
3. Pass the Behavior Detection Officer Assessment (BDOA)/BDA TSM Assessment with a score of 88 percent or higher prior to the selection of participating on the NTT and during the tenure of NTT assignment.
4. Successfully pass the annual BDOA and BDA TSM Assessment on the first attempt.
5. Receive no conduct/disciplinary action prior to applying for the position and must not receive any form of conduct/disciplinary action at his or her AOR or on a NTT assignment during the tenure NTT assignment.
 - a. **Should any NTT member receive conduct/disciplinary action during his or her NTT assignment, the BDA Program Office will make the determination to remove the member from the NTT.**
6. Upon entry into the program, and while as an NTT member, remain current on all mandated TSA OLC training.
7. Remain BDO certified, able to travel successfully maintain travel card requirements as per applicable MDs and adhere to current BDA Standard Operating Procedures (SOP).

2.2. NTT RECRUITMENT PROCESS

Once the BDA Program Office releases NTT recruitment information to the airport:

1. Each airport will select the BDO(s) whom they wish to sponsor.
2. The BDA Program Office will send an application to each sponsored candidate.
3. The candidate will complete and return the application.
4. The BDA Program Office will review all applicants and decide on the candidates to be selected.
5. Selected candidates must attend an NTT Academy, to include the following:
 - a. TSA STI course at FLETC
 - b. BDA curriculum Train-the-Trainer and NTT introductory course.

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6. Candidates must successfully complete the following qualification process on their first mission with the NTT:
 - a. Candidates are assigned a current NTT Instructor Coach from the team, and spend the mission co-teaching and receiving Daily Observation Summaries (DOS) and mentoring from their NTT Instructor Coach.
 - b. Candidates must complete an NTT Practical Skills Demonstration (PSD) on that same mission. The PSD consists of a fifteen minute presentation of a specified section of the NTT curriculum.
7. Candidates must successfully complete a TSA Quality Assurance (QA) assessment on their second NTT mission. After the initial QA completion, each NTT member must successfully complete a QA assessment on an annual basis.

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3. BDO RETURN TO DUTY (RTD) TRAINING RECORD

- A. This guidance is intended to provide the user with an overview of the BDO Return to Duty (RTD) Training Record. Once completed, the BDO RTD Training Record must be turned in to the local Training Manager (TM) or designee for record keeping purposes. The TM or designee must record the RTD information in the BDO/Trainee's Online Learning Center (OLC) record. Once the BDO/Trainee's RTD information is entered into OLC, it will be considered the official training record for RTD completion. A hardcopy of the RTD form may be maintained according to local record-keeping policies.

3.1. PURPOSE

- A. The BDO RTD Training Record exists to ensure consistent and accurate training for any BDO or BDA TSM who has not performed BDA job duties for 15 or more consecutive calendar days, as outlined in Management Directive (MD) 1900.8.

3.2. SECTIONS

- A. Section I. Training Information:

BDO Name: The name of the BDO who has not performed BDO job duties for 15 or more consecutive calendar days (Last, First).

Last Date Worked: The date in which the BDO last performed BDO job duties.

Date RTD Began: The date in which the BDO began RTD training requirements, as outlined in Section II of the RTD Training Record.

Primary OJT Monitor/Instructor Assigned: Required RTD monitor that will oversee the completion of the RTD Training Record. The FSD or designee will assign a BD certified mentor to complete the RTD Training Record and submit the completed document to the local training department for record keeping purposes.

Secondary OJT Monitor/Instructor Assigned: If applicable, a secondary monitor may be assigned by the FSD or designee in order to oversee the completion of the RTD Training Record.

- B. Section II. Training Requirements

Level: This column specifies the consecutive calendar days the BDO/BDA TSM has not performed BDO job duties and will determine the applicable level of RTD training requirements. See below for further explanation of the various levels.

Required Training: This column describes the required training given the specified days away from work.

Check Requirements: Specific required checklists and certification training that are completed by the OJT Monitor/Instructor or an OJT Assessor. Some items may not be applicable due to the conditions of specific airport locations. If an item is not applicable you must check N/A for this requirement.

Date Completed: The date in which the specified item on the Required Training or Check Requirements was completed.

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OJT Assessor Initials: The individual who conducts/verifies the specific item in the column "Required Training or Check Requirements." The OJT Assessor should be a TSA employee certified to conduct the given item on the checklist. Note that this individual may differ from the OJT Monitor/Instructor. For example, the OJT Monitor/Instructor Assigned may be a BDA TSM, while the OJT Assessor for an ETD Checklist will be a TSA employee who is certified to perform ETD functions, such as a Security Training Instructor (STI).

C. Section III. Signatures

Signatures: The printed name and signature of the BDO/Trainee and OJT Monitor/Instructor, along with the date the RTD Training Record is being signed.

RTD Status: Refers to any BDO/Trainee who has not completed all applicable functions on the RTD Training Record. The BDO/Trainee will remain in RTD status until the OJT Monitor/Instructor verifies that all applicable RTD training has been successfully completed, or he/she has been sent back to New Hire Training at the discretion of the FSD. If the BDO/Trainee is not proficient in any function on the RTD checklist, he/she must be supervised by the OJT Monitor/Instructor while performing those functions.

3.3. EXPLANATION OF LEVELS AND REQUIRED TRAINING

A. Level I = 15-90 Consecutive Days Away. The OJT Monitor must verify the completion of the following training requirements:

1. A review of all applicable SOPs including all updates and changes since the employee's last date worked.
2. A review of all applicable ODs including all updates and changes since the employee's last date worked.
3. Successfully complete OLC courses titled:
 - a. ETD & PHYSICAL SEARCH - Checkpoint Search
 - b. BDO ETD and Physical Property Search Recurrent Training, SCR-SPOT-BDO-ETD-PROPSRCH-TNG.
4. A review of all locally published bulletins and National Daily Shift Briefs.
5. The successful completion of practical demonstrations, if determined to be necessary by the FSD. Practical demonstration of 8 cumulative hours using the BDO Proficiency Evaluation Checklist (PEC). The PEC may be conducted over multiple demonstrations to reach 8 total hours of practical demonstration.
6. Successful completion of a BDO Physical Property Search Checklist, as evaluated by an OJT Assessor such as a STI or other TSA employee certified to conduct a Physical Property Search
7. Successful completion of a BDO ETD Checklist, as evaluated by an OJT Assessor, such as an STI or other TSA employee certified to conduct ETD procedures.
8. If applicable, successful completion of a BDO Itemiser Checklist, as evaluated by an STI or other TSA employee certified to conduct Itemiser procedures.
9. If applicable, successful completion of a BDO Ionscan Checklist, as evaluated by an STI or other TSA employee certified to conduct Ionscan procedures.

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10. If applicable, Complete CBA requirements for Article 1D.4.d, Performance Planning, which requires a review of the employee's performance plan when an employee returns from an extended absence of 90 calendar days or more.
 11. The FSD may send the BDO/Trainee back to BDO Initial Training if the FSD determines it to be appropriate. The TM or designee must coordinate scheduling with the BDA Training Team. BDO Initial Training for a Return to Duty candidate is funded by the Airport of Record (AOR).
 12. For any requirement that is not applicable, the OJT Monitor/Instructor will check the box indicating N/A and initial on the applicable line.
- B. Level II = 91-365 Consecutive Days Away. The OJT Monitor/Instructor will verify the completion of the following:
1. The completion of all Level I requirements.
 2. The successful completion of all required checklist items.
 3. Practical demonstration of 24 work hours using BDO PEC Checklist. The PEC will be conducted over multiple demonstrations to reach 24 total hours of practical demonstration.
 4. The FSD may send the BDO/Trainee back to BDO Initial Training if the FSD determines it to be appropriate. The TM or designee must coordinate scheduling with the BDA Training Team. BDO Initial Training for a Return to Duty candidate is funded by the Airport of Record (AOR).
 5. Other Training deemed necessary by the FSD or designee. Provide a brief title of the training that was provided.
 6. When the BDO/Trainee is away from work exactly for 365 calendar days, the FSD may send the BDO/Trainee back to the TSO New Hire Training Program (NHTP), if the FSD determines it to be appropriate. The TM or designee must coordinate scheduling with the BDA Training Team. BDO Initial Training for a Return to Duty candidate is funded by the Airport of Record (AOR).
- C. Level III = More than 365 Consecutive Days Away.
1. The BDO must repeat the TSO NHTP and BD Certification Training, and must pass all requisite exams and OJT. BDO Initial Training for a Return to Duty candidate is funded by the Airport of Record (AOR).
 2. The TM or designee must coordinate all BDO training scheduling with the BDA Training Team.

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3.4. BDO RTD TRAINING RECORD

INSTRUCTIONS: Form to be completed by Master or Expert Behavior Detection Officers (BDOs) and BDA Transportation Security Managers (BDA TSM) returning to duty (RTD) from an extended absence, in accordance with [TSA MD 1900.8, TSO Training and Initial Certification Programs](#). BDOs are to complete the applicable level of training under the guidance of an On-the-Job (OJT) Monitor/Instructor. Fill in all information completely. Items that are not applicable should be marked N/A. Turn in completed form to Training Manager/Training Specialist. For additional guidance refer to the BDO RTD Training Record User Guide.

SECTION I. Training Information

BDO Name:	Last Date Worked:	Date RTD Began:
Primary OJT Monitor/Instructor Assigned:		
Secondary OJT Monitor/Instructor Assigned:		

SECTION II. Training Requirements

Level	Required Training	Check Requirements	Date Completed	OJT Assessor Initials
Level I***: 15-90 Consecutive Days Away	Review SOP updates/changes	<input type="checkbox"/> N/A	<input type="checkbox"/> Practical demonstration of 8 hours using BDO PEC Checklist <input type="checkbox"/> Complete BDO Physical Property Search Checklist <input type="checkbox"/> Complete BDO Explosive Trace Detection (ETD) Checklist <input type="checkbox"/> Complete BDO Itemizer Checklist <input type="checkbox"/> Complete BDO Ionscan Checklist <input type="checkbox"/> Complete TDC RTD <input type="checkbox"/> Complete CBA requirements for Article 1D.4.d (Performance Planning) 90 days or more.	
	Review published Operations Directives	<input type="checkbox"/> N/A		
	Successfully complete PHYSICAL SEARCH and (b)(3) ETD OLC modules.	<input type="checkbox"/> N/A		
	Review locally published bulletins and national Daily Briefings	<input type="checkbox"/> N/A		
	Complete all Required OJT checklist	<input type="checkbox"/> N/A		
	Practical demonstration of proficiency, if required.*	<input type="checkbox"/> N/A		
	Repeat BD Certification Training, if required. Coordinate scheduling with Office of Training and Workforce Engagement (OTWE).*	<input type="checkbox"/> N/A		
Level II***: 91-365** Consecutive Days Away	Complete all Level I requirements	<input type="checkbox"/> N/A	<input type="checkbox"/> Practical demonstration of 24 hours using BDO PEC Checklist <input type="checkbox"/> Complete CBA requirements for Article 1D.4.d (Performance Planning) 90 days or more.	
	Repeat BD Certification Training, if required. Coordinate scheduling with Office of Training and Workforce Engagement (OTWE).*	<input type="checkbox"/> N/A		

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			<input type="checkbox"/> BD Certification Training		
Level III: 365** or more Consecutive Days Away	Complete TSO New Hire Training before attending BDA Certification Training.	<input type="checkbox"/> N/A			
	Repeat BDA Certification Training and pass the requisite exams and OJT.	<input type="checkbox"/> N/A			

* FSD Discretion ** FSD Discretion for conducting Level II or Level III Return to Duty requirements if days away is exactly 365.
 *** BDO will remain in a RTD status until they can successfully complete all applicable requirements and demonstrate a level of proficiency.

SECTION III. Signature

BDO/Trainee Name <i>(print)</i>	BDO/Trainee Signature	Date
Primary OJT Mentor/Instructor Name <i>(print)</i>	BDA Manager (or designee) Signature	Date
Secondary OJT Mentor/Instructor Name <i>(print)</i>	BDA Manager (or designee) Signature	Date

SENSITIVE SECURITY INFORMATION

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SECTION FIVE: APPENDIX

~~SENSITIVE SECURITY INFORMATION~~

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APPENDIX 1-1

APPENDIX 1: BEHAVIOR DETECTION (BD) PROCESS FLOWCHART

(b)(3):49 U.S.C. § 114(r)



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APPENDIX 1-2

APPENDIX 2: REFERRAL REPORT USER GUIDE

This guidance is intended to provide the user with an overview of the BDA Referral Report, instructions on how to complete the form, and definitions of terms used in the form. For a more detailed description of behaviors and other related parameters of this report, refer to Appendix 3 of this document.

PURPOSE

The BDA Referral Report exists to ensure consistent and accurate data tracking on all BDR Screenings conducted in the field. Acting as a supplement to the Performance Measurement Information System (PMIS) data entry tool, this ensures that a local record of the details of each BDR Screening is maintained by the airport involved and in a national database. This information is then analyzed by the Behavior Detection and Analysis (BDA) Program Office to inform decision makers on the BDA Program and may also be used during audits, investigations, or as evidence in court. A BDA TSM, or designee, is responsible for reviewing BDA Referral Reports prior to promoting the information into the PMIS database.

DATA ENTRY

This section will provide users with an explanation of how to fill in each field within the BDA Referral Report and its purpose or definition.

HEADER

Start Date:	Start Time:	End Date:	End Time:	Airport:	Pilot Name:
First Observed By:	Location of Referral:		Play Operation:		
BDO 1 (Last, First):			BDO 3 (Last, First):		
BDO 2 (Last, First):			BDO 4 (Last, First):		

(b)(3);49 U.S.C. § 114(r)

This section records all pertinent historical information concerning the BDR Screening, including who was involved, the BDO Activity that initiated the referral, where the event took place, when the referral occurred, and which other reports, if any, were associated with this referral.

START DATE

The date the referral was performed, using MM/DD/YYYY format. If the referral report is submitted on a different date than the referral was actually performed, ensure this section accurately reflects the date of the referral.

START TIME

The time the referral was initiated, using local military time. Ensure the time in this section indicates the initiation of the referral, not the time the referral report was generated.

END DATE

The date the referral was completed, using MM/DD/YYYY format. Ensure the date in this section indicates the completion of BDR Screening, not the time the referral report was generated.

END TIME

The time the individual was cleared through the BDR Screening process. Ensure the time in this section indicates the end of the referral, not the time the referral report was generated.

AIRPORT

The airport in which the referral occurred, using the International Civil Aviation Organization (ICAO) airport code. If the referral occurs during an off-site VIPR mission, NSSE, or Special Event, this section will be

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populated with the primary airport coordinating the effort.

FIRST OBSERVED BY

The BDO Activity that was performed when the first behavior or indicator was observed that lead to the referral. Ensure this field accurately reflects the role of the officer making the initial observation, regardless of the location at which the referral is conducted.

Example: A PCO BDO observes behavior(s) in the public area while conducting Playbook operations. The PCO BDO informs the BDO team assigned to the checkpoint that the individual is proceeding to the checkpoint queue. At the checkpoint the individual's behaviors require he/she be referred. The "First Observed By" field should indicate "Playbook BDO" as the BDO Activity. The "Referenced Play" field in PMIS would indicate the applicable covert (COV) playbook activity.

Example: A Playbook BDO is transiting past a checkpoint en route to perform a Play and relays observed behavior(s) to the checkpoint BDO team, which results in a BDR Screening. This field will be marked "Checkpoint BDO" because the BDO Activity of the Playbook BDO at that time was "in transit" and not while actively conducting a Playbook Play.

LOCATION OF REFERRAL

The physical location within the airport that the referral was performed. This may be a checkpoint or public area. "VIPR location" should be indicated for any off-side VIPR missions, NSSEs, or Special Events.

PLAY OPERATION

The name of the Playbook play associated with the referral, if any. This section must be completed any time a referral is made as a result of, or in association with a Playbook play. This field only appears in PMIS when "Playbook BDO" is selected from the "First Observed By" field. If a Playbook BDO was involved but did not initiate the referral, indicate the play name in the Resolution Notes/Additional Information text box.

PILOT NAME

The full official name, without using abbreviations, of the pilot program, if any. This is a text field rather than a drop-down list, so it is important to maintain consistency and proper spelling. NOTE: This field is unrelated to flight crew.

BDO 1

The name of one of the BDOs associated with the referral, written in "Last, First" format. "BDO 1" may or may not be the person who first observed behavior. Airport management may determine how to identify which BDO name is entered into this field and may develop a local system for designating what role will be considered the "BDO 1" (e.g. BDO performing RC, BDO who assessed the initial behavior, BDO conducting the bag search).

BDO 2

The name of one of the BDOs associated with the referral, written in "Last, First" format. "BDO 2" may or may not be the person who first observed behavior. Airport management may determine how to identify which BDO name is entered into this field and may develop a local system for designating what role will be considered "BDO 2" (e.g. BDO performing RC, BDO who assessed the initial behavior, BDO who conducted the bag search). This field is mandatory, even in situations in which a BDO performs a BDR Screening alone. When there is no secondary BDO associated with a referral, the option "No Partner" must be selected in PMIS.

ADDITIONAL BDOs

The names of any additional BDOs associated with the referral, written in "Last, First" format. BDOs with any involvement in a referral must be listed, regardless of participation in referral screening procedures (e.g. checkpoint BDO who observes a behavior but does not participate in resolution conversation or property search; or PCO BDO who reports a sign of surveillance). If more than four BDOs were involved in a single

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APPENDIX 2-2

referral, indicate the additional BDO names in the Resolution Notes/Additional Information text box.

(b)(3):49 U.S.C. § 114(r)

SECTION 1: ENVIRONMENTAL BASELINE

Section 1 Environmental Baseline

This section captures the environmental baseline, as described in BDA SOP Section 3.3. The Environmental Baseline indicates behaviors and appearances that are typical and expected at the time and location where BD is being conducted and at the time the BDR Screening was initiated. Considering at a minimum the factors set forth in BDA SOP Section 3.3, provide a brief narrative overview of all aspects of the environmental baseline that pertain to the specific referral.

Example: (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

SECTION 2: OBSERVATION AND BEHAVIOR ANALYSIS

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APPENDIX 2-3

Section 2 Observation and Behavior Analysis

(b)(3):49 U.S.C. § 114(r)

This section records the referred individual's behavior cues and appearance factors as they were observed while performing BD, as well as the primary reason the referral was conducted on an individual. (b)(3):49

(b)(3):49 U.S.C. § 114(r)

BEHAVIOR

Under the "Reason for Referral" subsection, this field can only be

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

SECTION 3: UNUSUAL ITEMS

Section 3 Unusual Items

(b)(3):49 U.S.C. § 114(r)

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(b)(3):49 U.S.C. § 114(r)

SECTION 4: SIGNS OF DECEPTION

Section 4 Signs of Deception (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

This section records any Signs of Deception observed (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

SECTION 5: POSSIBLE SUICIDE BOMBER INDICATORS

Section 5 Possible Suicide Bomber Indicators (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

SECTION 6: POSSIBLE SURVEILLANCE ACTIVITY

Section 6 Possible Surveillance Activity (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

This section records the observation of any signs of possible surveillance activity. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

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SECTION 7: AUTOMATIC LEO NOTIFICATION

~~Section 7: Automatic LEO Notification~~

(b)(3):49 U.S.C. § 114(r)

This section records the reason for LEO involvement during the BDR Screening process. (b)(3):49

(b)(3):49 U.S.C. § 114(r)

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(b)(3);49 U.S.C. § 114(r)

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(b)(3);49 U.S.C. § 114(r)

SECTION 8: PASSENGER DATA

Section 8: Passenger Data

(b)(3);49 U.S.C. § 114(r)

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APPENDIX 2-8

Section 9: Prohibited Items

(b)(3):49 U.S.C. § 114(r)

This section records the discovery of any items listed as prohibited, per the Screening Checkpoint SOP (b)(3)

(b)(3):49 U.S.C. § 114(r)

SECTION 10: ALARM RESOLUTION

Section 10: Alarm Resolution

(b)(3):49 U.S.C. § 114(r)

SECTION 11: RESOLUTION STATEMENT

Section 11: Resolution Statement

Resolution:	Resolution Notes/Additional Information:
<input type="checkbox"/> Resolved by TSA through BDR screening	
<input type="checkbox"/> Resolved by TSA through Resolution Conversation (NOT at checkpoint)	
<input type="checkbox"/> Questioned and released by LEO	
<input type="checkbox"/> Questioned and arrested by LEO	
<input type="checkbox"/> Referred for investigation by LEO	
<input type="checkbox"/> LEO responded/did not question	
<input type="checkbox"/> LEO did not respond (provide details below)	
<input type="checkbox"/> Cited by LEO (if known)	
<input type="checkbox"/> Held by LEO (if known)	
<input type="checkbox"/> Denied boarding by carrier	
<input type="checkbox"/> Denied access to Sterile Area by TSA	
<input type="checkbox"/> Denied access to Sterile Area by LEO (if known)	

This section notes the type of resolution obtained during BDR Screening and captures all relevant details concerning the referral. All BDO reporting should capture only the facts, and the information should be in plain language and coherently organized. Any additional relevant information not recorded elsewhere in the BDA Referral Report is captured in the "Resolution Notes/Additional Information" field. Any resolution involving LEO requires the completion of the "Automatic LEO Notification" and "LEO Resolution" sections.

(b)(3):49 U.S.C. § 114(r)

Only one type of resolution may be selected, except when an individual is denied boarding or access to the sterile area.

RESOLVED BY TSA THROUGH BDR SCREENING

Select this field when an individual who met the threshold for additional screening (b)(3):49 U.S.C. § 1 was successfully screened per BDA SOP Section 3.6 and did not escalate to require LEO notification.

RESOLVED BY TSA THROUGH RESOLUTION CONVERSATION (NOT AT CHECKPOINT)

This field should be selected when RC was the only means of screening available to the BDO(s) for an individual (b)(3):49 U.S.C. § 114(r) but did not escalate to require LEO notification. (b)(3):49 U.S.C. § 114(r)
(b)(3):49 U.S.C. § 114(r)

QUESTIONED AND RELEASED BY LEO

Selected when an LEO responds and interviews the individual. This applies when no other action in this section was taken by an LEO.

QUESTIONED AND ARRESTED BY LEO

Select this field when an LEO responds and confirms that the individual was arrested. If the BDO is informed at a later time or date that the final disposition of the individual was arrest, this field may be updated to include the most up to date information. If this occurs, indicate the previous resolution and date of change in the LEO Resolution Notes text box.

REFERRED FOR INVESTIGATION BY LEO

This field should be selected when the acting lead law enforcement agency either transfers the individual into the custody of another agency or sends the individual's information to another agency for further investigation.

LEO RESPONDED/DID NOT QUESTION

This field should be selected when an LEO responds to a BDO call for an individual who met the threshold for LEO notification, but does not question the individual. In this circumstance, the LEO may or may not conduct a database check. If known, indicate in the LEO Resolution Notes text box any actions that the LEO did take, such as running an NCIC check.

LEO DID NOT RESPOND

Select this when an LEO is notified that a BDO requests assistance and does not respond to the incident. If known, indicate the reason for the LEO not responding in the LEO Resolution Notes text box.

CITED BY LEO (IF KNOWN)

This field should be selected when an LEO responds, issues the individual a citation or summons to appear in court, and allows them to proceed. If known, indicate the reason for which the citation or summons was provided in the LEO Resolution Notes text box.

HELD BY LEO (IF KNOWN)

This field should be selected when an LEO responds, and either detains or takes the individual into custody. This applies when the LEO escorts the individual away from where the incident took place and does not confirm if the individual was arrested or scheduled to be released. Provide any applicable details in the LEO Resolution Notes text box.

DENIED BOARDING BY CARRIER

Select this field when the air carrier is notified of an individual who met the BDA threshold and denies them access to their scheduled flight. This may apply regardless of the individual's allowance into the sterile area. (b)(3):49 U.S.C. § 114(r)

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DENIED ACCESS TO STERILE AREA BY TSA

Select this field when the FSD, FSD Designee, or other TSA authority does not permit an individual who met the BDA threshold to proceed into the sterile area. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

DENIED ACCESS TO THE STERILE AREA BY LEO (IF KNOWN)

Select this field when an LEO does not permit an individual who met the BDA threshold to proceed into the sterile area. (b)(3):49 U.S.C. § 114(r). If known, indicate the agency or department of the officer who denied access in the LEO Resolution Notes text box.

RESOLUTION NOTES/ADDITIONAL INFORMATION

This field is intended to capture the full story of the referral, to include: where the behaviors were observed in the operational environment, (b)(3):49 U.S.C. § 114(r) any relevant details that do not fit elsewhere on the form, and if possible, a synopsis of the conversation with the individual and an explanation/resolution of the behaviors. It should contain as much information as can be obtained by the BDO or information shared with the BDO from another TSA party or LEO. Do not include any Personally Identifiable Information (PII) on the form, including passenger names.

SECTION 12: LEO RESOLUTION

Section 12: LEO Resolution			LEO Resolution Notes:
Primary LEO <input type="checkbox"/> Local LEO <input type="checkbox"/> ATF <input type="checkbox"/> CBP <input type="checkbox"/> DEA <input type="checkbox"/> FAM <input type="checkbox"/> FBI <input type="checkbox"/> ICE <input type="checkbox"/> Other <input type="text" value="List other LEO"/>	Secondary LEO: <input type="checkbox"/> Local LEO <input type="checkbox"/> ATF <input type="checkbox"/> CBP <input type="checkbox"/> DEA <input type="checkbox"/> FAM <input type="checkbox"/> FBI <input type="checkbox"/> ICE	Reason for Arrest: <input type="checkbox"/> Outstanding warrants <input type="checkbox"/> Currency <input type="checkbox"/> Suspected drugs <input type="checkbox"/> Illegal alien <input type="checkbox"/> Fraudulent documents <input type="checkbox"/> Unruly passenger <input type="checkbox"/> Other <input type="text" value="List other reason for arrest"/>	<div style="border: 1px solid black; height: 150px;"></div>
Identified by LEO: Currency Amount: <input type="text"/> Actual Amount (Yes/No): <input type="text"/> Currency Confiscated (Yes/No): <input type="text"/>	Local Incident/Case Number: <input type="text"/>		
Notifications Screening Manager Notified (Last, First): <input type="text"/> TSOC Notified: <input type="checkbox"/> CCTV Copied: <input type="checkbox"/>			

This section records data regarding any LEO involvement associated with a BDR Screening. If any item in this section is selected, the "Automatic LEO Notification" section must be completed. If no LEO responds, this information must be filled out with information regarding the type of LEO contacted as well as the resolution achieved regarding the incident that met the LEO referral threshold.

PRIMARY LEO

The agency or department that is first called to respond to a BDR that resulted in an LEO notification. This also applies if the first LEO called did not respond. Only one option can be selected. If the notified agency or department is not listed, select "Other" and type their affiliation in the text box provided.

SECONDARY LEO

Any additional agencies or departments that respond to a BDR that resulted in an LEO notification. Multiple selections are allowed. If the agency or department of the LEO is not listed, type their affiliation in the "LEO Resolution Notes" field.

REASON FOR ARREST

The reason a referred individual is arrested by an LEO. Multiple options may be selected. If the reason is not listed, select "Other" and type the reason in the text box provided.

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LEO RESOLUTION NOTES

Any information relating to the resolution and actions taken by an LEO during a BDR Screening. If any LEO Resolution is selected in section 11, this field is mandatory. **Do not enter any (PII) on this form, to include officer names and badge numbers.** Document as much information as possible about the steps the officer(s) took with the individual, such as running an NCIC check, and any details about the final disposition.

CURRENCY AMOUNT

Under the "Identified by LEO" subsection, type the amount of currency discovered as told by the individual or LEO during BDR Screening. Convert all foreign currency to USD. If the currency was foreign, please indicate the country and/or currency type in the Resolution Notes/Additional Information field, if known.

NOTE: A BDO must never personally count an individual's currency, ask an individual to count the currency, or ask an individual for the amount of currency in their possession.

ACTUAL AMOUNT (YES/NO)

Under the "Identified by LEO" subsection, indicate whether the amount of currency discovered was counted and confirmed by an LEO. If it was, select "Yes." Any other circumstance where the amount was not confirmed by a LEO will qualify as "No." For example, if an individual tells the BDO the amount of currency they have but an LEO does not count and confirm the amount, select "No."

CURRENCY CONFISCATED (YES/NO)

Under the "Identified by LEO" subsection, indicate whether a Law Enforcement Agency took possession of the currency that was discovered during BDR Screening. If "Yes," document the agency that confiscated the currency in the LEO Resolution Notes field.

LOCAL INCIDENT/CASE NUMBER

Any locally-generated identification number which pertains to an incident requiring automatic LEO notification. This number will be generated by the LEO, who is not required to share this information with the BDO.

NOTE: The Local Incident/Case Number is not the PARIS ID number.

SCREENING MANAGER NOTIFIED

Type the name of the screening manager who was called for the purpose of notification of the BDR. This can be a BDA TSM or a TSM for screening operations. If multiple managers were notified, identify the first one called or the first one to respond.

TSOC NOTIFIED

Select "Yes" for this field when it has been confirmed that the TSOC was notified of the referral. All LEO referrals require TSOC notification. If the BDO is not responsible for notifying TSOC directly, the BDO or BDA TSM must follow up to verify that the responsible party made the proper notification. If unknown or confirmed that TSOC was not notified, select "No."

CCTV COPIED

This field is to record if an individual who met the threshold for BDR Screening was captured on CCTV. Select "Yes" if the footage contains all or portions of the individual's movements throughout the operational environment. Select "No" if CCTV did not capture the individual at all or if CCTV utilization is unknown.

~~SENSITIVE SECURITY INFORMATION~~

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APPENDIX 3: BEHAVIOR INDICATOR REFERENCE GUIDE

INTRODUCTION

This reference guide is intended to serve as a job-aid for Behavior Detection Officers (BDO). This guide provides an operational description for each of the Behavior Detection and Analysis (BDA) Program behavioral indicators. These descriptions are meant to guide the BDO in learning what to observe and when it is acceptable to score these behaviors.

In addition to the operational descriptions provided, exemplars are included to give instances in which these behaviors may be assessed and when they may not be assessed. These are simply examples and situations to help further define the indicators. These do not include all of the possible cases where these indicators could be observed or not observed; they are meant only as relevant and common examples of each.

Application

This guide is meant to act as an aid in performing BD and serves as a tool to help accurately and consistently observe and detect the various behavioral indicators. This in no way supersedes the BDA SOP.

This guide should be used as a reference and learning tool for the BDO. At no time should this guide be in the public view, nor should it be taken out of an SSI secure area.

Structure

This guide is categorized by the type of behavioral indicator: Stress, Fear, and Deception Factors, Signs of Deception, and possible Suicide Bomber Indicators.

Within each behavioral indicator, the point values are included along with the operational description and exemplars. The exemplars are grouped into, "Assessable" and "Non-Assessable." These grouping are only meant to give a clearer understanding of each description.

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APPENDIX 3-1

STRESS FACTORS

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APPENDIX 3-2

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(b)(3):49 U.S.C. § 114(r)

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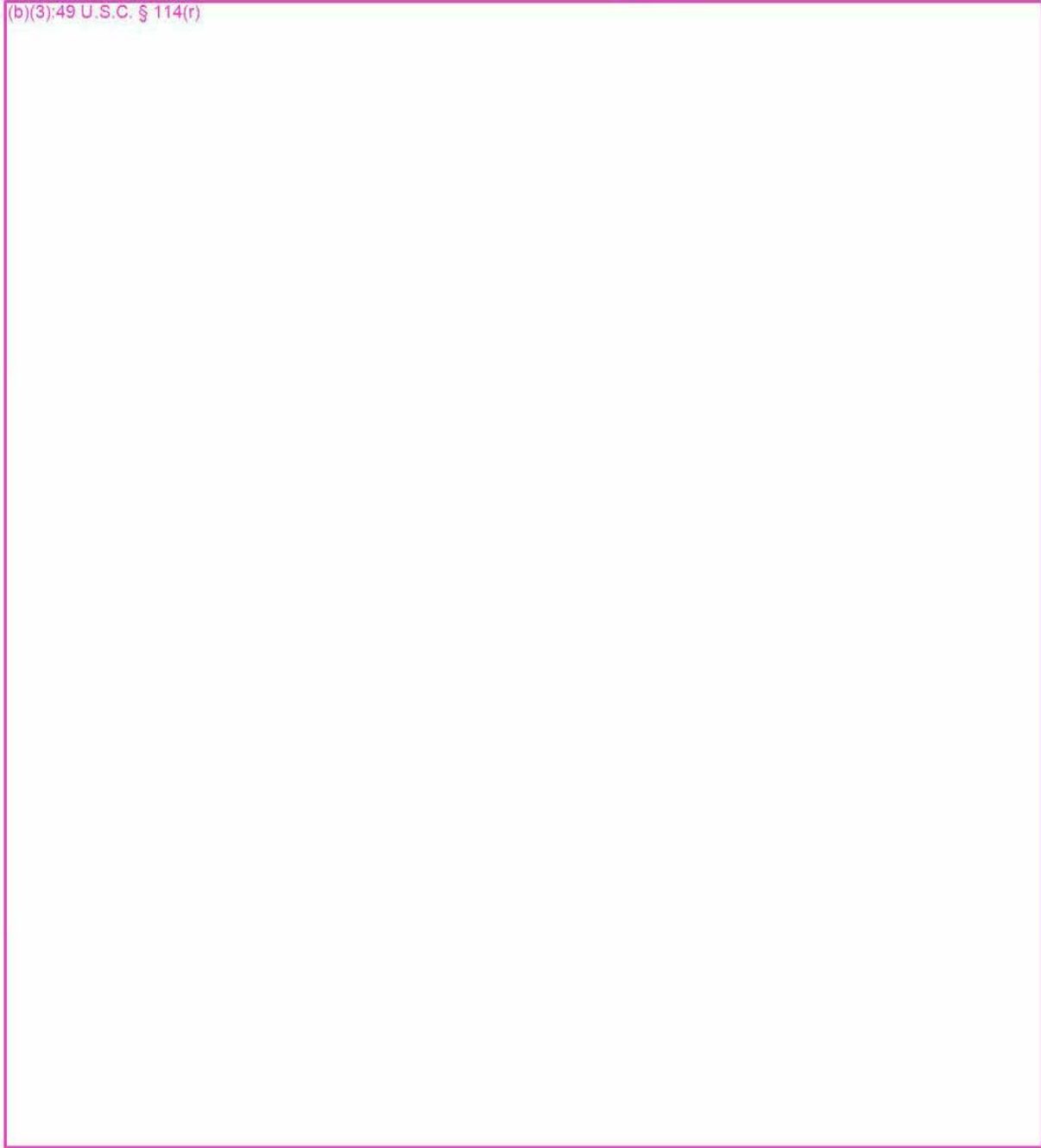
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APPENDIX 3-3

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APPENDIX 3-4

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APPENDIX 3-6

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APPENDIX 3-7

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APPENDIX 3-8

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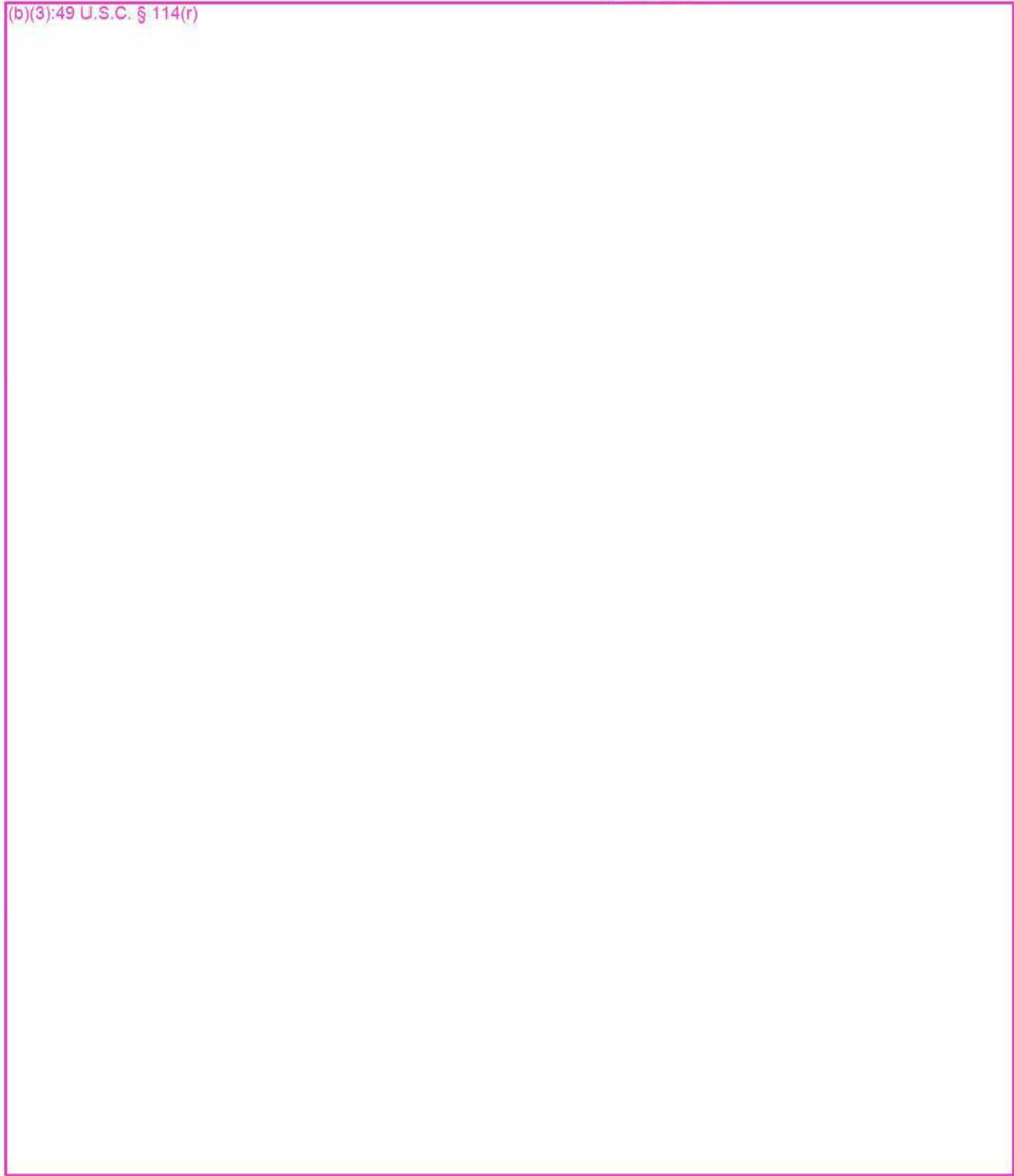
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APPENDIX 3-9

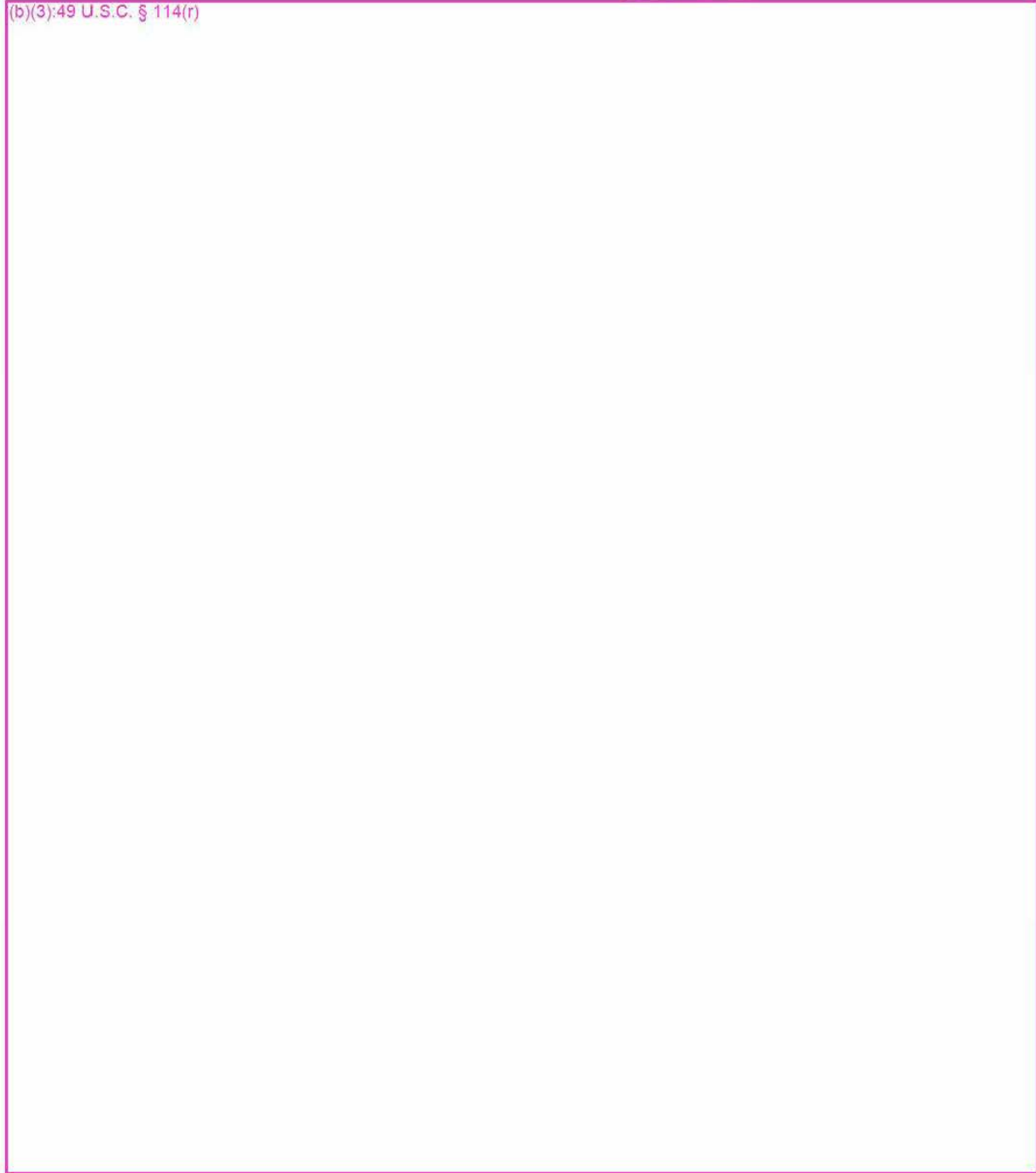
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APPENDIX 3-12

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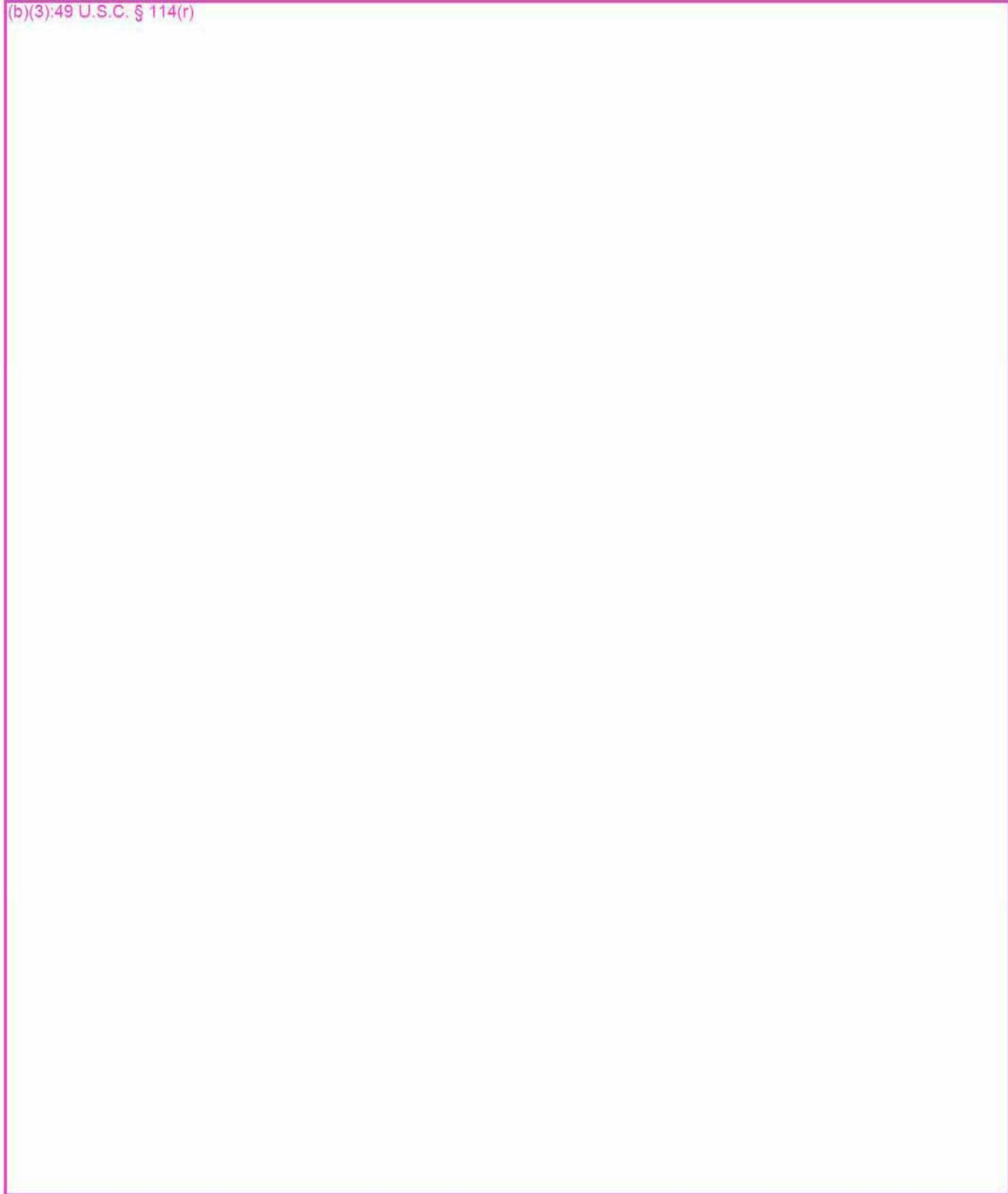
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APPENDIX 3-14

(b)(3):49 U.S.C. § 114(r)



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(b)(3);49 U.S.C. § 114(r)

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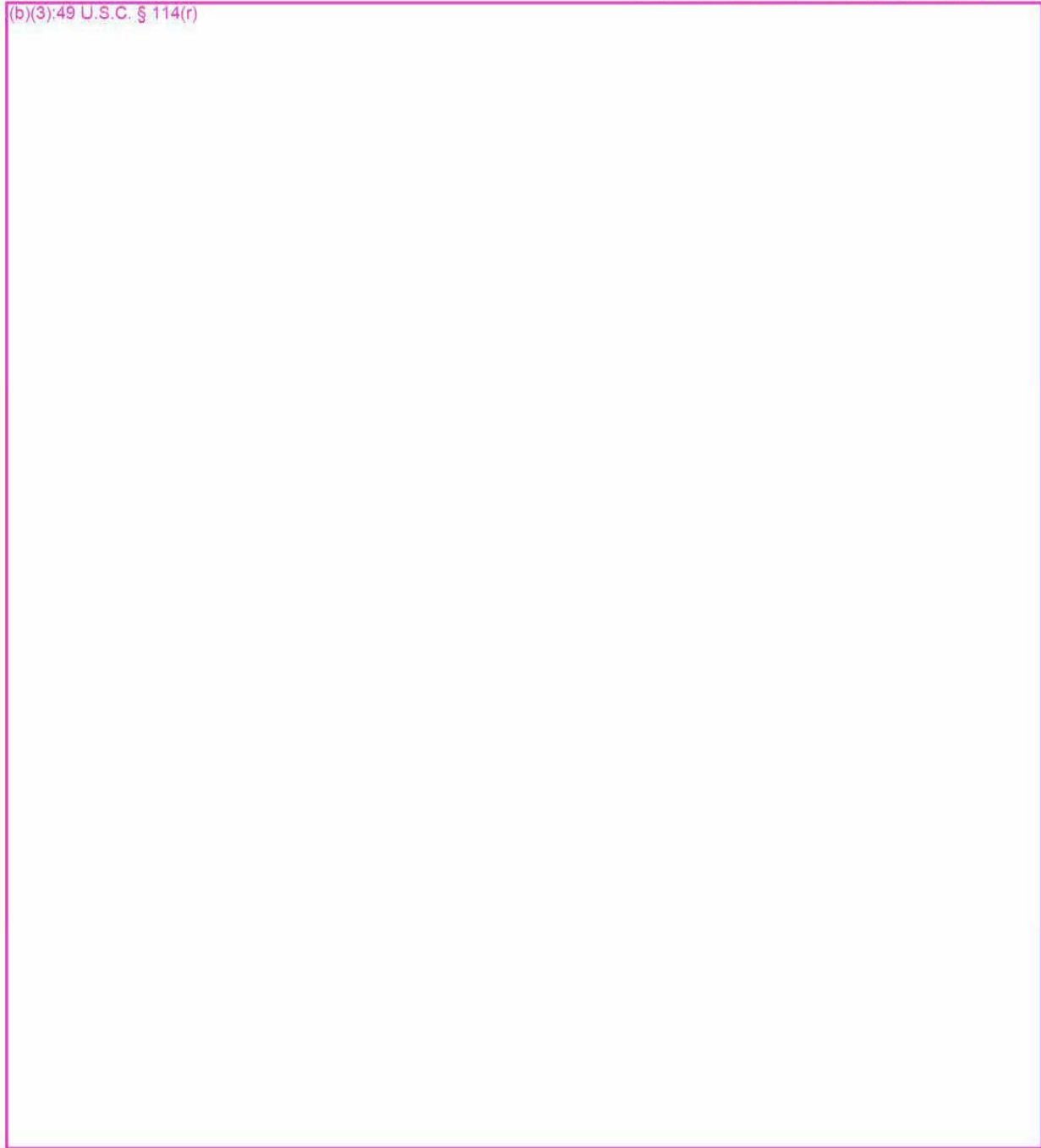
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APPENDIX 3-17

(b)(3); 49 U.S.C. § 114(r)



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APPENDIX 3-19

FEAR FACTORS

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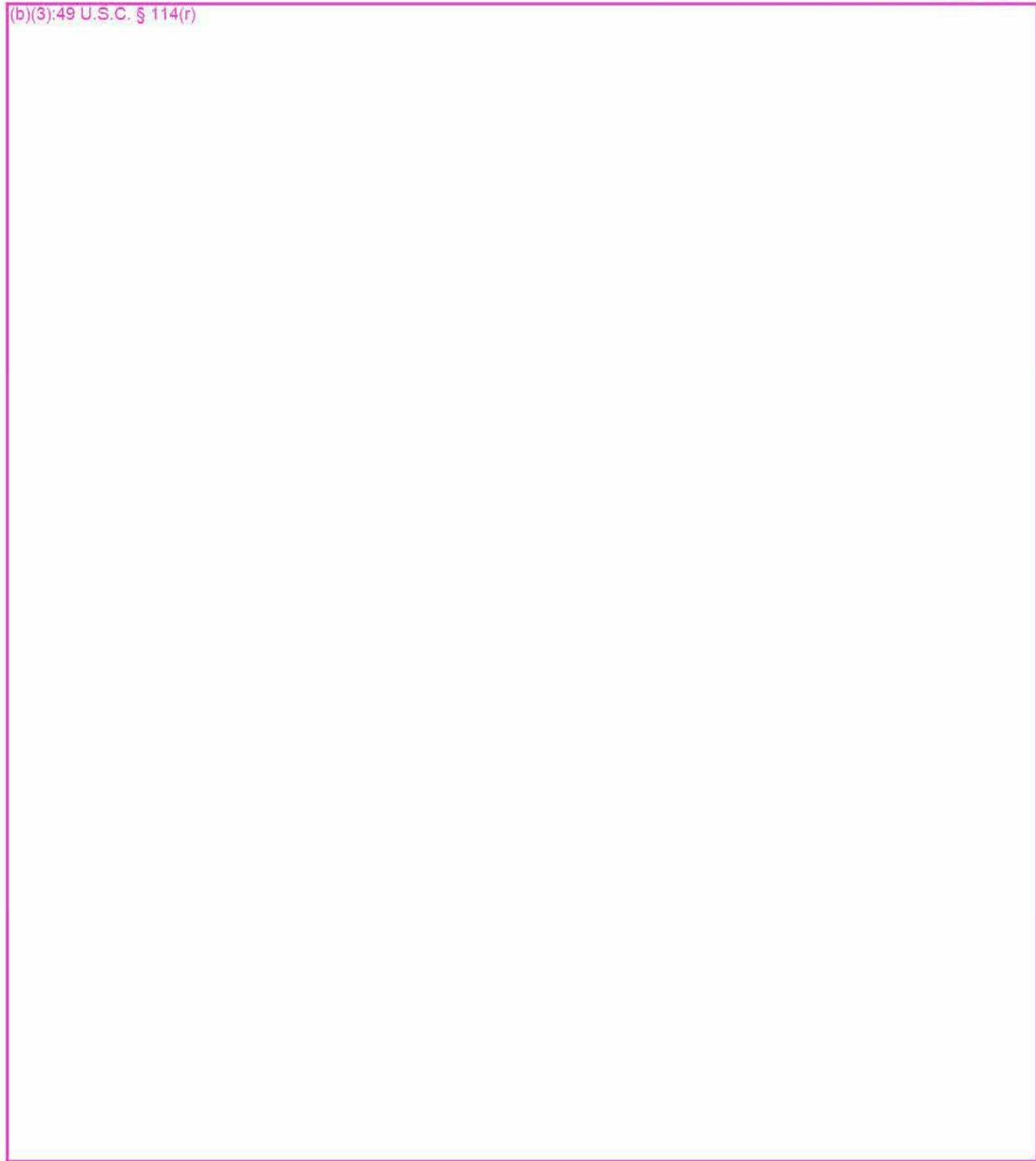
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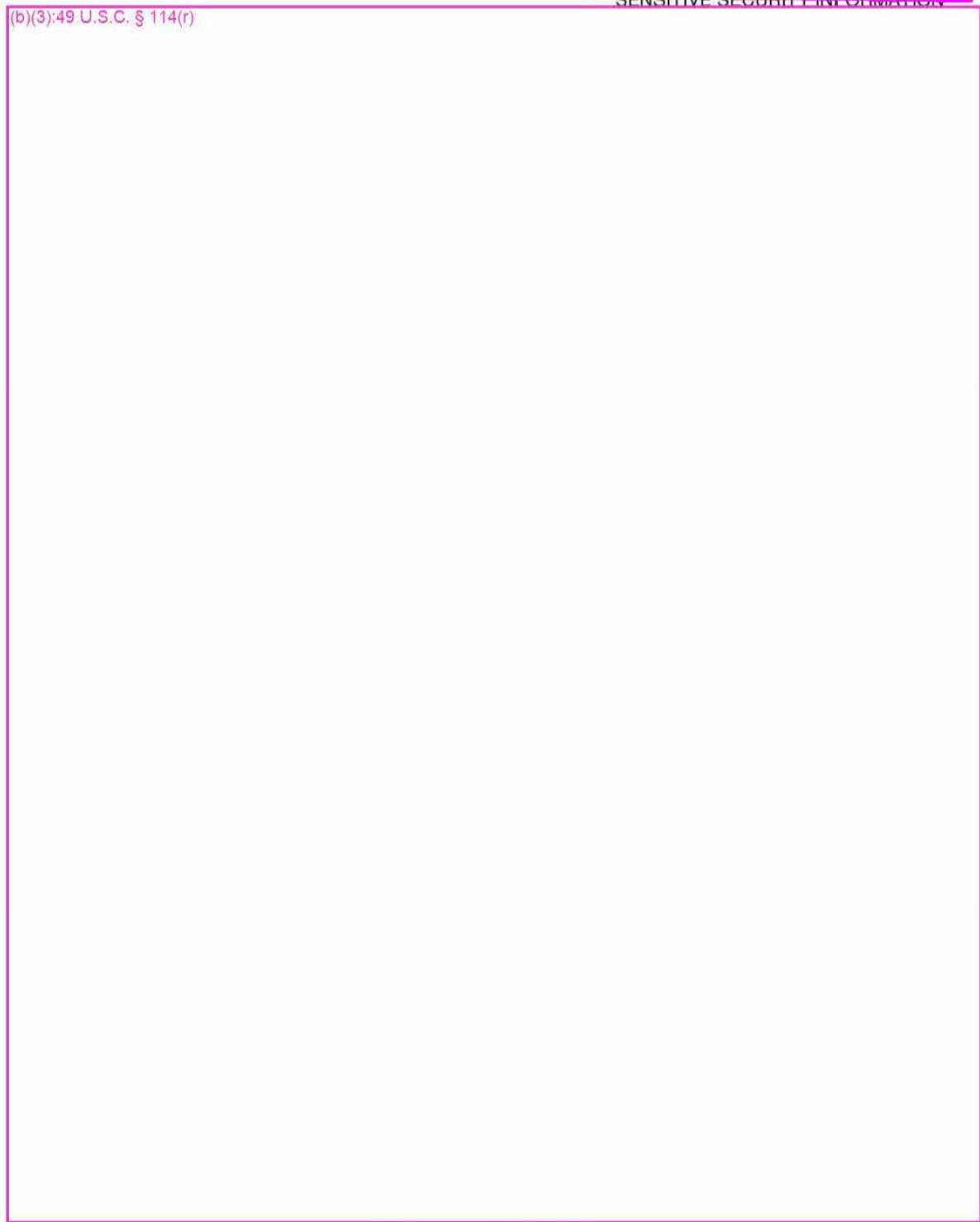
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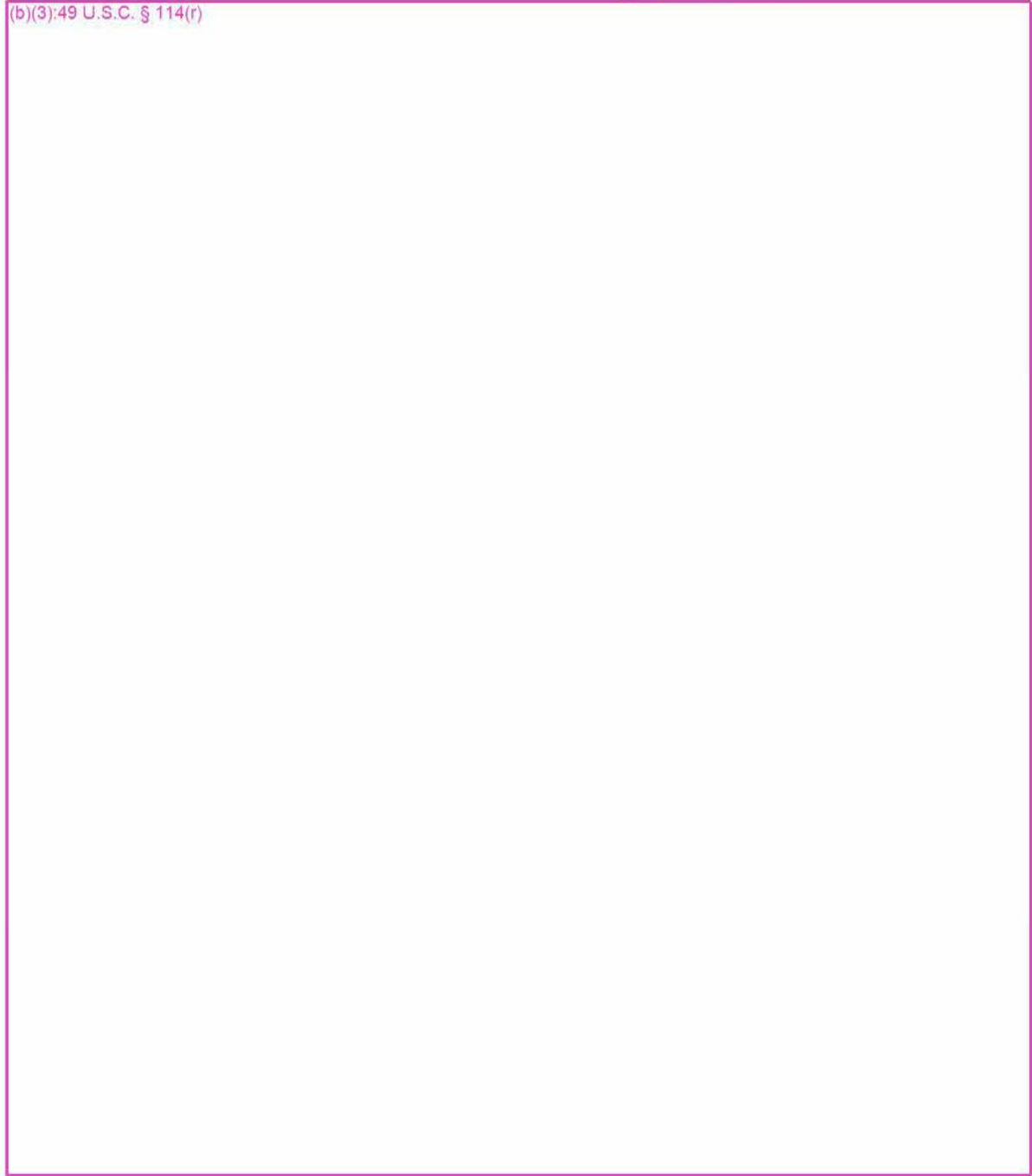
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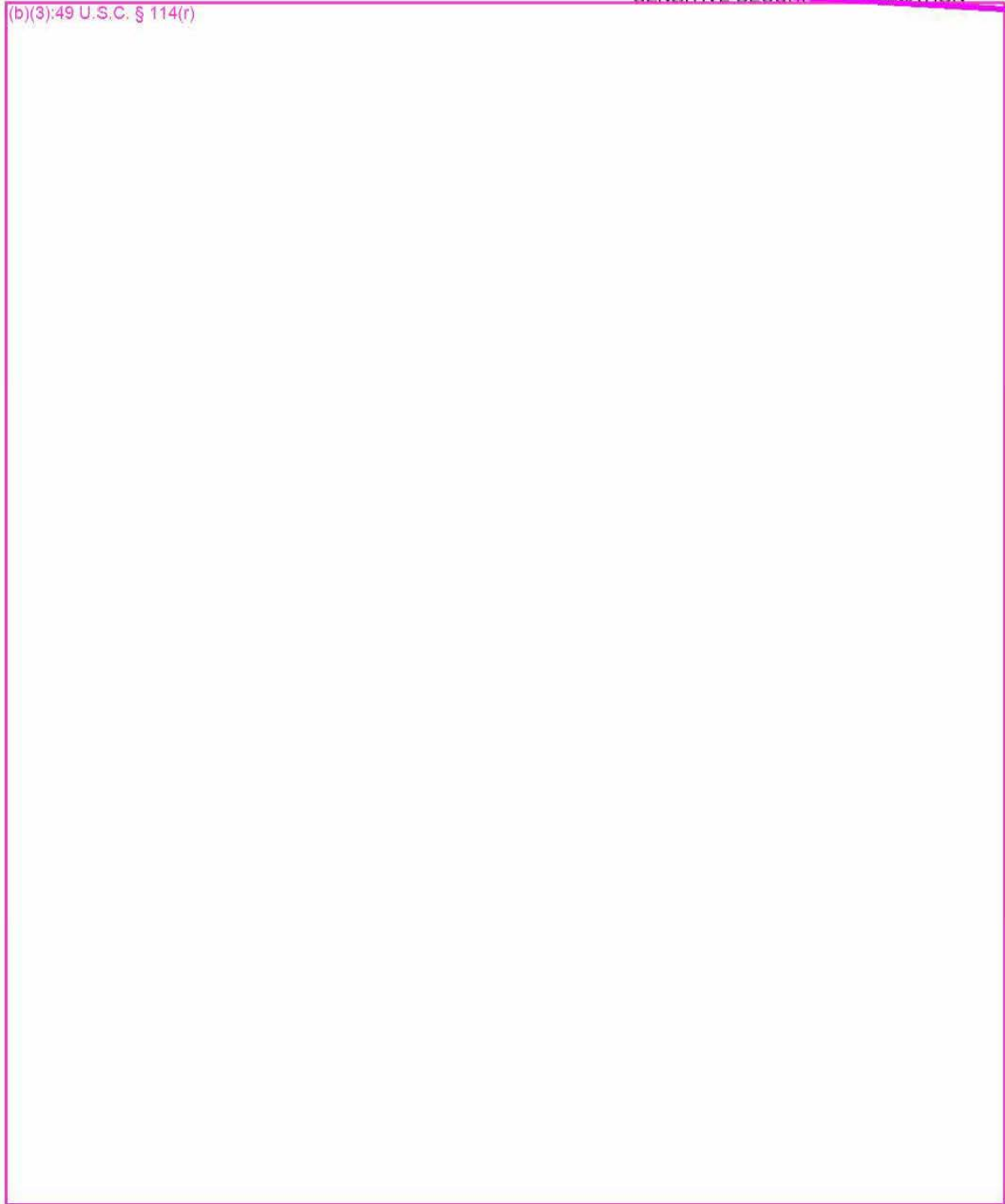
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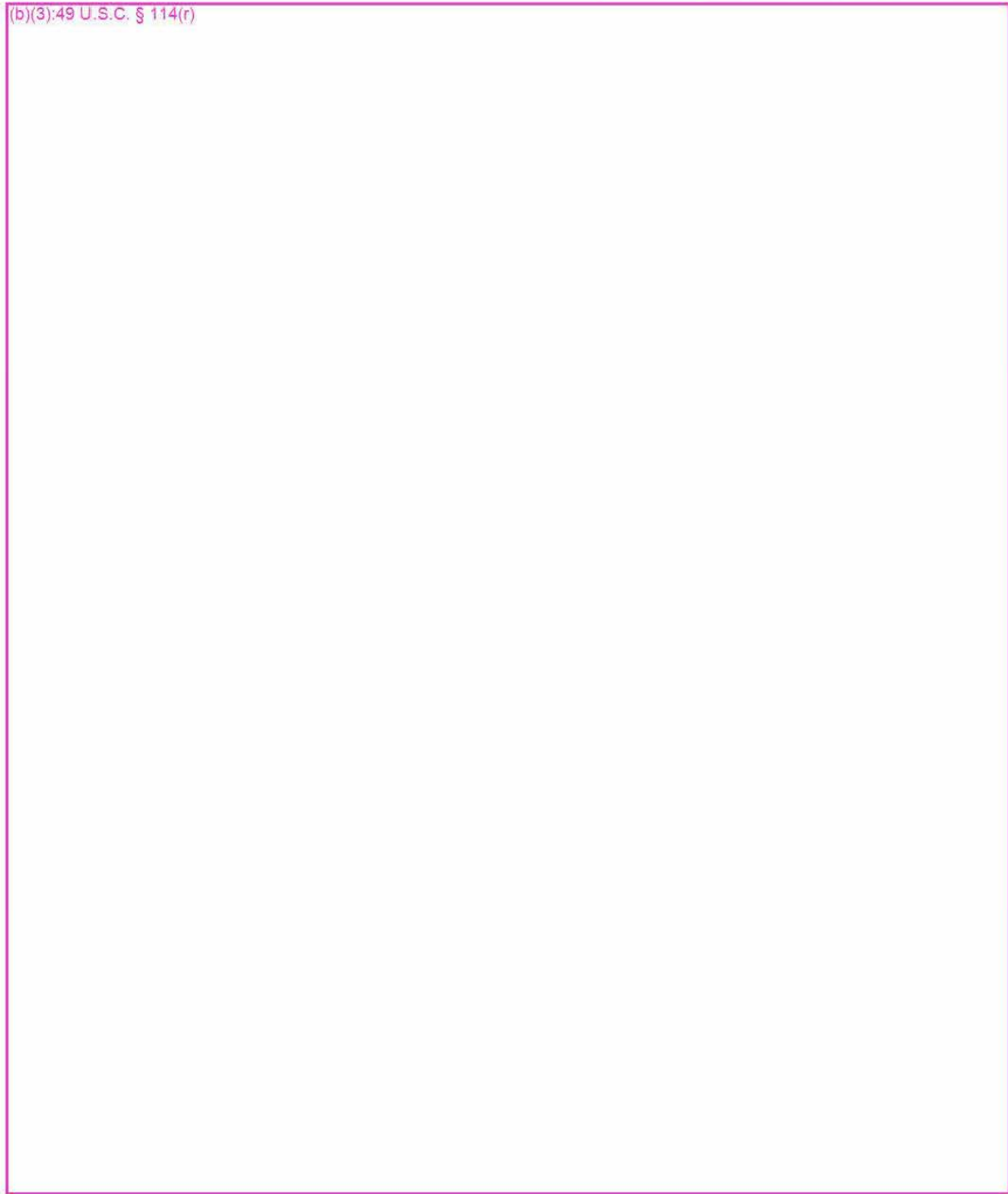
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APPENDIX 3-27

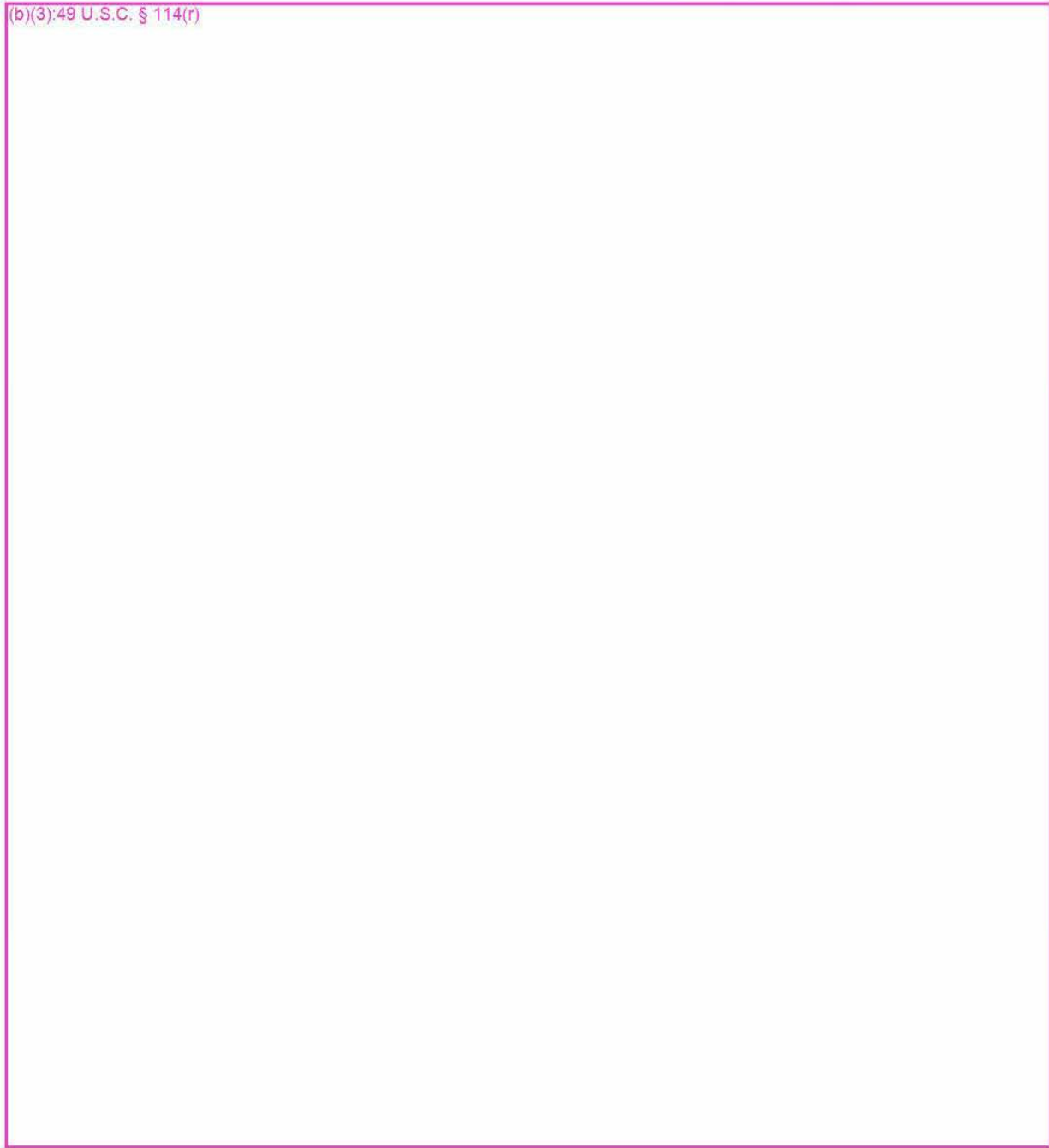
(b)(3):49 U.S.C. § 114(r)



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APPENDIX 3-29

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~~SENSITIVE SECURITY INFORMATION~~

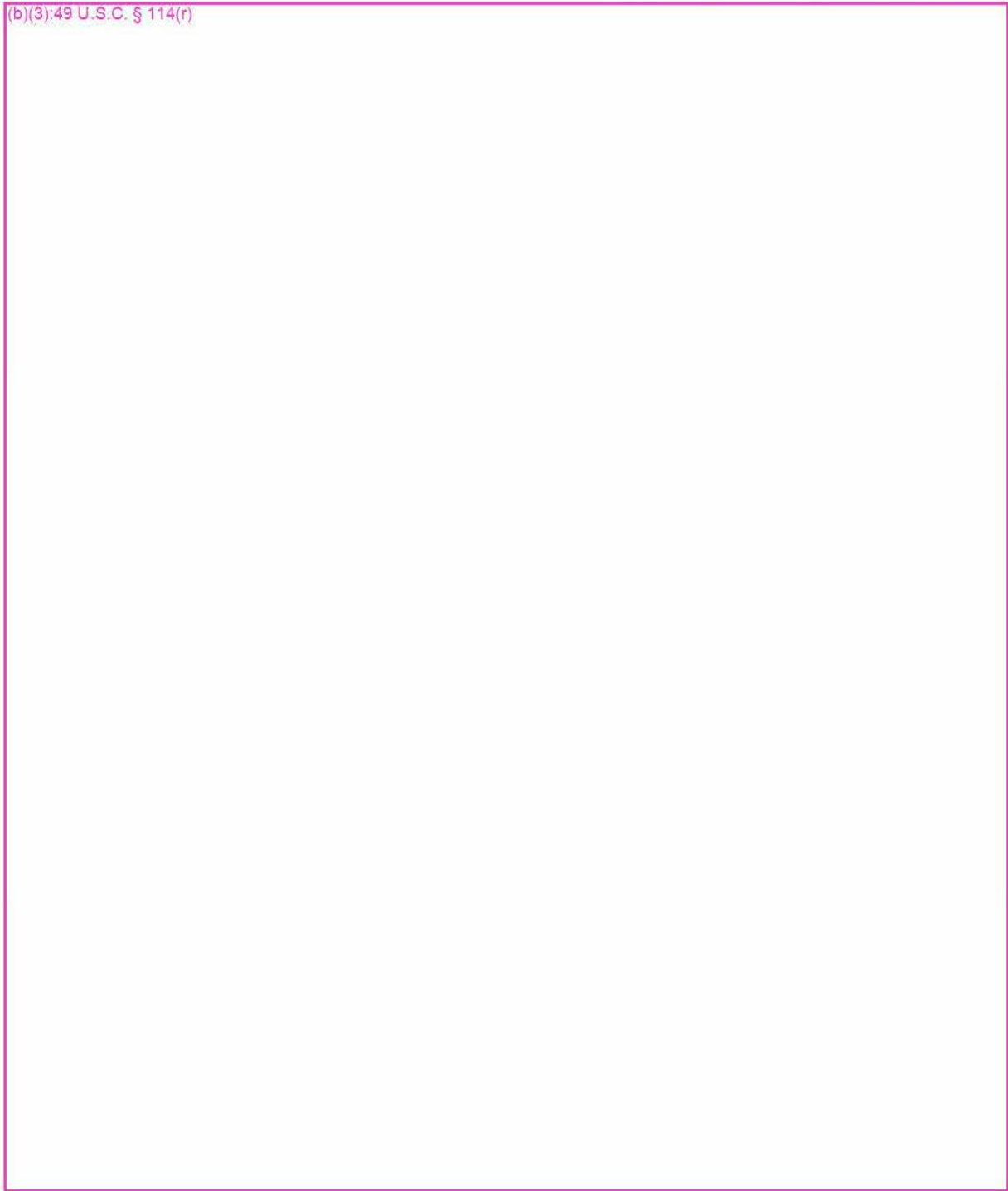
(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-30

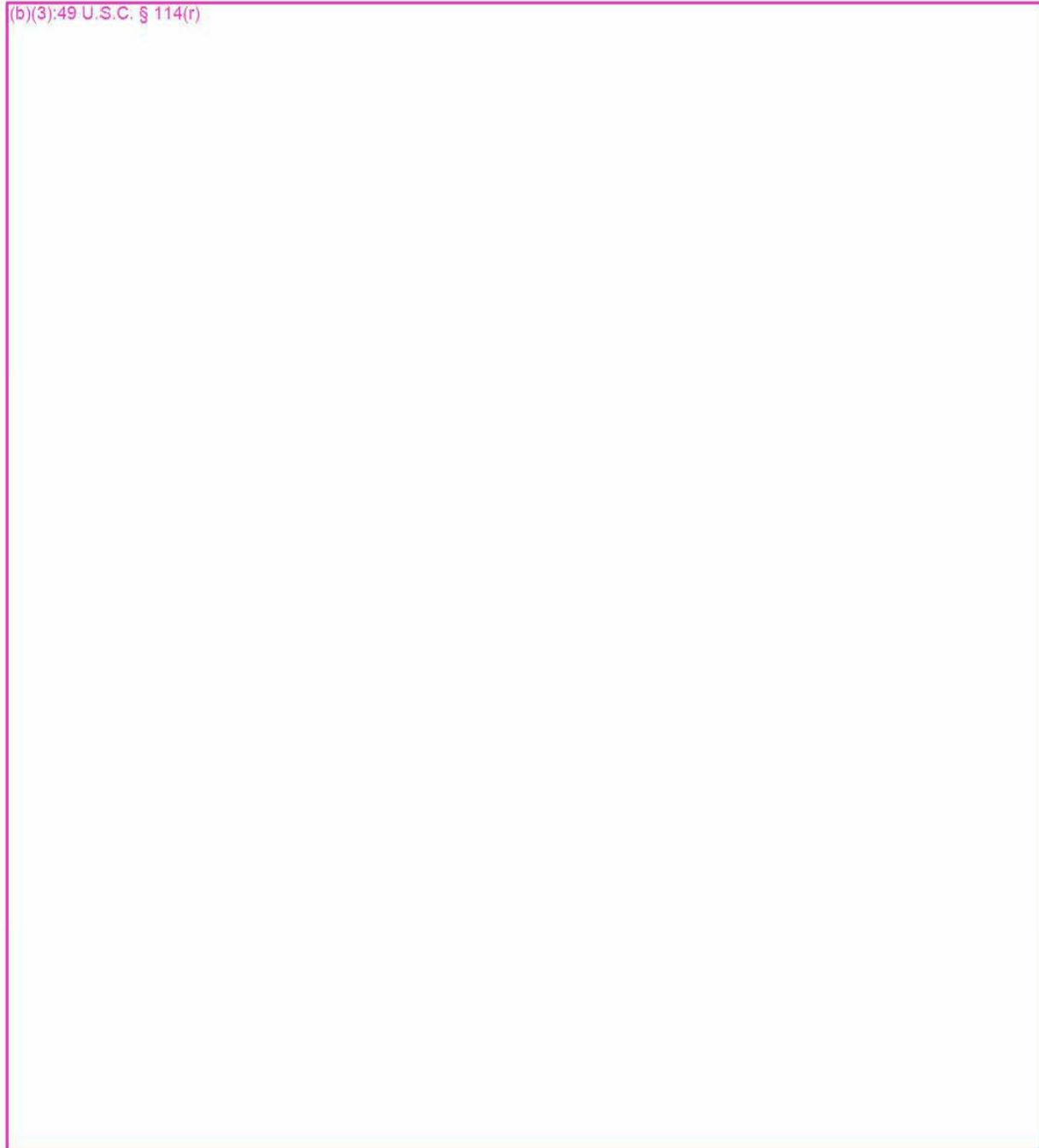
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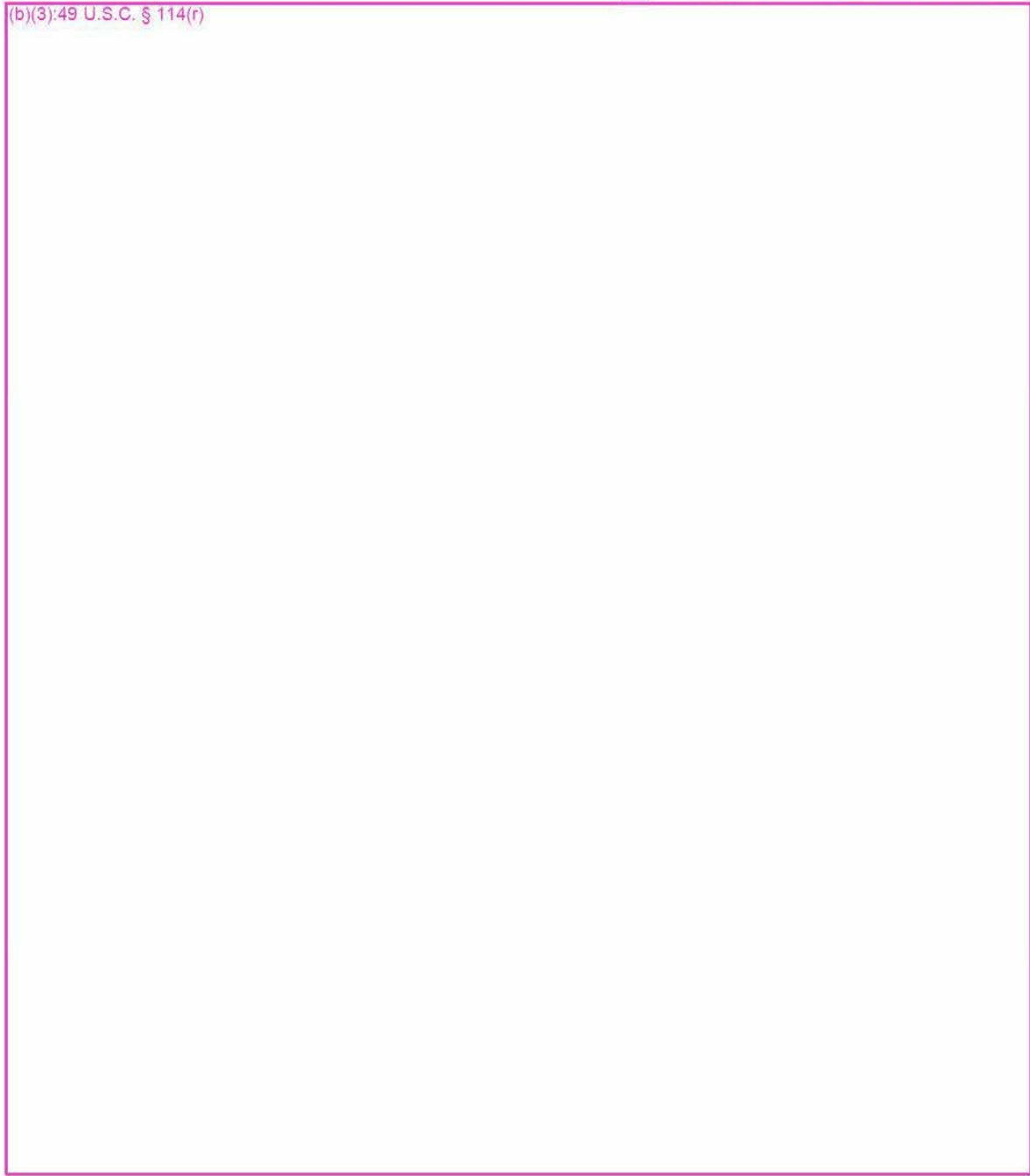
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(b)(3):49 U.S.C. § 114(r)



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APPENDIX 3-33

(b)(3):49 U.S.C. § 114(r)

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(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-35

DECEPTION FACTORS

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(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-37

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~~SENSITIVE SECURITY INFORMATION~~

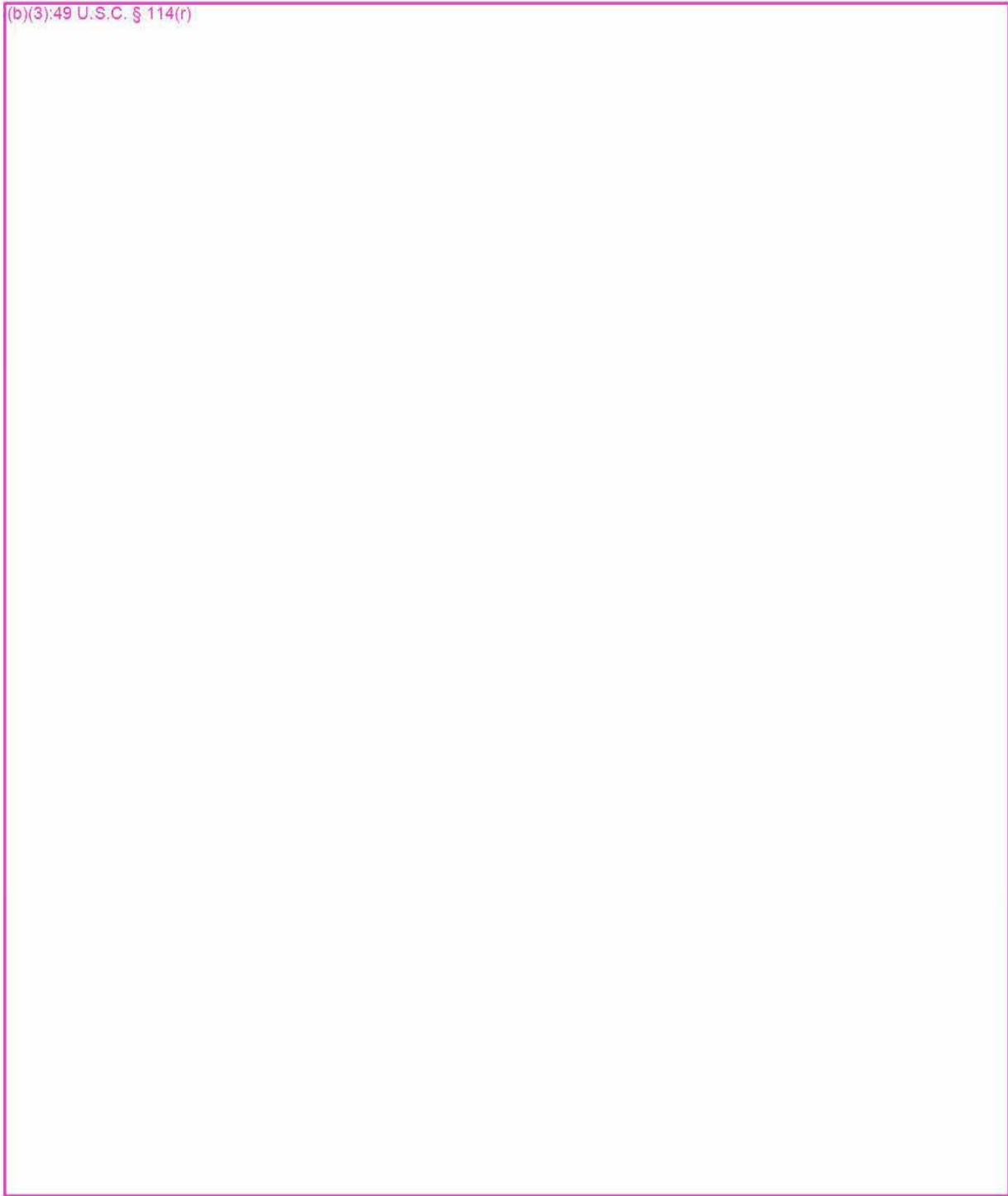
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(b)(3):49 U.S.C. § 114(r)



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~~SENSITIVE SECURITY INFORMATION~~

(b)(3);49 U.S.C. § 114(r)



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APPENDIX 3-42

SIGNS OF DECEPTION

(b)(3);49 U.S.C. § 114(r)

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APPENDIX 3-44

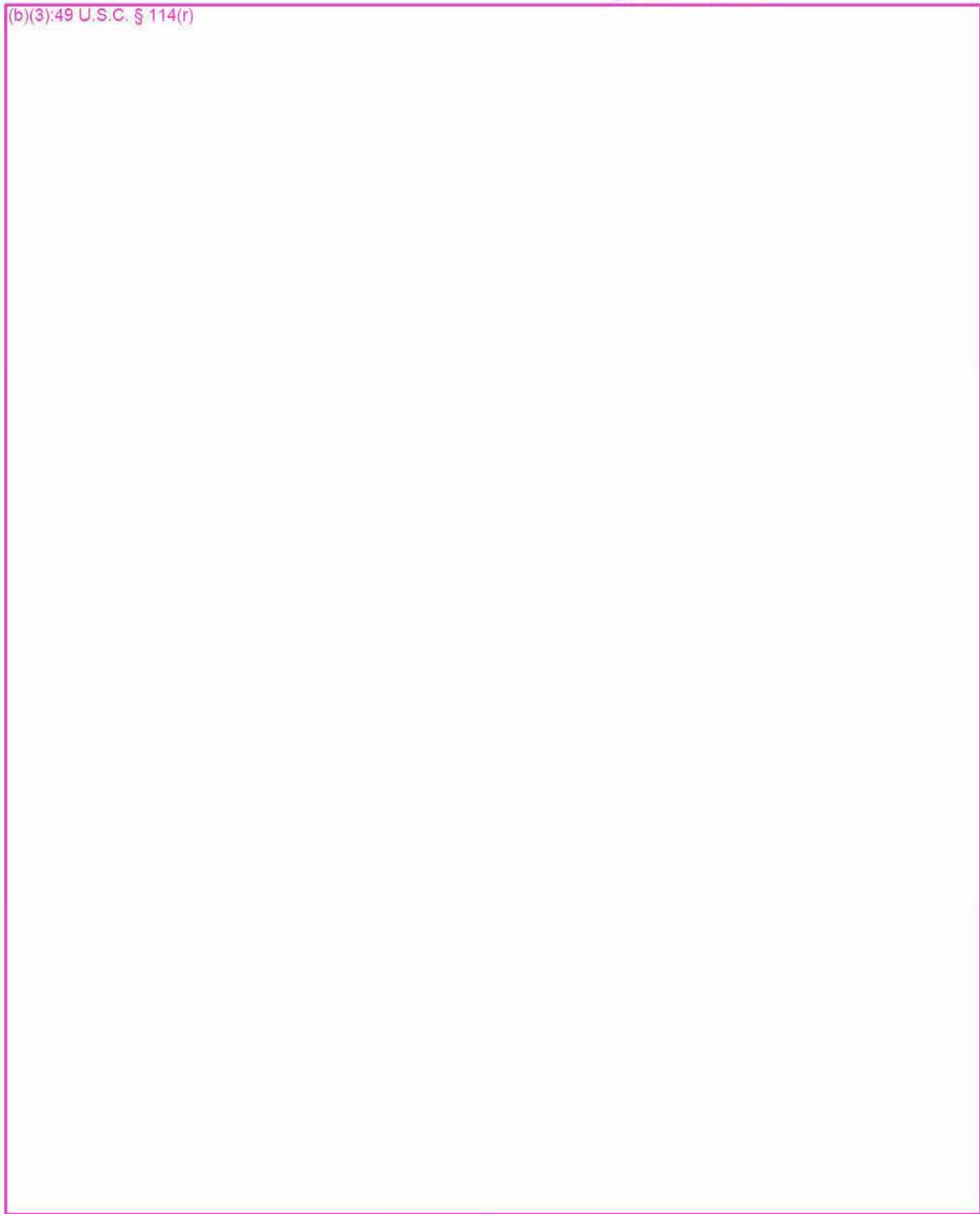
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APPENDIX 3-45

(b)(3):49 U.S.C. § 114(r)



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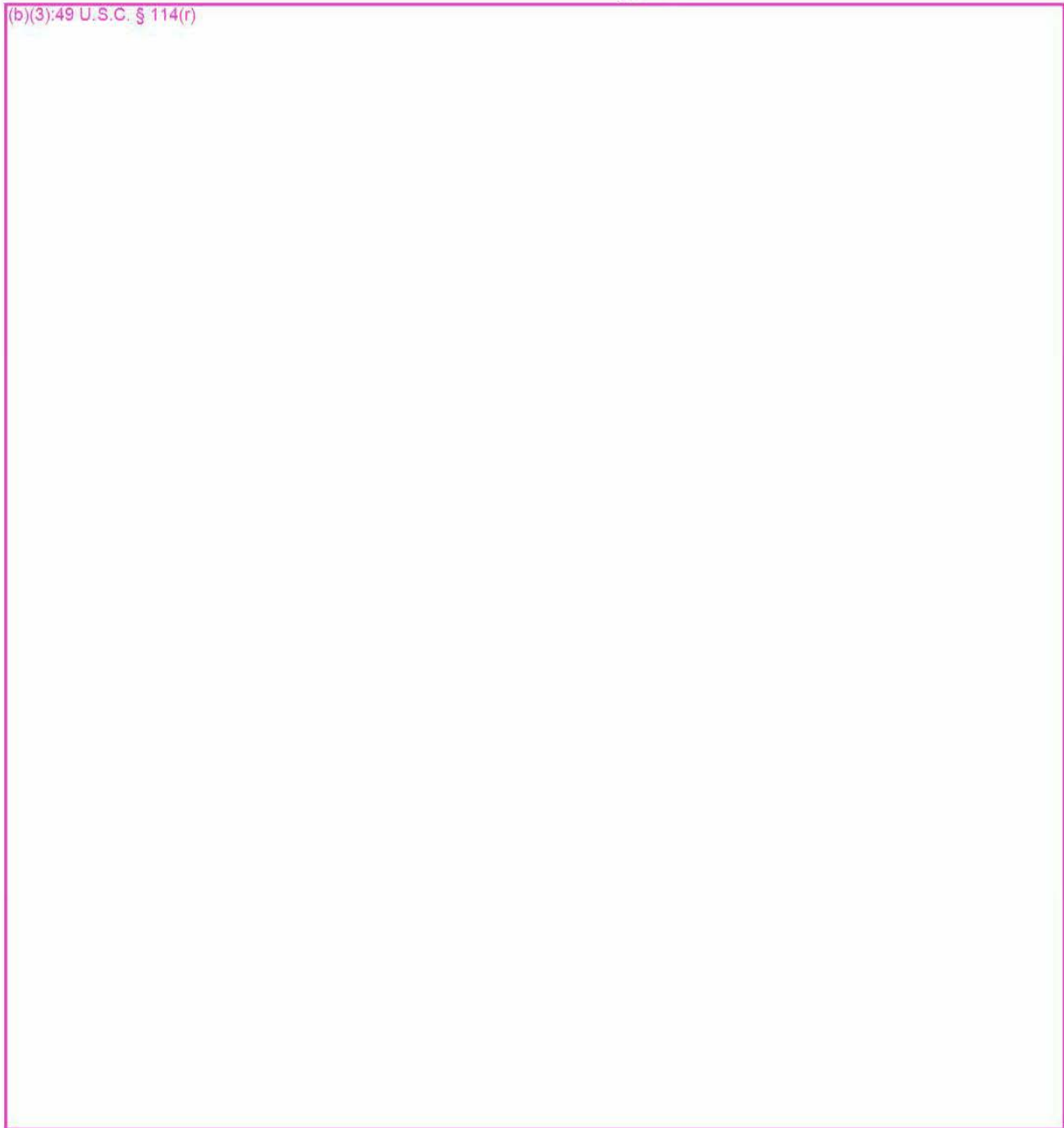
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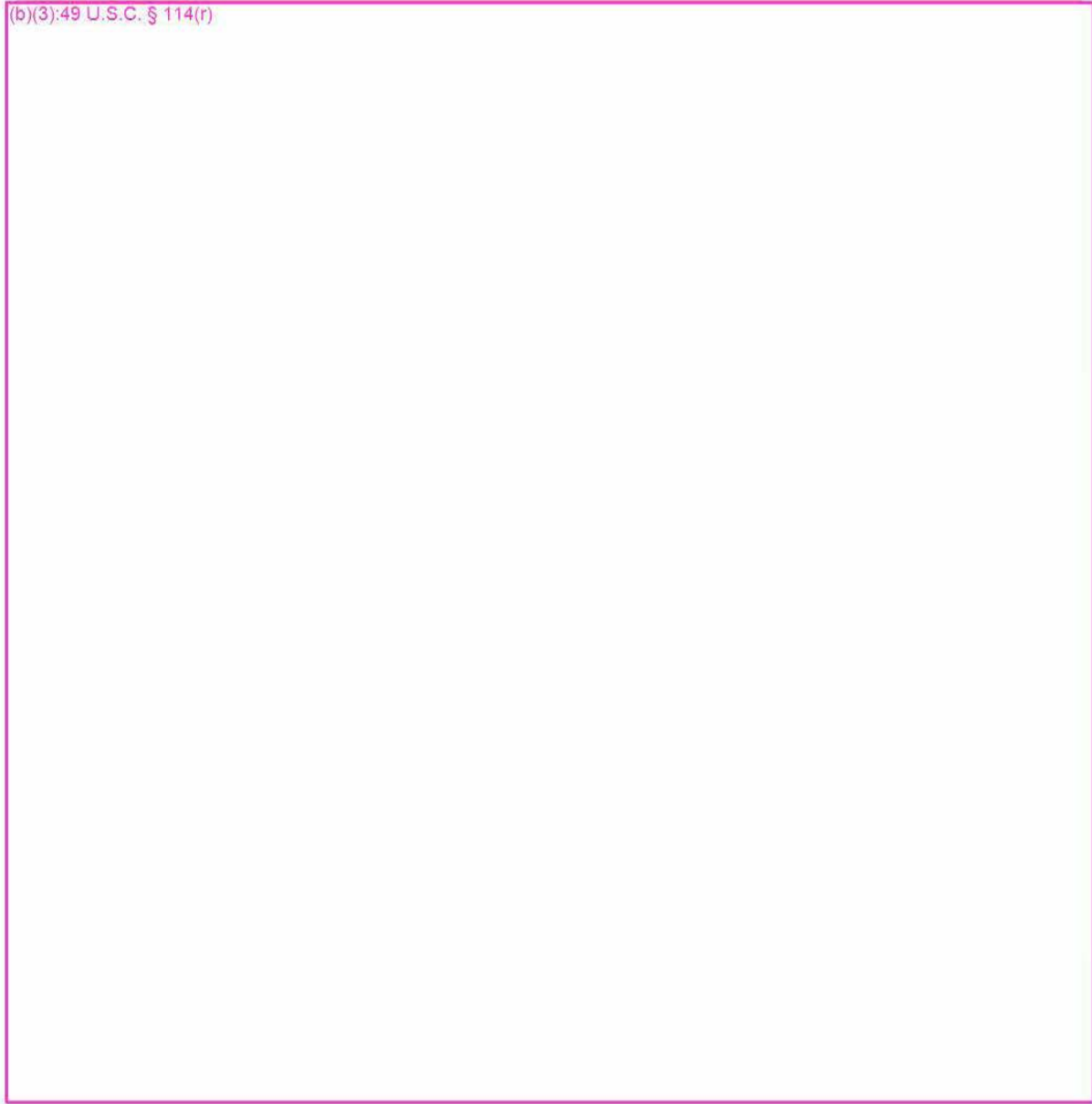


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APPENDIX 3-48

(b)(3):49 U.S.C. § 114(r)



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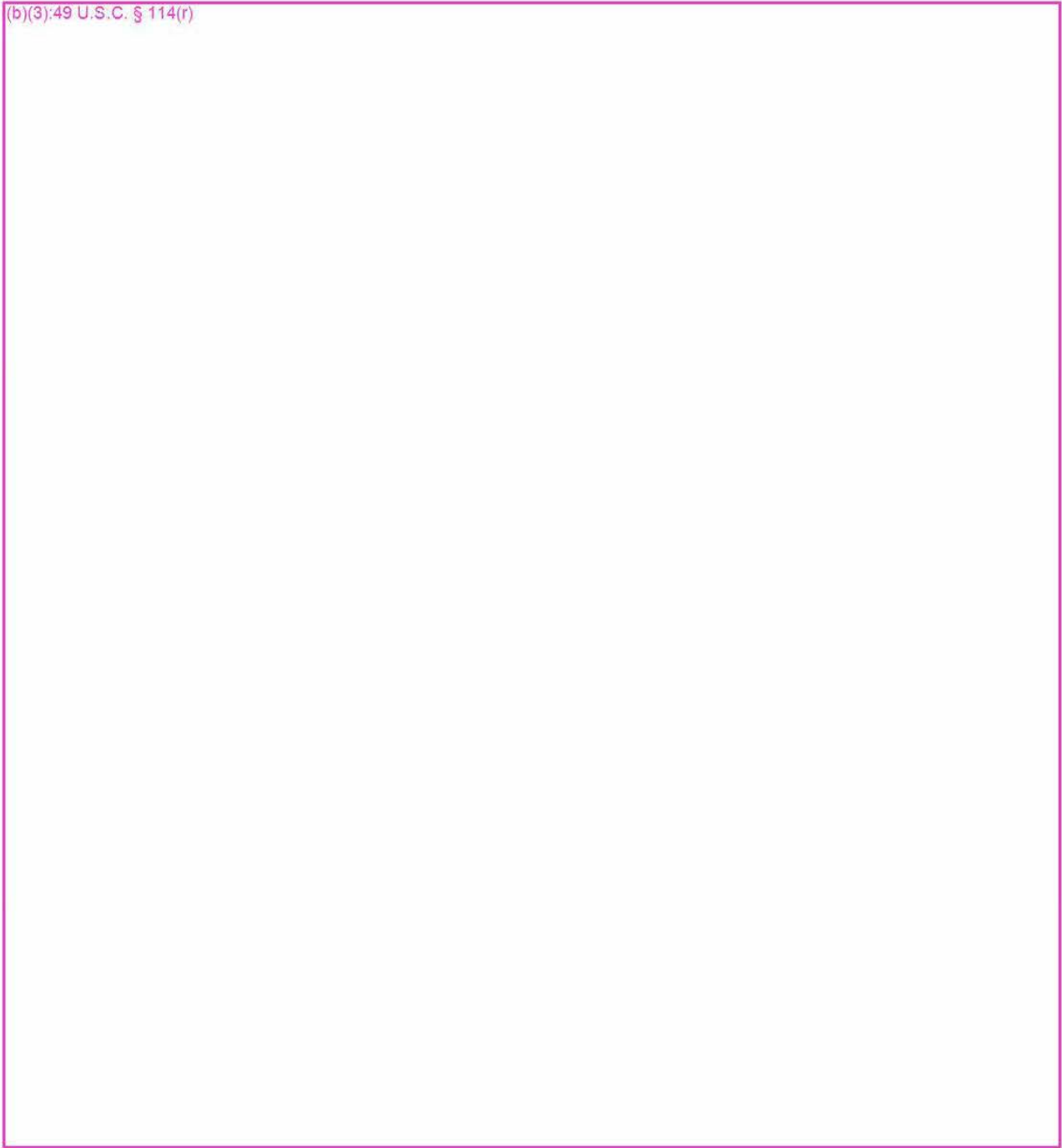
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APPENDIX 3-51

(b)(3):49 U.S.C. § 114(r)



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APPENDIX 3-53

(b)(3):49 U.S.C. § 114(r)



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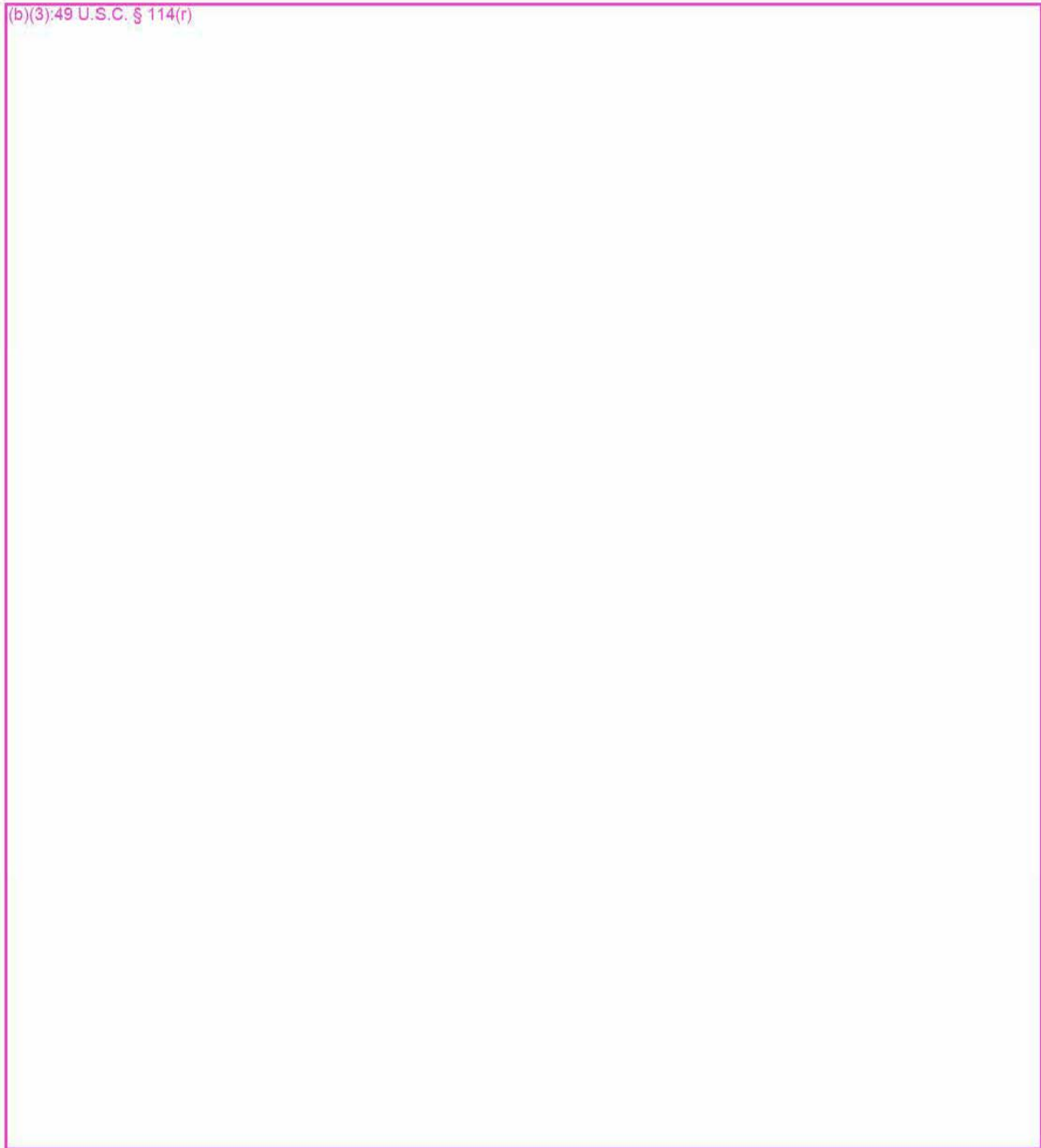
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APPENDIX 3-56

(b)(3):49 U.S.C. § 114(r)



SENSITIVE SECURITY INFORMATION

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APPENDIX 3-57

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~~SENSITIVE SECURITY INFORMATION~~

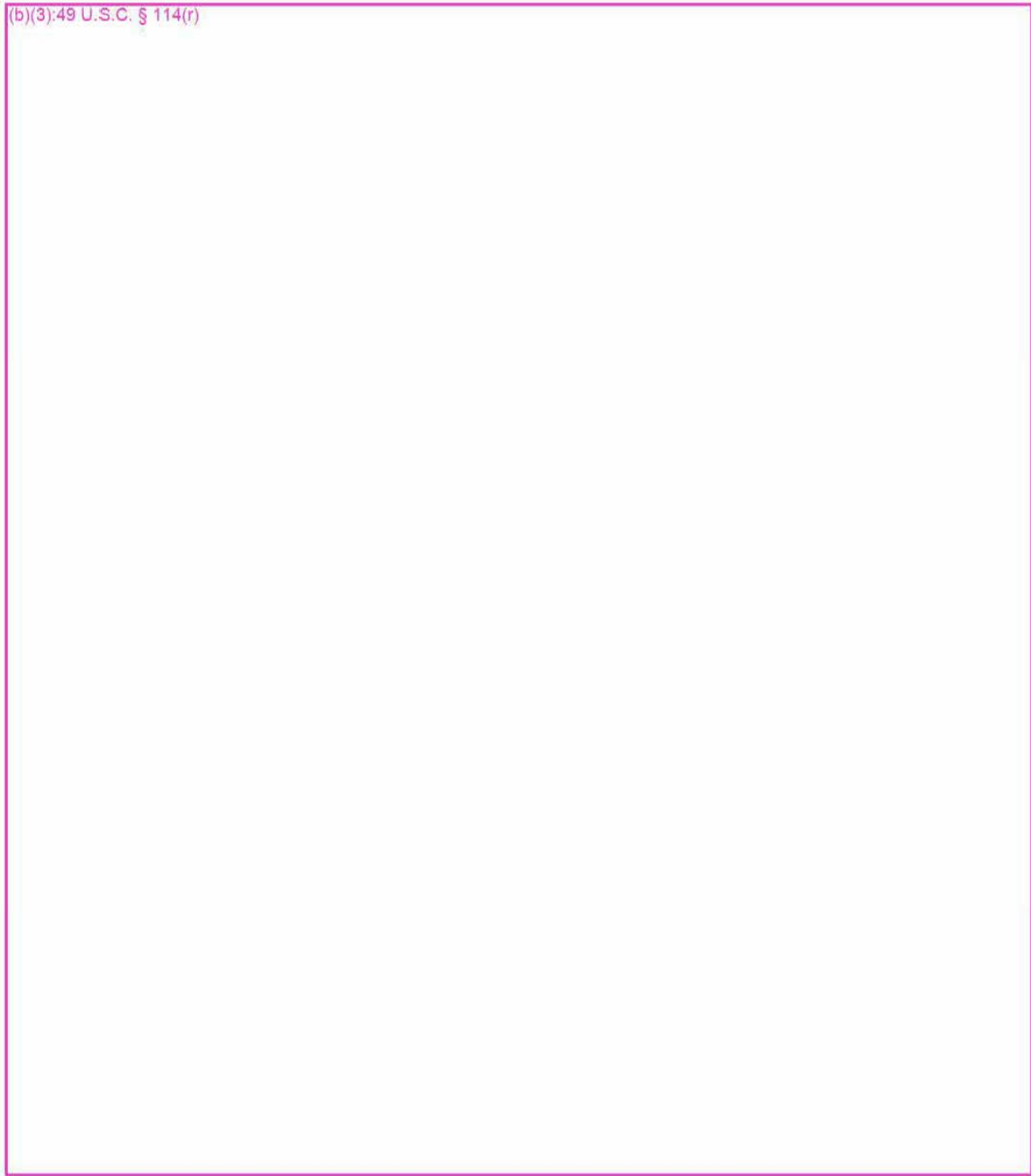
(b)(3);49 U.S.C. § 114(r)

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APPENDIX 3-58

(b)(3):49 U.S.C. § 114(r)



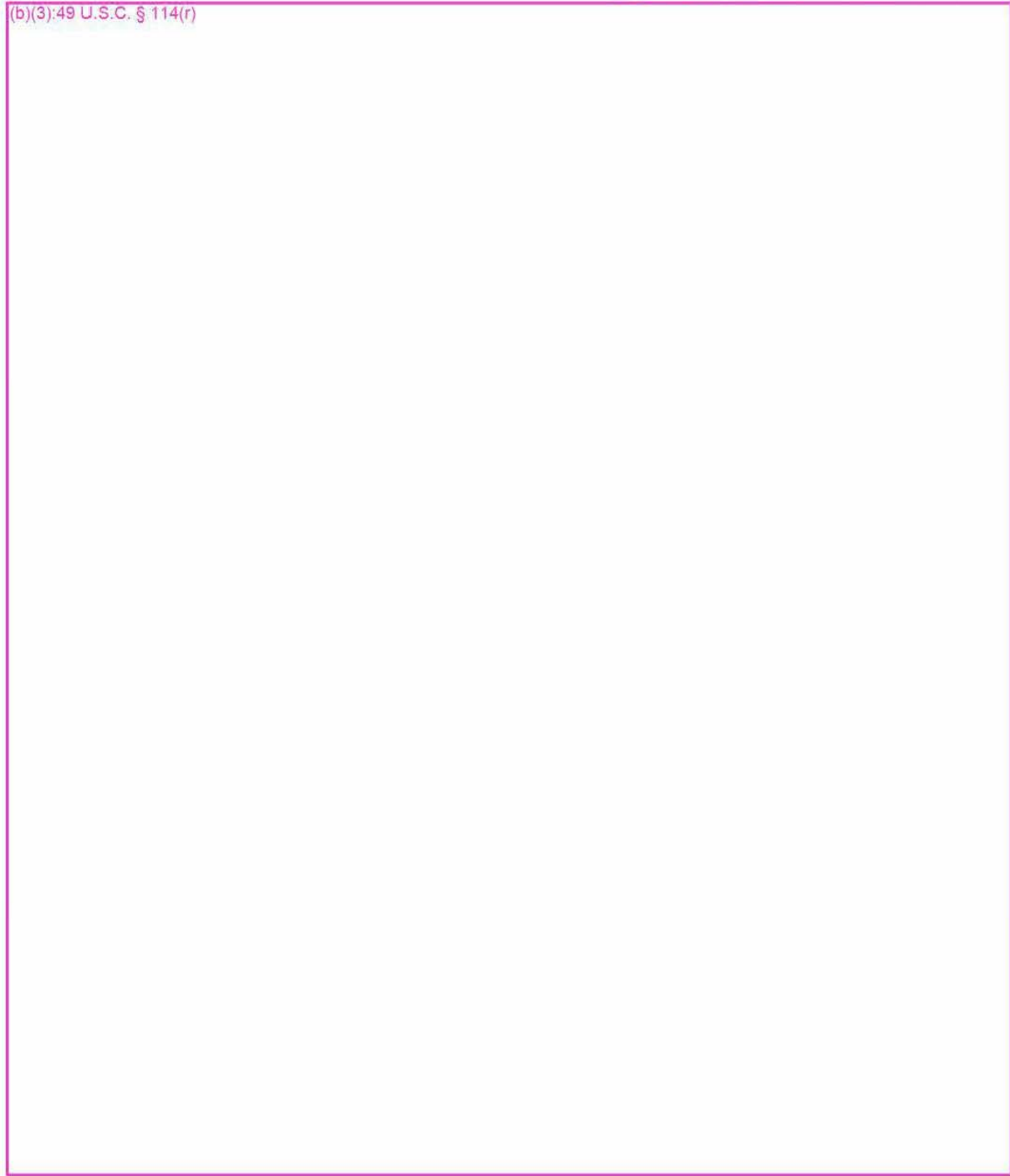
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~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)



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APPENDIX 3-60

(b)(3):49 U.S.C. § 114(r)

SENSITIVE SECURITY INFORMATION

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APPENDIX 3-61

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~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

~~SENSITIVE SECURITY INFORMATION~~

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APPENDIX 3-62

(b)(3):49 U.S.C. § 114(r)

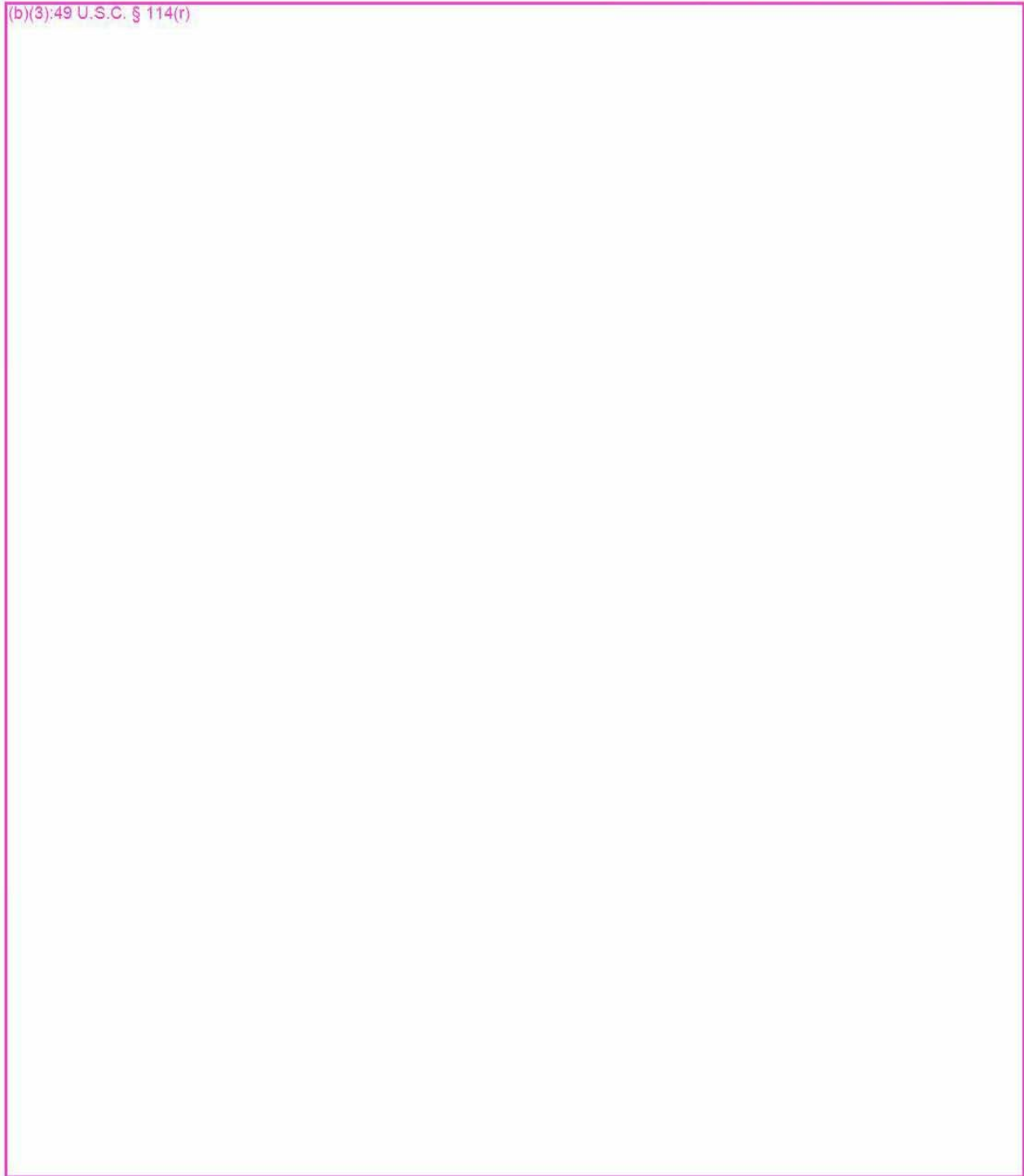


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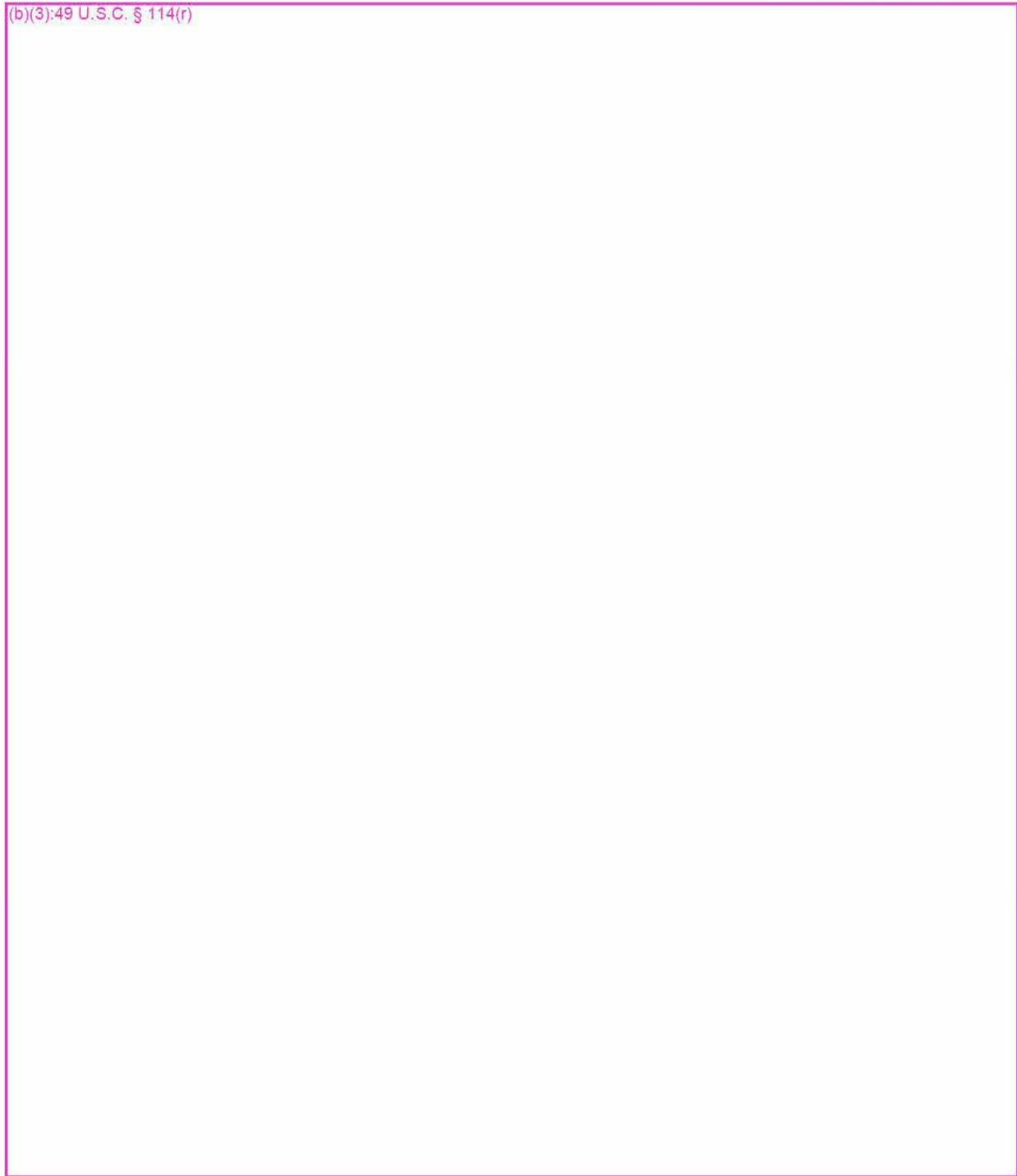
(b)(3):49 U.S.C. § 114(r)



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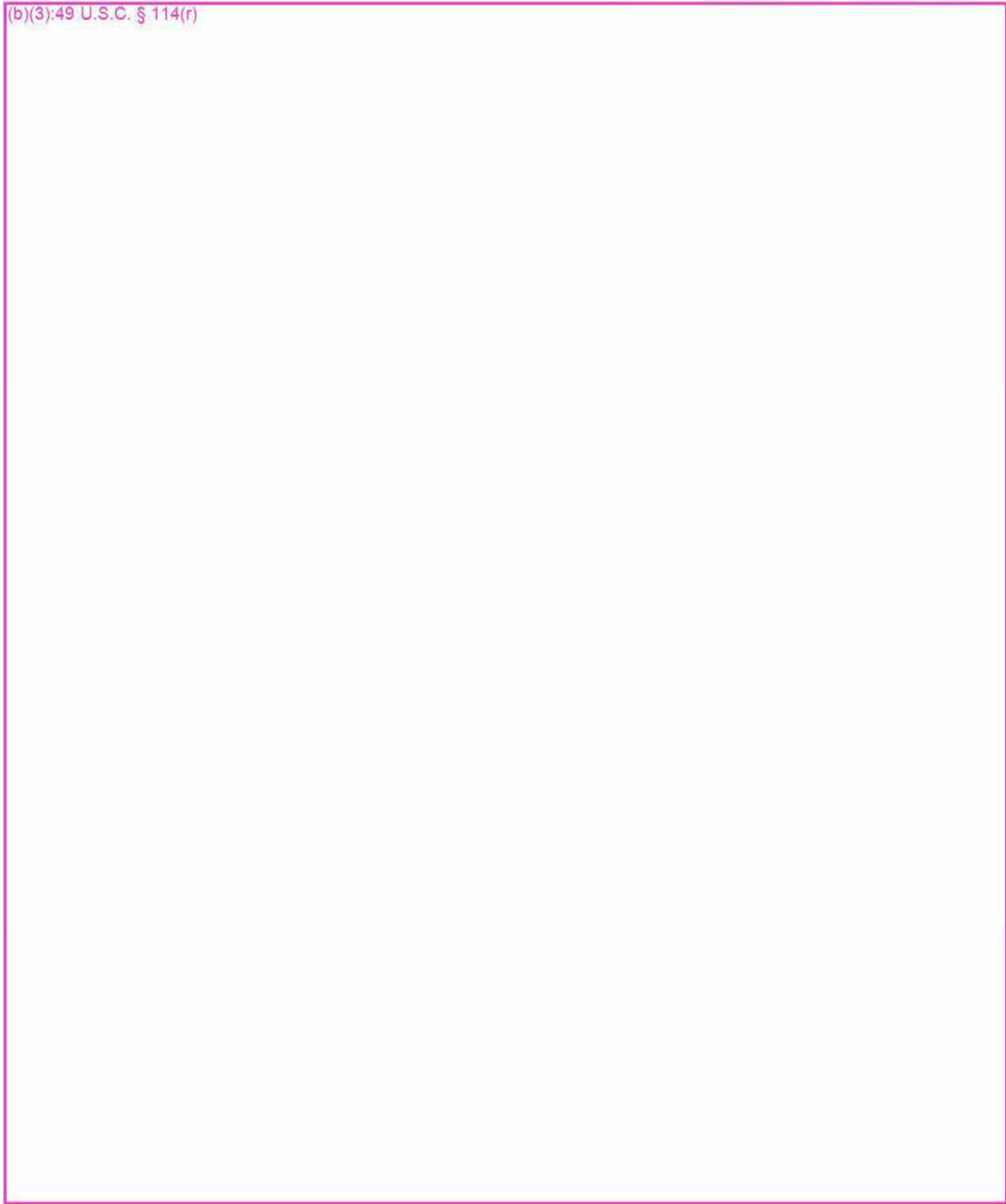
(b)(3):49 U.S.C. § 114(r)



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(b)(3);49 U.S.C. § 114(r)



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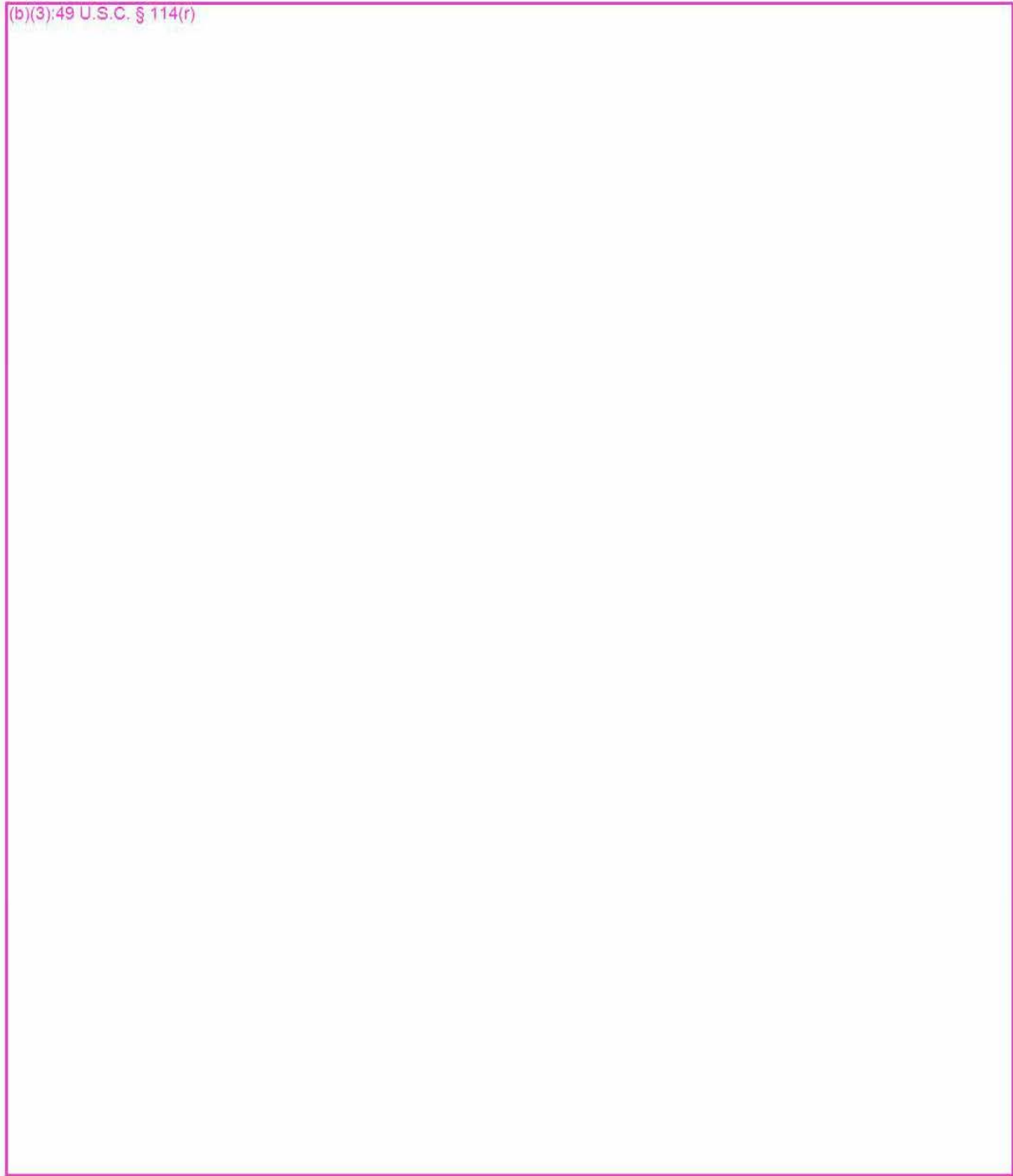
(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-67

(b)(3); 49 U.S.C. § 114(r)



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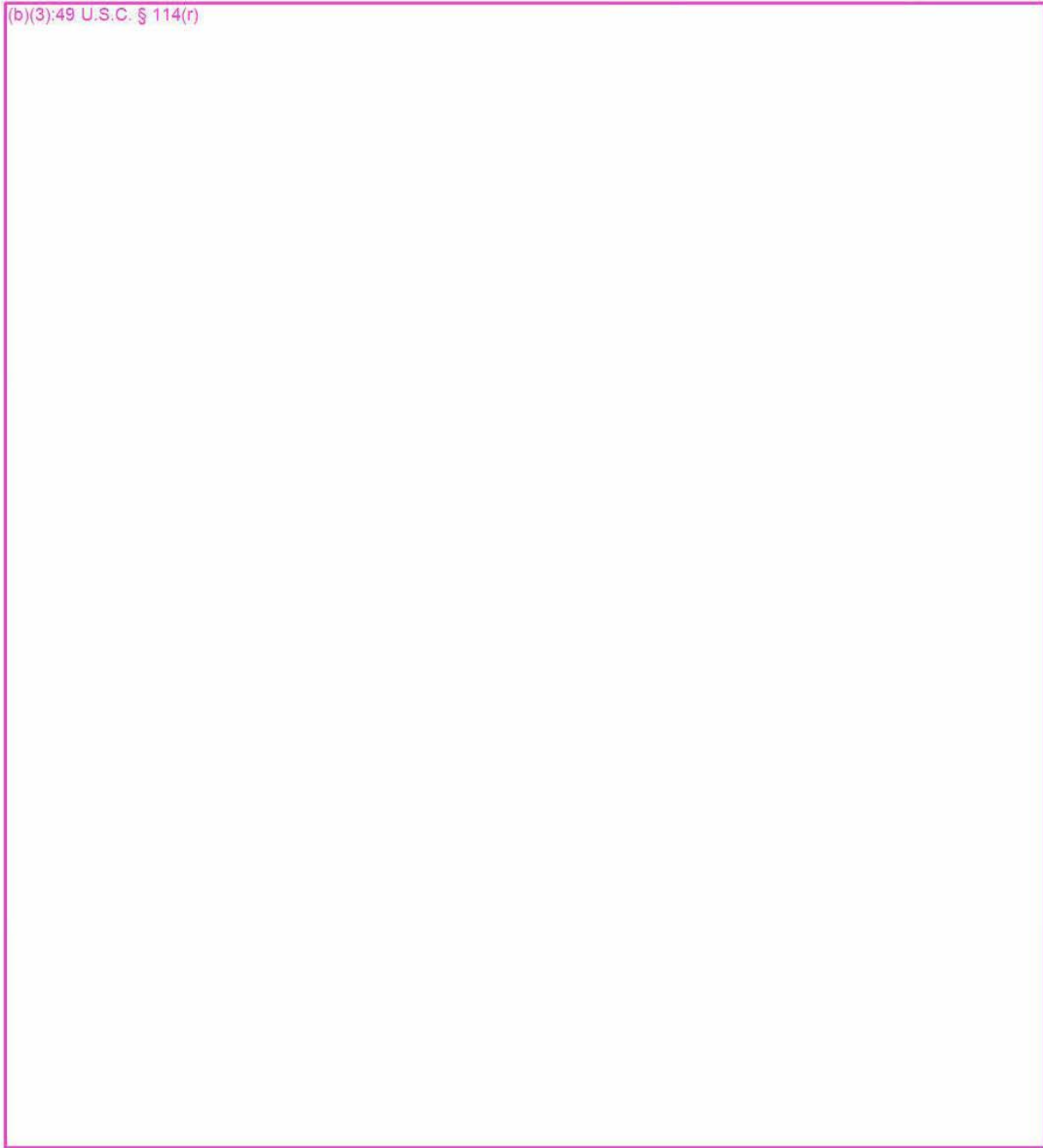
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APPENDIX 3-69

(b)(3):49 U.S.C. § 114(r)



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(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-71

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~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-72

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~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

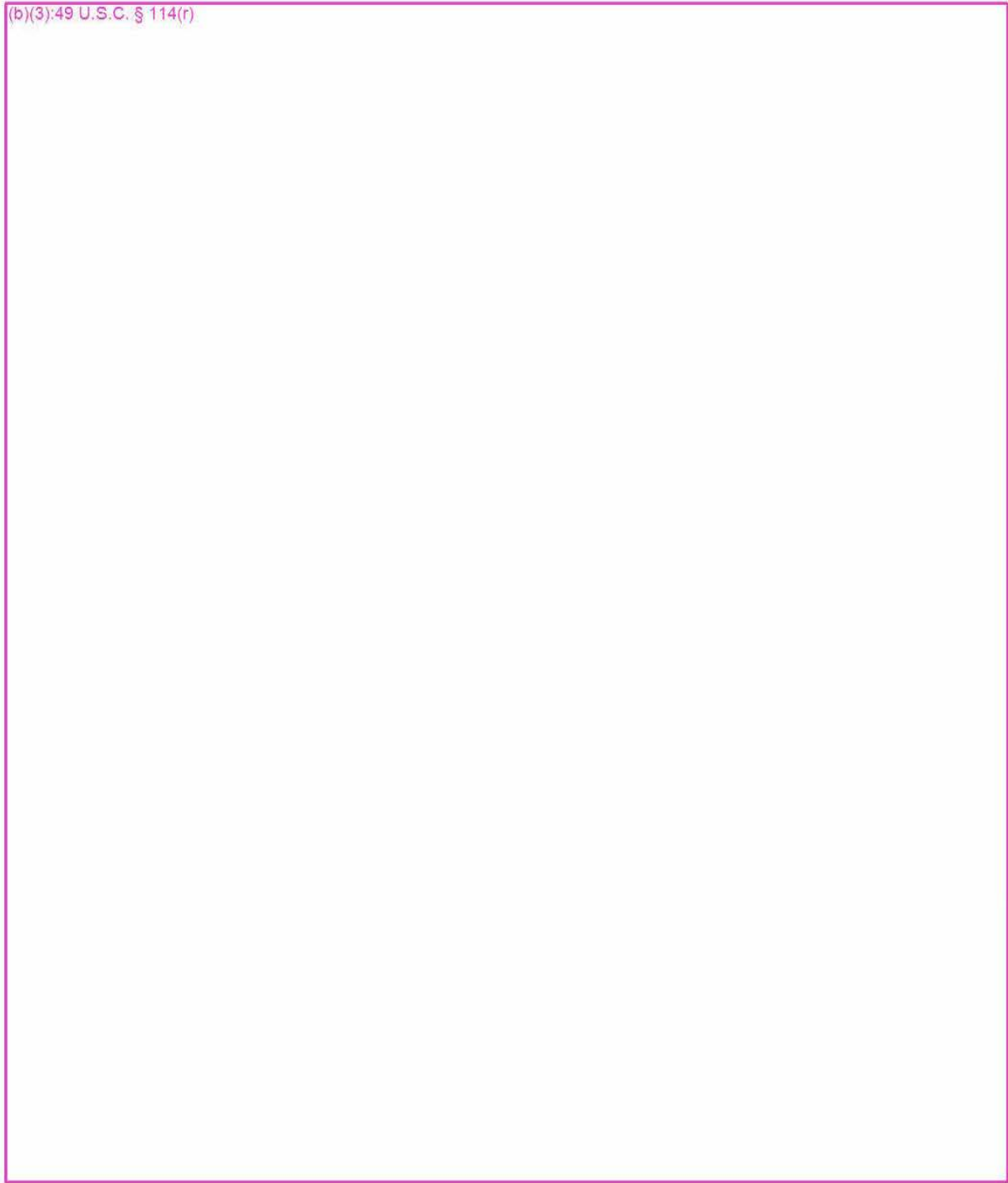
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APPENDIX 3-73

~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)



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SUICIDE BOMBER INDICATORS

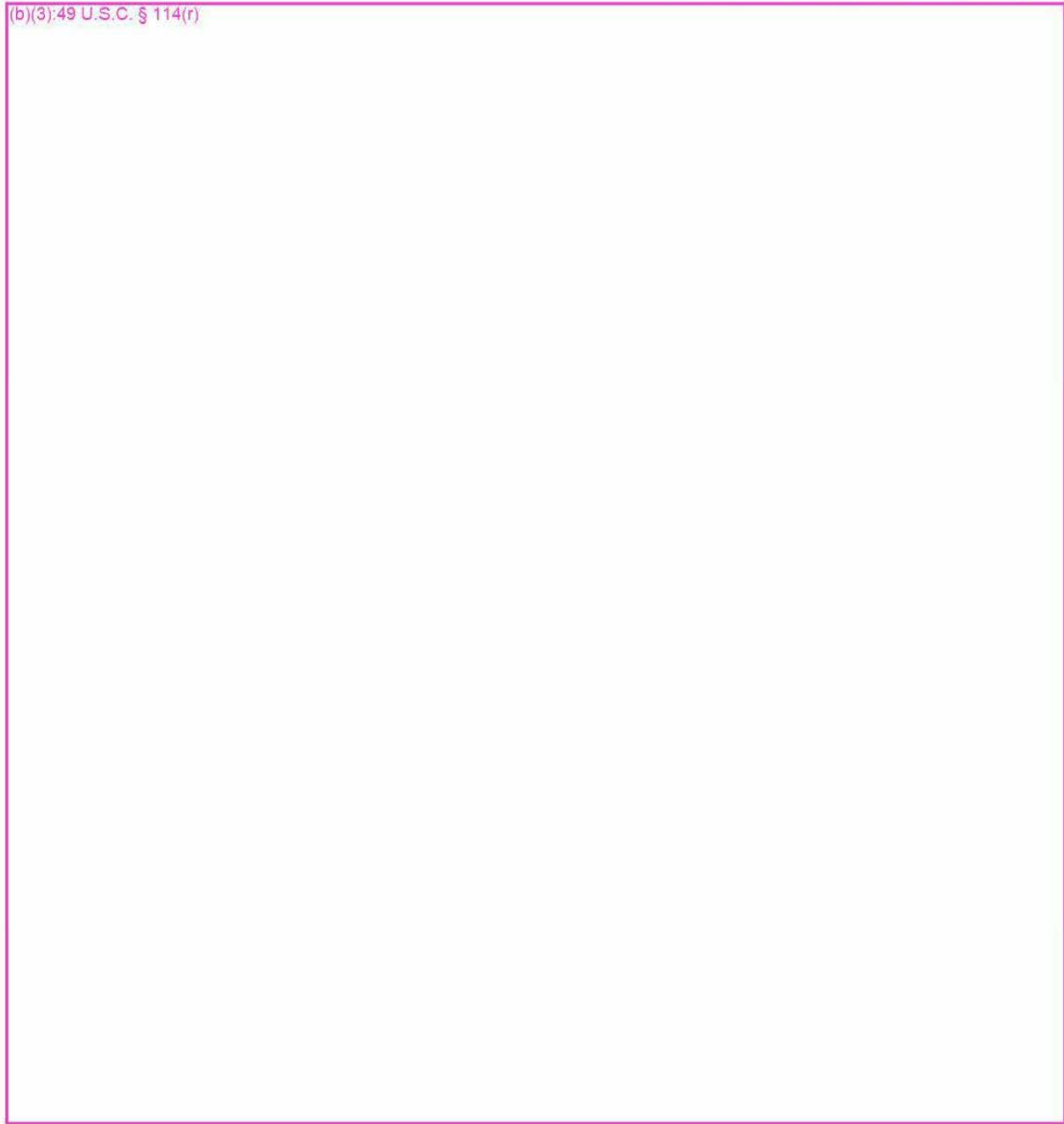
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APPENDIX 3-75

~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

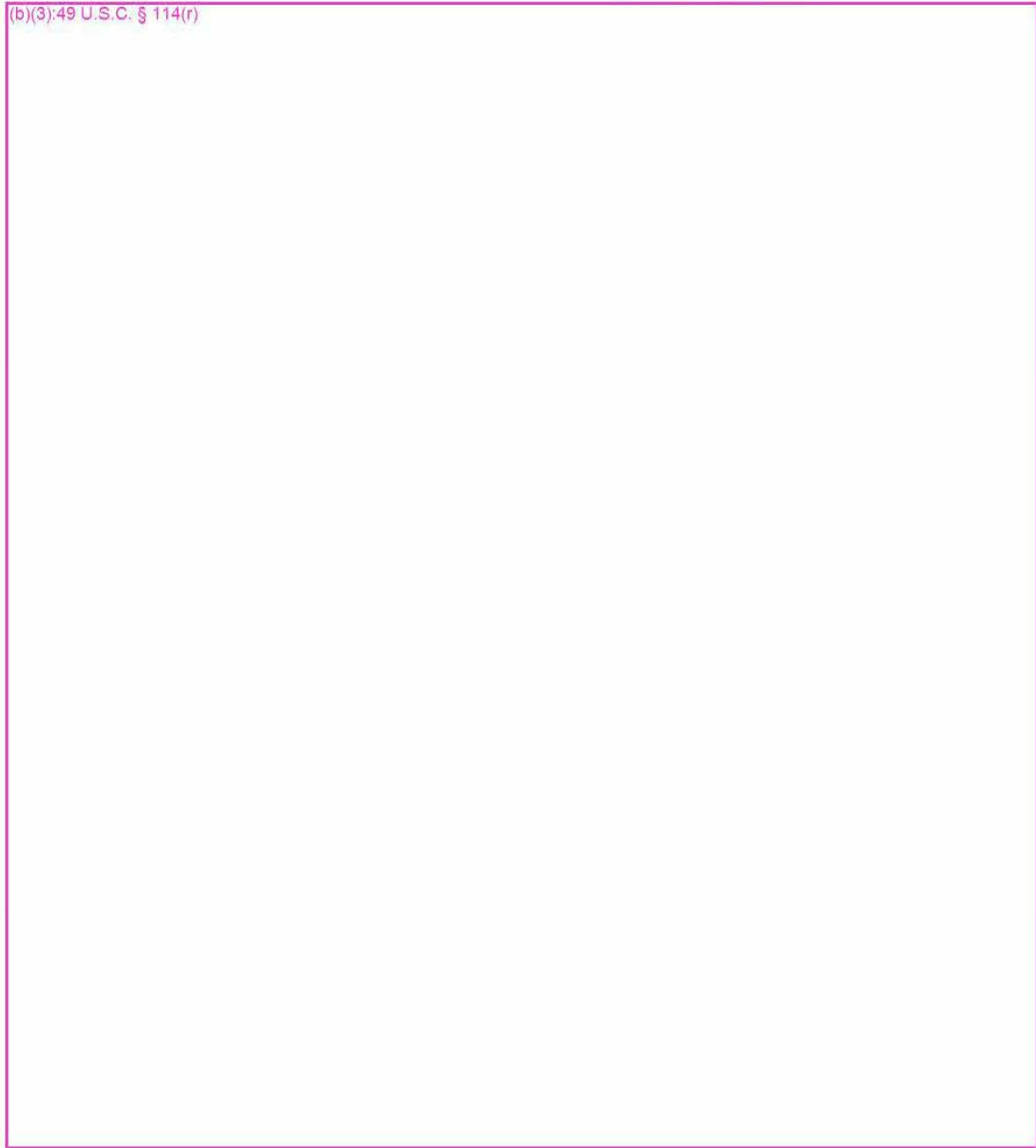


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APPENDIX 3-76

(b)(3):49 U.S.C. § 114(r)



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APPENDIX 3-77

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~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-78

(b)(3);49 U.S.C. § 114(r)



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(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-80

(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-81

(b)(3):49 U.S.C. § 114(r)

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(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-84

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~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-85

(b)(3);49 U.S.C. § 114(r)

~~SENSITIVE SECURITY INFORMATION~~

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.~~

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~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

SENSITIVE SECURITY INFORMATION

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~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

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APPENDIX 3-88

SURVEILLANCE ACTIVITIES

SENSITIVE SECURITY INFORMATION

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~~SENSITIVE SECURITY INFORMATION~~

(b)(3); 49 U.S.C. § 114(r)

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APPENDIX 3-90