

BDO Shift Brief

April 15, 2013
SPECIAL EDITION!



Transportation
Security
Administration



BDO HIGHLIGHT

A revised SPOT Referral Report form will be released on Monday, April 29, 2013. The updated form includes several important changes, which are highlighted in attachment A.

The new SPOT Referral Report form is designed to more effectively capture critical information. This effort will correspond to a simultaneous update in PMIS to improve the accuracy of our data collection.

One major update in the PMIS release is the shut-off of the 72-hour automatic promotion of referrals. This means that referrals will stay in PMIS indefinitely until manually promoted by a manager or designee.

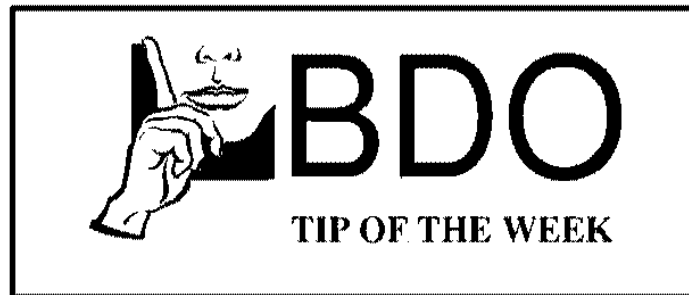
The BDA Program Office will run bi-weekly reports on delinquent referrals and send this information to SPOT Coordinators. Accuracy and timeliness are two important features imperative to improving the state of SPOT referral data.

The date and times for the training sessions are reflected in the chart below. We recommend joining as many of the training presentations as necessary to ensure the maximum number of BDOs are able to attend. It is mandatory that at least one STSM or BDO from each SPOT airport attend a training presentation.

Date	Time
Monday 4/22	1000-1130 EDT
Tuesday 4/23	1600-1730 EDT
Wednesday 4/24	1100-1230 EDT
Thursday 4/25	1700-1830 EDT

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TIP OF THE WEEK



What is PMIS?

SPOT-PMIS Overview:

The SPOT program is a derivative of other behavioral analysis programs that have been successfully employed by law enforcement and security personnel both in the United States and around the world. TSA designed SPOT to provide BDOs with a means of identifying persons who may pose a potential security risk at TSA-regulated airports, by focusing on behaviors and appearances indicative of high levels of stress, fear, or deception. The SPOT Module in Performance Measurement Information System (PMIS) allows for online entry of information previously captured using paper forms. Search and sort functions also enable valuable data retrieval and reporting.

PMIS is a tool through which TSA captures and analyzes daily operational information to achieve performance goals. Used locally and nationally, PMIS is designed to measure and closely monitor performance at individual airports as well as the SPOT program as a whole. This mission critical system provides TSA the information necessary to effectively manage aviation security operations, meet reporting requirements and support strategic planning.

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PMIS Skills

An integral part of knowing the health of an airport's BDO program is looking at its PMIS data. Managers are encouraged know their data! Below is a fun and quick quiz for BDOs or airport personnel who have routine interaction with BDO associated data. Take the challenge! Got questions? Email (b)(6)

PMIS Quiz

1. Search for a referral by ID #
2. Find a batch of referrals that were automatically promoted
2a. Explain why this skill could be useful
3. Search for a range of referrals by date
4. Find the total number of referrals at a particular checkpoint (Bonus: calculate percentages)
4a. Articulate possible uses for this data
4b. List possible reasons for wide variance, if any
5. Calculate the percentage of referrals in a given week that occurred on each checkpoint
6. Identify any trend in the referral process over a given period (one month for Category X, 2 months for Category I and II, 6 months for Category III, IV, and V)
7. Determine the ratio of primary CC BDO vs. bag check BDO for each BDO on a given shift over 2 month's time (One month for Category X)
8. Roll back and edit typos on a promoted SPOT sheet, and then re-promote
9. Find all referrals a particular BDO participated in
10. Find all referrals involving LEO conducted by a given type of Primary LEO

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Answer Key

1. Enter date range > type in SPOT ID > select airport (if multiple airports exist in dropdown) and hit submit.
2. Search for referrals within a date range by "updated date/time". Multiple referrals updated simultaneously are automatic promotions. This can be verified by selecting a referral and checking the "Promoted By" date stamp – this field will display either a name or "Automatic"
 - 2a. Example answers: Automatic referrals are more likely to contain errors. It is good practice to review everything when time permits, even when relying on automatic promotion. This also makes it easy for SPOT coordinators to find a date range in which no one was available to review or promote entries.
3. In "SPOT Submission", choose "Created date/time" and choose dates. Ensure your airport is selected and hit submit. Be aware that this displays the date a referral was entered into PMIS, not necessarily the date the referral occurred.
4. Perform same search as #3, specifying checkpoint in "Location (Terminal/Checkpoint)" field.
Alternate path: Perform same search as #3, click "Location" in results to sort by location. To view subsequent pages, you will have to click the page, then click "location" twice to sort properly. Manually add the number of referrals at a given checkpoint. TIP: Each page displays 15 referrals.
Bonus: To calculate percentage, divide number of referrals at a given checkpoint by the total number of referrals and move the decimal point two places to the right.
(b)(3):49 U.S.C. § 114(r)
5. Find total number of referrals for the week, then find total for each checkpoint. Divide checkpoint number by total number and move decimal point two places to the right.
6. This is an open-ended question. Results will vary and may take a while; Might utilize data outside of PMIS but can use PMIS database to support observations
7. This will vary from airport to airport and some may not have this data. Some airports mandate that primary CC BDO is listed as Team Member 1, so for these this can be accomplished by finding all referrals from the past two months and sorting by "Team Member 1", then calculating the percentages as described above. Another airport might list CC/bag check BDOs in resolution notes. This could be time-consuming but can provide important feedback and evaluation

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~~SENSITIVE SECURITY INFORMATION~~

8. Only PMIS level 2 employees may do this. Review promoted entries, identify a typo, rollback, correct typo, check to ensure no other changes to the form were made, and re-promote.
9. Search all referrals, then sort by team member 1. On each subsequent results page, sort by Team Member 1 twice. Manually add. Repeat for Team Member 2 and 3, then add all three totals together. This requires overcoming a glitch in the sorting process that will be addressed later in the year.
10. Select a date range of referrals and select "Primary LEO" type. Hit submit. NOTE: For smaller airports, many of these options other than Local LEO will yield no results

If you have any questions, encounter any difficulties, or have another good example of PMIS utilization, send a message to (b)(6)

Also remember, PIMS is another great reporting tool which can provide even more in-depth data for local analysis. Several of the answers in this quiz can be obtained through PIMS reports as well.

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