

~~SENSITIVE SECURITY INFORMATION~~

TRANSPORTATION SECURITY ADMINISTRATION

BEHAVIOR DETECTION AND ANALYSIS BDO TARGETED CONVERSATION (BTC) CONCEPT OF OPERATIONS



U.S. Department of Homeland Security
Transportation Security Administration
601 South 12th Street Arlington, VA 20598
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1.0 GENERAL DESCRIPTION

The purpose of this document is to establish a Concept of Operations (CONOPS) that will allow Federal Security Directors (FSDs) to utilize Behavior Detection Officers (BDOs) at the screening checkpoints and direct access point (DAP) locations to apply enhanced security measures by way of BDO Targeted Conversation (BTC). The goal of BTC is to strengthen the airport's security posture by conducting BTC on both the traveling public and airport employees, therefore introducing an additional layer of security. BTC makes use of the BDOs' existing questioning techniques, which play an integral part in the Risk-Based Security efforts and maximize current BDO training and procedures. The BDO Targeted Conversation (BTC) Proof of Concept (PoC) will occur at the Baltimore Washington International Thurgood Marshall Airport (BWI). The onsite effort is a joint venture with the Office of Security Capabilities (OSC) **and will commence March 5, 2014 and conclude on May 10, 2014.**

1.1 DOCUMENT REQUIREMENTS

1. This document contains Sensitive Security Information (SSI). It must be handled, safeguarded, and audited as described in OD-400-18-6 series, *Safeguarding Standard Operating Procedures*.
2. If the document is lost or stolen, immediately send an e-mail to SSI@dhs.gov.
3. All BDA-related inquiries should be directed to the BDA Headquarters (HQ) Program Office via e-mail at BDA.mailbox@tsa.dhs.gov.

2.0 PROCEDURES

2.1 OPERATIONAL REQUIREMENTS

1. Use targeted questioning at the screening checkpoint and direct access point locations.
(Appendix 1 BTC Passenger related questions)
(Appendix 2 BTC Employee related questions)
2. Utilizes existing and previously approved Signs of Deception.
3. Utilize Playbook assets (personnel, equipment) at DAP locations.
4. Executable within a short period of time and is cost effective.
5. The procedures within this document must be conducted without regard to race, color, religion, national origin, ethnicity, sexual orientation, or disability.
6. No person at TSA shall retaliate in any way against members of the public or TSA personnel who complain, on behalf of themselves or someone else, about discrimination in the implementation of SPOT.

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7. SPOT is a transportation security program and must not be conducted to detect evidence of crimes unrelated to transportation security. However, if such evidence is discovered while SPOT is being conducted, it must be referred to a Law Enforcement Officer (LEO) for the appropriate action.

2.2 PERSONNEL REQUIREMENTS

1. Employee and Screening Checkpoint: The execution of BTC requires a minimum of three BDOs: a standard pair of BDOs at the designated checkpoint conducting SPOT, and a minimum of one BDO at the TDC podium conducting BTC.
2. Direct Access Point (SIDA): A team of two BDOs and a minimum team of two TSOs (male/female).
3. When implemented at the screening checkpoint, the BTC activity will be conducted on 100% of the passengers that present themselves to the BTC TDC unless BTC is suspended as described below. The only exceptions will be for persons that refuse to participate or (b)(3):49 U.S.C. § 114(r) (b)(3):49 U.S.C. § 114(r). See 2.4.6, 2.5.6, and 2.6.6. When conducted at DAP locations, the activity will be conducted on a random continuous basis. When conducted as such, once one employee completes the BTC process, the next approaching employee will be engaged in BTC. Should a SPOT referral occur, BTC will be temporarily suspended.

2.3 TRAINING REQUIREMENTS

1. BDOs are required to complete instructor lead training as developed by the BDA Program Office.
2. BDOs must meet all requirements for TDC qualification.

2.4 CRITERIA: SCREENING CHECKPOINT (TRAVELING PUBLIC)

1. As a Playbook activity, BDOs will engage the traveling public in targeted questions while performing TDC duties. The established greeting and list of predetermined questions, located in appendix 1, will be initially applied during BTC while engaging the passengers.
2. During the Play activity, a team of two BDOs must be present at the designated checkpoint, while an additional BDO conducts BTC at the standard TDC location.
3. The TDC BDO conducting BTC will greet the passenger and initially review the individual's travel documents and identification in accordance with the TDC SOP. If, at any point in time, the TDC BDO has reason to believe that the identification is fraudulent (b)(3):49 U.S.C. § 114(r) he or she will follow the TDC SOP Section 3.2.2 and notify the STSO.
4. During BTC, the TDC BDO will engage the passenger with 3-4 of the questions identified in appendix 1 as necessary to evaluate the passenger for signs of deception

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indicators. (b)(3):49 U.S.C. § 114(r)
(b)(3):49 U.S.C. § 114(r)
(b)(3):49 U.S.C. § 114(r) If the
passenger displays (b)(3):49 U.S.C. § 114(r) Signs of Deception, the passenger will be referred for
SPOT referral screening.

- 5. If at any time the passenger refuses to answer the question during the BTC/TDC process, the TDC BDO will confirm that the passenger does not wish to answer any additional questions. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)
6.
7.

- 8. The SPOT referral screening conducted as a result of the referral by the BDO conducting BTC will consist of the standard SPOT referral screening process. The BDOs must notify a LEO in accordance with section 3.7 of the SPOT SOP if (b)(3):49 U.S.C. signs of deception. (b)(3):49 U.S.C. § 114(r) are accrued.

2.5 CRITERIA: SCREENING CHECKPOINT (AIRPORT EMPLOYEE ENGAGEMENT)

- 1. As a Playbook activity, BDOs will engage airport employees in targeted questions while performing TDC duties at the employee checkpoint. (b)(3):49 U.S.C. § 114(r)
(b)(3):49 U.S.C. § 114(r)
- 2. The established greeting and list of predetermined questions, located in appendix 2, will be applied during BTC while engaging employees.
- 3. During the Playbook activity, a team of two BDOs must be present at the designated checkpoint, while an additional BDO conducts BTC at the standard TDC location.
- 4. The TDC BDO conducting BTC will greet the employee using the greeting identified in appendix 2, and initially review the employee's SIDA identification card as applicable to the TDC SOP. If, at any point in time, the TDC BDO has reason to believe that the identification is fraudulent, (b)(3):49 U.S.C. § 114(r) he or she will follow the TDC SOP Section 3.2.2 and notify the STSO.

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5. During BTC, the TDC BDO will engage employees with some of the questions identified in appendix 2 as necessary to evaluate the employee for signs of deception. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

If an employee displays (b)(3):49 U.S.C. § 114(r) Signs of Deception, the employee will be referred for SPOT referral screening.

(b)(3):49 U.S.C. § 114(r)

9. The SPOT referral screening conducted as a result of the referral by the BDO conducting BTC will consist of the standard SPOT referral screening process. The BDOs must notify a LEO in accordance with section 3.7 of the SPOT SOP if (b)(3):49 U.S.C. § 114(r) signs of deception, (b)(3):49 U.S.C. § 114(r) are accrued.

2.6 CRITERIA: DAP LOCATION

1. Follow proper Playbook DAP signage requirements.
2. As a Playbook activity, BDOs will engage airport employees at a direct access point location. (b)(3):49 U.S.C. § 114(r)
3. A team of two BDOs will conduct BTC with a minimum of two Playbook TSOs (male/female). During the Playbook Activity, the BDO will engage the airport employee and review the SIDA identification card as applicable to the TDC SOP. A BDO will engage employees with some of the questions identified in appendix 2 as necessary to assess the employee's behavior. (b)(3):49 U.S.C. § 114(r)
4. If, at any point in time, the BDO has reason to believe that the identification is fraudulent (b)(3):49 U.S.C. § 114(r), he or she will follow the TDC SOP Section 3.2.2 and notify the STSO.

(b)(3):49 U.S.C. § 114(r)

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(b)(3):49 U.S.C. § 114(r)

8. The SPOT referral screening conducted as a result of the referral by the BDO conducting BTC will consist of the standard SPOT referral screening process. The BDOs must notify a LEO in accordance with section 3.7 of the SPOT SOP if (b)(3):49 U.S.C. signs of deception, (b)(3):49 U.S.C. § 114 are accrued.

2.7 REPORTING REQUIREMENTS

1. Play activities and metrics will be reported via the Playbook PMIS module.
2. Metrics will include the following criteria:
 - a. Number of employees/passengers engaged in BTC
 - b. Signs of Deception observed
 - c. SPOT referral conducted
 - d. Prohibited item discovery
 - e. LEO notification
3. Play activities will be reported via Playbook Play BTC-001/Employee/Checkpoint and BTC-002/DAP Locations

2.8 MEASUREMENTS/VALIDATION

1. OSO in coordination with OSC will identify metrics to validate and measure the security effectiveness of the activity. The following criteria will be measured during the CONOPS and may be amended to further analyze the proposed application.
 - a. The percentage of employees/passengers that are being screened during the activity (employee exposure rate) compared to a baseline current status
 - b. How often the activity is being run and the determined resource required to accurately run the activity.
 - c. How many questions are being asked by the BDO to (b)(3):49 U.S.C. § 114 signs of deception
 - d. Whether a referral conducted and time frame of the referral
 - e. Other validation measurements as determined by OSC

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APPENDIX 1 (Ask 3-4 of the following questions as necessary to evaluate the passenger for signs of deception indicators):

BTC PASSENGER GREETING

Prior to all engagements with the Passenger: Good morning/afternoon/evening, I am going to ask you a few questions while I review your travel documents.

BTC PASSENGER QUESTIONS

(b)(3):49 U.S.C. § 114(r)



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APPENDIX 2 (Ask some 3-4 of the following questions as necessary to evaluate the employee for signs of deception indicators): BTC Employee greeting

Prior to all engagements with the Employee: Good morning/afternoon/evening, I am going to ask you a few questions (b)(3):49 U.S.C. § 114(r)

BTC EMPLOYEE QUESTIONS

(b)(3):49 U.S.C. § 114(r)

⁹Questions amended 04-02-2014

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Direct Access Point

All persons and property (including vehicles) are subject to search beyond this point. If you elect to enter this area, you may be subject to mandatory screening.

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