

BEHAVIOR DETECTION & ANALYSIS BI-WEEKLY SHIFT BRIEF APRIL 29, 2014

SECTION A: PROGRAM OFFICE TALKING POINTS

What makes a great BDO?

A BDO is one who embraces his or her role. Striving for your best, to be engaged, motivated and passionate and to shine amongst the workforce.

A BDO...

I am...

*"A Leader, A Teammate-*I am respected by my peers, I foster team building and I lead by example; I am a role model. ***I am a BDO...***"

I am...

*"Flexible-*I am capable of flexing with change in a seamless motion, I accept direction and I embrace opportunities. ***I am a BDO...***"

I am...

*"Attentive-*I remain engaged and I am focused on the mission. I am attentive to my surroundings. ***I am a BDO...***"

I have...

*"Command Presence-*I display confidence and pride in my job on a daily basis. I am professional. ***I am a BDO...***"

I can...

*"Engage-*I am comfortable in engaging the traveling public. I am confident. I engage with a purpose, that is polite, professional and courteous while security centric. ***I am a BDO...***"

I have...

*"Integrity-*I am truthful and reliable. ***I am a BDO...***"

On a daily basis you are called upon to support several security risk based security initiatives. This is due to your role being a flexible, reliable and deployable skillset that helps to foster greater behavioral awareness to include strengthening the airports overall security posture.

As a BDO, remain engaged, dedicated and reflect on the aforementioned to be as motivated as possible to your role as a BDO and your support to safe guarding the traveling public.

A BDO is one who fully embraces the role, conducts behavior observation AND engages the traveling public and employees.

As a reminder-both behavior observation and engagement go hand and hand

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SECTION B: HIGHLIGHTS/SPOTLIGHT



BDO Managers: please take the time to acknowledge the name of each Behavior Detection Officer, the airport of record, and their exceptional work by sharing spotlights and best practices with your workforce. Should you have information you would like to place into this section please send an email to BDA.Training@tsa.dhs.gov

From left to right BDOs (b)(6)

In the early afternoon of March 9, 2014, Officers (b)(6) and (b)(6) were completing their shift at Southwest International Airport (RSW). While exiting the baggage claim, they heard loud thumps followed by yelling coming from a nearby escalator. A young man was screaming for help, as his elderly father had fallen on the escalator, and the elderly man's personal belongings were on top of him, preventing him from righting himself.

With the direction of Officer (b)(6) Officers (b)(6) and (b)(6) sprang into action and immediately shut off the escalator. They assisted in removing the baggage off the elderly man. Officer (b)(6) ran to the restroom to get paper towel and applied pressure to stop the bleeding. They calmed him down and kept his spirits high until emergency personnel arrived. Through the swift action of these Officers he escaped serious and potentially fatal injuries. Just a day later and out of hospital care, he came through RSW with his son and was able to continue home. The son expressed his sincere appreciation. Submitted by: HNL EBDO (b)(6)

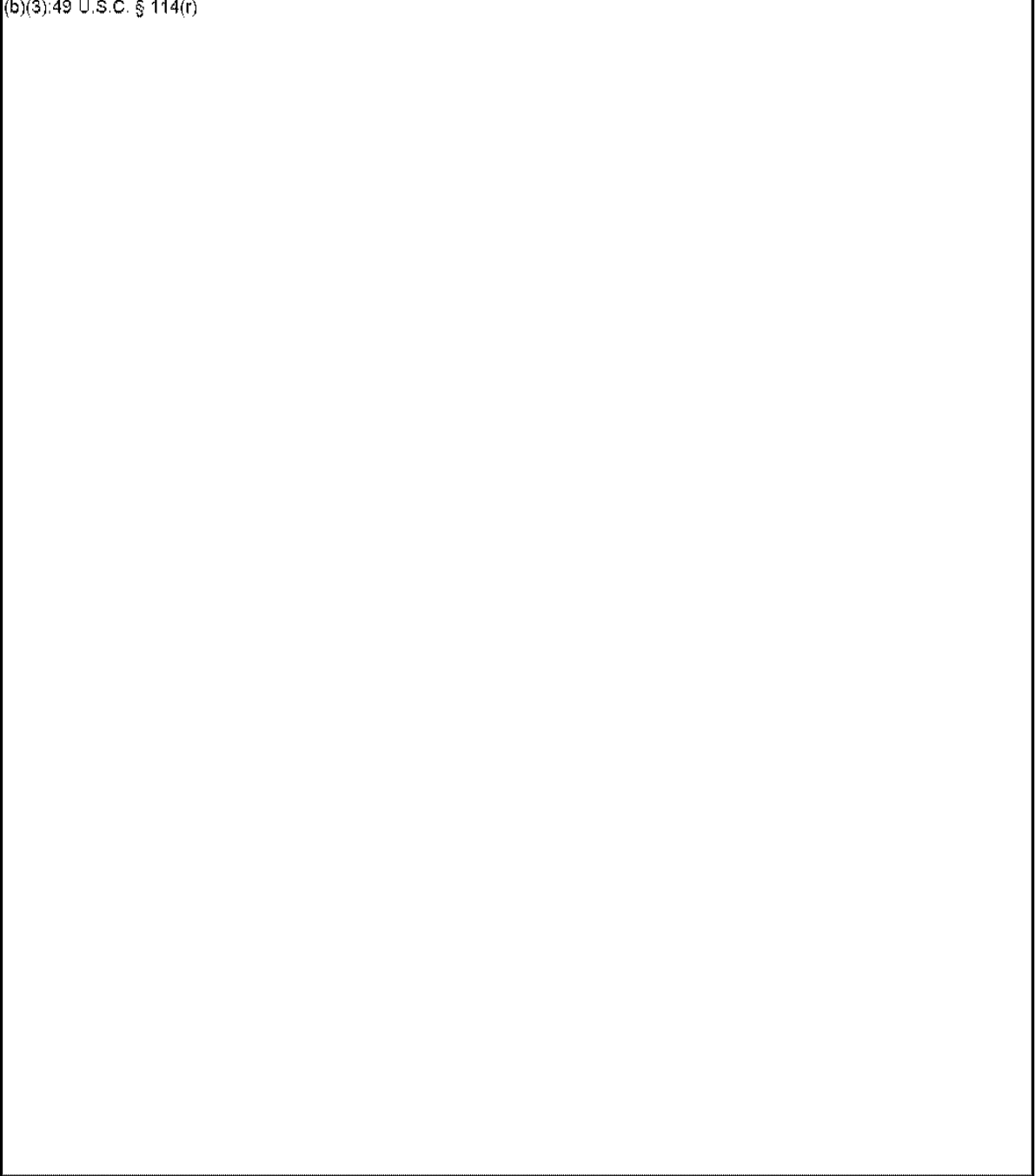
☐ Superb Walk the line Engagement ☒ Exceptional Critical Thinking ☐ Strong Employee Engagement ☐ Superb Mission Focus	☒ Outstanding Teamwork ☐ Enhanced Stakeholder Relationships ☒ Effective Communication ☐ Exceptional Command Presence
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SENSITIVE SECURITY INFORMATION

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(b)(3):49 U.S.C. § 114(r)



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Program Office Talking Points:

- Excellent referral that reflects the overall collaboration and teamwork amongst the BDOs, screening workforce and security stakeholders
- Great interaction and example of how the layers of security (both BDOs and K-9) work off of each other.
- The BDOs demonstrated diligence and attention to detail remaining fully engaged in the observation and referral process.
- A solid example of completing a screening process utilizing TSA's network (BDO, TSSE, TSO, BDA TSM, FSD, LEO, FBI)

BDOs: Jarvas Carr, Melina Buca, Adam Harris

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SECTION C: SCENARIO

While a BDO is performing Walk-The Line (WTL), the BDO engages a passenger who looks at the BDO, but does not respond to the BDO's question. As the passenger continues through the queue, the BDO becomes persistent in engaging the passenger. The passenger turns to the BDOs and says "I don't want to talk to you" as they approach the TDC podium. The BDO then stands next the TDC podium as the passenger's travel documents are reviewed. The BDO makes another attempt to engage the passenger as the passenger moves into the divesting area. This time the passenger states that they are not in the mood to talk today and proceeds into the checkpoint.

Did the BDO do anything wrong?

Answer: Once the passenger made it known that they didn't want to talk, the BDO should have not been persistent in engaging the passenger and following the passenger through the screening process.

(b)(3):49 U.S.C. § 114(r)

(b)(3):49

U.S.C. § 114

Are passengers required to talk to BDOs?

Answer: No. Passengers are not required to talk to BDOs during WTL.

(b)(3):49 U.S.C. § 114

(b)(3):49 U.S.C. § 114(r)

What could the BDO have done differently?

(b)(3):49 U.S.C. § 114(r)

Are there any behaviors to assess on the passenger?

Based on the information provided, there are no behaviors that would be assessed in this situation.

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SECTION D: Behavior Detection and Analysis

(b)(3): 49 U.S.C. § 114(r)

What behaviors were assessed?

Answer:

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SECTION E: EXECUTIVE SUMMARY/RECENT BDO FINDINGS

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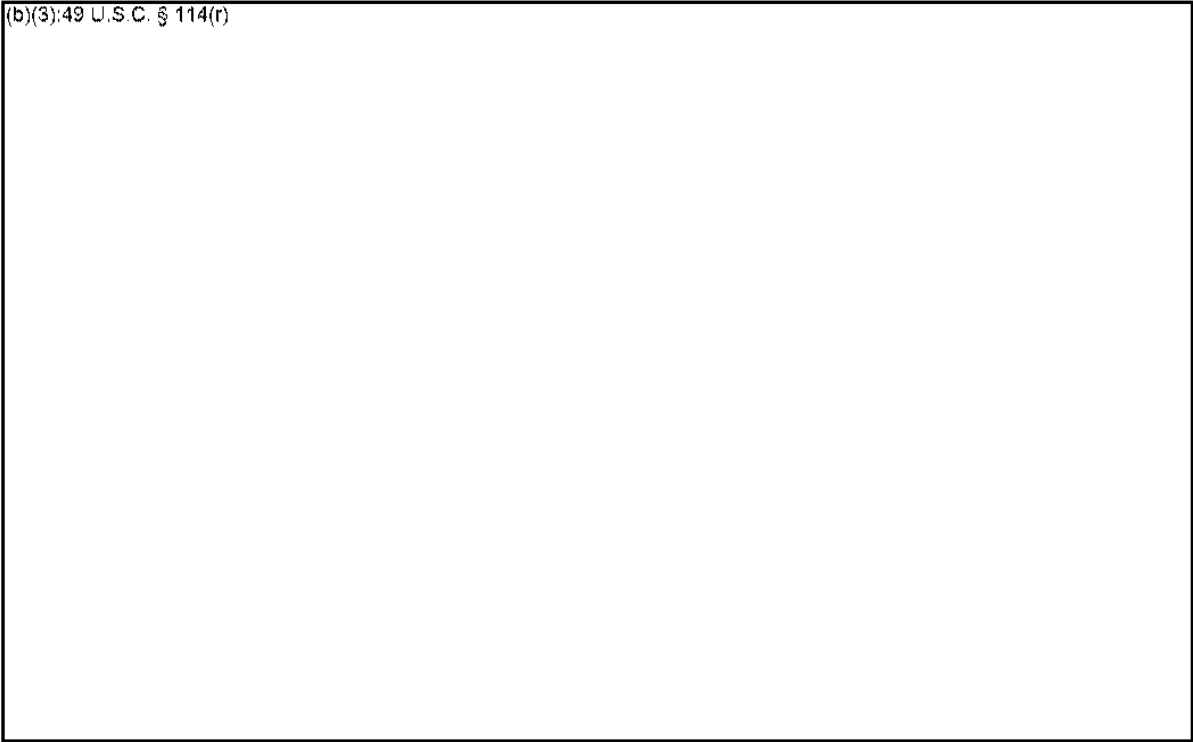
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