

~~SENSITIVE SECURITY INFORMATION~~

APR 11 2014



U.S. Department of Homeland Security
Arlington, VA 20598-0010

Transportation
Security
Administration

Information Memo

DATE: April 9, 2014

TO: Kelly C. Hoggan *KCH*
Assistant Administrator
Office of Security Operations

FROM: Melanie Harvey *MH*
Division Director, Threat Assessment
Office of Security Operations

SUBJECT: Suspending the Assessor Play

Purpose

The purpose of this memo is to provide notification that the Threat Assessment Division (TAD) intends to suspend the Assessor Playbook Play option at Boston Logan International Airport (BOS) and Detroit Metropolitan Wayne County Airport (DTW) effective April 15, 2014.

Background

TSA conducted an Assessor Proof of Concept (PoC) from August 15, 2011 to June 29, 2012 in BOS and October 17, 2011 to June 29, 2012 in DTW, exploring the effectiveness and efficiency of Assessor interviews at the Travel Document Checker (TDC) position. Officers performing Assessor operations received training from the International Security Defense Systems (ISDS), LLC. The proprietary, commercial off-the-shelf (COTS) training provided students with five days of additional interviewing skills based on travel documentation and observable behavioral indicators. Officers also received on average 20 hours of On-the-Job Training (OJT) to perform the Assessor function in real-time operations at the TDC position. Refresher training was not included in the PoC and has not been provided to the Officers.

The Assessor function was incorporated into TSA Playbook in July 2012 for use at BOS and DTW only. It provided for 100% passenger engagement during specific timeframes. At present, use of the play is limited. According to the Playbook database, BOS last employed the Play on September 8, 2013 and DTW logged approximately nine hours on March 2, 2014.

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Discussion

On March 5, 2014, the BDA Program and OSC began the BDO Targeted Conversation (BTC) PoC at Baltimore Washington International Thurgood Marshall Airport (BWI). This PoC is designed to provide a targeted conversation capability, increase Behavior Detection Officer (BDO) engagement opportunities, and develop and maintain BDO proficiency in areas of active listening and questioning techniques.

BDOs have not received recurrent training on Assessor at either airport since 2011. Neither airport operates the play with the frequency required to maintain proficiency. Other factors make the expansion of Assessor impractical for TSA. As proprietary COTS training, the content has not been modified to reflect observations and concerns raised by the Department of Homeland Security Office of Civil Rights and Civil Liberties (CRCL). The course is taught with one lead instructor and two supporting instructors, limiting expansion both in terms of excessive time and expense. The attachment provides an estimate to roll out Assessor to the 10 highest risk airports.

Given the above, the BDA Program will archive the Assessor play in the Playbook database and notify both BOS and DTW that the Play has been suspended. Meanwhile, BDA and OSC will complete BTC OJT on April 11, 2014. OSC will begin testing and evaluation on or about April 14, 2014, and the PoC will end on or about May 10, 2014. The BDA Program will continue to explore potential follow on actions at the conclusion and subsequent review of the Testing and Evaluation report.

Attachment

Assessor Playbook Top 10* Roll-Out Estimate

COSTS	
	BDO BDOs and STSMs
ISDS Course Cost (\$1,000 each student)	\$802,000
ISDS Course Student Labor Cost (\$38/hr x 8 hrs x 5 days)	\$1,219,040
Student On the Job Training (OJT) Labor Cost (\$38/hr x 16 hrs)	\$487,616
Mentor OJT Labor Cost (\$45/hr x 18 hrs)	\$649,620
Student Travel & Lodging (Flight, Lodging, and Per Diem 14 days)	\$2,533,318
Mentor OJT Travel & Lodging (Flight, Lodging, and Per Diem 7 days)	\$747,364
Estimated Variable Cost Total	\$6,438,957

FIXED COSTS	
Mentor Team ISDS Course Cost	\$15,000
Mentor Team OJT Labor Cost	\$50,400
Mentor Team Travel & Lodging	\$63,175
Estimated Fixed Cost Total	\$128,575

(b)(3);49 U.S.C. § 114(r)

VARIABLE COSTS	
ISDS Course Cost:	This is an estimate based on a range of ISDS course cost and Student headcount. Depending on where training is held, how many students are in each class, and how much advance notice is given, the overall price of the course changes. Cost includes: training instruction and materials, course instructors' travel and lodging, and shipping of course materials.
Course and OJT Student Labor Cost:	This assumes a G Band hourly PC&B; 40 hours for 1 week course, and 16 hours of OJT per student.
Mentor OJT Labor Cost:	This assumes an H Band hourly PC&B; 18 hours due to 16 hours of OJT per student plus 2 overall hours of associated OJT paperwork/administrative/reporting functions.
Student Travel and Lodging 14 Days:	This accounts for 2 travel days at 75%, the week (5 days) of Classroom, 2 BDOs on site, and the week of OJT (maximum 4 hour blocks of OJT at a time)- 16 hours total OJT- 4 hours for 4 days.
OJT Mentor Travel & Lodging 7 Days:	OJT Mentor to Student is 1:1 ratio, however since student can only OJT for a maximum of 4 hours at a time, it requires 1/2 the number of Mentors to travel, and the Mentor works with 1 Student for 4 hours, then another Student for the other 4 hours of their shift.
FIXED COSTS:	In order to support Assessor Playbook Roll-out to 1 BDO staff at the top 10 CATA-Scored Airports, BDAD will need to develop a mentoring team. The team will need to be approximately 20 members, and deployable for 1-3 weeks at a time. Due to these requirements, BDAD cannot rely on the limited staff from 2 airports (DTW and BOS) to support the entire makeup of the Mentor Team. BDAD will train and mentor a team of 20 BDOs/STSMs from various airports. This group, in addition to members from BOS and DTW, will make up the Mentor Team for the Roll-Out initiative.

Travel	
Per Diem (per day)	\$185.00
1st Day and Last day per diem (75%)	\$138.75
Airfare	\$800.00
Cost Per Person ~ Travel	\$1,124

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Law, Rosemary

From: Silata, Michael
Sent: Thursday, April 17, 2014 7:37 AM
To: Koprivica, Christina
Subject: Fw: DTW Assessor Play Activity-Suspension

Please archive in a folder (Assessor) on the policy I share.

From: Silata, Michael
Sent: Tuesday, April 15, 2014 12:22 PM
To: Lorincz, Steve
Cc: Harvey, Melanie; Tauber, Sarah; Cobey, Matt (James); Koogler, Bryan; Tarpey, Dominique; Adams, Vera; Maola, Marisa
Subject: DTW Assessor Play Activity-Suspension

PSD Lorincz,

The BDA Program Office would like to express our appreciation for your support of the Assessor pilot conducted at your respective airport. As TSA continues to identify future initiatives and reviews lessons gained from the Assessor pilot, this email serves as an official notice that the BDA Program Office in coordination with OSO Senior Leadership have suspended the Assessor pilot indefinitely at your airport of record. Please note, TSA continues to identify security measures to further enhance our Risk-Based Security initiatives in order to increase BDO engagement opportunities and questioning techniques.

In all cases we appreciate your continual support and assistance.

Should you have any questions or concerns, feel free to touch base.

Best Regards,

Mike Silata

Michael F. Silata
Behavior Detection & Analysis Program
Threat Assessment Division

(b)(6)
571-227- (b)(6)
202-579-

Law, Rosemary

From: Silata, Michael
Sent: Thursday, April 17, 2014 7:39 AM
To: Koprivica, Christina
Subject: Fw: Assessor play suspension

Upload to I Share.

From: Tauber, Sarah
Sent: Friday, April 11, 2014 05:20 PM
To: Koogle, Bryan; Cobey, Matt (James); Silata, Michael
Subject: Re: Assessor play suspension

Thanks all. Quick turnaround. Mission accomplished.

Please email both FSDs and then archive the play in the system.

From: Harvey, Melanie
Sent: Friday, April 11, 2014 04:30 PM
To: Koogle, Bryan; Cobey, Matt (James); Silata, Michael
Cc: Tauber, Sarah
Subject: Assessor play suspension

Pls have it suspended on 15 April. I have signed folder. Thanks.

Melanie Harvey
Division Director, Threat Assessment
Office of Security Operations

(b)(6)

Law, Rosemary

From: Silata, Michael
Sent: Thursday, April 17, 2014 7:37 AM
To: Koprivica, Christina
Subject: Fw: BQS Assessor Pilot-Play Activity Suspension

Same-upload to I Share.

From: Silata, Michael
Sent: Tuesday, April 15, 2014 12:12 PM
To: Kane, David <IND> Federal Security Director (FSD)
Cc: Harvey, Melanie; Adams, Vera; Tauber, Sarah; Bidwell, Erin; Koogler, Bryan; Tarpey, Dominique; Cobey, Matt (James)
Subject: BQS Assessor Pilot-Play Activity Suspension

FSD Kane,

The BDA Program Office would like to express our appreciation for your support of the Assessor pilot conducted at your respective airport. As TSA continues to identify future initiatives and reviews lessons gained from the Assessor pilot, this email serves as an official notice that the BDA Program Office in coordination with OSO Senior Leadership have suspended the Assessor pilot indefinitely at your airport of record. Please note, TSA continues to identify security measures to further enhance our Risk-Based Security initiatives in order to increase BDO engagement opportunities and questioning techniques.

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Mike Silata

Michael F. Silata
Behavior Detection & Analysis Program
Threat Assessment Division

(b)(3):49 U.S.C. § 114(r).

571-227 (b)(6)

202-579

Law, Rosemary

From: Silata, Michael
Sent: Thursday, April 17, 2014 7:38 AM
To: Koprivica, Christina
Subject: Fw: BOS Assessor Pilot-Play Activity Suspension

Upload to I. Share.

From: Silata, Michael
Sent: Tuesday, April 15, 2014 01:14 PM
To: Bidwell, Erin
Subject: Re: BOS Assessor Pilot-Play Activity Suspension

Today will work. Thanks

From: Bidwell, Erin
Sent: Tuesday, April 15, 2014 12:59 PM
To: Silata, Michael
Subject: Re: BOS Assessor Pilot-Play Activity Suspension

Do you want us to deactivate the Play? As of what date?

From: Silata, Michael
Sent: Tuesday, April 15, 2014 12:12 PM
To: Kane, David <IND> Federal Security Director (FSD)
Cc: Harvey, Melanie; Adams, Vera; Tauber, Sarah; Bidwell, Erin; Koogle, Bryan; Tarpey, Dominique; Cobey, Matt (James)
Subject: BOS Assessor Pilot-Play Activity Suspension

FSD Kane,

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Michael F. Silata
Behavior Detection & Analysis Program
Threat Assessment Division

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