

Office of Security Operations

Behavior Detection Officers

Screening Passengers by Observation Technique



Release Date: August 12, 2013

Command Presence

Your command presence is a crucial component to the success of our mission and helps to promote a positive agency image. A professional presence has the ability to change false perceptions and ***will instill confidence with stakeholders, the public, and within your own workforce.*** You are challenged every day to represent TSA as a world class counter-terrorism organization. You continue to do this on a daily basis and in doing so you reaffirm the importance of our BDO mission.

"Your work matters

The BDA Program Office understands the importance of creating a workforce environment in which each of you feel appreciated, valued and prideful of your service.

The shift brief is an opportunity for the Program Office to highlight referrals and best practices conducted by an accomplished BDO workforce. The following summaries identify exemplary conduct by our BDO team with the most notable performance indicators (not in any specific level of importance) shown to the left of the summary.

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 your efforts with the workforce and the BDA Program Office: Should you seek to highlight your BDOs efforts please provide a narrative or other inserts to the following email address: SPOT.Training@tsa.dhs.gov (Pictures are welcome)
Please include in the email subject line: (AIRPOT) SHIFT BRIEF CONTENT

Thank you for your dedication

Respectfully,

The Behavior Detection and Analysis Program Office

BDO SPOTLIGHT: Great Catch at ANC with LEO Collaboration

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

(b)(6)

Master BDO (b)(6) and BDO TSM (b)(6)

(b)(3): 49 U.S.C. § 114(r), (b)(6), (b)(7)(C)

(b)(6)

SPOT TSM - (b)(6)

BDA Program Office Take Away – The (b)(3) BDOs involved should be commended for their attention to detail and commitment to safeguarding the flying public from a wanted criminal. We see thousands of passengers in our airports every day, to isolate one individual in the public area based on shared intelligence is exceptional. This great catch serves as an example of why BDOs and TSA as a whole must continue to foster stakeholder relationships so that we become just as much of a resource for LEOs as they are for us.

HIGHLIGHT OF THE WEEK: Excellent Display of RBS Awareness at BOS

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BDO: (b)(6)

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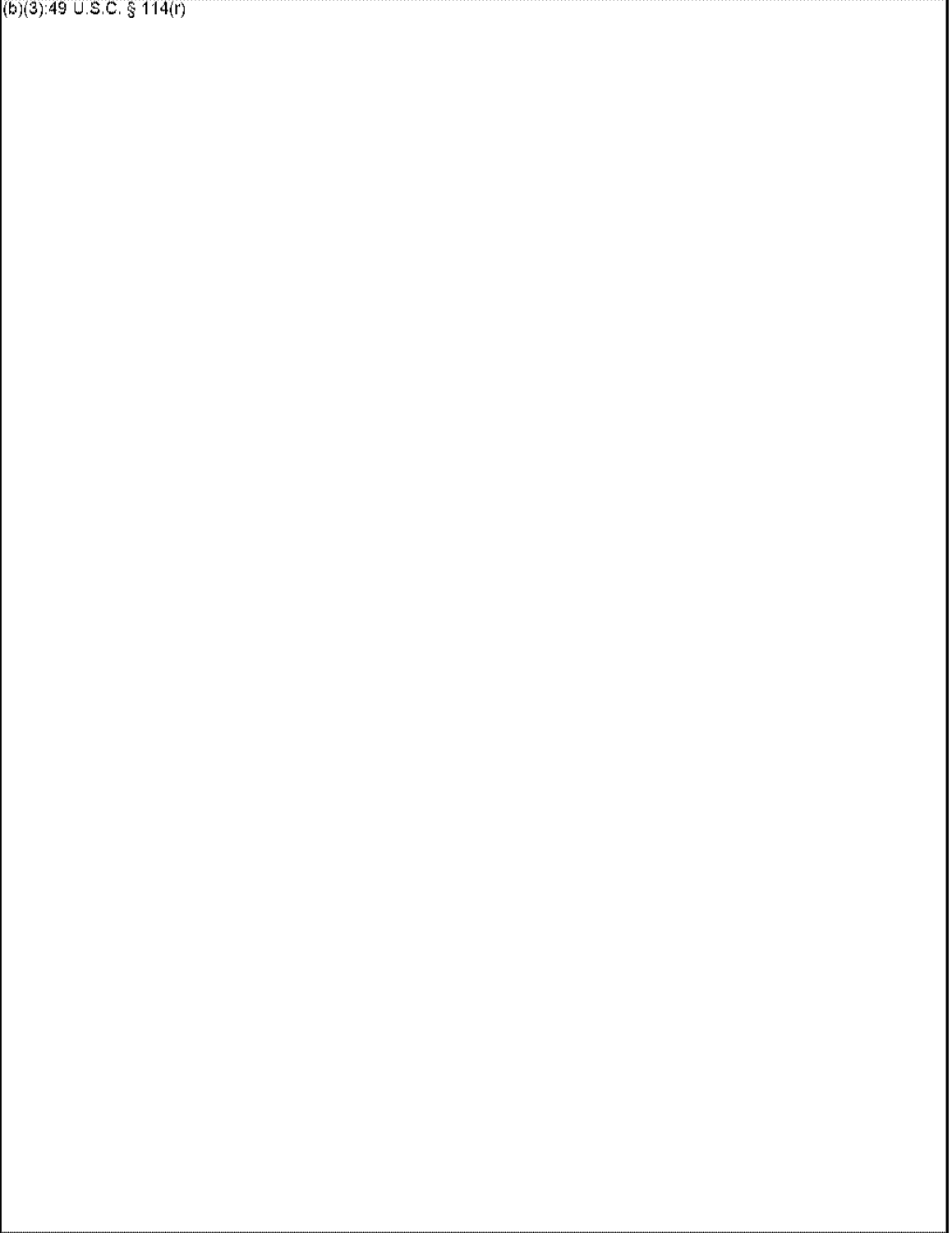
(b)(3); 49 U.S.C. § 114(r); (b)(6)

BDA Program Office Take Away – All four of the BDOs involved in this incident demonstrated excellent communications and teamwork. (b)(3); 49 U.S.C. § 114(r)

Withheld pursuant to exemption
(b)(3):49 U.S.C. § 114(r)
of the Freedom of Information and Privacy Act

BDO Executive Summary Reports
July 27 – August 8, 2013

(b)(3):49 U.S.C. § 114(r)



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