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TWENTY LAYERS
TRAIN TO ONE MISSION

Screening of Passengers by Observation Techniques (SPOT) Refresher Training

Lesson 5: SPOT Referral Process

TSA 15-00014 - 005215



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Objectives

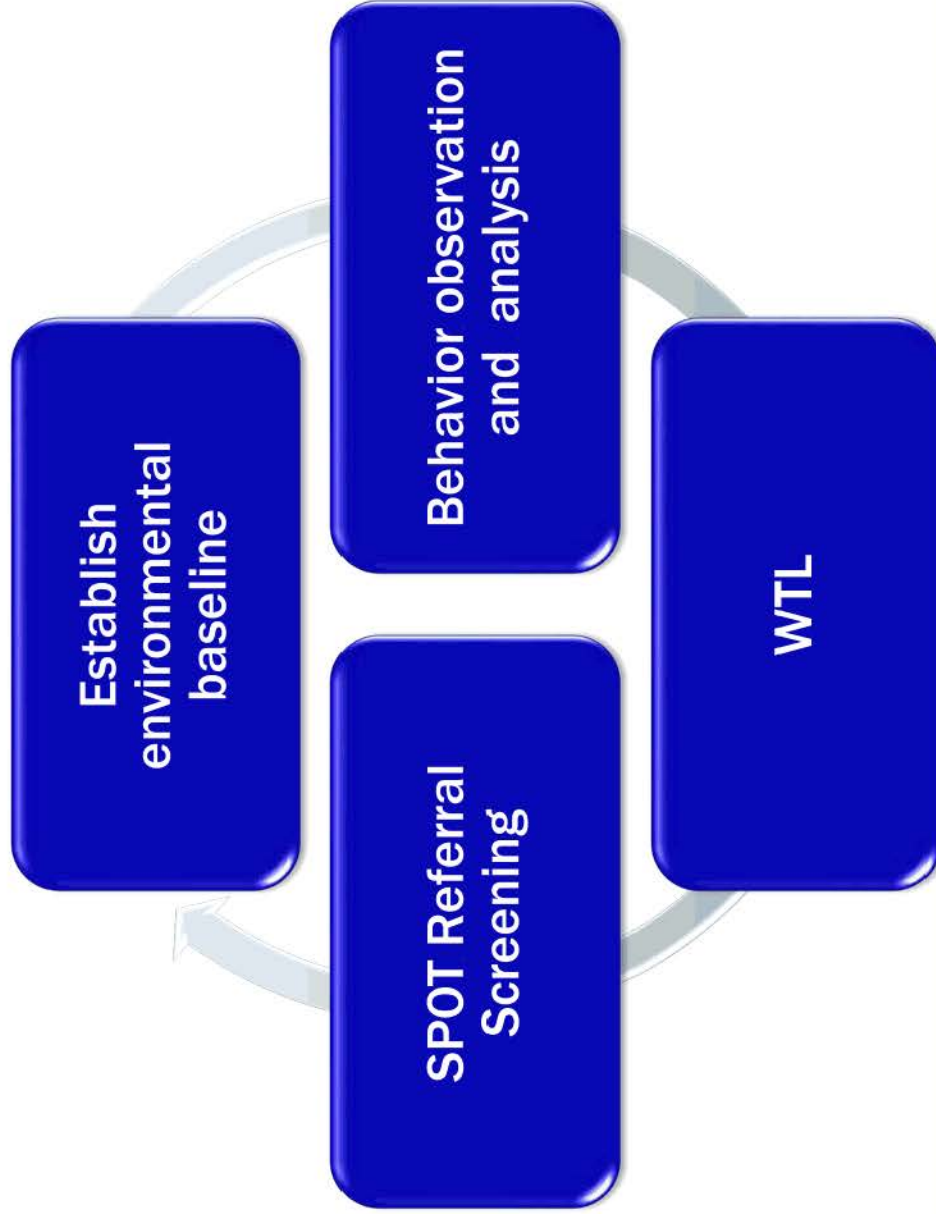
At the end of this lesson participants should be able to:



- Conduct a Casual Conversation
- Determine the resolution of a SPOT Referral given an operational environment

SPOT Process

Behavior observation continues throughout the cycle



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SPOT Referral Process

Screening of persons

Screening of accessible property

Review of ID and travel documents

Casual Conversation

(b)(3):49 U.S.C. § 114(r)



Unusual Items

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BDO Mental Checklist

What SPOT operation am I conducting?



Where am I observing the individual ?



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Do the observed behavior cues and observation factors meet the SPOT thresholds?

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BDO Rules of Engagement

IF

AND

THEN

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Casual Conversation

Casual Conversation is a SPOT-specific technique using a voluntary, informal interview conducted by a BDO to attempt to resolve observed anomalous behavior.



Observe, Ask, and Listen

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- Ask non-threatening, non-coercive questions in a professional, informal manner

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Casual Conversation: Questioning Techniques

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Casual Conversation: Building Rapport

Why?

- Essential in gaining cooperation
- Establishes a positive interaction

How?

- Ask non-threatening questions
- Keep a neutral, casual tone at the start
- Listen actively and carefully
- Practice self-awareness



Casual Conversation:

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Activity: Casual Conversation



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Communicating With LEOs

A SPOT Referral is essentially a “suspicious person” call.

Best practices include:

- Clearly articulate the behavior cues and observation factors that led to the SPOT Referral
- Give as much contextual information as possible

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)



LEO Notification

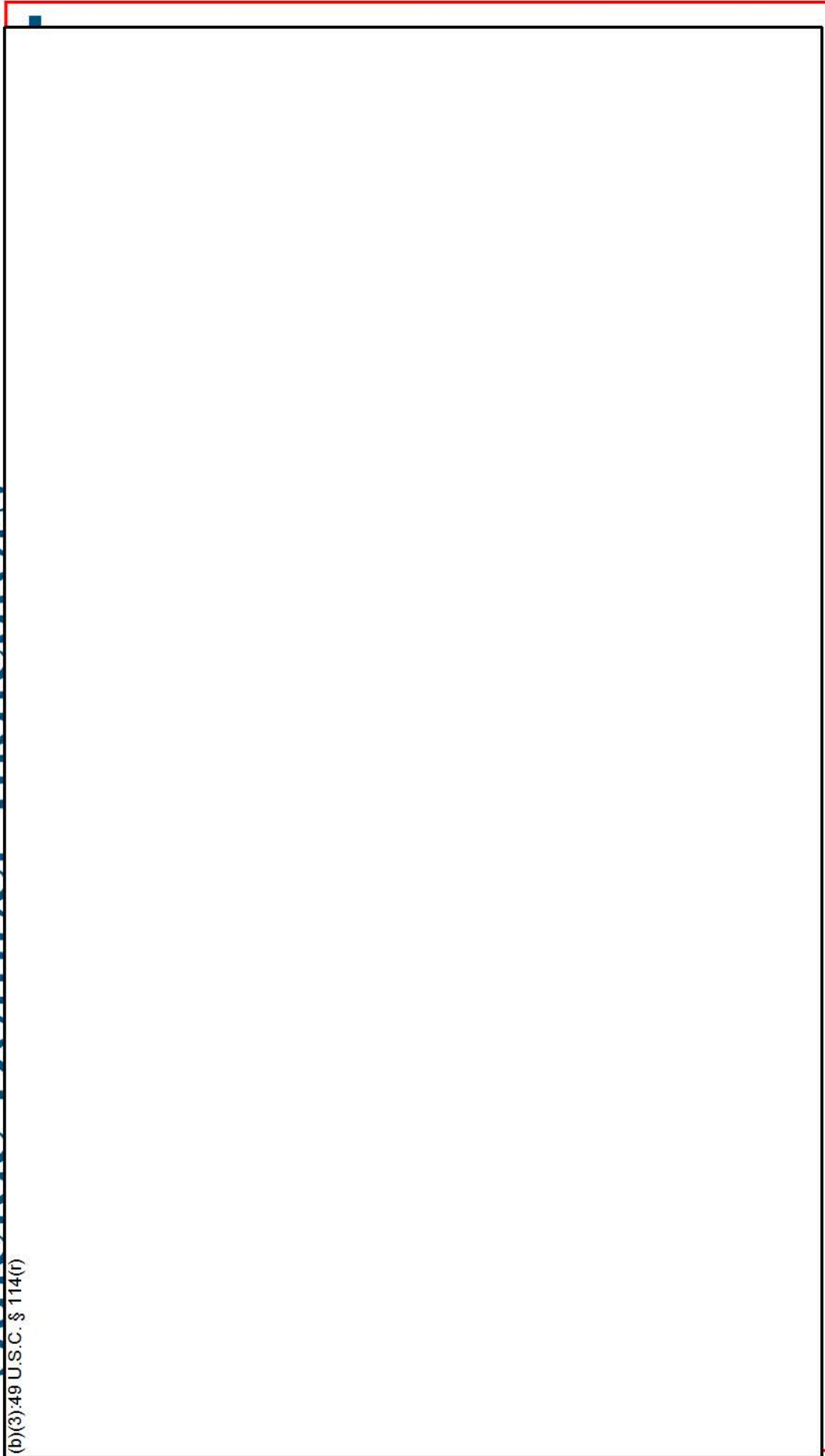


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Suicide Bomber Indicators

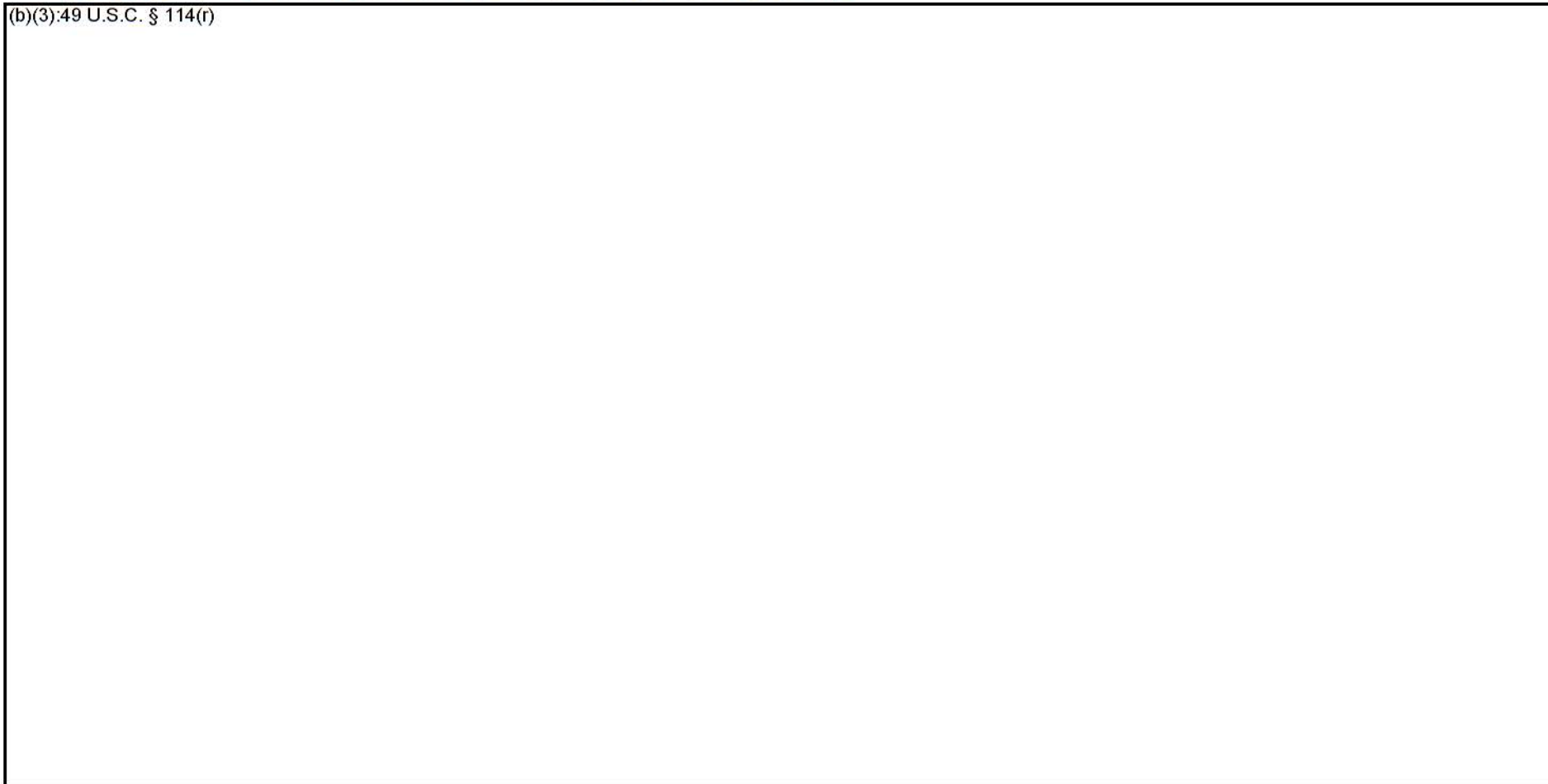
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Surveillance Activities

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What Would You Do?

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Behavior Definitions Practice



Previously Observed Behaviors

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Signs of Deception

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Signs of Deception

(b)(3)49 U.S.C. § 114(i)

Signs of Deception

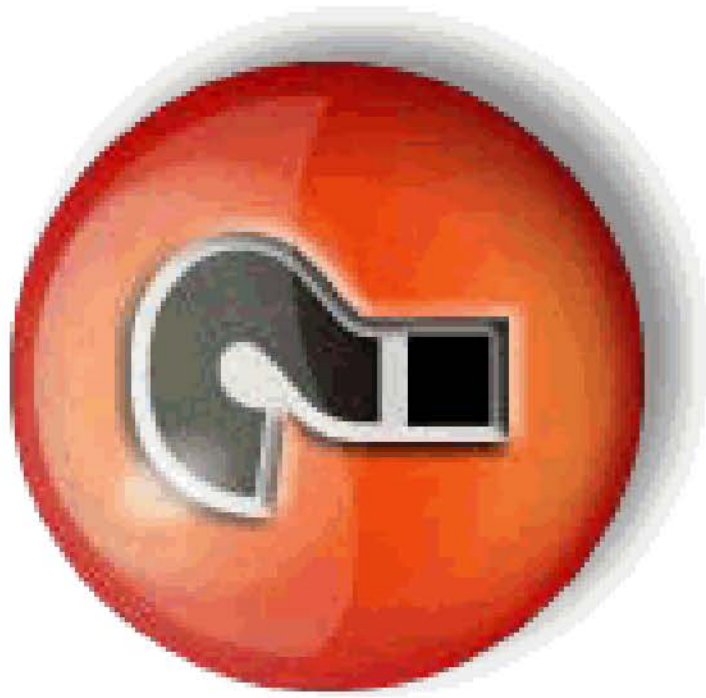
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SPOT Check



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Summary



Participants should now be able to:

- Conduct a Casual Conversation
- Determine the resolution of a SPOT Screening Referral given an operational environment

Questions



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