

OTWE

OFFICE of TRAINING & WORKFORCE ENGAGEMENT



TWENTY LAYERS
TRAIN TO ONE MISSION

Screening of Passengers by Observation Techniques (SPOT) Refresher Training

Lesson 6: Report Requirements

TSA 15-00014 - 005283



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Objectives

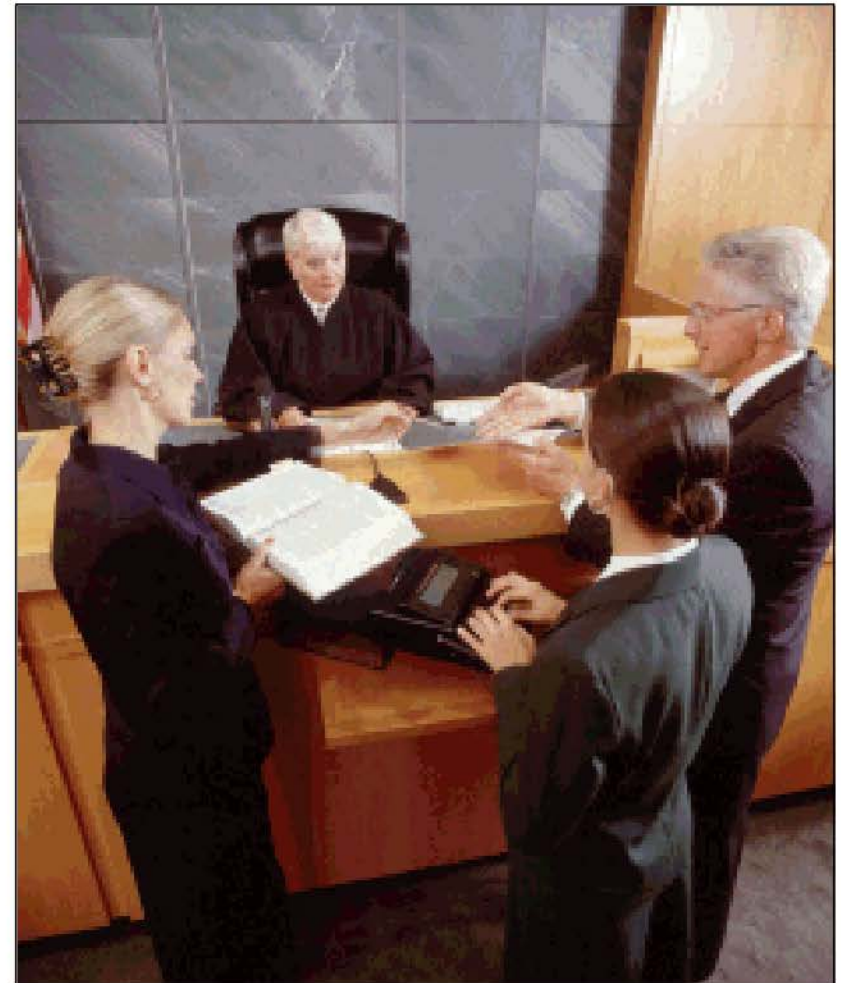
At the end of this lesson participants should be able to:



- Describe the circumstances that require a SPOT Referral Report
- Describe the circumstances that require an Incident Report
- Describe Playbook and VIPR reporting requirements

Why Learn About Report Writing?

Reports can be critical to the success of civil enforcement actions, disciplinary actions, and criminal cases arising from incidents you may witness.



Activity: Referral Reports



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Playbook and VIPR Requirements

Playbook and VIPR reports are entered into PMIS when the incident is a direct result of BDO action.

- For Playbook:
 - Identify initial observation reports as “Playbook BDO”
 - Include Playbook, the name of the Play, resolution, and outcome of reportable incidents in “Resolution of Behaviors” section
- For VIPR:
 - Identify initial observation reports as “VIPR BDO”
 - Specify VIPR location in resolution notes section



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Incident Reports

[illegible]

PARIS Reports

Correctly entering information into PARIS allows for accurate and effective sorting, trending, and analysis. Ensure that:

- The Who, What, Where, When, Why, and How is captured completely
- Information is not copied and pasted from other reports
- SPOT Referral Reports are not attached
- Photographs do not exceed five megabytes



Common Report Errors

- Lack of answers to Who, What, Where, When, Why, and How questions
- Unable to read penmanship
- Failure to include all relevant facts
- Failure to document what position the author was working and who the other players were



Report Writing Tips

- “Set the stage”
- Write chronologically
- Report what was said as well as what was done
- Give facts, leave out opinions and conclusions
- Include only what you know first-hand
- Be thorough – answer all of the basic questions
- Write legibly



“Set the Stage”

If not already included in the data fields, state:

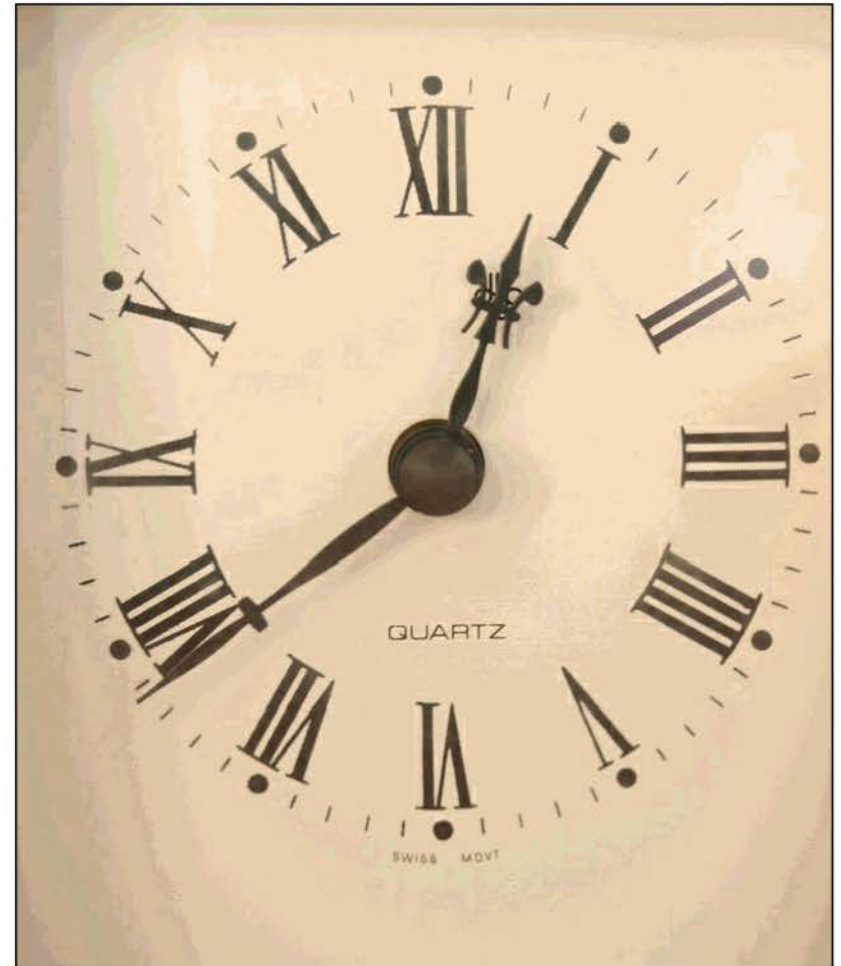
- Who you are
- When events took place
- Where you were working at the time of the incident



Write Chronologically

Readers need to know the order in which events took place.

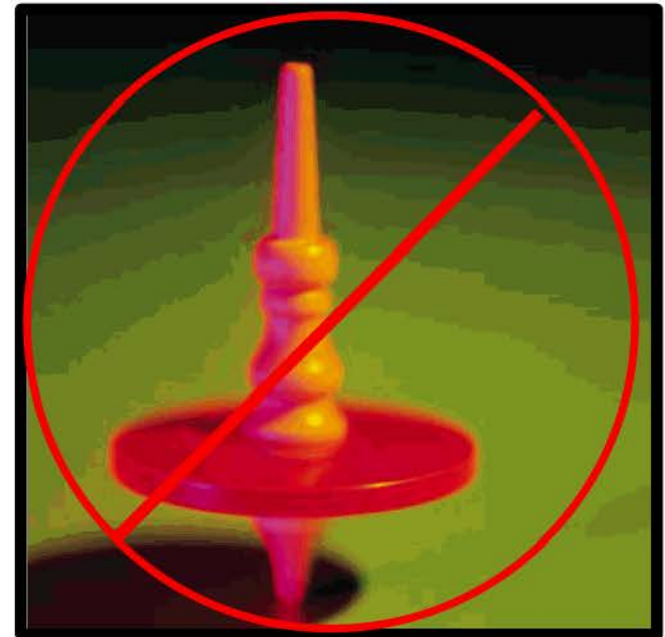
- Relate the facts of the incident in sequence
- Tell what happened first, second, third, and so forth



Stick to the Facts

Stick to the facts:

- What happened – not what might have happened, should have happened, or did not happen
- Do not put a “spin” on the facts or exaggerate



Stick to the Facts Examples

1a. He intentionally threw his shoe at the TSO.

1b. I saw him forcefully throw his shoe toward the TSO using an overhand motion. I then saw the shoe hit the TSO in the wrist.

2a. The passenger told the TSO in a loud tone of voice while slamming a bin down on the table between them, "I don't need your help. Get out of my way!"

2b. The passenger was mean and rude to the TSO.



Report What Was Said and Done

- Quote if you can
- Be objective
- It is okay to recount strong emotions



First-hand Knowledge

Write from your own perspective:

- Do not use another person's description
- It is okay if you do not know all of the facts
- Write what you know



Be Thorough

Include all the facts that are necessary and important to the incident without going into excessive detail.

Answer the basic questions:

- Who
- What
- Where
- When
- Why
- How



Write Clearly

Make your reports straightforward and easy to read.

The reporting BDO responded to the office, where STSO-2 was telephonically contacted by this BDO.

I telephoned Supervisory Transportation Security Officer (STSO) Jones.



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Complete and Legible Reports

- Double-check required data to ensure it is complete and accurate
- The written documentation you provide will take on a life of its own
- Take pride in the appearance of your work; it is a reflection of you

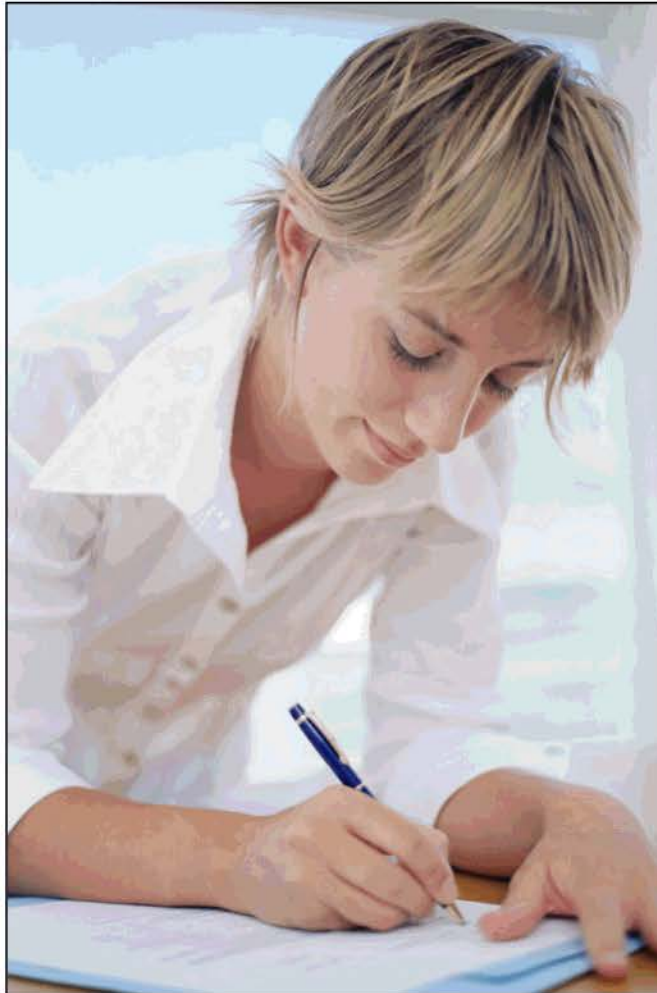


Narrative Report Example

“On 3/22/1020 at 1400 the reporting BDO notified the on-duty TSM that the LEOs had been contaxed. The concealed nife had been scene by the BDO-1 who saw the knife in the bag. At this pint, BDO-2 advised the reposnding LEO at 1244.”



Activity: Evaluating Narrative Reports



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Behavior Definitions Practice



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Signs of Deception

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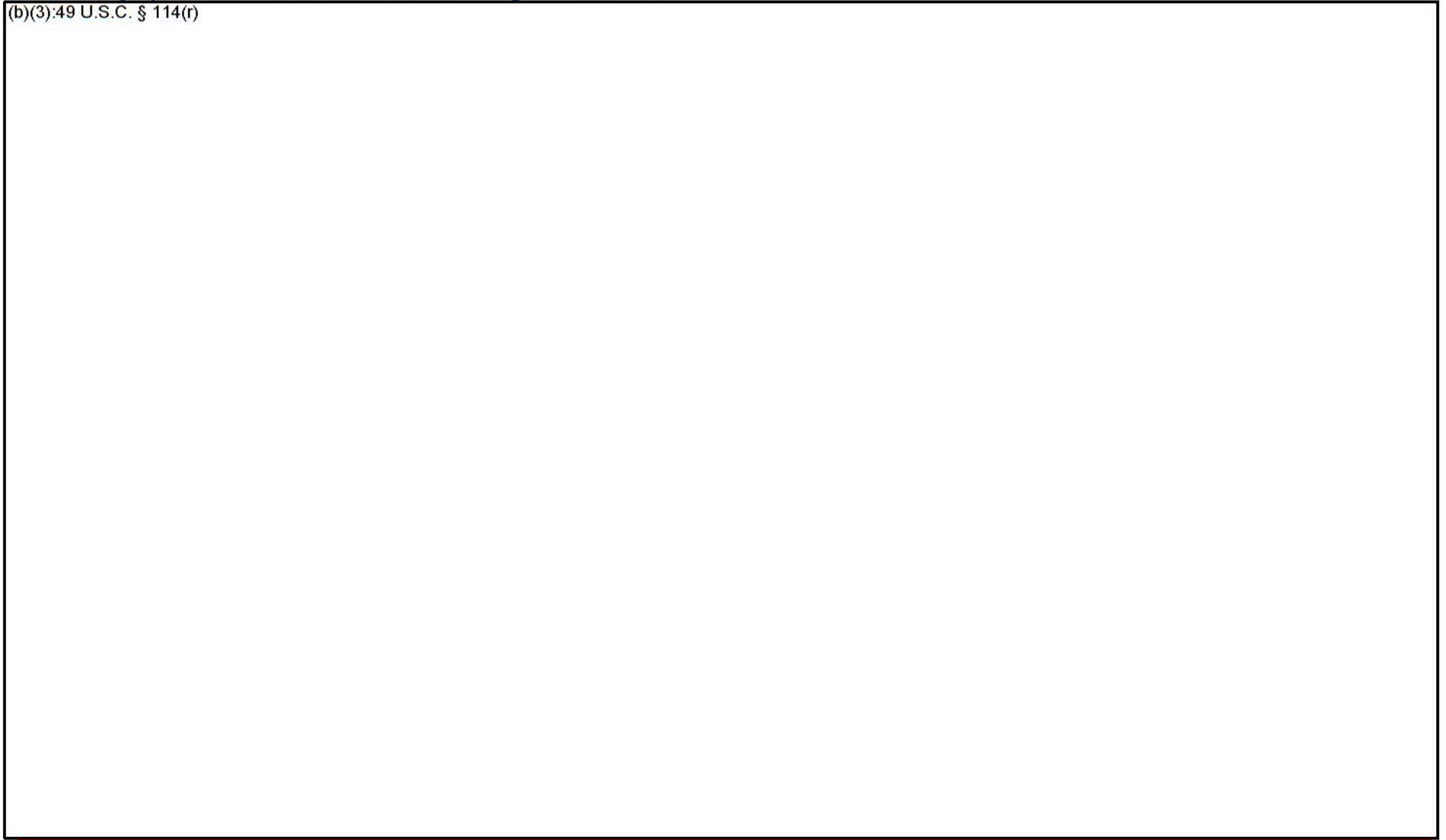
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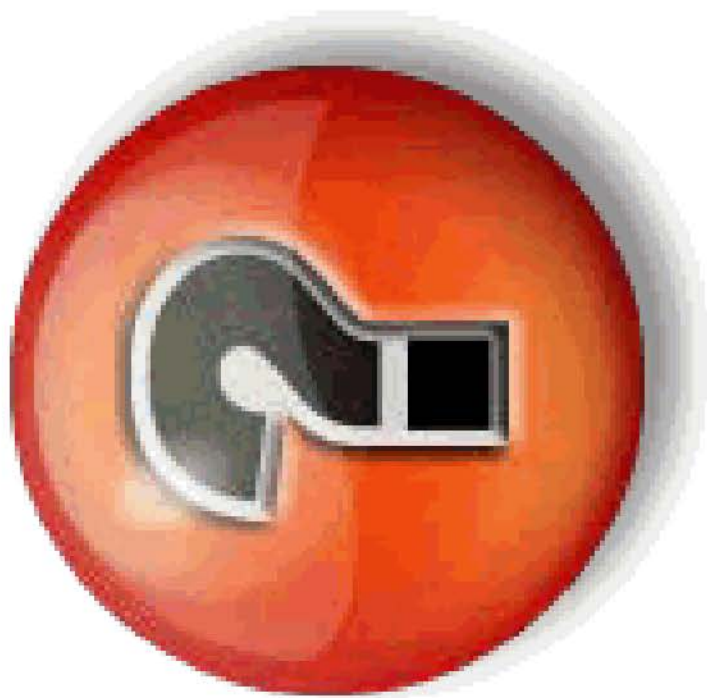
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SPOT Check



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Summary



Participants should now be able to:

- Describe the circumstances that require a SPOT Referral Report
- Describe the circumstances that require an Incident Report
- Describe Playbook and VIPR reporting requirements



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Questions



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