



Transportation
Security
Administration

Date: November 16, 2013
From: Frankie P. Jackson, STSM
Inquiry Officer
To: John Compston, AFSD-S
Appointing Authority

Inquiry No.: (Pending)

Subject: Administrative Inquiry Into Behavior Detection Officers (b)(6) and (b)(6) for failure to follow Screening of Passengers by Observation Technique (SPOT) Standard Operating Procedures (SOP)

On October 9, 2013, I was appointed to conduct an administrative inquiry regarding the allegation that Behavior Detection Officers (BDOs) (b)(6) and (b)(6) for failure to follow Screening of Passengers by Observation Technique (SPOT) Standard Operating Procedures (SOP) by requesting Law Enforcement Officer (LEO) intervention when not warranted.

Findings:

Upon reading the statements provided with the investigation, I found several differences, additions and changes between the initial statement included in the incident report, and each of the statements provided by BDOs (b)(6) and (b)(6) (each provided two- the second more detailed than the first).

Here is the summary of the event based upon the statements, reports, and interviews as I understand it:

BDO (b)(6) joins a BDO team consisting of (b)(6) and (b)(6) who are on the floor conducting SPOT (b)(3):49 U.S.C. § 114(n) with TSOs (b)(6) and (b)(6). At approximately 1345 hours, BDO (b)(6) excuses himself to go to the restroom. At that same approximate time, BDOs (b)(6) observe a male individual with two (2) carry-on roller bags approach a Travel Document Checker (TDC) Officer. A few minutes later, the individual does a 180 degree turn, walk out of the TDC queue and proceeds up the exit lane.

At this point, BDOs (b)(6) and (b)(6) stop and address the individual by asking if he needed any help. The individual states that he is attempting to get to the food court. BDO (b)(6) asks the individual if he was flying out to which the individual replies, "No". So, in response BDO (b)(6) informs the individual that in order to access the food court he has to have a boarding pass and the individual simply turns and walks back out of the exit toward the meet and greet area. After a discussion, both BDOs agreed and felt it was appropriate to assess the individual (b)(3):49 U.S.C. § 114(n)

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Later, approximately 1735 hours, BDO (b)(6) was stopped by a PBP employee named (b)(6). She had witnessed the interaction that the BDOs had earlier with the individual and informed him that she had just saw the same individual on the escalator down to baggage claim and that he no longer had the two roller bags in possession. BDO (b)(6) who was already headed to the snack stand in baggage, took the escalators down to baggage claim. While on the escalators, he saw the same individual taking the adjacent escalators up from baggage claim to the meet and greet area and confirmed that he was no longer in possession of any luggage.

Finding this unusual, BDO (b)(6) called BDO (b)(6) to inform him of what he had just observed. BDO (b)(6) told BDO (b)(6) that he was on his way to assist. Once BDO (b)(6) arrived, the individual wasn't in the immediate vicinity so while en route to the ticketing level they discussed if surveillance activities could be assessed on the individual. However, before a determination could be made the individual was spotted sitting at the north end of the 4th floor lobby but once again had possession of his baggage (which was under his seat). The BDOs said that they assessed the area for any LEO presence but there wasn't any. Both BDOs agreed that they should engage the individual for a second time.

When the individual was approached, he was sitting back in a relaxed manner and leaning to one side. The BDOs approached and asked the individual if he was flying out to which he replied in a snide manner, "Eventually" the passenger then continued on to say that if the BDOs had any questions for him then they just needed to get to the point. BDO (b)(6) then informed the passenger that he was not allowed to be in the airport if he wasn't flying. The passenger then sat upright and said in a very loud and accusatory tone, "...so fuck my civil rights, huh?" Based upon their reactions, it appeared that the outburst startled surrounding passengers. BDO (b)(6) then ceased engaging the individual. (b)(3); 49 U.S.C. § 114(r)

Both BDOs (b)(6) stated that (b)(3); 49 U.S.C. § 114(r) and that Law Enforcement Officer (LEO) intervention was warranted. At approximately 1752 hours, BDO (b)(6) called Chicago Midway Coordination Center (CMCC) for LEO assistance for CMCC described as disruptive individual in their notification. At approximately 1800 hours, BDO (b)(6) called and made notification to STSM (b)(6).

At approximately 1804 hours, a Sergeant and two other officers from the Department of Aviation responded to the call. According to BDO (b)(6) the responding DOA Officers informed BDO (b)(6) that they were familiar with the individual because he was homeless and had been seen in the airport before. After some discussion, DOA decided to escort the passenger from the premises.

STSM Kinnard arrived on the scene just at the DOA officers decided to escort the passenger out. Once this had been done, STSM Kinnard asked BDOs (b)(6) and (b)(6) if they were conducting SPOT (if the individual met our threshold or was an automatic LEO notification) and the both responded no, that they were not conducting SPOT. Based upon this information, STSM Kinnard that an incident report and TISS entry was required. However, since the individual didn't meet any of our thresholds that a completed SPOT referral report was not necessary. Later, once STSM Ella Jones was made aware of the situation, she requested a completed SPOT referral report.

Conclusion

Regarding the allegation into both BDO (b)(6) and (b)(6) failing to follow SPOT SOP, the allegation is sustained. Their conduct does violate the Screening of Passengers by Observation

Technique (SPOT) Standard Operating Procedures (SOP), Section 3.5 which states the following:

(b)(3);49 U.S.C. § 114(r)

Their conduct further violates the Screening of Passengers by Observation Technique (SPOT) Standard Operating Procedures (SOP), Section 3.8 LEO NOTIFICATION which states the following:

(b)(3);49 U.S.C. § 114(r)

The SPOT Score sheet (attachment # 3) couldn't be entered into the SPOT database because there weren't enough behaviors assessed (points accumulated) so the database wouldn't accept the score sheet.

All BDOs had received notification both verbally and during in/out briefing by the STSMs on at least two prior occasions when a LEO should be notified as well as how they should be notified.

Also, the BDOs had recently completed mandatory OLC titled, "Preventing Racial, Ethnic, and Religious Profiling Training Brief" on September 25th (Hollins) and September 16th (b)(6) that specifically addressed the BDOs pledge to protect the constitutional and civil rights of the traveling public.

Lastly, during my investigation I found some data integrity issues with some of the DALs:

- BDO (b)(6) DAL wasn't entered onto the SPOT I-share until 10/08/13
- BDO (b)(6) DAL (attachment #4) indicates that from 1300-1330 hours he conducted SPOT observations with BDO (b)(6)
 - However, BDO (b)(6) DAL (attachment #5) indicates that he conducted SPOT observations with his partner BDO (b)(6) from 1230-1315 hours and was on break from 1315-1330 hours and BDO (b)(6) DAL (attachment #6) confirms the same. There is no notation of BDO (b)(6) on neither BDO (b)(6) nor BDO (b)(6) DAL.
- BDO Hollins' DAL then indicates that from 1330-1430 hours, he conducted (b)(3);49 U.S.C. § 114(r) with BDOs (b)(6) and (b)(6)
 - The DAL for BDO (b)(6) (attachment #7) and for BDO (b)(6) (attachment #8) concurs.

- BDO (b)(6) DAL indicates that from 1430-1530 hours, he conducted (b)(3):49 U.S.C. § 114(r) with BDOs (b)(6) and (b)(6)
 - The DAL for BDO (b)(6) (attachment #9) concurs with that of BDO (b)(6)
 - However, the DAL for BDO (b)(6) (attachment #10) contradicts that of the (b)(6) and (b)(6). According to BDO (b)(6) DAL, she was on (b)(3):49 U.S.C. § 114(r) with BDO (b)(6) from 1430-1530 hours.
 - BDO (b)(6) DAL further conflicts with that of BDO Dias from 1800-1900 hours. BDO (b)(6) indicates that she was on (b)(3):49 U.S.C. § 114(r) from 1800-1900 hours but BDO (b)(6) DAL indicates (b)(3):49 U.S.C. § 114(r) from 1800-1900 hours (with Tim Washington joining them from 1830-1900 hours.)
- After interviewing BDO (b)(6), she confirmed that her DAL was incorrect and provided inaccurate data. BDO (b)(6) also stated that she did recall working with BDO (b)(6)
- The interview with BDO (b)(6) further confirmed that BDO (b)(6) DAL was incorrect and that BDO (b)(6) did work with them on the date in question.
- BDO (b)(6) DAL indicates that from 1700-1800 hours, he was (b)(3):49 U.S.C. § 114(r) with BDOs (b)(6) and (b)(6)
 - BDO (b)(6) DAL (attachment #11) indicates that she was (b)(3):49 U.S.C. § 114(r) from 1700-1800 hours with BDO (b)(6). However, there is no notation of BDO (b)(6) being (b)(3):49 U.S.C. § 114(r) with them. During the interview BDO (b)(6) stated that she did not recall working with BDO (b)(6) on the date in question.
 - BDO (b)(6) DAL (attachment #12) is incomplete.
 - 1230-1300 hours is blank
 - 1300-1400 hours indicates (b)(3):49 U.S.C. § 114(r) or partner(s)
 - 1400-1430 hours is blank
 - There are no further entries or notation of BDO (b)(6) working overtime from 1430-1830 hours.
 - BDO (b)(6) could not provide a reason as to why his DAL was incomplete for not only his assigned shift but the overtime shift as well.

Recommendation

Based upon my findings as stated above, BDOs (b)(6) and (b)(6) did not follow SPOT SOP protocol. Therefore, disciplinary action for each officer is warranted.

Additionally, disciplinary action is warranted for each of officer whose DAL lacked data integrity.

STATEMENTS

Statement # 1 BDO (b)(6) Initial statement that aligns with the statement provided in the incident report (Dated 09/30/13)

Statement #2 BDO (b)(6) Initial statement (Dated 09/30/13)

Statement #3 BDO (b)(6) revised statement (Dated 09/30/13 at the top and 10/03/13 at the bottom)

Statement #4 BDO (b)(6) revised statement (Dated 09/30/13 at the top and 10/06/13 at the bottom)

Statement #5 STSO (b)(6) statement (Dated 09/24/13 at the top and 10/03/13 at the bottom)

Statement #6 STSM Thelma Kinnard's statement (Dated 10/07/13)

Statement #7 BDO (b)(6) statement (Dated 10/01/13)

ATTACHMENTS

Attachment #1 Completed Incident report (b)(6)

Attachment#2 Event Notification Close out from CMCC

Attachment#3 SPOT Referral Report (couldn't be completed due to insufficient behaviors)

Attachment#4 BDO (b)(6) daily activity log

Attachment #5 BDO (b)(6) daily activity log

Attachment#6 BDO (b)(6) daily activity log

Attachment#7 BDO (b)(6) daily activity log

Attachment#8 BDO (b)(6) daily activity log

Attachment#9 BDO (b)(6) daily activity log

Attachment#10 BDO (b)(6) daily activity log

Attachment#11 BDO (b)(6) daily activity log

Attachment#12 BDO (b)(6) daily activity log

Attachment#13 Floor coverage and rotation sheet for Monday, Sept 30th

SENSITIVE SECURITY INFORMATION

Transportation
Security
Administration

Chicago Midway International Airport (MDW)

Incident Report

(b)(6)

(b)(6)

TJSS

Section I: Type/Location of Incident				Section II: Notifications and Personnel Involvement			
Airport Name and Three Letter Code: MDW		Date Occurred: 9/30/2013	Time Occurred: 1752	Report Number or SPOT Referral Number:			
Incident Type: Tier if known: ☐ Tier 1 ☐ Tier 2 ☐ Tier 3 ☐ Other (ex. SPOT Referral, Playback)			Location of Incident (Specify pier, terminal, checkpoint, lane, etc.): North End of 4 th floor Ticketing		Media Attention? ☐ Yes ☒ No		
Terminal Evacuated? ☐ Yes ☒ No	If Yes ter, Ordered by Whom?	Checkpoint Closure? ☐ Yes ☒ No	If Yes, Ordered by Whom?	Time Checkpoint closed?	Time Checkpoint opened?		
Part A: TSA Notifications							
TSOC Notification Required? ☐ Yes ☒ No		TSOC Notified by:		Name of TSOC REP:		Date:	
Was DDO Notified: ☒ Yes ☐ No	Date Notified: 9/30/2013	Time Notified: 1752	Notified by: Self	BDO Name and Title: (b)(6)			
Was TSS-E Notified: ☐ Yes ☐ No	Date Notified: / /	Time Notified:	Notified by:	TSS-E Name and Title:			
Was TSI Notified: ☐ Yes ☐ No	Date Notified: / /	Time Notified:	Notified by:	TSI Name and Title:			
Was Canine Team Notified: ☐ Yes ☐ No	Date Notified: / /	Time Notified:	Notified by:	Canine Team Lead Name and Title:			
Was FSD Notified: ☐ Yes ☐ No	Date Notified: / /	Time Notified:	Notified by:	FSD Name:			
Name/Title:				Date Notified: / /	Time Notified:	Notified by:	
Name/Title:				Date Notified: / /	Time Notified:	Notified by:	
Part B: Non-TSA Notifications							
LEO Notified? ☒ Yes ☐ No	Date Notified: 9/30/2013	Time Notified: 1752	Notified by: CMCC	LEO Responded: ☒ Yes ☐ No	If Responded, Time: 804	If Yes, Name and Badge #: SGT. S. Pietrowski #77	
Agency: Chicago Department of Aviation police	Date Notified: 9 / 30 / 2013	Time Notified: 1752	Notified by: CMCC				
Agency:	Date Notified: / /	Time Notified:	Notified by:				
Agency:	Date Notified: / /	Time Notified:	Notified by:				
Part C: TSA Employees Involved							
Position (select one): ☐ TSO/LTSO ☐ STSO ☐ TSM ☒ Other:		Last Name: Hofma		First Name: Rodrick		Assigned Terminal/Shift: Main, 2nd	
Position (select one): ☐ TSO/LTSO ☐ STSO ☐ TSM ☒ Other:		Last Name: Seggs		First Name: Trondus		Assigned Terminal/Shift: Main, 2nd	
Position (select one): ☐ TSO/LTSO ☐ STSO ☐ TSM ☐ Other:		Last Name:		First Name:		Assigned Terminal/Shift:	
Part D: Non-TSA Witnesses Whose Information is Not Recorded Elsewhere							
Name:		Address:		Phone: (Cell or Home)		Email:	
Name:		Address:		Phone: (Cell or Home)		Email:	
Name:		Address:		Phone: (Cell or Home)		Email:	

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ATTACHMENT # 1

TSA 15-00014 - 008342

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Section III: Individual(s) Involved. If More Than 1 Individual Use Additional Pages							
Last Name: (b)(6)		First Name: (b)(6)		Middle Name: Damita		Alias/Nickname:	
Street Address: (b)(6)		Apartment / Unit Number:		City: Chicago		State/Province: (b)(6)	
Alternate Address:		Apartment / Unit Number:		City:		State/Province: (b)(6)	
Country, if outside of the U.S.:				Primary Telephone (Cell or Home):		Alternate Telephone (or email address):	
BDO Description of Individual, if applicable:							
Gender: ☒ M ☐ F	Driver's License Number: N/A	Issuing State:	Passport Number:	Passport Country of Issue:	Date Notified: / /	Date of Birth: (b)(6)	
Other ID (Type):	Other ID Number:	IVCC Number:	(b)(3), 49 U.S.C. § 114(r)			Passenger? ☐ Yes ☐ No	
Detained By LEO? ☐ Yes ☒ No	If Yes, by Whom? Name and Badge # of Officer		Summons Issued By LEO? ☐ Yes ☐ No	If Yes, by Whom? Name and Badge # of Officer			
Arrested By LEO? ☐ Yes ☒ No	If Yes, by Whom? Name and Badge # of Officer		Charge(s) Filed? ☐ Local ☐ State ☐ Federal	List Charge(s), if known:			
Active Military? ☐ Yes ☒ No	If Yes, What Branch?	Traveling on Orders? ☐ Yes ☒ No	Cleared to Fly? ☐ Yes ☒ No	If Yes, by Whom and Time:			
Boarding Pass and ID returned to passenger? If No, Describe in Narrative If Yes, by Whom: ☐ TSA ☐ LEO ☐ Other (Describe in Narrative)			EIR Initiated? ☐ Yes ☐ No				
Air Carrier(s): N/A	Flight Number(s):		Connecting Flight(s) and/or Destination:			Gate:	
Flight(s) Delayed? ☐ Yes ☐ No If Yes, How Long?	If Flight delayed: # of PAX: # of Crew:	Passenger Missed Flight? ☐ Yes ☐ No	Scheduled Departure Time:	Actual Departure Time: N/A	Was Checked Baggage removed from Flight? ☐ Yes ☐ No		
Section IV: Items Discovered							
Part A: Type of Items (Provide brief description of item below)							
☐ Ammunition/Gunpowder	☐ Firearms (complete firearms information below)	☐ Tools	☐ Replica Weapons				
☐ Bludgeons	☐ Explosives/Fireworks	☐ Knives/Blades (< 3')	☐ Sharp Objects				
☐ Box Cutters	☐ HAZMAT	☐ Knives/Blades (> 3')	☐ Other:				
☐ Dangerous Objects	☐ Flammable/Inflammables	☐ Contraband					
Artfully Concealed? ☐ Yes ☐ No	If Yes, how was it Concealed?	Item Description/Additional Information:			Photo Taken? ☐ Yes ☒ No		
Detection Method: ☐ Bag Search ☐ Body Search ☐ EDS ☐ ETD ☐ HHWD ☐ WTHD ☐ X-Ray ☐ ALT ☒ Other (specify): SPOT Observation							
Part B: Firearms Information							
Firearm Loaded? ☐ Yes ☐ No	Make:	Model:	Caliber:	Serial Number:			
Chambered Round? ☐ Yes ☐ No	Location Discovered?	Firearm Discharged? ☐ Yes ☒ No If Yes, By Whom?	# of Rounds Expended?	Injuries? ☐ Yes ☐ No	(Select as Appropriate) ☐ Checked ☐ Carry-on Bag		
Passenger has Firearms Permit? ☐ Yes ☐ No If Yes, Issued by:		Additional Information:					
Section V: Motor Vehicle Information							
Type:	Make:	Model:	Color:	Year:			
License State:	License Number:			Photo Taken? ☐ Yes ☐ No			
Section VI: Passenger Complaint/Injury or Serious Injury/Loss of or Damage to Passenger Property							
Description of Alleged Incident: (Provide detailed description in Narrative)							
☐ Lost or Damaged Personal Property	☐ Physical Injury	☐ Complaint About Screening Process	☐ Death	☐ Other			
CCTV Copied? ☐ Yes ☒ No	If No, describe in Narrative	EMS Notified? ☐ Yes ☐ No	EMS Responded? ☐ Yes ☐ No	Treatment Refused? ☐ Yes ☐ No	Photo Taken? ☐ Yes ☐ No		

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Checkpoint Condition Normal? (wet floor, etc.)

☒ Yes ☐ No if no, describe in Narrative

Immediate Configuration Changes Required? If yes, describe in Narrative:

☐ Yes ☒ No

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Section VII: Alt Information

Type: ☐ L3 ☐ Rapiscan ☐ Other (specify):

Did Individual Request Private Screening?
☐ Yes ☒ No

(b)(3) 49 U.S.C. § 114(r)

Location where items are found should be shown on diagram below. Be sure items found/detection method is described in Section IV.

(b)(3) 49 U.S.C. § 114(r)

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What happened? Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know first-hand. Write clearly or type. If additional room is required attach additional sheets.

Narrative: Describe what happened. Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know first-hand. Write clearly or type. If additional room is required attach additional sheets.

AT APPROXIMATELY 1345 HOURS, WHILE CONDUCTING (b)(3)49 U.S.C. § 114(f) AT THE CHECKPOINT QUEUE BEFORE THE TRAVEL DOCUMENT CHECKER(TDC) PODIUMS, EXPERT BEHAVIOR DETECTION OFFICER(EBDO) (b)(6) AND (b)(6) DETECTION OFFICER(MBDO)(b)(6) OBSERVED A MALE PASSENGER WITH TWO CARRY-ON ROLLER BAGS APPROACH THE TDC PODIUMS. A FEW MOMENTS LATER THE SAME PASSENGER CAME BACK THROUGH THE QUEUE AND ATTEMPTED TO GO DOWN THE EXIT LANE. EBDO (b)(6) ASKED THE PASSENGER IF HE COULD HELP HIM. HE STATED THAT HE WANTED TO GO TO THE FOOD COURT. EBDO (b)(6) ASKED HIM IF HE WAS FLYING OUT AND HE SAID NO. EBDO (b)(6) TOLD HIM THAT HE COULD NOT ACCESS THE FOOD COURT UNLESS HE WAS FLYING. THE PASSENGER TURNED AND LEFT THE AREA. EBDO (b)(6) AND MBDO (b)(6) DISCUSSED THE PASSENGER'S BEHAVIOR AND ASSESSED (b)(3)49 U.S.C. § 114(f) AT APPROXIMATELY 1745 HOURS, EBDO (b)(6) RECEIVED A CALL FROM MBDO (b)(6) STATING THAT HE HAD OBSERVED THE SAME MALE PASSENGER IN THE AIRPORT IN THE MEZZANINE AREA. HOWEVER, THIS TIME THE PASSENGER DID NOT HAVE ANY BAGGAGE. EBDO (b)(6) TOLD HIM THAT HE WAS ON HIS WAY TO ASSIST. AT APPROXIMATELY 1750 HOURS, MBDO (b)(6) AND EBDO (b)(6) OBSERVED THE PASSENGER SITTING IN A CHAIR AT THE WINDOWS ON THE FOURTH FLOOR TICKETING LEVEL NEAR DOOR 4. THE TWO BAGS THAT THE PASSENGER HAD EARLIER WERE UNDER THE CHAIR. MBDO (b)(6) AND EBDO (b)(6) APPROACHED THE PASSENGER TO ASK HIM IF HE WAS FLYING OUT. THE PASSENGER STATED THE HE WAS FLYING OUT EVENTUALLY AND THAT IF MBDO (b)(6) AND EBDO (b)(6) HAD ANY QUESTIONS FOR HIM THEY SHOULD GET TO THE POINT. EBDO (b)(6) TOLD HIM THAT HE IS NOT ALLOWED TO BE IN THE AIRPORT IF HE WAS NOT FLYING. THE PASSENGER BECAME VERY LOUD AND STARTED USING PROFANITY. EBDO (b)(6) STOPPED TALKING TO THE PASSENGER. MBDO (b)(6) AND EBDO (b)(6) DISCUSSED THE SITUATION AND DECIDED THAT THE PASSENGER HAD BECOME (b)(3)49 AND THAT LAW ENFORCEMENT (LEO) ASSISTANCE WOULD BE REQUIRED. AT APPROXIMATELY 1752 HOURS, EBDO (b)(6) CALLED CHICAGO MIDWAY COMMUNICATION CENTER(CMCC) FOR LEO ASSISTANCE. AT APPROXIMATELY 1800 HOURS, EBDO (b)(6) CONTACTED SPOT TRANSPORTATION SECURITY MANAGER(STSM) (b)(6) TO ADVISE HER OF THE CALL FOR LEO ASSISTANCE AND DESCRIBED THE SITUATION. (b)(6),(b)(7)

AT APPROXIMATELY 1804 HOURS, DEPARTMENT OF AVIATION (DOA) POLICE ARRIVED. SERGEANT (b)(6),(b)(7) AND TWO OTHER OFFICERS BEGAN TO TALK WITH THE PASSENGER. EBDO (b)(6) SPOKE WITH SGT. (b)(6),(b)(7) AND EXPLAINED WHAT HAD HAPPENED. SGT. (b)(6),(b)(7) STATED THAT SHE WAS GOING TO HAVE THE PASSENGER ESCORTED OFF THE AIRPORT PROPERTY. THE PASSENGER WAS ESCORTED OFF THE PROPERTY AT APPROXIMATELY 1810 HOURS. CMCC WAS NOTIFIED OF THE FINAL DISPOSITION OF THE INCIDENT.

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~~SENSITIVE SECURITY INFORMATION~~

Section VIII: Reporting Officer's Summary/Narrative		
In addition to this Summary/Narrative attach separate Witness Statement from each TSA Employee who witnessed the incident. Reporting Officer must review all Statements.		
Your Physical Position at Time of Incident: 4th Floor lobby	Timing and description of LEO response, if applicable: 1804	
Location of Incident: Near the windows of North End of 4th floor ticket counter.	Date of Incident: 9/30/2013	Date/Time of Statement: 9/30/2013 1908
Name of Individual and any other identifying information: (b)(6) Expert Behavior Detection Officer		
Who also witnessed the incident? Master Behavior Detection Officer (b)(6)		

~~SENSITIVE SECURITY INFORMATION~~

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Previous editions of this form are obsolete.

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TSA Form 414, 11/10 rev. (PR: 400.9)

TSA 15-00014 - 008347

SENSITIVE SECURITY INFORMATION

Section IX: Reporting Officer			
Position (select one): ☐ TSOLTSO ☐ STSO ☐ TSM ☐ BDOTSM ☒ Other:		Duty Assignment: SPOT	Duty Telephone: 312286-8590
Last Name: Hollins		First Name: Roderick	Shift: 240
Signature: (b)(6)		Date: 10/1/13	
Section X: Reviewing Officer			
Position: SPOT Transportation Security Manager		Duty Telephone: 312 497 - (b)(6)	
Last Name: Kinnard		First Name: Helma	
Signature: Helma Kinnard		Date: 10-1-13	
Section XI: Attachment(s) (mark all that apply)			
☐ None ☐ Statements: (Qty) ☐ Photographs (Qty) ☐ PARIS Report ☐ CCTV ☐ LEO/EMS Report ☐ IVCC Report ☐ Other:			

WARNING: This document may contain Privacy Act protected or other sensitive information and should be protected from unauthorized disclosure. TSA employees and contractors may share this information within DHS on a need-to-know basis. Disclosure outside of DHS must be approved by the Office of Chief Counsel and TSA Privacy Office.

Section XII: TSA Employee Statement (completed by those who witnessed or participated in reportable incident and reviewed by reporting officer)			
Your Name: See above narrative		Title:	Position at Time of Incident:
Location of Incident:		Date of Incident:	Date/Time of Statement:
Name of individual and any other identifying information:			
Who else witnessed the incident?			
Boarding Pass and ID returned?			
☐ Yes If Yes, By Whom?			
☐ No If No, Explain			
☐ Not Applicable			
Artfully Concealed? If yes, explain.			
☐ Yes ☐ No			
Timing and description of LEO response, if applicable:			
AIT Type: ☐ L3 ☐ Repscan ☐ Other (specify):		AIT Pal-down conducted by:	

(b)(3); 49 U.S.C. § 114(r)

SENSITIVE SECURITY INFORMATION

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U.S. Department of Homeland Security
Transportation Security Administration
Chicago Midway International Airport
5333 South Laramie Avenue, Suite 220
Chicago, Illinois 60638



Transportation
Security
Administration

Behavior Detection Officer
Statement Sheet

SHIFT: 2nd

DATE: September 30, 2013

Expert Behavior Detection Officer: (b)(6)

SUBJECT: Unruly Passenger

At approximately 1345 hours while conducting (b)(3) 49 U.S.C. § 114 at the checkpoint queue before the TDC podiums I noticed a male passenger with two carry-on roller bags approach the TDC podiums. A few moments later the same passenger came back through the queue and attempted to go down the exit lane. I asked the passenger if I could help him. He stated that he wanted to go to the food court. I asked him if he was flying out and he said no. I told him that he could not access the food court unless he was flying. The passenger turned and left the area.

At approximately 1745 hours I received a call from Master Behavior Officer (MBO) (b)(6) stating that he had observed the same male passenger in the airport again in the mezzanine area. I told him that I was on my way to assist. At approximately 1750 hours MBO (b)(6) and I noticed the passenger sitting in a chair at the windows on the 4th floor ticketing level near door 4. We approached the passenger to ask him if he was flying out. The passenger stated the he was flying out eventually and that we should get to the point. I told him that he not not allowed to be in the airport if he was not flying. The passenger became very loud and started using profanity. At that point I stopped trying to talk to him and called Chicago Midway Communication Center (CMCC) for law enforcement (LEO) assistance. At approximately 1802 hours I contacted SPOT Transportation Security Manager (STSM) Thelma Kinnard to advise her of the call for LEO assistance and described the situation.

At approximately 1804 hours Department of Aviation (DOA) police arrived. Sergeant (b)(6) (b)(7)(C) and two other officers began to talk with the passenger. I spoke with SGT (b)(6) (b)(7) and explained what had happened between myself and the passenger. SGT (b)(6) (b)(7) stated that she was going to have the passenger escorted off the airport property. The passenger was escorted off the property at 1810 hours. CMCC was notified of the final disposition of the incident.

Signature

(b)(6)

Page 1 of 1

Date

9/30/13

SENSITIVE SECURITY INFORMATION
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U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1510

STATEMENT #1

Jones, Ella

From: MDWcoordinationcenter
Sent: Monday, September 30, 2013 7:06 PM
To: Bauman, Leigh; Bitter, Stephan; Brown D, Sheila; Compston, John J; Donald, Barry A; Gutierrez, Carlos; Jackson, Frankie; Johnson, Levanche; Johnson1, Keith; Jones, Ella; Kinnard, Thelma; Laurent, Kevin; McCarthy, Kevin G; Robinson, Jerry C; Smith1, William; Yoksas, Clay
Cc: MDWcoordinationcenter
Subject: CLOSEOUT EVENT NOTIFICATION DISRUPTIVE INDIVIDUAL

CLOSEOUT EVENT NOTIFICATION DISRUPTIVE INDIVIDUAL

*Time AWS Alert Sent: 1758

Event Location: UPPER LEVEL
DOOR #4

Event Type: DISRUPTIVE INDIVIDUAL

CC Contacted By:

BDO (b)(6)

Action Officer (include phone #):

BDO (b)(6)

312 296 (b)(6)

Update of AWS Alert:

CC Officer Reporting:

(b)(6), (b)(7)
(C)

CC Phone: (b)(6), (b)(7)(C)

*Time Normal Screening Resumed:

No impact to operations

NOTIFICATION OF EVENT CLOSED

1

ATTACHMENT #2

Time Event Closed by Action Officer:
1810

WebEOC Local Log ID#:

FOLLOW UP EVENT INFORMATION *(Complete as time allows)*

Initial @ 1752 BDO (b)(6) requested CPD
to upper level door #4 for a person
loitering and using foul language. DOA
responded and escorted individual off the
premises.

UPDATE & CLOSEOUT @1855 Male
individual escorted off of premises by DOA
@1810. Contact card generated. No media
No impact. TSOC notified at 1844.

Time Contact Made by Coordination Center:

LEO: 1753

TSM: Via Alert @ 1758

BDO: Via Alert @

Screening Staff Name(s):

**TDC OFFICER: (if applicable):

**X-RAY OFFICER: (Firearms only, if applicable):

NOTIFICATIONS:

TEN Notifications (Y/N): N

TSOC Reportable (Y/N): Y

PARIS Reportable (Y/N): Y

Tier Level: 2

SAR (Y/N): Y

Tonia Jaber

Master Coordination Center Officer (MCCO)
Chicago Midway International Airport (MDW)
Department of Homeland Security (DHS)

U.S. Department of Homeland Security
Transportation Security Administration
Chicago Midway International Airport
5333 South Laramie Avenue, Suite 220
Chicago, Illinois 60638



Transportation
Security
Administration

Behavior Detection Officer
Statement Sheet

SHIFT: 1200-2030

DATE: 09/30/2013

Master Behavior Detection Officer: (b)(6)

SUBJECT: 4th Floor Incident

On 09/30/2013 while performing (b)(3):49 U.S.C. § 114(r) Team, EBDO (b)(6) and MBDO (b)(6) (who had stepped to the restroom at the time) between 1330 and 1430 hours EBDO (b)(6) and myself observed a passenger who deviated from our baseline (b)(3):49 U.S.C. § 114(r) approach the TDC podiums with two small roller bags. Minutes later the same passenger came back to the meet and greet area and attempted to access the exit lane. At this time the passenger was stopped by EBDO (b)(6) and myself MBDO (b)(6) asked if he needed help. He then asked if he could get to the food court. EBDO (b)(6) and myself asked if he had a pass to go through security. The person responded "no". The person was informed that he could not get to the food court and he walked away mumbling under his breath. At this time EBDO (b)(6) and myself discussed if accessing the behavior (b)(3):49 U.S.C. § 114(r) was appropriate, which we did. Later on while on training, I was en route to the Lighthouse Snack Stand (at approximately 1735 hours) an airport employee by the name of Joann who works for PBP had witnessed EBDO (b)(6) and myself speaking with the individual earlier while performing SPOT (b)(3):49 U.S.C. § 114(r) informed me that she had just witnessed the individual riding the escalators down into baggage claim only this time he didn't have the two bags mentioned before. I at this time called the BDO point of contact EBDO (b)(6). While on my way down to the snack stand I witnessed the individual riding the adjacent escalators up to the checkpoint queue and noticed the lack of luggage all while still on the phone with EBDO (b)(6) who told me not to try to do anything alone and to wait for him to arrive. Before EBDO (b)(6) arrived I witnessed the individual go up the escalators to the ticketing area. Shortly after EBDO (b)(6) arrived and we didn't see the individual at first glance so we started to discuss if surveillance activities were able to be accessed (b)(3):49 U.S.C. § 114(r) before we could finish our current conversation we spotted the person at the north end of the 4th floor ticketing lobby only this time he was in possession of his luggage again. Both EBDO (b)(6) and myself thought this to be strange so we decided to engage the passenger for a second time. When we started to speak with the person he was calm at first but immediately became loud and started cursing at us stating "So fuck me and all of my rights huh?". At this point (b)(3):49 U.S.C. § 114(r) and that the we were not going to be able to continue our interaction with the person (b)(3):49 U.S.C. § 114(r) so EBDO (b)(6) and myself concurred (b)(3):49 U.S.C. § 114(r) an automatic LEO notification. So at 1752 hours EBDO (b)(6) notified CMCC who in turn notified Chicago Department of Aviation who responded at approximately 1804 hours and spoke with the individual and escorted him off of airport property. After which EBDO (b)(6) and myself met with STSM Kinnard (who was just arriving) to discuss what had happened and what was expected of EBDO (b)(6) and myself as far as paperwork and follow throughs. STSM Kinnard asked were we performing SPOT at the time of the incident and EBDO (b)(6) and myself both responded no. So STSM Kinnard told us that since we were not conducting SPOT activities a SPOT score sheet should not be generated. EBDO (b)(6) and myself went to the BDO office and completed an Incident Report and personal statements of what had occurred to result in LEO notification.

Signature

(b)(6)

Date 10-03-2013

Page 1 of 1

SENSITIVE SECURITY INFORMATION
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STATEMENT # 3

U.S. Department of Homeland Security
Transportation Security Administration
Chicago Midway International Airport
5333 South Laramie Avenue, Suite 220
Chicago, Illinois 60638



Transportation
Security
Administration

Behavior Detection Officer
Statement Sheet

SHIFT: 2nd

DATE: September 30, 2013

Expert Behavior Detection Officer: (b)(6)

SUBJECT: Unruly Passenger

On Monday September 30, 2013, at approximately 1345 hours, while conducting (b)(3) 49 U.S.C. § 114(r) at the checkpoint queue before the Travel Document Checker (TDC) podiums, Master Behavior Detection Officer (MBDO) (b)(6) and I observed a male passenger with two carry-on roller bags approach the TDC podiums. A few moments later, the same passenger came back through the queue and attempted to go down the exit lane. I asked the passenger if he could help him. He stated that he wanted to go to the food court. I asked him if he was flying out and he said no. I told him that he could not access the food court unless he was flying. The passenger, without saying a word, turned and left the area. MBDO (b)(6) and I discussed the passenger's behavior and assessed (b)(3) 49 U.S.C. § 114(r). At approximately 1745 hours, I received a call from MBDO (b)(6) stating that he had observed the same male passenger in the airport in the mezzanine area. However, this time the passenger did not have any baggage. I told him that he was on his way to assist. At approximately 1750 hours, MBDO (b)(6) and I observed the passenger sitting in a chair at the windows on the fourth floor ticketing level near door 4. The two bags that the passenger had earlier were under the chair. Since the passenger had been previously assessed Screening Passenger's by Observation Technique (SPOT) behavior's, MBDO (b)(6) and I approached the passenger to ask him if he was flying out. The passenger sarcastically stated that he was flying out... "eventually", and that if MBDO (b)(6) and I had any questions for him they should get to the point. I told him that he is not allowed to be in the airport if he was not flying or if he has no other business. The passenger leaned forward, became very loud and started using profanity stating, "So fuck my civil rights"! This outburst startled several other passenger's that were sitting in the area. I stopped talking to the passenger (b)(3) 49 U.S.C. § 114(r). MBDO (b)(6) and I discussed the situation and decided that the passenger (b)(3) 49 U.S.C. § 114(r) and that Law Enforcement (LEO) assistance would be required. Prior to approaching the passenger, MBDO (b)(6) and I looked for any available Chicago Police Department (CPD) officer, however there was not an officer in the area. At approximately 1752 hours, I called Chicago Midway Communication Center (CMCC) for LEO assistance. At approximately 1800 hours, I contacted SPOT Transportation Security Manager (STSM) (b)(6) to advise her of the call for LEO assistance and described the situation.

At approximately 1804 hours, Department of Aviation (DOA) police, not CPD, arrived at the scene (b)(6), (b)(7)(C) Pietrowski and two other officers began to talk with the passenger. I spoke with SGT. Pietrowski and explained what had happened. SGT. (b)(6), (b)(7)(C) stated that she was going to have the passenger escorted off the airport property. The passenger was escorted off the property at approximately 1810 hours and CMCC was notified of the final disposition of the incident.

Based on my 11 year's of experience as a Transportation Security officer (TSO), Lead Transportation Security officer (LTSO) and Expert Behavior Detection Officer (EBDO), making "Risk Based" assessments, as well as

Signature _____

Date _____

Page 1 of 1

SENSITIVE SECURITY INFORMATION

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U.S. Department of Homeland Security
Transportation Security Administration
Chicago Midway International Airport
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Transportation
Security
Administration

Behavioral Detection Officer
Statement Sheet

adhering to the national campaign of "See something, Say something", I believe this individual posed a threat to the security of Midway International Airport (MDW) and to the traveling public. STSO (b)(6) arrived on the scene at approximately 1800 hours and stated that at approximately 1425 hours a bag fitting the description of one of the bag's that this individual had in his possession was reported as abandoned and that LEO was notified. How he got the bag back I do not know. Finally, this is not the first time this individual has been sighted and reported as being on the premises and escorted out by DOA for trespassing. DOA officer A. Cole stated that he is homeless and has some mental problems. At approximately 1845 hours, while completing the incident report for this occurrence, I asked STSM Thelma Kinnard if a SPOT referral report (Score sheet) needed to be completed and she told me that I did not need to complete one.

Sign (b)(6)

Date

10/6/13

Page 2 of 2

SENSITIVE SECURITY INFORMATION
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STATEMENT #14

U.S. Department of Homeland Security
Transportation Security Administration
Chicago Midway International Airport
5333 South Laramie Avenue, Suite 220
Chicago, Illinois 60638



Transportation
Security
Administration

(b)(3)49
U.S.C. § 114

Statement Sheet

SHIFT: 2nd

DATE: 9/24/2013

Supervisory Transportation Security Officer: (b)(6)

SUBJECT: Unattended bag on 9/30/13

On Monday, September 30th, 2013 at approximately 1435 hours, I, Supervisory Transportation Security Officer (STSO) (b)(6) was working at my desk in the SPOT Transportation Security Manager (STSM) Office located under concourse C of Chicago Midway International Airport. At approximately this time, I received a phone call from Transportation Security Officer (TSO) (b)(6) in regards to an unattended bag left near the animal relief area located by lower level door 4. TSO (b)(6) stated the bag was located in the bushes near the corner of building closest to the parking garage. TSO (b)(6) stated that he had contacted the Chicago Midway Coordination Center (CMCC) and they had called for the Chicago Police Department (CPD). TSO (b)(6) called me again to let me know he was still waiting on CPD, at which time I informed him that I was on my way to view the unattended bag. At approximately 1520 hours, I arrived on the scene and viewed the bag, a blue roller bag, which was in the bushes near the corner of the terminal building closest to the garage, just past the animal relief area. At approximately 1525 hours, Behavioral Detection Officers (BDOs) (b)(6) and (b)(6) happened to be in the area and I informed them about the bag for their own situational awareness. At approximately 1530 hours, I contacted STSM Thelma Kinnard at informed her of the situation. At approximately 1534 hours, STSM Kinnard arrived on scene. At approximately 1535 hours, CPD Officer (b)(6), (b)(7)(C) arrived with K-9. Officer (b)(6), (b)(7)(C) cleared the bag and stated that it probably belonged to a homeless person based on the contents inside. At approximately 1535 hours, Officer (b)(6), (b)(7)(C) took possession of the bag. At approximately 1536 hours, I contacted the CMCC and informed them of the final disposition of the unattended bag. At approximately 1830 hours, BDO (b)(6) called my phone to let me know that the Chicago Department of Aviation was interviewing a person on the 4th floor ticketing by Southwest Airlines whom had a bag that looked similar to the one that was unattended earlier that day. At approximately 1835 hours, I walked over to where CDA was interviewing the person and the bag did appear to be similar to unattended bag from earlier. I spoke with BDO (b)(6) and CDA Officer (b)(6), (b)(7)(C) and informed them of the earlier incident with the unattended bag. Officer (b)(6), (b)(7)(C) stated that CDA would be escorting the individual off the property and were not going to do anything about the bag. I then departed from the scene.

Signature

(b)(6)

Date

10-3-13

Page 1 of 1

SENSITIVE SECURITY INFORMATION
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STATEMENT # 5



Transportation
Security
Administration

Statement Sheet

Shift: 2nd

Date: 10/07/2013

Employee: SPOT TSM- Thelma Kinnard

On September 30, 2013 at approximately 1750, EBDO (b)(6) telephoned me and stated that he had a situation on the fourth floor ticketing Southwest end. I asked EBDO (b)(6) what was the situation and he stated that he had a male individual sitting by the windows and once him and his partner MBDO (b)(6) engaged him he (b)(3) 49 U.S.C. § 114(f) (b)(3) 48 U.S.C. § 114(f) EBDO (b)(6) stated that he notified CMCC to request the Chicago Police Department (CPD). I told EBDO (b)(6) that I was on my way to his location. Upon my arrival, Department of Aviation Police (DOA) was escorting the individual out door #4 on the fourth level. I asked (b)(6) what happened? Did the individual meet our threshold or was he an automatic LEO notification? (b)(6) stated, no and that this individual was observed earlier around 1345 trying to gain access to the checkpoint to get to the food court and he directed this individual out because he did not have a boarding pass and was not flying. (b)(6) stated the while he was on the mezzanine level an employee that work in the airport told him that this individual was in the baggage claim area. (b)(6) stated he called (b)(6) for situation awareness to let him know that this individual was still in the airport. (b)(6) stated that (b)(6) told him not to move and wait on him. (b)(6) and (b)(6) stated that once they both arrived on the fourth level they saw this individual. (b)(6) stated that he informed the individual that he could not stay in the airport if he was not flying. I informed (b)(6) that an

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www.tsa.gov

STATEMENT #6

Incident Report and TISS entry was required however, since the individual did not meet out threshold nor did he fit the Automatic Leo Notification criteria a SPOT Referral report was not necessary. A hard copy of the SPOT Referral report was completed- could not make entry in PMIS. END OF STATEMENT

SPOT = TSM
Signature: *Helma Kinnard*

10/7/13

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STATEMENT #6 CONT.

(b)(6)

20/1/13

SPOT REFERRAL REPORT[illegible]

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

● 2019年11月17日（星期三）

(b)(3); 49 U.S.C. § 114(r)

Section 4.5 Signs of Deception (If two (4) or more signs of deception are identified during casual conversation, automatic L.U. notification is initiated.)

(b)(3):49 U.S.C. § 114(r)

~~ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE~~

SECURITY INFORMATION

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ATTACHMENT # 3

PAGE 442

Revised 4/24/13

~~SENSITIVE SECURITY INFORMATION~~

SPOT REFERRAL REPORT

~~Section 5.1 Possible Suicide Bomber Indicators~~

(b)(3) 49 U.S.C. § 114(r)

~~Section 5.2 Possible Surveillance Activity (Two (2) = LEO)~~

(b)(3) 49 U.S.C. § 114(r)

~~Section 5.3 Automatic LEO Notification~~

(b)(3) 49 U.S.C. § 114(r)

~~Section 6.1 Passenger Data~~

(b)(3) 49 U.S.C. § 114(r)

~~Section 6.2 Prohibited Items~~

(b)(3) 49 U.S.C. § 114(r)

~~Section 6.3 Alarm Resolution~~

(b)(3) 49 U.S.C. § 114(r)

~~Section 7.1 Resolution Statement~~

~~Resolution~~

- ☐ Resolved by TSA through SPOT referral screening
☐ Resolved by TSA through casual conversation (NOT at checkpoint)
☒ Questioned and released by LEO
☐ Questioned and arrested by LEO
☐ Referred for investigation by LEO
☐ LEO responded and not questioned
☐ LEO did not respond (provide details below)
☐ Cited by LEO (if known)
☐ Held by LEO (if known)
☐ Denied boarding by carrier
☐ Denied access to Sterile Area by TSA
☐ Denied access to Sterile Area by LEO (if known)

Monitored by LEO or passenger agent:

- ☐ Registration
☐ Self-debriefing

~~Section 7.2 LEO Resolution~~

~~Primary LEO:~~

- ☒ Local LEO
☐ ATF
☐ CBP
☐ DEA
☐ FIM
☐ FBI
☐ ICE
☐ Other

~~Secondary LEO:~~

- ☐ Local LEO
☐ ATF
☐ CBP
☐ DEA
☐ FIM
☐ FBI
☐ ICE

~~Reason for Arrest:~~

- ☐ Outstanding warrants
☐ Currency
☐ Suspicious drugs
☐ Illegal alien
☐ Fraudulent documents
☐ Unruly passenger
☐ Other

~~Unhappy LEO:~~

☐

Identified by LEO:

Currency Amount:

Amount Amount (Yes/No):

Currency Confiscated (Yes/No):

~~Notifications~~

Screening Manager (NCSAC (Rail, Port))

TSOC Notified:

CCIV Copied:

Manual, Thru

Yes ☒ No ☐

Yes ☐ No ☒

~~SENSITIVE SECURITY INFORMATION~~

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Version 2.0

Revised 02/15



ENTERED INTO DATABASE
10/08/13

~~SENSITIVE SECURITY INFORMATION~~

MDW SPOT Team Daily Activity Log

~~SENSITIVE SECURITY INFORMATION~~

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ATTACHMENT #4

The following notes are from a fact-finding interview with Roderick Hollins that took place in the STSM office on November 13, 2013 at approximately 1254 hours:

I informed BDO (b)(6) that I was the assigned investigator for the incident that took place on September 30, 2013. The purpose of this meeting was to simply gather and confirm any facts for that particular date to see if there are any addendums or changes to the statements he has already provided.

So I asked BDO (b)(6) to re-cap what took place on the date in question and BDO (b)(6) stated the following:

I began by reading the statement provided in the incident report up to the point where BDO (b)(6) and (b)(6) initially engaged the individual walking up the exit lane toward the checkpoint. BDO (b)(6) then began to say that the individual just simply looked out of place and didn't fit the norm of regular passengers but couldn't specifically put his finger on what specifically gave him that impression. BDO (b)(6) did add that the gentleman had two bags as opposed to most passengers only having one. In addition, the fact that the passenger simply turned and walked away when informed that he had to have a boarding pass in order to get to the food court- was also unusual. I asked him if the passenger talked back or mumbled when he walked away- he said not that he heard.

So approximately five (5) hours later (while (b)(3) 49 U.S.C. with another team), BDO (b)(6) received a phone call from BDO (b)(6) informing him that the gentleman that they encountered earlier was still in the airport, which BDO (b)(6) found unusual considering the passenger claimed not to have had a boarding pass earlier. BDO (b)(6) added that even the PBP employees present thought this was unusual, which is why one of the employees brought it to BDO (b)(6) attention that the passenger was still in the airport.

BDO (b)(6) said that the unusual things about this particular individual kept increasing. One of the final unusual things was that the individual had two bags when initially observed/engaged, then BDO (b)(6) saw him coming up the escalator from baggage claim with no baggage, and when the passenger was observed sitting upstairs (prior to the last encounter) he had possession of the baggage again (underneath his chair). So the compilation of unusual things elevated BDO (b)(6) and (b)(6) suspicions and led them to the conclusion that they should engage the individual again.

When BDO (b)(6) and (b)(6) first approached the passenger, he had a very calm and relaxed demeanor (sitting back and leaning to one side). When asked if he was flying out, the passenger simply replied, "...eventually" in a defensive tone and then told them to "...get to the point." BDO (b)(6) said that he then informed the passenger that if he wasn't flying out then he couldn't be in the airport. Once BDO (b)(6) made this statement, he said the passenger went from leaning and relaxed in his chair to sitting upright with a more stern posture, raised his voice and said, "So fuck my civil rights?" in such a manner that the surrounding passengers looked startled and nervous. BDO (b)(6) said that this demeanor and outburst made him (b)(3) 49 U.S.C. § 114(n). So the aforementioned coupled with all of the unusual items caused BDO Hollins and Suggs to call for LEO assistance.

BDO (b)(6) said that prior to calling CMCC for LEO assistance, he and BDO (b)(6) attempted to physically locate a CPD officer with no success, so they decided to request LEO assistance through CMCC. I asked him about trying to contact CPD informally as opposed to formally. BDO (b)(6) said that he didn't understand the formal versus informal and that they did look for a CPD officer before calling one via CMCC because of the importance/need of the situation.

BDO (b)(6) stated that for the first time in his BDO history, four (4) Department of Aviation (DOA) officers responded to the call. (b)(6) said that the DOA Sergeant and responding officers were familiar with the individual because he was homeless and had been in the airport before. Initially, the Sergeant was going to allow the individual to remain until the airport shut down but BDO (b)(6) informed her how the passenger had raised his voice, cursed, and startled the other passengers. So, the DOA Sergeant decided to escort the individual from the premises.

BDO (b)(6) added that when STSM Kinnard arrived on the scene that she asked them if they were conducting SPOT at the time of the incident and he initially responded no but said that he is, "...always conducting SPOT when at work. Yes, technically I wasn't on a (b)(3) 49 U.S.C. § (b)(6) conducting SPOT on the floor but aren't we always supposed to be sheep dogs?"

"Which to me justifies everything that we did", BDO (b)(6) continued, "As a BDO we are trained to engage, prevent, and deter anyone with the intent to do harm. I thought that was what we were supposed to do."

"I was simply trying to prevent something from happening. Being old school BDO I did what I've been trained to do since day one."

When I asked BDO (b)(6) if there was anything that he would have done differently in hindsight, he replied, "I wouldn't have done anything differently. The only other thing I could have done differently was to completely ignore the situation and not responded at all." He also added that it was never explained to him how this investigation came to be even after explaining the situation in detail to Ella and the logic and reasoning used to make the decision that was made.

BDO (b)(6) said, "The only thing I've learned from this is that if I'm not conducting SPOT that I shouldn't go and look for anything. I shouldn't try to prevent anything from happening unless it comes to me while conducting SPOT."

The interview concluded at approximately 1324 hours.



Transportation
Security
Administration

SENSITIVE SECURITY INFORMATION

MDW SPOT Team Daily Activity Log

SPOT Officer: (b)(6)	
Date: September 30, 2013	Day of Week: Monday
Shift Start: 1200	Shift End: 2030

DAILY ACTIVITY LOG			
Start Time	End Time	Narrative/Incident	
1200	1230	In Brief	
1230	1315	(b)(3) 49 U.S.C. § 114(r)	
1315	1330		
1330	1430		
1430	1530		
1530	1630		
1630	1700		
1700	1730		
1730	1800		
1800	1830		
1830	1930		
1930	1945		
1945	2000		
2000	2030		Out Brief
Point of Contact (POC): (b)(6)			
Date: September 30, 2013			
Received By:			
Reviewed By:			
MANAGER COMMENTS/NOTES			
(b)(3) 49 U.S.C. § 114(r)			

SENSITIVE SECURITY INFORMATION

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ATTACHMENT # 5



Transportation
Security
Administration

SENSITIVE SECURITY INFORMATION

MDW SPOT Team Daily Activity Log

SPOT Officer: (b)(6)	
Date: September 30, 2013	Day of Week: Monday
Shift Start: 1200	Shift End: 2030

DAILY ACTIVITY LOG		
Start Time	End Time	Narrative/Incident
1200	1230	PM Brief
1230	1315	(b)(3) 49 U.S.C. § 114(r)
1315	1330	
1330	1430	
1430	1530	
1530	1630	
1630	1700	
1700	1730	
1730	1800	
1800	1830	
1830	1930	
1930	1945	
1945	2000	
2000	2030	Out Brief
Point of Contact (POC): (b)(6)		
Received By:		Date: September 30, 2013
Reviewed By:		
MANAGER COMMENTS/NOTES		
(b)(3) 49 U.S.C. § 114(r)		

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ATTACHMENT # 60

The following notes are from a fact-finding interview with BDO (b)(6) that took place in the STSM office on November 15, 2013 at approximately 1814 hours:

I informed BDO (b)(6) that I was the assigned investigator for the incident that took place on September 30, 2013. The purpose of this meeting was to simply gather and confirm any facts for that particular date and to see if there is any information that he could provide.

I then presented BDO (b)(6) with her DAL for the day and confirmed that she was partnered with BDO (b)(6) on the date in question. BDO (b)(6) confirmed that it was to the best of her recollection.

I asked BDO (b)(6) if she had any knowledge or was aware of the situation with the individual. She replied no and that she wasn't made aware of the situation until it was discussed in our briefing that evening and again during in/out briefing the following day.

I then asked BDO (b)(6) if she recalled working with BDO (b)(6) on the date in question. If so, it isn't notated on the DAL. She then pulled out her SPOT note book; looked at the date in question, and said no she didn't work with him on that date.

Interview ended @ approximately 1837 hours.



Transportation
Security
Administration

SENSITIVE SECURITY INFORMATION

MDW SPOT Team Daily Activity Log

SPOT Officer: (b)(6)			
Date: September 30 TH , 2013		Day of Week: Monday	
Shift Start: 1200		Shift End: 2030	
DAILY ACTIVITY LOG			
Start Time	End Time	Narrative/Incident	
1200	1230	(b)(3) 49 U.S.C. § 114(r)	
1230	1300		
1300	1315		
1315	1330		
1330	1430		
1430	1500		
1500	1530		
1530	1600		
1600	1700		
1700	1730		
1730	1800		
1800	2030	Incident Report, daily paperwork, out brief sign in SSI and equipment	
Point of Contact (POC): (b)(6)		Date: September 30 TH , 2013	
Received By:		Reviewed By:	
		MANAGER COMMENTS/NOTES	
(b)(3) 49 U.S.C. § 114(r)			

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ATTACHMENT # 7

The following notes are from a fact-finding interview with BDO (b)(6) that took place in the STSM office on November 16, 2013 at approximately 1415 hours:

I informed BDO (b)(6) that I was the assigned investigator for the incident that took place on September 30, 2013. The purpose of this meeting was to simply gather and confirm any facts for that particular date and to see if there is any information that he could provide.

I surmised the situation as I understood it. BDO (b)(6) informed me that he had no additional information to add. He also added that in hindsight the only thing he would've changed is the fact that he told STSM Kinnard that he wasn't conducting SPOT when this incident transpired. The reason he said this is because he feels that he is always conducting SPOT 24/7.

Other than that, he said that he wouldn't have done anything differently.

Interview ended @ approximately 1423 hours.



MDW SPOT Team Daily Activity Log

SPOT Officer: (b)(6)	
Date: September 30 TH , 2013	Day of Week: Monday
Shift Start: 1200	Shift End: 2030

DAILY ACTIVITY LOG		
Start Time	End Time	Narrative/Incident
1200	1230	PM In Brief
1230	1300	(b)(3) 49 U.S.C. § 114(r)
1300	1315	
1315	1330	
1330	1430	
1430	1500	
1500	1530	
1530	1600	
1600	1700	
1700	1730	
1730	1800	
1800	1830	
1830	1900	
1900	2000	
2000	2030	
Point of Contact (POC):		(b)(6)
Received By:		Date: September 30 TH , 2013
Reviewed By:		
MANAGER COMMENTS/NOTES		

(b)(3) 49 U.S.C. § 114(r)

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ATTACHMENT #8

The following notes are from a fact-finding interview with BDO (b)(6) that took place in the STSM office on November 16, 2013 at approximately 1430 hours:

I informed BDO (b)(6) that I was the assigned investigator for the incident that took place on September 30, 2013. The purpose of this meeting was to simply gather and confirm any facts for that particular date and to see if there is any information that he could provide.

BDO (b)(6) informed me that he was attempted to contact BDO (b)(6) to update him on the status of a SPOT assist with a TSS-E at the checkpoint. It was at this time that BDO (b)(6) asked him that if it wasn't something that needed immediate assistance, could he please hold off for now because he had a LEO call that he was dealing with.

While en route (b)(3):49 U.S.C. § 114(r) BDO (b)(6) stopped to provide BDO (b)(6) with an update but saw that BDO (b)(6) was still engaged with the LEO. It was at that time that BDO (b)(6) mentioned to BDO (b)(6) that the bags the individual in question had looked similar (color, shape, and size) as an unattended bag during the (b)(3):49 U.S.C. § 114(r) (discovered by the PBT consisting of STSO (b)(6) and TSO (b)(6)).

BDO (b)(6) noted that there were no CPD officers on site, several DOA officers. Two or three were engaging the individual and the others were standing back to observe. BDO (b)(6) then called STSO (b)(6) to inform him that the previously discovered unattended bag (that was cleared by CPD) is now with a passenger that a LEO has been called on.

After that, BDO (b)(6) and (b)(6) then left to conduct (b)(3):49 U.S.C. § 114(r) and were joined by BDO (b)(6) while the other two BDOs (b)(6) completed the paperwork for the LEO call.

It wasn't until our briefing did BDO Dias find out the specific details of what transpired with the LEO call involving BDOs (b)(6) and (b)(6). Additionally, DOA didn't care about the bag correlation because the individual was being "kicked-out" of the airport.

Lastly, I asked if he worked with BDO (b)(6) worked with him (as indicated on the DAL) from 1430-1530 and he confirmed that BDO (b)(6) had indeed conducted (b)(3):49 U.S.C. § 114(r) with him and BDO (b)(6).

Interview ended @ approximately 1505 hours.



SENSITIVE SECURITY INFORMATION

MDW SPOT Team Daily Activity Log

SPOT Officer: (b)(6)	
Date: 09/30/13	Day of Week:
Shift Start: 1200	Shift End: 2000

DAILY ACTIVITY LOG

[illegible]

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ATTACHMENT #10

The following notes are from a fact-finding interview with BDO (b)(6) that took place in the STSM office on November 15, 2013 at approximately 1020 hours:

I informed BDO (b)(6) that I was the assigned investigator for the incident that took place on September 30, 2013. The purpose of this meeting was to simply gather and confirm any facts for that particular date and to see if there is any information that he could provide.

I confirmed that BDO (b)(6) (according to the schedule) worked overtime on second shift for the date in question and assigned with BDO (b)(6). She said yes.

When were you made aware of the situation involving the individual? BDO (b)(6) stated that she knew nothing about the initial contact. She was coming back from break and en route to conduct SPOT on the floor.

How were you made aware of the incident? BDO (b)(6) stated that she couldn't recall if any radio transmissions were made between BDOs (b)(6) and (b)(6). She stated, "I think that I saw BDO (b)(6) near the escalators and there was a lot going on this particular day. (A lot of police calls had taken place for unattended bags.)" She continued, "I remember seeing (b)(6) on the phone and I recall seeing DOA officers and not CPD officers. I didn't really remember or get involved because I don't know any of the DOA officers on second shift, so I just observed. I didn't know any facts, hear any phone conversations, and since LEOs were already there I figured that the situation was being handled and continued on to

(b)(3) 49
U.S.C. § 1

So at what point did you hear the particulars of the situation? She said that she just remembers that the day of (b)(6) commented on how the others are going to have a lot of paperwork that evening and that out briefing was going to be interesting. BDO (b)(6) didn't hear any specifics about what transpired until the in/out briefing the following day.

I also went over BDO (b)(6) daily activity log with her and showed her the inconsistencies. BDO (b)(6) pulled out her SPOT notebook and looked at the date in question. She then compared her DAL to her partner's (b)(6) and stated that his DAL was correct. Specifically:

- 1430-1530 BDO (b)(6) confirmed she made a mistake and was on a (b)(3) 49 U.S.C. § 114(r) with BDOs (b)(6) and (b)(6) (b)(3) 49 U.S.C. § 114(r)

- 1530-1630 BDO (b)(6) confirmed that she and (b)(6) were on a (b)(3) 49 U.S.C. § 114(r) when they were called for an unattended bag

- 1800-1900 BDO (b)(6) made a mistake when she put (b)(3) 49 U.S.C. § 114(r) and that she was actually on a (b)(3) 49 U.S.C. § 114(r) with BDOs (b)(6) and (b)(6)

When I asked her why all of the mistakes, she said that she was recycling a previously completed DAL and didn't go back and make the updates. She also added that BDO (b)(6) was working until the end of the shift and had more time to complete a thorough report.

Interview ended @ approximately 1037 hours.



Transportation
Security
Administration

SENSITIVE SECURITY INFORMATION

MDW SPOT Team Daily Activity Log

SPOT Officer: (b)(6)	
Date: 09/30/2013	Day of Week: Monday
Shift Start: 0600	Shift End: 1430-1830

DAILY ACTIVITY LOG		
Start Time	End Time	Narrative/Assignment
0600	0630	BDO Office: In Brief--equipment-- sign in.
0630	0730	(b)(3), 49 U.S.C. § 114(r), (b)(6)
0730	0800	
0800	0815	
0815	0830	
0830	0930	
0930	1000	
1000	1100	
1100	1200	
1200	1230	
1230	1300	
1300	1400	
1400	1415	
1415	1430	
1430	1530	
1530	1600	
1600	1615	
1615	1700	
1700	1800	
1800	1830	
Point of Contact (POC): Thelma Kinnard		Date: 09/30/2013
Received By:		Reviewed By: Thelma Kinnard
MANAGER COMMENTS/NOTES		
(b)(3), 49 U.S.C. § 114(r)		

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ATTACHMENT # 11

The following notes are from a fact-finding interview with BDO (b)(6) that took place in the BDO office on November 14, 2013 at approximately 1815 hours:

I informed BDO (b)(6) that I was the assigned investigator for the incident that took place on September 30, 2013. The purpose of this meeting was to simply gather and confirm any facts for that particular date and to see if there is any information that he could provide.

I confirmed that BDO (b)(6) (according to the schedule) worked overtime on second shift for the date in question and assigned with BDO (b)(6).

When were you made aware of the situation involving the individual? BDO (b)(6) stated that she didn't know anything about the LEO referral that took place on the date in question. She also added that she wasn't made aware of the LEO referral until an in/out briefing a day or so later where it was discussed in depth.

I asked BDO (b)(6) if she recalled working with BDO (b)(6) on the date in question. She replied that she did not.

Interview ended @ approximately 1826 hours.



MDW SPOT Team Daily Activity Log

Point of Contact (POC):	(b)(6)	Date:	09/30/2013
Received By:		Reviewed By:	
MANAGER COMMENTS/NOTES			

(b)(3); 49 U.S.C. § 114(r)

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TSA 15-00014 - 008375

The following notes are from a fact-finding interview with BDO (b)(6) that took place in the STSM office on November 14, 2013 at approximately 1710 hours:

I informed BDO (b)(6) that I was the assigned investigator for the incident that took place on September 30, 2013. The purpose of this meeting was to simply gather and confirm any facts for that particular date and to see if there is any information that he could provide.

I confirmed that BDO (b)(6) (according to the schedule) worked overtime on second shift for the date in question. BDO (b)(6) said yes. I then confirmed that he was partnered with BDO (b)(6) - who was also working overtime- and that they both worked until 1830 hours that day. BDO (b)(6) confirmed this also. I then presented BDO (b)(6) daily activity log for September 30th to show him that it was incomplete not only for his regular AM shift but also for the overtime worked on second shift. I then asked him if he had completed or saved another one somewhere and BDO (b)(6) replied that no- he did not. I asked him why the one saved on the share site was incomplete and BDO (b)(6) asked me what the date was again. I reiterated that it was for September 30th and he replied, "Ok, I will take care of it." He then asked me about another statement requested of him for another incident.

I then moved forward and referenced the LEO referral that took place with BDO (b)(6) and (b)(6). I asked BDO (b)(6) what knowledge he had regarding this matter. BDO (b)(6) stated that he didn't have any first-hand knowledge of the incident that took place until it was discussed during in/out briefing the following day.

Interview ended @ approximately 1725 hours.

The following notes are from a fact-finding interview with STSM Thelma Kinnard that took place in the STSM office on November 15, 2013:

I informed STSM Kinnard that I was the assigned investigator for the incident that took place on September 30, 2013. The purpose of this meeting was to simply gather and confirm any facts for that particular date and to see if there is any additional information that she could provide.

I gave STSM Kinnard her statement and asked her if there were any changes or additions that she would like to her statement provided in reference to the incident that took place with the individual, BDO (b)(6), and BDO (b)(6).

After STSM Kinnard read her statement, in hindsight she should have asked BDOs (b)(6) and (b)(6) "What was your purpose or reasoning for engaging the individual the second time? This is also why I asked them when I arrived were they conducting SPOT and they both replied "no".

I asked her, "When you responded, what was your understanding of the situation?" STSM Kinnard stated, "When I was initially called, all I was told by BDO (b)(6) that he engaged an individual who became (b)(3) 49 U.S.C. § 114(f) and using profanity. He also told me that he notified CMCC to request CPD to upper level door four. I told him that I was on my way to the location."

When STSM Kinnard arrived on the scene, DOA was already present and escorting that individual out of the airport through door #4.

I asked STSM Kinnard, "At what point were you given all of the information regarding the incident?" STSM Kinnard stated that immediately after the DOA escorted the individual off the premises was when BDO (b)(6) approached her and said, "Thelma, here is what happened. Tre, tell her what happened." STSM Kinnard then stopped BDO (b)(6) and said, (b)(6) you are the point of contact- I need to know from you exactly what happened. Were you conducting SPOT? Did he reach our threshold or was he an automatic LEO notification?"

BDO (b)(6) responded, "No, we weren't conducting SPOT but we're going to start from the beginning. Tre, tell her what happened from the beginning."

BDO (b)(6) then began to relay what occurred with this passenger beginning at the checkpoint at approximately 1345 hours when the individual was first encountered. The story was stated to her was different from what was stated in the incident report. STSM Kinnard then began to relay what was in her statement. (See STSM Kinnard's statement # 6)

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

ATTACHMENT #13