

Performance Goal: Operate in accordance with SPOT SOP to ensure effective execution of local SPOT operations by: demonstrating knowledge of SPOT SOP; fulfilling all requirements in SPOT SOP Section 2.4 STSM Duties, and: actively performing at least 24 hours of SPOT each pay period by conducting Walk the Line (WTL), Behavior Observation, and Casual Conversation (CC) duties.

Achieved Expectations: Successfully qualifies on one BDO Job Knowledge Test (JKT) during the performance year. Successfully complies with all requirements in SPOT SOP Section 2.4 STSM Duties. Actively conducts SPOT (WTL, Behavior Observation, and CC) for at least 24 hours each pay period.

Achieved Excellence: Successfully qualifies on one BDO Job Knowledge Test (JKT) on the first attempt, and trains others in SPOT SOP content. Actively conducts SPOT for 32 or more hours each pay period and develops effective method to track STSM SPOT hours each pay period. Successfully complies with all requirements in SPOT SOP Section 2.4 STSM Duties, and develops and/or executes additional developmental SPOT training and activities to enhance BDOs' SPOT knowledge and capability.

Required Action Checklist:

- Include the quality control performance goal in FY11 performance plans.
- Communicate the new goal to the employee.
- Ensure this goal is weighted at 20%.
- Re-calculate all performance goal weights to ensure they add up to 100%.

Performance Goal: Operate in accordance with SPOT and Playbook SOPs to ensure effective execution of local SPOT operations by: Maximizing the utilization of Playbook through quantitative tracking of overall playbook hours, as well as hours working in tandem with other transportation security factions, to include but not limited to K9, LEO, TSI, and TSS-E involvement. Also, qualitatively assess raw data to enhance the overall effectiveness of SPOT operations based on type of play, type of resources, flight loads, and current intelligence.

Achieved Expectations: Successfully monitor and track overall SPOT Playbook hours based on the current standards dictated by Headquarters, which is an average of (b)
314 total Playbook hours worked each day with an overall staffing of 21 Behavior Detection Officers (including SPOT TSMs). Successfully compile all data on the CMH SPOT spreadsheet, which tracks overall Playbook hours worked each day as well as individual BDO Playbook hours worked.

Achieved Excellence: Successfully monitor and track SPOT Playbook hours worked in conjunction with outside entities, including but not limited to ALS, K9, LEO, TSI, and TSS-E involvement. Continually assess the effectiveness of Playbook operations to enhance the impact of the SPOT Program as an asset utilized in conjunction with other entities.

Required Action Checklist:

- Complete the CMH Playbook spreadsheet at the end of every Pay Period to ensure accurate and effective allocation of SPOT resources for checkpoint and Playbook operations.
- Ensure accurate accounting of Playbook hours on daily Shift Summaries, including all entities involved in Playbook operations.
- Coordinate with all shifts the intent and necessity to fulfill obligatory Playbook hours each Pay Period.
- Ensure this Goal is weighted at 20%

Performance Goal: Maintain a high grade point average in the program of Master of Arts in Diplomacy, with a specialization in Terrorism from Norwich University. Apply a comprehensive understanding of diplomacy in terrorism to job skills. Incorporate diplomatic application to management duties, while applying understanding of terrorism to the SPOT Program.

Achieved Expectations: Successfully attain a Master of Arts degree in Diplomacy from Norwich University with no lower than a 3.5 grade point average and apply that knowledge to the CMH SPOT Program through briefings and on the job analysis.

Achieved Excellence: Successfully attain a Master of Arts degree in Diplomacy from Norwich University with a 4.0 cumulative grade point average of 4.0 and publish a research paper on terrorism in an academic periodical.

Required Action Checklist:

- Conduct BDO daily briefings utilizing a comprehensive understanding of diplomacy and terrorism.
- Ensure this Goal is weighted at 20%