

Program Compliance Assessment (PCA) Checklist

Version 3.0

Page 2

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

Table of Contents

General Duties.....	4
Managerial Duties (STSM Only).....	5
Behavior Observation.....	7
Active	
Engagement.....	10
Referral Screening.....	10
LEO Referral Screening.....	13
Reporting Requirements.....	16

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

#	Topic	Form Question	Reference(s)
General Duties			
1	Civil Liberties	BDO conducts BD must be conducted without regard to race/ethnicity, color, gender/sex, gender identity, religion, national origin, sexual orientation, or disability.	2.1.D
2	Reporting Events	(b)(3):49 U.S.C. § 114(r)	5.1.B
3	Activity Log		5.2.C
4	Cell Phone		3.2.B.1
5	Notebook		3.2.B.2
6	Playbook Knowledge		Playbook SOP 2.5.C.2

WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.

#	Topic	Form Items	Reference(s)
Managerial Duties (STSM Only)			
7	Proficiency (BDA TSM ONLY)	All BDA TSMs must maintain their proficiency by assessing behavior and appearance indicators, conducting ACTIVE ENGAGEMENT (AE) and RESOLUTION CONVERSATION (RC) (as applicable) for at least 8 cumulative hours every 14 days.	2.2.D and
8	Mentor BDOS (BDA TSM ONLY)	The BDA TSM must perform mentoring activities with BDOs for a minimum of 8 cumulative hours every 14 days.	2.3.B
9	Report to and Assist BDA Coordinator (BDA TSM and SBDO ONLY)	BDA TSMs must report directly to the BDA Coordinator on all matters related to the BDA Program. The BDA Coordinator and TSMs must meet at least once per week to review any BDA activities and issues related to personnel, data collection, incident reporting, and certification status.	2.3.A.1 and 2.3.A.2
10	BD Certified Designee (BDA TSM and SBDO ONLY)	The BDA TSM or SBDO must assign an LBDO to assume operational oversight whenever a BDA TSM or SBDO is not on duty. Another BD-certified designee may assume operational oversight if an LBDO is unavailable	2.3.D
11	Supervise for Program Compliance (BDA TSM and SBDO Only)	All BDA leadership holds the responsibility of addressing performance and disciplinary issues as they arise in their designated capacity. Ignoring these issues often has a negative impact on the rest of the team. Accountability is critical to success. SBDO breaks and lunches should be assigned in a manner that maximizes supervisory floor coverage and ensures accountability and program compliance .	BDA Program Handbook 1.2.E and 4.1.F
12	Deploy BDOs (BDA TSM and SBDO ONLY)	The BDA TSM or SBDO must use local intelligence and knowledge to deploy teams where risk is elevated and the amount of individuals screened by BD is maximized.	2.3.F.3
13	Shift Briefings (BDA TSM and SBDO ONLY)	The BDA TSM or SBDO must Hold daily briefings to discuss all shift events and disseminate any announcements to include intelligence updates. Direct BDOs to attend checkpoint screening briefings when the BDA workload permits.	2.3.F.1 and 2.3.F.2
14	Ensures TSOC Notification (BDA TSM ONLY)	All BDO LEO notifications must be reported to the TSOC as described in OD-400-18-2 series, via telephone at 1-866-655-7023 (for callers within the United States, Puerto Rico, and Canada) or 1-703-563-3240 (for	5.1.B and 5.5.A.2

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

		international callers) and in writing to the TSOC.	
15	Report Significant Incidents to HQ (BDA TSM ONLY)	BDA TSM or designee must send a copy of all reports to BDA.mailbox@tsa.dhs.gov with the subject line, "TSOC Reporting (insert airport code here)."	5.5.A.2
16	Review Referral Reports (BDA TSM ONLY)	BDA TSM or designee must confirm that All completed BDA Referral Reports are collected and reviewed for completeness and accuracy at the end of each shift, and ensure that no SPII recorded.	5.5.A.3
17	Promote Referral Reports (BDA TSM ONLY)	BDA TSM or designee must confirm that PMIS entries have been promoted as soon as possible, but no later than 24 hours after the time of entry.	2.4.F.1
18	Review Incident Reports and Enter Into PARIS and TISS (BDA TSM ONLY)	BDA TSMs must ensure Incident Reports are completed and entered into PARIS and TISS and that the security basis for all actions taken by TSA personnel is thoroughly documented in the report. BDA TSMs must ensure that all LEO notifications during BD are checked as a SAR candidate in the PARIS database. Ensure all LEO notifications are reported as soon as possible, but no later than 24 hours after the incident by e-mail to the BDA HQ Program Office at BDA.mailbox@tsa.dhs.gov. Also notify the airport assigned field counsel through the BDA Coordinator, as directed by the FSD.	5.5.B.2 and 5.5.B.3
19	Shift Summary (BDA TSM ONLY)	Ensure that all daily shift summary information is completed and entered into the BEAM database by the end of each operational day. For airports where BEAM is not in use, daily shift summaries must include, at a minimum, the BDOs on duty and their daily activities such as BD assignment areas, Playbook activities, and/or any additional special events or activities.	5.5.C
20	Report Complaints to BDA HQ (BDA TSM ONLY)	Whenever an individual expresses an interest in filing a complaint against BDA personnel or the BD process based on allegations of profiling, discrimination, or civil liberties violations, a BDA TSM must ensure that the individual is provided information on how to file a complaint with the Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement's Multicultural Branch.	2.1.J
21	SSI Protection (BDA TSM ONLY)	Secure all reports, logs, and forms using SSI protocols.	5.5.D

Page 6

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

#	Topic	Form Items	Reference(s)
Behavior Observation			
22	Partner	(b)(3):49 U.S.C. § 114(r)	3.2.A and 3.5.C
23	Checkpoint Check-in		3.2.C
24	Initial Strategy		3.2.D
25	Positioning		3.2.E and 3.5.G
26	Rotate with Partner		3.2.D
27	Establish Environmental Baseline		3.3.A

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know," as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

28	Environmental Baseline Changes		3.3.B and 3.3.C
29	Environmental Baseline Deviations		3.4.A
30	Point Values		3.4.A
31	Continued Assessment		3.4.B.1 and 3.5.F
32	Refer To Another BDO(s)		3.4.B
33			3.4.B.3

WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.

~~SENSITIVE SECURITY INFORMATION~~

Page 9

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

#	Topic	Form Items	Reference(s)
Active Engagement			
34	Brief Verbal Engagements	(b)(3):49 U.S.C. § 114(r)	3.5.A
35	Engaging Displayed Behaviors		3.5.E
36	AE Demeanor		3.5.H.1 and 3.5.H.2
37	(b)(3):49 U.S.C. § 114(r)		3.5.H.3
38	Physical Search		3.5.H.4 and 3.5.H.5

#	Topic	Form Items	Reference(s)
Referral Screening			
39	BDR Threshold	(b)(3):49 U.S.C. § 114(r)	3.6.A
40	Notify WTMD/AIT TSO		3.6.D

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

41	Appropriate Pat Down	(b)(3):49 U.S.C. § 114(r)	3.6.1.B and 3.6.F.3
42	Review ID and Travel Documents		3.6.2.A
43	X-Ray and Liquid Screening		3.6.3.A.1
44	(b)(3):49 U.S.C. § 114(r)		3.6.3.A.1.a and 3.6.3.A.1.a
45			3.6.3.A.1.b and 3.6.3.A.1.c

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

46	Resolution Conversation		3.6.4.A
47	Continue Observation During Resolution Conversation		3.6.4.C
48	Resolution Conversation Demeanor		3.6.4.E.1
49	(b)(3):49 U.S.C. § 114(r)		3.6.4.G
50			3.6.4.H.2
51	Complete Screening		3.6.4.I

WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.

#	Topic	Form Items	Reference(s)
LEO Referral Screening			
52	LEO Threshold	(b)(3):49 U.S.C. § 114(r)	3.6.I
53	Identifies LEO Situations		3.6.4.E.2 and 3.7.B

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

		(b)(3); 49 U.S.C. § 114(r)	
54	Notifications of LEO Referral		3.7.C.1
55	Communicate Context to LEO		3.7.D.1
56	Documentation		3.7.E
57	FSD/Designee Authorization		3.7.F.3

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

~~SENSITIVE SECURITY INFORMATION~~

(b)(3):49 U.S.C. § 114(r)

Page 15

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

#	Topic	Form Items	Reference(s)
Reporting Requirements			
58	Describe Environmental Baseline	(b)(3):49 U.S.C. § 114(r)	3.3.D
59	Record Referral Information		5.2.B
60	BDA Referral Reports Complete Within 24 Hours		5.3.J
61	SPII	Sensitive Personally Identifiable Information (SPII) of individuals selected for BDR SCREENING, LEOs, or other non-TSA personnel must not be recorded on or attached to any BDA Referral Report, or entered into PMIS.	5.3.E
62	Incident Reports Submitted within 24 Hours	(b)(3):49 U.S.C. § 114(r)	5.4.B and 5.4.F

WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.

~~SENSITIVE SECURITY INFORMATION~~

		directed by the FSD.	
63	Reports During Slow Periods	(b)(3):49 U.S.C. § 114(r)	5.3.I

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know" as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

TRANSPORTATION SECURITY ADMINISTRATION

Program Compliance Assessment (PCA) Team Handbook

**U.S. Department of Homeland Security
Transportation Security Administration
601 South 12th Street Arlington, VA 20598
Draft Version 1.0
07/28/2014**

CONTROL PAGE

CHANGE NUMBER	DATE:	POSTED BY:

Table of Contents

1. GENERAL.....	4
1.1. INTRODUCTION	4
1.2. PCA MISSION STATEMENT.....	4
1.3. DEFINITIONS.....	5
1.4. ACRONYMS.....	6
1.5. DOCUMENT CONTROL AND AVAILABILITY	6
2. GENERAL, OPERATIONAL, AND COMMUNICATION EXPECTATIONS.....	7
2.1. GENERAL EXPECTATIONS	7
2.2. ADMINISTRATIVE STANDARDS	7
2.3. TRAVEL EXPECTATIONS AND OPERATIONAL STANDARDS	8
2.4. COMMUNICATION.....	8
3. RECRUITMENT AND RELEASE OF TEAM MEMBERS.....	9
3.1. RECRUITMENT	9
3.2. BACKFILL.....	9
3.3. RELEASE FROM PCA TEAM.....	9
3.4. RESIGNATION	10
4. PCA MISSION DEPLOYMENT ROLES AND RESPONSIBILITIES.....	11
4.1. PRE-DEPLOYMENT.....	11
4.2. PCA SITE VISIT DEPLOYMENT	11
4.2.1. GENERAL RESPONSIBILITIES.....	12
4.2.2. PCA OBSERVATIONS	13
4.3. DATA ENTRY FOR PCA TEAM MEMBERS.....	14
4.3.1. DATA ENTRY COMMENTS	14
4.4. PCA LEAD BDA TSM RESPONSIBILITIES	15
4.4.1. PCA LEAD BDA TSM RESPONSIBILITIES PRE-DEPLOYMENT.....	15
4.4.2. PCA LEAD BDA TSM RESPONSIBILITIES DURING PCA SITE VISIT	16
5. TRAVEL.....	18
5.1. GENERAL TRAVEL STANDARDS	18
5.2. TIME IN TRAVEL STATUS.....	18
5.3. TRAVEL ALLOWANCES, PER DIEM, AND MISCELLANEOUS EXPENSES	19

5.4. PERSONAL EMERGENCY TRAVEL	20
5.5. GOVERNMENT TRAVEL CARD STANDARDS.....	20
5.6. ABUSE OF GOVERNMENT TRAVEL CARD	21
5.7. CONCUR MULTI-TRIP AUTHORIZATIONS	22
5.8. CONCUR VOUCHERS	22
6. HUMAN CAPITAL.....	23
6.1. DO NOT DEPLOY (DND) GUIDANCE.....	23
6.2. TIME AND ATTENDANCE REPORTS.....	23
APPENDIX A: CREATING A MULTI-TRIP VOUCHER (will update with Concur)	25
APPENDIX B: LINKS AND REFERENCES	26

1. GENERAL

1.1. INTRODUCTION

Program Compliance Assessments (PCA) support the strategic goal of the Office of Security Operation (OSO) Behavior Detection and Analysis (BDA) Program Office by enhancing standardization and compliance with TSA's Behavior Detection policies and procedures. The PCA process provides quality assurance oversight measures to the BDA Program Office and acts as a mechanism to identify, mitigate, and track issues at individual airports for both immediate action and further exploration. This PCA Team Handbook is designed to aid and support PCA team members in their roles and responsibilities through each phase of a PCA mission.

1.2. PCA MISSION STATEMENT

Mission

The PCA process applies a detailed analysis to ensure the most effective and efficient deployment of the BDA program on both a local and national level. PCA visits not only identify areas of improvement, but also assist and strengthen the BDA program as a whole. PCA visits help to shape a healthy program at each BDA airport by ensuring the accurate and consistent application of Behavior Detection and Analysis (BDA) procedures throughout the nation. PCA deploys high-performing BDA Transportation Security Managers (TSM) and Behavior Detection Officers (BDO) that have been endorsed by their airport of record (AOR) to conduct assessments of BDA operations at designated airports using a standardized checklist. The PCA checklist is an itemized list of requirements outlined in the BDA Standard Operating Procedure (SOP). PCA members produce objective, quantitative data that will facilitate the identification, tracking, and analysis of operational issues and deficiencies at the airport level that may require further exploration and potentially corrective actions.

Vision

PCA will ensure the accurate and consistent application of BDA operations in adherence to all Behavior Detection related policies nation-wide. Airports also gain the ability to utilize PCA's objective feedback to build from the foundations of BDO and BDA TSM performance, helping to standardize and improve the quality of BDA capabilities.

Core Values

- Mission
- Integrity
- Team Work
- Competence

1.3. DEFINITIONS

- A. Airport of Record (AOR)** –Duty station located on the PCA Team Member’s SF-50. The AOR is also known as the “home airport”.
- B. Behavior Detection (BD)** – The process of detecting behaviors and activities that deviate from an established environmental baseline. Individuals whose behaviors meet or exceed predetermined thresholds are referred for additional screening or law enforcement intervention.
- C. Behavior Detection Officer (BDO)** – Any Master or Expert 1802-series employee who is certified in and authorized to conduct Behavior Detection.
- D. BDA Transportation Security Manager (BDA TSM)** – A Behavior Detection-certified Transportation Security Manager who is responsible for the local operations of the BDA Program and supervision of BDOs. For the purposes of this handbook, a BDA Manager who oversees the deployment and acts as a liaison between the PCA and FSDs within the assigned assessment airport.
- E. Behavior Detection and Analysis (BDA) Program Office** – The TSA Headquarters entity responsible for the management and operations of the Behavior Detection Program, including content and expertise for Behavior Detection and Analysis PCA curriculum and missions.
- F. Lead BDA TSM** –The BDA TSM that is assigned to act as the operational lead on a PCA site visit.
- G. PCA Program Office Representative** --HQ Team Lead that oversees the planning and execution of a PCA mission.
- H. PCA Deployment** – A TDY assignment to conduct a Program Compliance Assessment or to attend meetings and programs as assigned by the BDA Program Office.
- I. PCA Mission** – The entirety of a PCA operation from start to finish, including the planning, execution, and post-deployment phase.
- J. PCA Site Visit** – Onsite operations that occur at a designated BDA airport where PCA team members are deployed to conduct observations.
- K. Visit Roster Tracking Tool (VRTT)** – Excel spreadsheet that contains the names of each local BDO and their assigned number, which is used to track the PCA team member(s) that worked with each local BDO and duration.
- L. Temporary Duty (TDY)** – A place away from an employee’s permanent duty station, where the employee is authorized to travel for the Government.

1.4. ACRONYMS

AOR	Airport of Record
BD	Behavior Detection
BDA	Behavior Detection and Analysis
BDA TSM	BDA Transportation Security Manager
BDO	Behavior Detection Officer
BEAM	BDO Efficiency and Accountability Metrics
COC	Chain of Command
DND	Do Not Deploy
FSD	Federal Security Director
GSA	Government Services Administration
GTC	Government Travel Card
MTV	Multi-trip Voucher
OSO	Office of Security Operations
POC	Point of Contact
RDO	Regular Day Off
SOP	Standard Operating Procedure
TA	Travel Authorization
TAR	Time and Attendance Report
TDY	Temporary Duty
VRTT	Visit Roster Tracking Tool

1.5. DOCUMENT CONTROL AND AVAILABILITY

- A. This document must be made available to all PCA Team members, PCA HQ Personnel, BDA Coordinators and FSDs.
- B. All PCA Team Handbook inquiries must be directed to the Program Compliance Section at: PCA@tsa.dhs.gov.
- C. ~~This Handbook contains Sensitive Security Information (SSI). It must be handled and safeguarded appropriately, and if lost or stolen, immediately send an email to SSI@dhs.gov. Identify the missing item; include a full description and give information for a local point of contact.~~

2. GENERAL, OPERATIONAL, AND COMMUNICATION EXPECTATIONS

PCA personnel may be deployed in temporary duty (TDY) status to any BDA airport. Regardless of the assignment, there are certain protocols, policies and procedures governing PCA team membership.

2.1. GENERAL EXPECTATIONS

- A. A PCA team member is required to be a full-time employee with one year minimum service with TSA and one year service in the capacity of a BDO or BDA TSM.
- B. Understand and comply with all guidance and procedures as directed in this PCA Team Handbook, the BDA SOP, other applicable SOPs, TSA Management Directives (MD), TSA Operational Directives (OD), and policies set per the Collective Bargaining Agreement.
- C. Represent the highest standards in applying Behavior Detection with dignity, integrity, and professionalism, whether on or off duty.

2.2. ADMINISTRATIVE STANDARDS

- A. PCA members must understand, at a minimum, how to:
 - 1. Create documents in Microsoft Word, Excel, Outlook and Adobe (PDF)
 - 2. Password-protect a document
 - 3. Attach a document to an email
 - 4. Navigate the BDA and PCA iShare sites.
- B. PCA team members must maintain their qualification as a PCA team member by completing all BDA and PCA required training classes, to include mandated training and OLC requirements, on time.
- C. Receive and maintain Playbook and Managed Inclusion I and II certification, if AOR permits.
- D. Maintain the government travel card according to all applicable management directives.
- E. PCA team members must have access to the BDO Efficiency and Accountability Metrics (BEAM) system, be knowledgeable on data entry procedures, understand and comply with AOR and BDA Program Office policies.
- E. Accurately enter appropriate codes, duty times and validate time and attendance prior to the end of deployment.

- F. Understand and comply with the requirements of the Airport of Record (AOR) policies regarding the Time and Attendance Report (TAR).
- G. Ensure that quarterly blanket authorizations are correctly created in Concur per section 5.7.2 and Appendix 1 of this Handbook.
- H. Fully understand and coordinate EPMP/TOPS requirements with AOR supervisors, completing requirements within prescribed due dates.
- I. Update the Do-Not-Deploy calendar on the PCA iShare site with dates unavailable for TDY per the guidance in section 6.1 of this Handbook.
- J. Maintain accurate and current contact information with BDA Program Office.
- K. Have and maintain a valid U.S. Driver's License.

2.3. TRAVEL EXPECTATIONS AND OPERATIONAL STANDARDS

PCA Team Members are required to:

- A. Understand and demonstrate knowledge of the PCA Checklist and assessment criteria during each PCA site visit.
- B. Have the ability to deploy within short notice.
- C. Endure deployments that may extend two consecutive weeks.
- D. Work flexible schedules and irregular hours to meet operational requirements.
- E. Be exposed to a wide variety of different environment conditions, climates, changes in altitude, and areas that may affect medical conditions (such as allergies).
- F. Understand and follow the operational Chain of Command (COC) as appropriate during periods of deployment and non-deployment.
- G. Properly use all TSA and government issued equipment (i.e. Blackberries, laptops, memory sticks, etc.).
- H. Perform duties specified by the Lead BDA TSM and the PCA Program Office representative.

2.4. COMMUNICATION

The BDA Program Office is committed to open communication between the PCA team member, the PCA Team Lead, and the PCA Program Office staff. Email is the primary method of communication. To maintain proper communication, PCA team members are also required to:

- A. Check their TSA email account daily.
- B. Manage their email account so as not to exceed its maximum capacity.
- C. When deployed, carry TSA-issued phone while on and off duty.
- D. Answer phone calls and respond to e-mails as received, or as feasible. Respond promptly to PCA Program Office/team member calls or messages.

3. RECRUITMENT AND RELEASE OF TEAM MEMBERS

3.1. RECRUITMENT

Recruitment for PCA team members will be an ongoing and sustainable process implemented by the BDA Program Office. Candidates are asked to volunteer to serve a minimum of twelve (12) months with the team. Regardless of previous placement on a site visit, PCA BDOs and BDA TSMs will have to go through the recruitment process each fiscal year. Although the process may be updated from year to year, at a minimum, the process will include:

- BDA announcement of recruitment with instructions.
- Application of nominee.
- Candidate vetting through local chain of command, which will include the FSD.
- Candidate vetting through PCA Program Office.
- Final FSD endorsement.
- Probation period to include candidate evaluation during PCA deployment.
- Notification of acceptance to PCA team.

3.2. BACKFILL

Due to the limited number of backfill allocations, PCA will only have the available resources to backfill CAT X airports. The BDA Program Office will continue to rely upon PCA team members selected from CAT I airports on a voluntary basis to fulfill this critical mission. Each CAT X airport who supports at least two (2) PCA team members will receive a backfill of 1 FTE. Regardless of additional PCA team members no more than 1 FTE will be granted to individual CAT X airports.

The BDA Program Office remains committed to notifying airport leadership well in advance of a potential PCA deployment and will make every effort to deploy no more than two PCA team members on any given week. Participating in a PCA site visit at the discretion of each respective FSD and the BDA Program Office will request permission for each deployment.

3.3. RELEASE FROM PCA TEAM

PCA team members will be held to high standards for professionalism and integrity. Team members may be released from the PCA team for any of the following, but not limited to:

- A. Receipt of a disciplinary action resulting in a Letter of Reprimand or greater.

- B. At the request of the AOR FSD.
- C. Upon promotion to BDA TSM position.
- D. Repeated failure to meet and adhere to PCA Operational and Administrative Standards.
- E. Abuse of the Government Travel Card (GTC) to include delinquency and/or misuse, as described in section 5.6.2 of this Handbook.
- F. Violations that include lack of candor or misconduct calling into question the integrity of the PCA team member.
- G. PCA team members who are in a Do Not Deploy (DND) status for longer than 90 days.
- H. Refusal or failure to execute TDY travel orders. Any deviation from prescribed travel itinerary (without the prior approval from OSO) is a failure to execute travel orders. Situations out of the control of the individual, such as weather, are not considered failure to adhere to orders.

3.4. RESIGNATION

PCA team members who voluntarily choose to resign must submit a request in writing to PCA@tsa.dhs.gov stating the desire to be removed. Since the PCA team membership is voluntary, all requests for removal will be honored. However, requests for removal will not be approved if submitted during a PCA site visit.

4. PCA MISSION DEPLOYMENT ROLES AND RESPONSIBILITIES

A PCA Program Office representative is responsible for the planning and oversight of each PCA mission. A brief overview of the roles of the Program Office representative is described throughout this chapter, as well as, a detailed breakdown of the roles for PCA BDOs and BDA TSMs while deployed on site visits.

4.1. PRE-DEPLOYMENT

Prior to a mission, the PCA Program Office representative will confirm site visit dates, request PCA team members, coordinate with the airport to gather any necessary information, and communicate with team members to share pertinent mission and travel information. PCA BDOs and BDA TSMs will be notified of their assignment to a site visit via email from a PCA Program Office representative after the FSD has approved participation. Team members must follow the items in this section to be prepared for deployment.

- A. Review PCA checklist prior to deployment.
- B. Read all email communication from PCA Program Office representative and PCA Lead BDA TSM, and respond when appropriate.
- C. Submit preferred shift and any other requested information to PCA Lead BDA TSM.
- D. Work with local Financial Specialist to ensure quarterly blankets are properly created and that all required travel needs are taken care of prior to the deployment.
- E. Work with AOR to adjust schedule as needed to anticipate the TDY week. Generally, TDY week will be 40 hours. Six (6) day deployments may require additional hours.

4.2. PCA SITE VISIT DEPLOYMENT

A PCA Program Office representative will act as the overall team lead for each PCA mission. Generally, the night before operations are scheduled to begin a team meeting will be conducted to cover operational information, disseminate PCA notebooks, and discuss other items pertinent to the PCA mission. Team member briefings will continue throughout PCA operations to discuss daily observations and gain overall feedback of site visit progression.

The PCA Program Office representative or a Lead BDA TSM will conduct a brief with each shift of local BDOs and BDA TSMs to introduce PCA team members, provide an overview of PCA

operations, and address any questions. A debriefing will be conducted by the PCA Program Office representative near the conclusion of the visit to discuss preliminary results of the observations made. The same will occur with local management and senior airport leadership. The PCA Program Office representative will also observe the overall BDA operation, ensure PCA team members are properly conducting PCA observations, and assist the Lead BDA TSM in any operational or administrative needs.

The operational objective during each PCA site visit is for PCA team members to operate side-by-side and integrate into local BDA operations. PCA team members should strive to conduct objective observations with at least 75% of the local onboard BDA staff.

When deployed on a site visit PCA team members are under the operational responsibility of the PCA Program Office representative. Operational matters include, but are not limited to:

- All issues directly relating to security.
- All issues directly relating to PCA operations.
- Scheduling of PCA team members.
- Financial issues such as accounting for employee Time and Attendance Reports including any Compensatory Time requests.
- Personnel issues/performance issues that occur at the designated airport involving PCA team members.

4.2.1. GENERAL RESPONSIBILITIES

While deployed on a PCA site visit, each team member must:

- A. Immediately notify the PCA Program Office representative of any travel delays that occur en route to TDY locations.
- B. Follow all local procedures, policies, and directions set by the designated airport.
- C. Immediately report all conflicts or security concerns through the PCA Program Office representative and the PCA Lead BDA TSM.
- D. Report to all meetings and duty location on time. Team members must notify PCA Program Office representative(s) or PCA Lead BDA TSM immediately of tardiness or inability to work his/her assigned schedule.
- E. Arrive at duty location with proper uniform, including his/her Personal Identity Verification (PIV) card. BDA TSMs must also have TSA-issued credentials. Team members should also bring an ear piece for radio communications, if possible.
- F. Sign in/out PCA notebooks at beginning and end of each deployment.
- G. Protect all Sensitive Security Information (SSI), such as PCA notebook, PCA Checklist, and local rotation schedule in accordance with current SSI policy.
- H. Attend the pre-operational brief unless travel itinerary does not permit.

- I. Attend local in and out briefs, unless instructed otherwise by PCA Program Office representative or a PCA BDA TSM.
- J. Observe for any best practices and share with the PCA Program Office representative or PCA BDA TSM.
- K. Information related to PCA observations must be kept within the PCA team. Do not share any information outside of the PCA team unless it is a best practice and is within the spirit of the overall BDA objective.
- L. Work with the PCA Program Office representative and Lead BDA TSM to complete a Time and Attendance Report (TAR) per section 6.2 of this Handbook.
- M. Enter duty hours into BEAM; the Airport field should reflect TDY location. Entries should accurately reflect the duties performed throughout the site visit.
Example: Conducting PCA observations at the Checkpoint should be documented as *SPOT Checkpoint*. Team pre-operational briefs should be documented as *Brief-Other*.

4.2.2. PCA OBSERVATIONS

PCA team members are required to follow the standards in this section while conducting observations of BDOs and BDA TSMs at the TDY location. Team members must:

- A. Work as partner(s) with at least two local BDOs or BDA TSMs per duty day. Exceptions will be determined by the PCA Program Office representative. Work with each BDO partner for a minimum of two (2) hours.
- B. Work with each BDA TSM for a maximum of four (4) consecutive hours. Time should be equally divided between operational and administrative observations.
- C. Make objective observations based on the PCA Checklist. Team members are to observe and report only. Do not make assumptions, analyze the actions observed, or base observation on hearsay.
- D. Not critique, train, mentor, or coach local BDOs and BDA TSMs in any fashion.
- E. Lead by example in the proper execution of BDA procedures and all applicable SOPs. Do not suggest, inform, or direct local BDOs and BDA TSMs to follow PCA team member lead at any time during the observation period. This may only occur if there is an imminent threat to transportation security.
- F. Use PCA notebook to document observations and movements.
- G. When documenting observations in a notebook or during data entry, reference BDOs and BDA TSMs with their assigned numbers instead of their names.
- H. When briefly discussing observations regarding local BDOs or BDA TSMs, PCA team members must utilize a private location and not disrupt the operation.

4.3. DATA ENTRY FOR PCA TEAM MEMBERS

- A. All observations must be entered into the iShare data entry tool by the end of every shift.
- B. Data entry may occur during slow periods, in between observations, or at the end of the shift. If done at the end of the shift, schedule at least one hour to ensure all entries can be completed for that day. Let a PCA BDA TSM know if more time for data entry is needed so observation time can be adjusted.
- C. Be mindful of the local schedule when using computers. Adjust your data entry time as needed to ensure computers will be available.
- D. Utilize the last day of the visit to complete any uncompleted data entry, if necessary. All observations must be entered and corrections made before the completion of the final day.

4.3.1. DATA ENTRY COMMENTS

- A. If an item on the checklist is performed improperly that observation should be marked “No” in the data entry tool.
- B. Any observation from the checklist marked as, “No” requires a justification for that rating. Write a comment at the bottom of the applicable section in the iShare tool.
 - 1. The comment must describe in detail the manner in which they did not properly execute the checklist item.
 - 2. Ensure all comments accurately describe the item being associated with it. For example, if comparing two similar checklist items, the reader should be able to differentiate between the BDOs actions for each item and clearly understand which item is being referenced.
- C. All comments for “No” observations must first reference the checklist item number in parentheses.
 - 1. Three characters must be used to fill the parentheses.
 - 2. One and two digit characters must start with appropriate amount of zeroes and then the checklist item number.
Example: (004) BDO did not write arrival or departure times when moving from duty locations in assigned notebook.
- D. Each “No” comment must have an individual comment associated with it. Do not write one general comment for several incorrect observations in a particular section.
- E. All comments for exceptional performance should not include a number reference to a specific task item. This should simply be referenced as (000).

- F. Positive comments should only be included for exceptional performance. Do not only reiterate that they performed the checklist item correctly if you marked that item with a “Yes”.
- G. General comments unrelated to a “No” or exceptional performance should be referenced with (999). These should be used when further explanation of a situation is required but does not affect the rating of that item.

Example: (999) BDO conducted WTL properly in the MI standard lane, but disregarded the Pre√™ lane entirely.

- H. If an item was not observed, “NA” must be selected. Do not select “No” for an item that was not able to be observed during the assessment time period.
- I. Comments should be concise, specific and descriptive. Use as much detail as possible when referencing time (e.g. minutes), frequency (e.g. three times), and distance (e.g. feet). For example, state “BDO stood four feet beside TDC podium” instead of “BDO stood too far away from TDC podium.”
- J. Keep entries gender neutral. Avoid using “he” or “she” by using “they”, “BDO”, or “BDA TSM.”
- K. Comments should clearly differentiate between the observer and those being observed.
- L. If observations were made while conducting Playbook, include the Play name and number performed in the notes section. This only applies to observations marked “No.”
- M. Use proper spelling and grammar when writing comments. If necessary, type all comments in Word first and copy/paste them into the iShare tool.
- N. Do not copy and paste directly from PCA reference documents or continuously re-use generic comments. Each comment should be unique to that particular observation.

4.4. PCA LEAD BDA TSM RESPONSIBILITIES

One PCA BDA TSM will be assigned to function as the operational lead for each site visit. The Lead BDA TSM will be informed of the Team Lead assignment prior to deployment. In addition to following all guidelines listed in Chapter 4 of this Handbook, the Lead BDA TSM will have additional responsibilities such as overseeing the operational aspect of the PCA site visit and assisting the PCA Program Office representative as necessary.

4.4.1. PCA LEAD BDA TSM RESPONSIBILITIES PRE-DEPLOYMENT

- A. The Lead BDA TSM will create initial operational schedule, to include:
 - 1. Placing PCA team members into shifts that match the site visit location.

2. Creating a work schedule that allows each PCA team member to spend a minimum of two hours with 75% of the BDA staff at site visit locations.
- B. At times, the PCA Program Office representative may request the assistance of the Lead BDA TSM in preparing for the site visit. This may include:
 1. Creating the Visit Roster Tracking Tool (VRTT).
 2. Acting as a liaison between the PCA team and the PCA Program Office representative or fielding questions from the PCA team members.
 3. Coordinating a meeting time and location with PCA team members.

4.4.2. PCA LEAD BDA TSM RESPONSIBILITIES DURING PCA SITE VISIT

- A. If the PCA Program Office representative is unable to attend the pre-operational brief with PCA members, the Lead BDA TSM must use the airport information provided to lead the meeting.
- B. The Lead BDA TSM may be asked to conduct the initial in brief with the local BDA Staff, providing an overview of the PCA mission and introduce the PCA team members.
- C. Attend the in and out briefs with airport leadership, when operational requirements permit.
- D. The Lead BDA TSM will be responsible to oversee all operational aspects of the site visit and ensure the successful execution of PCA procedures. Each day, ensure all PCA team members:
 1. Properly conduct BDA operations
 2. Maintain a professional demeanor
 3. Are fit for duty, and
 4. Are in proper uniform.
- E. Provide clear guidance to each PCA team member on:
 1. Process for reporting hours observed
 2. PCA member responsible for completing the VRTT each shift, and
 3. The transfer of the VRTT between shifts and who to include.
- F. Report any security concerns or issues with the local airport or PCA team members immediately to the PCA Program Office representative.
- G. Adjust work schedule as needed in order to observe 75% of the local BDA staff, allow for each team member to complete all data entry by the end of the site visit, and avoid or reduce Comp Time.
- H. Serve as a facilitator in coordinating team briefings. This includes, but is not limited to:
 1. A daily shift debrief to discuss operational concerns
 2. Best practices observed, and
 3. Any other relevant information to the site visit.

- I. Serve as a Subject Matter Expert and information resource regarding the PCA Team Member Handbook, the BDA SOP, and all guidance issued by the BDA Program Office.
- J. Ensure that each PCA team member has a completed and signed TAR by the end of the site visit, following guidance in section 6.2 of this Handbook.

4.4.3. PCA LEAD BDA TSM DATA ENTRY RESPONSIBILITIES

- A. Review all comments and ensure all corrections are made prior to the end of the mission.
- B. Work with PCA team members to ensure observations are accurate and appropriately depict the local BDA operation.
- C. The Lead BDA TSM must ensure that each PCA team member is given enough time to perform all data entry requirements. Lead BDA TSMs should plan ahead to schedule additional time on the last day of mission for comment corrections and review.
- D. If additional time is needed to perform data entry, the Lead BDA TSM must adjust observation schedule to permit completion of data entry. If the schedule will not allow for changes, inform the PCA Program Office representative for that mission to discuss possible options for completing data entry at a later time.

5. TRAVEL

These travel guidelines are intended to inform and aid PCA team members in the preparation of Travel Authorizations and Vouchers, government travel card rules, and general travel expectations. The PCA Program Office recommends that each PCA team member be formally trained on the Concur system. Travel approving officials at the AOR shall determine that each Voucher is reasonable and appropriate based on TSA regulations, and the PCA Team Handbook. The PCA Team Handbook provides more detailed travel procedures specific to PCA team members.

5.1. GENERAL TRAVEL STANDARDS

- A. Understand and comply with TSA MD 1000.5, Government Travel Cards (GTC) and 1000.6, Temporary Duty Travel.
- B. Review travel instructions and itineraries to ensure accuracy and immediately report any discrepancies through the PCA Program Office and the National Deployment Office (NDO).
- C. Execute travel orders in compliance with the provided itinerary and PCA or NDO direction.
- D. Report travel delays or inability to deploy immediately to the PCA Program Office representative or to PCA@tsa.dhs.gov.
- E. Do not wear uniform or any DHS identification or badges during travel.
- F. Place at least one full TSA issued uniform in carry-on luggage.
- G. PCA team members should track all expenses while TDY so accurate information is available for filing Vouchers.

5.2. TIME IN TRAVEL STATUS

Time in travel status includes the time an employee actually spends:

- Traveling between the official duty station (AOR) and a temporary duty station
- Between two temporary duty stations
- The usual waiting time that precedes or interrupts such travel, subject to the exclusions specified in the TSA Travel Policy.

PCA approves travel status per the below guidelines:

- A. En route to TDY location:
 1. Up to two (2) hours prior to scheduled flight (other modes of transportation, i.e. train, or small airports may require less),
 2. Time in flight

3. Layovers
 4. From baggage pick up to arrival at lodging site.
- B. Return to AOR:
1. Up to two (2) hours prior to scheduled flight (other modes of transportation, i.e. train, or small airports may require less),
 2. Time in flight,
 3. Layovers,
 4. End at baggage pick up, not to exceed 30 minutes.

5.3. TRAVEL ALLOWANCES, PER DIEM, AND MISCELLANEOUS EXPENSES

While on TDY, each PCA team member is entitled to per diem reimbursements based on the deployment location. TSA adheres to the per diem rates published by the General Services Administration (GSA) and Department of Defense (DOD).

- A. A team member must travel more than 50 miles from AOR to be eligible for Comp Time Travel.
- B. Travel arrangements, to include lodging and flight, are provided for PCA team members through the NDO.
- C. Combining personal travel to an official trip is authorized on a case-by-case basis. The cost of the personal travel must not exceed the expected cost of the official travel. This must be done in conjunction with approval from PCA team member's local leadership.
- D. PCA team members may be reimbursed for necessary travel and transportation-related expenses incurred while on official business. The approving authorities determine whether the claimed expenses are reasonable based on TSA policies contained within this document.
- E. Per the TSA Records Disposition Schedule, all receipts must be kept and made available in response to a post-payment audit for a period of six (6) years and three (3) months.
- F. All receipts must be attached to the corresponding Expense Report using fax or PDF, prior to AOR approval of Expense Reports.
- G. If requested, receipts must be provided to the PCA Program Office representative.
- H. Claims that cannot be substantiated with required receipts may be denied and repayment made by the PCA team member.
- I. Reimbursable expenses may include, but are not limited to the following:
 1. ATM fees only when the GTC is used for necessary cash advances.
 2. Taxicabs/Shuttle Service costs between:
 - a) Residence and the AOR only if the member is not able to perform the commute by their normal mode of transportation, or their

normal mode of transportation results in an increase of total commuting costs, i.e., long term parking fees.

- b) Between the airport of deployment (AOD) and lodging facilities when transportation is not provided.
- 3. Baggage fees for one (1) piece of luggage. Baggage fees for more than one (1) checked bag will be paid by the PCA team member.
- 4. Transportation (shuttle) tips for first and last day of deployment. No more than \$10 total will be reimbursed per deployment.
- 5. Laundry and dry cleaning after 6 consecutive nights.
- J. Non-reimbursable expenses include:
 - 1. Personal phone calls to family and childcare givers.
 - 2. Oversize or overweight charges for any bags.
 - 3. All other tips, i.e., for hotel cleaning staff, checked baggage handling, meals.

5.4. PERSONAL EMERGENCY TRAVEL

Personal emergency travel is travel resulting from a PCA member becoming incapacitated by illness or injury, a family member's death or serious illness, or other unforeseen circumstances of a non-routine nature. In an emergency, the PCA team member will notify the PCA Program Office representative as soon as possible. The following are examples of expenses that BDA may authorize payment for if a PCA team member suffers illness or incapacitating injury while deployed:

- Per Diem at the location where the incapacitating illness or injury occurred.
- Transportation to an alternate location to receive medical treatment.
- Transportation and per diem to return to their AOR.

Final determination of authorized expenses associated with an emergency deployment will be made by the AOR based on TSA MD 1000.6 Temporary Duty Travel and the FAATP Part 301-30.

5.5. GOVERNMENT TRAVEL CARD STANDARDS

PCA Team Members are required to:

- A. Understand and comply with TSA MD 1000.5, Government Travel Cards (GTC), GSA SmartPay Contract, and the Supervisor Agreement between Agency/Organization and the Employee.
- B. Apply for, obtain, and maintain a GTC.

- C. Pay the amount due on their GTC bill in full each billing period, no later than the payment due date. This can be done online with JPM Chase at <https://gov1.paymentnet.com/>.
- D. Check GTC account monthly for any charges.
- E. Use the GTC for all official TSA travel expenses. The GTC is only to be used for expenses incurred in connection with official government business travel.
Exemptions from mandatory use of the GTC include:
 - 1. Expenses incurred at vendor that does not accept the GTC.
 - 2. Laundry (coin).
 - 3. Parking.
 - 4. Local transportation system.
 - 5. Tips.
 - 6. Meals, when use of the card is impractical (for example, group meals).
- F. Contact the travel card issuer within 15 calendar days of a change of name, address, office location, phone numbers or other significant change.
- G. Contact the travel card issuer to dispute any charges.
- H. Complete the DHS Travel Card Training every two (2) years, maintain completion certificate, and provide copy to the AOR travel POC.
- I. Only use cash advances for the purpose of covering expenses incurred where the GTC will not be accepted.

5.6. ABUSE OF GOVERNMENT TRAVEL CARD

Abuse of the GTC is defined as:

- A. Incurring any expense or withdrawal of funds from ATMs that is not associated with authorized government travel or official business (misuse).
- B. Failure to pay just debts to the GTC account by due date (delinquency).
- C. Paying with insufficient funds to cover payment (misuse and possible delinquency).

Misuse or delinquency of the GTC violates the agreement signed by the employee and TSA policy regarding the use of the card. TSA considers this as employee misconduct subject to disciplinary action. If advised, the PCA Program Office representative will notify the PCA team member of any apparent abuse of the GTC—this will normally come from the AOR staff. The BDA Program Office can take appropriate administrative action (removal) in addition to any action received at the AOR.

The TSA Office of Financial Management (OFM) will process any salary offset request received by the GTC issuer. This process is outlined in the TSA Financial Management Manual found on the TSA website. Acquiring a GTC and maintaining it in good standing is a requirement for all PCA Team Members.

Depending on the severity and circumstances of the travel card abuse, a PCA team member may be released from PCA and TSA for a single instance of travel card abuse.

5.7. CONCUR MULTI-TRIP AUTHORIZATIONS

Each PCA team member must ensure that a blanket travel authorization is created each quarter, unless otherwise instructed by the PCA Program Office. Information needed to properly create a Multi-Trip Voucher can be found in Appendix A.

5.8. CONCUR VOUCHERS

- A. All vouchers (known as Expense Reports in FedTraveler) must be submitted within five (5) days after the end of a mission.
- B. Concur vouchers shall be electronically prepared and submitted by the PCA team member. The member will contact the AOR Concur POC regarding any problems and to determine the policy for faxing copies of receipts or providing original signed documents.
- C. The processing fees for Concur vouchers are automatically added to a combined billing account (CBA) and the traveler will not be charged.
- D. Once a voucher has been completed (electronically processed) a voucher payment generally takes up to five (5) business days.
- E. If problems are encountered with payment of vouchers (delays more than 5 business days from the date the voucher is completed), contact the AOR Concur POC.

6. HUMAN CAPITAL

TSA's Office of Human Capital (OHC) has the responsibility for setting policy on Absence and Leave, Hours of Duty, Time and Attendance, Workers' Compensation, Awards and Performance Management and other General Policies. A link to OHC Management Directives, Forms and Handbooks can be found in Appendix B.

6.1. DO NOT DEPLOY (DND) GUIDANCE

PCA team members must notify the PCA Program Office of their Do Not Deploy (DND) status at least three (3) weeks in advance, or as much notice as possible. Team members can do this by updating the DND calendar on the PCA iShare site. The DND status is designed for PCA team members to notify the PCA Program Office of any period of time they are unable to deploy. If a PCA team member is not in a DND status, they are subject to deployment with little advanced notice. Circumstances warranting a DND status include the following categories:

- Administrative Recommendation
- Medical injury/situation
- Military Leave
- Training or Remediation of a Technical Proficiency
- Family and Medical Leave Act (FMLA)
- Jury Duty or Court Appearance
- Regularly scheduled leave
- Personal commitments (e.g. family issues, medical appointments, graduations, etc.)

6.2. TIME AND ATTENDANCE REPORTS

The TAR and supporting documents will be completed in compliance with the following:

- A. Each PCA team member will receive a pre-filled TAR at the beginning of the site visit. It is the responsibility of each team member to track their own time and document deviations from their original schedule on the hard or soft copy provided. Deviations include:
 1. Start/Stop times worked,
 2. Travel delays, and
 3. Anticipated Comp Time.
- B. Any anticipated Comp time must be reported immediately to the PCA Program Office representative.

- C. By the end of the deployment, create and print a TAR and attach documentation such as Standard Form (SF) 71 for leave, SF 1107 for Comp Time and a copy of an itinerary for Travel Time.
- D. No overtime is authorized.
- E. The PCA Program Office representative or Lead BDA TSM will review the TAR to ensure proper annotation of all time and supporting documentation. If discrepancies with the annotated time or supporting documentation occur, return the documentation to the team member with instructions for correction and re-submittal.
- F. A PCA Program Office representative will review and sign TARs for each PCA team member.
- G. The PCA Program Office representative or Lead BDA TSM will then scan the documents and provide the PCA team member with the original copy of all documents to take to their AOR. A signed, scanned copy must be sent with the PCA Program Office representative.
- H. PCA team members must send an updated TAR to the PCA Program Office representative no later than the Tuesday following deployment if deviations occurred on travel back to AOR or a discrepancy was identified
- I. All time worked must be certified by the PCA Program Office representative.
- J. PCA team members are responsible to ensure the accurate use of project and transaction codes. TARs must use the codes in the box below. Any other codes must be approved by the BDA Program Office prior to use.

Code	When It Should Be Used
Travel-Enroute TDY	All travel time
Travel- At Destination TDY	Duty hours performed at TDY location. This includes team meetings and working at operational location.
Base w/Night Diff	Time spent at TDY location during night differential applicable time period. This excludes travel days.
Comp Time Earned	Comp time accrued at TDY location
Comp Time Travel Earned	Comp Time accrued during travel

- K. Base w/Sunday Diff and Base w/Sun Night Diff will not be permitted while on TDY travel. This may only occur when PCA site visit operations are conducted (not for travel).

APPENDIX A: CREATING A MULTI-TRIP VOUCHER

1. From travel desktop, click on blanket travel.
2. In the accounting code section:
 - a. Click on “modify” below the first accounting string line.
 - b. In the drop down list, select OSO, and then click on set organization.
 - c. Click on select value.
 - d. In the search by element value box type BDO PCA then click search.
 - e. Click on the accounting code that came back in the search results.
 - f. Click on submit accounting string.
 - g. Enter 7500 in the amount box to the right of the account code.
3. Check the Multi-Trip Voucher (MTV) box.
4. Change the start date to the first day of the Quarter, or today’s date if the quarter has already started; Change the end date to the last day of the Quarter.
Q1 – October 1 through December 31
Q2 – January 1 through March 31
Q3 – April 1 through June 30
Q4 – July 1 through September 30
5. In the travel purposes selection, choose Special Mission Travel from the drop down list, then click on add to the right of the drop down box.
6. Click on comments on the left menu.
7. Enter the appropriate mission critical statement and “Other Comments” in the comment box.
(Note: use Ctrl C and Ctrl V for copy and paste.)

PCA Mission Critical Statement

This travel is deemed and approved as MISSION CRITICAL as it directly supports the DHS/TSA mission requirements of STRATEGIC OVERSIGHT and PROGRAM COMPLIANCE as directed by OSO and the BDA Program Office.

8. Click on return to plan on the left menu.
9. Click on submit document on the left menu.

APPENDIX B: LINKS AND REFERENCES

PCA Team iShare Site (link to observation data entry page can be found here):

(b)(2)

BDA Program Office iShare Site (BEAM can be found here):

(b)(2)

GSA Per Diem Website:

(b)(2)

Concur Website and Contact Information:

(b)(2)

For technical questions: Concur Help Desk 855-817-3520 or cgetier1@concur.com

For PIN resets, lock-outs, and additional assistance: AOR Concur POC

Government Travel Card Information:

(b)(2)

JPMorgan Chase Customer Service: 888-297-0781

PCA Team Members may access their account online to review statements, account activity and to pay the bill:

Organization ID:	DHS0001
User ID:	(normally the first initial, last name, last 4 of SSN)
Password:	last 6 digits of cardholder's SSN (change password after 1st log-in)

Tax Exempt Locations and Forms:

(b)(2)

Tax exempt states: AK, DE, FL, KS, MA, MO, NY, OR, PA, TX, WI

Human Capital iShare Site and Contact Information:

(b)(2)

TSA HR Access Helpdesk: 877-872-7990