

SECTION A: PROGRAM OFFICE TALKING POINTS

2014 – Where do we go from here?

2013 was a monumental year for our agency. Many Risk Based Security (RBS) initiatives that began as pilots were fully implemented by the end of the year. There is no doubt that RBS is on track as it continues to improve the traveler experience and utilize timely intelligence to drive a variety of operational activities. We have moved from a one-size-fits-all approach to a system focused on intelligence-based pre-screening and risk mitigation. The remarkable accomplishments for 2013 would not have been possible without the teamwork and engagement of TSA employees at all levels. There is no doubt that we made great strides as a result of the numbers below:

- 30 million passengers received expedited screening
- 113 TSA Pre✓ airports
- 108 Managed Inclusion locations
- 30 Known Crew Member locations
- 9 TSA Pre✓ participating airlines
- 4 TSA Pre✓ enrollment center cities

As we embrace the New Year ahead, we know that we continue to move in the right direction. Just recently TSA partnered with the Department of Defense to extend TSA Pre✓ expedited screening benefits to all U.S. Armed Forces service members. This means that service members, including those serving in the U.S. Coast Guard, Reserves and National Guard, will be able to enjoy the benefits of this expedited screening program at more than 100 participating airports when flying on nine major U.S. airlines. We can all agree that TSA Pre✓ has proven very successful, and this initiative is only one of many RBS initiatives currently underway.

As you are aware, you play a vital role in risk based security initiatives. From providing behavior observation during managed inclusion, partnering with TSOs and or canine handlers to observe for individuals who may deviate from the screening activity, participating in VIPRs and Playbook Plays and helping to strengthen the overall security posture-Your role as a BDO is on the forefront of leading security measures. As a layer of security, you assist your FSD by being a flexible, engaging and multi versed resource capable of force multiplying on many faucets of TSA initiatives. As you conduct your daily role, remember to focus on the mission, understand how your position compliments the 20 plus layers of security and understand your role/purpose in risk based security.

~~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.~~

SECTION B: SCENARIO & TEAM DISCUSSION

BDO SCENARIO 004 – PARTNER ENGAGEMENT

The purpose of this scenario is to encourage open dialogue discussion when engaging your partner to foster mentoring and teamwork.

YOU SEE:	YOU FEEL:
You and your BDO partner are performing SPOT at the screening checkpoint. You notice that your partner <i>may be</i> incorrectly assessing certain behavioral indicators. This observation is made when your partner requests your assistance to verify that a passenger is displaying (b)(3):49 (b)(3):49 U.S.C. § 114(r). During your observation, you determine your partner needs additional guidance/mentoring.	• “I need to do something. How should I handle this”?
YOU THINK:	DO:
• Apply mentoring • Create an open discussion/engaging discussion • Apply critical thinking and your training. This enables you to identify behaviors when examining all angles possible.	• Take your partner to the side and ask them to explain their reasoning for assessing those behaviors. • Maintain professional/conflict management principles during your engagement. • Involve a G Band or Manager if needed to help your partner understand Behavior exemplars.
DO NOT: Do not tell your partner they are wrong in front of passengers or other employees. Do not come off as condescending or belittling.	DO: Start a constructive dialogue with your partner.

KEY TAKEAWAY: *Maintaining a professional demeanor and mentoring our fellow team members is an important part of BDO development.*

BDA TSM ACTIVITY:

Have a group discussion about behaviors and their definitions (Use the Behavior Indicator Reference Guide v1.3).

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.

SECTION C: HIGHLIGHTS/SPOTLIGHT



BDA Managers: please take the time to acknowledge the name of each Behavior Detection Officer, the airport of record, and their exceptional work by sharing spotlights and best practices with your workforce. Should you have information you would like to place into this section please send an email to BDA.Training@tsa.dhs.gov

(b) BDO Team

From left to right: BDO's

(b)(6)

(b)(6)

On December 17, 2013, (b)(3);49 BDOs (b)(6) referred a US Airways 510 passenger for additional screening due to suspicious behavior. During additional screening, the passenger's behavior escalated, resulting in LEO notification. (b)(6);(b)(7)(C) International Airport Police responded and conducted an NCIC check on the passenger which revealed a local outstanding warrant for failure to appear. Airport police arrested the passenger on the outstanding warrant without impact to airport operations.

Submitted By: Kenneth Malone - BDA Transportation Security Manager (b)

Program Talking Points: Due to the great teamwork and excellent communication/articulation with the local law enforcement (b) BDOs further developed a strong relationship with their security stakeholders,

~~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~~

- | | |
|--|---|
| ☐ Superb Walk the line Engagement | ☒ Outstanding Teamwork |
| ☐ Exceptional Critical Thinking | ☐ Enhanced Stakeholder Relationships |
| ☐ Strong Employee Engagement | ☒ Effective Communication |
| ☒ Superb Mission Focus | ☐ Exceptional Command Presence |

SECTION D: EXECUTIVE SUMMARY/RECENT BDO FINDINGS

(b)(3); 49 U.S.C. § 114(r)

~~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.~~

Withheld pursuant to exemption
(b)(3):49 U.S.C. § 114(r)
of the Freedom of Information and Privacy Act

Withheld pursuant to exemption
(b)(3):49 U.S.C. § 114(r)
of the Freedom of Information and Privacy Act