

SECTION A: PROGRAM OFFICE TALKING POINTS

The men and women of TSA have served on the front lines of transportation security for more than a decade. We continue to evolve our security approach by examining the procedures and technologies we use, how specific security procedures are carried out, and how screening is conducted. From curbside to cockpit, our officers, working in collaboration with our airline and airport partners, have multiple opportunities to deter, detect or disrupt would-be terrorists and prevent another attack against the United States.

Originally named PASS (Passenger Assessment Security Screening) the SPOT (Now BDA) program began with analysis of high-risk passengers at Boston Logan Airport. This approach which was first used by Massachusetts State Police, was later adapted in the summer of 2003 by TSA as a national pilot program in five airports across United States. In July 2006, SPOT was recognized as an official TSA security program.

Where are we now?

The BDA program has reached several key goals since its inception 7 years ago. We have expanded behavior detection screening to VIPR, Play book and other collaborative efforts with many agencies. As we continue to look at other ways to screen smarter, we must use our resources in a fiscally responsible way to provide the most effective security as efficiently as possible. In doing so, we strengthen security and measurably improve the image of our agency.

Integrity is important:

Good governance requires not only effective use of taxpayer resources, but also that we conduct ourselves, every day, according to the highest professional standards. Earning the respect of the traveling public through our actions on duty is critical to our success. As we have seen in recent years, there's no question that alert, aware, and informed passengers add great value to our ability to continue strengthening transportation security. Earlier this year, John Halinski implemented a program to routinely vet all employees and publish misconduct on ishare. We all have the same goal of ensuring the standards of our workforce which includes hard work, professionalism and integrity. Not only are we responsible ourselves, but we must hold each other accountable as we remain focused on our mission.

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GROUP DISCUSSION: BDO Scenario Communicating with Law Enforcement

Each morning you and your partner interact with airport employees, casual and business travelers, and non-frequent travelers of family members dropping off family and friends off. As you see the same staff on a daily basis -you generally do not engage your network and proceed directly to your duty station (known as tunnel vision). Instead of walking past with a head-nod or a simple 'Hello', you and your partner should take a few moments to interact with employees who you see frequently. Speak up when you interact with airline employees, passengers and especially other stakeholders to include the local municipalities.

STSM review the key ideas with your team

- A) When dealing with stakeholders it is imperative to ensure that you are articulate in general terms the SPOT behavior cues to help the LEO understand why the situation is suspicious.
- B) Remain on scene, assist the LEO upon request and gather information for the SPOT referral report and incident report.
- C) Obtain and document all relevant information regarding referrals and resolutions in a detailed manner.

D) (b)(3):49 U.S.C. § 114(r)
E)

During LEO calls, remember to notify your STSM and the STSO if the situation occurred at a screening checkpoint.

The bigger picture: Build a rapport with the LEOs and other stakeholder at your airport. Have an open discussion on what you do and how to utilize your skills at the airport. Reach out to your network and serve as an ambassador for your team.

Scenario:

(b)(3):49 U.S.C. § 114(r)

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~~SENSITIVE SECURITY INFORMATION~~

the LEO that was notified approached the BDOs and notified them of the outstanding job they had done. The LEO notified them that the airline had recently reported the possible theft of liquor missing from airplanes while parked at ramps. The notification by the BDOs assisted the in the apprehension of three airline employees who were viewed on CCTV carrying bagged items across the airports property to dispose of items. The situation was suspicious for police because the employees passed where only discarding items in specific trash cans inside the terminal. The CCTV also reviewed the employees removing the items discarded and placing them into their vehicles. LEOs identifies the vehicle and noticed liquor bottles on the floor of the vehicle. The LEOs identified the individuals, searched the vehicle and found the bagged identified on camera filled with liquor bottles. They were arrested on scene.

Conclusion:

This is a great example of utilizing your network when a suspicious situation occurs. Although the object removed from the trash could have been common garbage. The BDO team reported the situation and was able to thwart (b)(3); 49 U.S.C. § 114(r)

Note: Remember to follow local procedures and guidance if the LEO notification process differs at your airport.

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SECTION B: HIGHLIGHTS/SPOTLIGHT



BDO 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 SPOT.training@dhs.gov

(b)(6)

(b) **BDO Team**
(b)(6) (Left) and (b)(6) (Right)

(b)(3); 49 U.S.C. § 114(r); (b)(6)

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Program Office Notes:

Through superb vigilance and communication, BDO -- were able to provide key information that assisted in mitigating a possible threat to aviation. .

☐ 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 C: EXECUTIVE SUMMARY/RECENT BDO FINDINGS

(b)(3):49 U.S.C. § 114(r)

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Withheld pursuant to exemption
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