

SECTION A: PROGRAM OFFICE TALKING POINTS

Who's in YOUR network?

So why do we need a network? Why create a security system comprised of layers and varying roles? How does teamwork & communication enable us to become unpredictable and engaged to defeat the terrorist intent?

It is no secret that those wishing to cause us harm consistently study our security process with the hope of defeating our SOP and remaining undetected. The enemy's goal is to cause a catastrophe that weakens the American economy and disrupts our way of life. From what we've seen thus far, terrorists will attempt to inject the system with several methods of attack to deceive and penetrate.

How can a networked security model enhance the overall security posture?

- As a group (TSA whole and with our security stakeholders)-We are stronger
- Networking promotes interaction, engagement and awareness
- As a moving target with many layers we will remain difficult to defeat

Our agency created a system of 20 layers of security, all designed to secure our aviation system. In a combination of applying the layers, our security posture is multiplied, creating a much stronger, formidable system. A terrorist who has to overcome multiple security layers in order to carry out an attack is more likely to be pre-empted, deterred, or defeated should an attack be initiated.

So where and how do BDOs fit in?

BDOs are a flexible and engaged resource that provides the opportunity to apply behavior observation in a risk based layered approach. In addition to providing coverage on the security checkpoints, BDOs are a viable resource that participate in security efforts, such as VIPRs, TSA Security Playbook and other mission support as designated by the FSD.

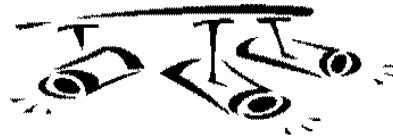
How can you foster/build a strong network?

Become familiar with-and engage-

- Your teammates
- Those who work at your airport
- Law enforcement entities 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

Dayton International Airport-Great Community Engagement

BDO: (b)(6)

Submitted by STSM: Brian Adkins

On September 9th, EBDO (b)(6) caught the attention of his management team. Though it may have been just another event in the course of a day at the checkpoint, his actions were deemed noteworthy and a great example of the professionalism consistently demonstrated by the DAY BDO staff.

While conducting walk the line, EBDO (b)(6) engaged a passenger he would later find out to be the director of the local "Make a Wish Foundation." During the brief engagement, the passenger explained that she had two volunteers that she would routinely meet and would also assist families travelling through DAY on behalf of the foundation. (However the volunteers were no longer able to do so) EBDO (b)(6) applying his knowledge of TSA's many initiatives **and (utilizing his network)**, explained that TSA has programs set up to assist passengers while traveling through airports. EBDO (b)(6) later engaged the DAY Passenger Support Specialist (PSS) Point of Contact (POC). Going forward, anytime there is a "Make a Wish" flight, DAY/PSS will be contacted for further coordination. The passenger was extremely thankful and is looking forward to working with DAY/TSA.

Program Office Notes:

Through superb passenger engagement and remaining professional EBDO (b)(6) took the initiative to coordinate and establish a new relationship for the DAY/TSA community.

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

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(b)(3): 49 U.S.C. § 114(r)

Program Office Notes:

As a layered security resource, BDOs may at times be called to respond to security incidents to provide additional observation to detect/identify individuals. In this instance, the BDO efforts helped to identify an individual that was in possession of a prohibited item. Additionally, this is a clear example of how TSA fosters it's layers of security to mitigate a potential threat.

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SECTION C: MONTHLY SCENARIO DISCUSSION

The following section provides a scenario discussion to have with your BDO staff. As such, BDOs will receive OLC credit for having received the briefing/discussion via the OLC.

Guidance:

- 1) BDO Managers, please provide the briefing to your BDOs and record their names/date- The following scenario is for September.
- 2) At the completion of having reviewed the scenario-please provide your BDO names to your TSA airport Training Coordinator who will then enter the information into the OLC. Entries into the OLC correlate to the ID number of the scenario. The ID number can be located at the top of the scenario.

Should you have any questions or concerns please contact the BDA office at SPOT.training@dhs.gov

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GROUP DISCUSSION: BDO Scenario 002-Communicating with the Checkpoint

On a daily basis, you and your partner arrive to the checkpoint and see the same supervisors and TSOs. As a requirement of the SOP, you are to greet the supervisor, inform them that you will be conducting SPOT and discuss any operational concerns. Since you see the same staff on a daily basis-you do not engage your network and proceed to the checkpoint TDC area. Instead of greeting the TDC officers and advising them you are there to perform your SPOT duties, you and your partner discuss the environmental baseline, and begin walking the line.

STSM review the key ideas with your team

A) Even though the BDOs are familiar with the checkpoint staff and layout, it is a courtesy to let the STSO and the TDC officers know you are there to work on the checkpoint. Communication with the checkpoint is essential as it affords the opportunity to foster strong relationships and assists in bridging the gap. Additionally, engagement with the STSO provides added insight into the checkpoint operation.

B) Request the BDOs as a group to answer: *"What are some things you discuss with the STSO when you arrive to the checkpoint to conduct SPOT?"*

Examples of dialogue with an STSO can include: "Hi STSO Smith, My partner Christina and I will be assigned to your checkpoint today. Do you have any pertinent information for us? When we go on lunch, we will be rotated with another team. I see you have four lanes running, and two AITs, is all the equipment operational?"

Take away:

As BDOs, it is important to foster our relationship with the checkpoint staff. Communication is a vital part of our duties and Supervisors may have information that could impact SPOT operations. Additionally, the engagement with the TSOs helps to foster overall teamwork and dedication.

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~~SENSITIVE SECURITY INFORMATION~~

SECTION D: EXECUTIVE SUMMARY/RECENT BDO FINDINGS

(b)(6)

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