

U.S. Department of Homeland Security
Office Of Security Operations
601 South 12th Street
Arlington, VA 20508



Transportation
Security
Administration

Action Memo

FOR: Kelly C. Hoggan
Assistant Administrator
Office of Security Operations

THROUGH: Joseph Salvator
Deputy Assistant Administrator
Office of Security Operations

FROM: Melanie Harvey
Division Director, Threat Assessment Division
Office of Security Operations

SUBJECT: Behavior Detection Officer Targeted Conversation (BTC)
Proof of Concept (PoC)

Purpose

To gain approval to move forward with the Behavior Detection Officer Targeted Conversation (BTC) Proof of Concept (PoC) which is intended to enhance behavior detection capabilities and to provide an additional layer of security to enhance and strengthen airport security effectiveness at screening checkpoints and to mitigate potential insider threats.

Background

The Behavior Detection & Analysis Program (BDA) developed a PoC introducing BTC to further enhance Behavior Detection Officer (BDO) skills and capabilities. BTC, analogous to the Assessor Concept, increases BDO engagement opportunities and affords BDOs a way to develop and maintain proficiency in areas of engagement, active listening and questioning techniques.

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One of the five original principles of risk based security was that behavior detection and analysis capabilities should be strengthened. To that end, the Assessor PoC was part of the risk based security rollout at airports in Boston and Detroit. In July 2012, the Assessor function was incorporated into Playbook Play(s), which allowed for passenger engagement during specific timeframes as indicated by the scheduled Play activity. Approximately 131 BDOs at both Boston and Detroit received Assessor training. Since this training, no additional personnel have been trained in Assessor as concerns over implementation and sustainment were identified. BTC addresses and overcomes the concerns identified with the Assessor program.

Discussion

During the pilot, BDOs will conduct BTC as an unpredictable play activity at screening checkpoints engaging both passengers and employees. Additionally, BTC will be conducted at direct access points (DAP) on a random continuous basis to engage airport employees as an insider threat mitigation measure. BDOs will use an established list of predetermined questions developed in coordination with TSA's Security Services and Assessment Division to gauge passengers' and employees' reactions and to observe for signs of deception, as outlined in the SPOT SOP. (b) signs of deception are observed, the BDOs will initiate a referral and conduct secondary screening pursuant to the SPOT SOP. The screening measures will be reflective of location:

Engagement at the TDC:

- Passengers will receive questions based on document review, travel arrangements and accessible property.
- Employees will receive questions based on employment, route in the airport, possessions and prohibited items.

Direct Access Points:

- BDOs will conduct casual conversation (b)(3):49 U.S.C. § 114(r)
(b)(3):49 U.S.C. § 114(r)

The Office of Security Operations (OSO) in coordination with the Office of Security Capabilities (OSC), identified metrics to validate and measure the security effectiveness of BTC. OSC has proposed the following criteria:

- What percentage of employees and passengers are being screened during the activity (employee exposure rate) compared to a baseline current status?
- How often is the activity being run and what is the resource requirement?
- How many questions are being asked by the BDO to assess (b)(3) signs of deception?
- Was a referral conducted, and if so, time frame of the referral?

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Recommendation

In coordination with OSC conduct the BTC pilot at Baltimore Washington International Airport (BWI) at both DAPs and the screening checkpoint to further determine BTC's potential security effectiveness.

Approve *[Signature]* \ 06 FEB 14
Date

Disapprove _____
Date

Modify _____
Date

Needs more discussion _____
Date

Attachments:

Attachment A: BTC- Presentation 2.4.2014

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