Behavior Detection and Analysis: BDO Targeted Conversation Proof of Concept

March, 2014

BDO Targeted Conversation

- BDO (BTC) Targeted Conversation focuses on training targeted questioning and identification to assist in identifying high risk individuals.

- BTC Proof of Concept (PoC) began March 5, 2014 and will end approximately April 28, 2014 at which time TSA will evaluate results and future plans.

    - BTC is derived from current casual conversation protocols; (b)(3):49 U.S.C. § 114(r)

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    - Increases BDO engagement opportunities and affords the BDOs a way to maintain proficiency in areas of engagement, active listening and questioning techniques.

    - Focuses on the traveling public and airport employees by conducting plays at the screening checkpoint (TDC location) and direct access points (DAP).

    - Strengthens the FSD's airport security posture by conducting targeted conversation on passengers and airport employees, therefore introducing an additional layer of security.

    - Puts greater emphasis on passenger engagement and verbal cues than traditional SPOT operations.

    - Questions are presented in a customer-friendly manner and not confrontational

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BDO Targeted Conversation

- As of March 19th approximately 873 passengers and 289 employees have been through the BTC process

- BTC has been actively conducted at the checkpoint approximately a total of 43.25 hours at the checkpoint and approximately 13.75 hours at the DAP

- BDOs received 3 compliments from passengers in regards to their professionalism during BTC. Additionally, 1 passenger filled out a comment card noting courtesy and efficiency of the BTC process

- Next Steps:

  - OSC will test proof of concept; Measures include:

    - Process Time
    - Throughput
    - BTC Interaction
    - Effectiveness
    - BDO Feedback

  - Assessment results will provide metrics to inform BTC deployment decisions

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