

(b)(3):49 U.S.C. § 114(f)

TRAINING

sites/OpsNet/BDA
11/20/2013 9:08 /FAQs/Lists/FAQs

TRAINING

sites/OpsNet/BDA
11/20/2013 9:08 /FAQs/Lists/FAQs

Q: I have just been promoted as the first SPOT TSM at my new airport. I came from a smaller airport that did not have a BDO program. I would like to shadow a SPOT TSM at another airport for at least a few days to learn the manager aspects of the job. May I propose this idea to my FSD?
A: Yes, tremendous insight into the BDO operation can be gained by reaching out to airports in the vicinity for any shadowing/mentoring opportunities. Should you need to identify who the STSM is at a neighboring airport, you can refer to the HQ Contact List on the BDO i-Share site for contact information.

TRAINING

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11/20/2013 9:08 /FAQs/Lists/FAQs

(b)(3):49 U.S.C. § 114(f)

RISK-BASED SECURITY

sites/OpsNet/BDA
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RISK-BASED SECURITY

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RISK-BASED SECURITY

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2/20/2013 13:13 /FAQs/Lists/FAQs

RISK-BASED SECURITY

sites/OpsNet/BDA
2/20/2013 13:14 /FAQs/Lists/FAQs

POLICY

sites/OpsNet/BDA
11/20/2013 9:08 /FAQs/Lists/FAQs

POLICY

sites/OpsNet/BDA
11/20/2013 9:08 /FAQs/Lists/FAQs

Q: Can BDOs perform screening functions for OT?
A: BDOs are only allowed to perform screening functions that they are certified for, or those that do not require a certification. This includes TDC, Exit Lane, and Divesting Officer. It is the discretion of local management for BDOs to perform in these functions.

POLICY

sites/OpsNet/BDA
11/20/2013 9:08 /FAQs/Lists/FAQs

(b)(3):49 U.S.C. § 114(r)

POLICY

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2/6/2014 15:22 /FAQs/Lists/FAQs

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11/20/2013 9:08 /FAQs/Lists/FAQs

POLICY

sites/OpsNet/BDA
1/21/2014 10:52 /FAQs/Lists/FAQs

Q: At our airport, I have two separate notebooks, one for SPOT referrals only and one for rotation activity and personal information. I recently transferred to a new airport and was told that my notebook is to also be used for my rotation activity. Is rotation activity (e.g. time spent at checkpoints, breaks, lunch, and playbook hours) to be kept in the SPOT Referral Notebook? If not, can it be kept in a separate notebook such as a personal notebook?

(b)(3):49 U.S.C. § 114(r)

POLICY

sites/OpsNet/BDA
2/6/2014 16:26 /FAQs/Lists/FAQs

Q: Is there guidance forthcoming regarding the preferred storage and file code for SPOT Notebooks? Currently I have not seen or read any specific file code to use. I use a file code on a postcard size sheet with an additional SSI warning, referenced to include name of officer and date range of the information contained in the notebook and all is stored in a recloseable plastic storage bag.

A: IMPD has not mandated a specific method of the physical maintenance of records, but they should be safeguarded as you are currently (good job by the way). Please use the proper file code as indicated below:
400 16

Screening of Passengers by Observation Technique (SPOT)

System used to identify potential threats based not on identifiable objects, but on observation of passenger's behavior

NOTE: All inputs (e.g., score sheets, travel document checker referrals, etc.), outputs, and documentation are covered by GRS 20

400 16.1

Master File/Database. Includes but not limited to records documenting an individual's scores derived from observational and behavioral analyses, rationale for FDC referral (signs of deception, unusual or prohibited items, etc.), screening results, law enforcement officer notification, air carrier information (flight number, origination and destination airports) and resolutions.

DO NOT DESTROY

Not Approved for Disposition

400 16.2

Output. Summary reports of daily shift activity, documenting staffing, number and logs of incidents, startup and shutdown checklists, event logs, calls made, and similar routine activities.

DO NOT DESTROY

Not Approved for Disposition

*****VERY IMPORTANT*****

Until this schedule is approved by NARA you may NOT destroy any of the related program records. You must treat these records as PERMANENT items until approved. Once the schedule has been approved by NARA, you may destroy the notebooks (INPLT) in accordance with the applicable GRS 20 item.

This guidance also applies to all SPOT Referral Reports, Incident Referrals, Notebooks, and all inputs, outputs, and documentation covered by General Records Schedule (GRS) 20, as established by the National Archives and Records Administration. All filing cabinets used to securely store these documents must be labeled 400 16.

POLICY

sites/OpsNet/BDA
12/20/2013 15:45 /FAQs/Lists/FAQs

Q: Are airports authorized to scan digital copies of the BDO referral reports and dispose of hard paper copies.

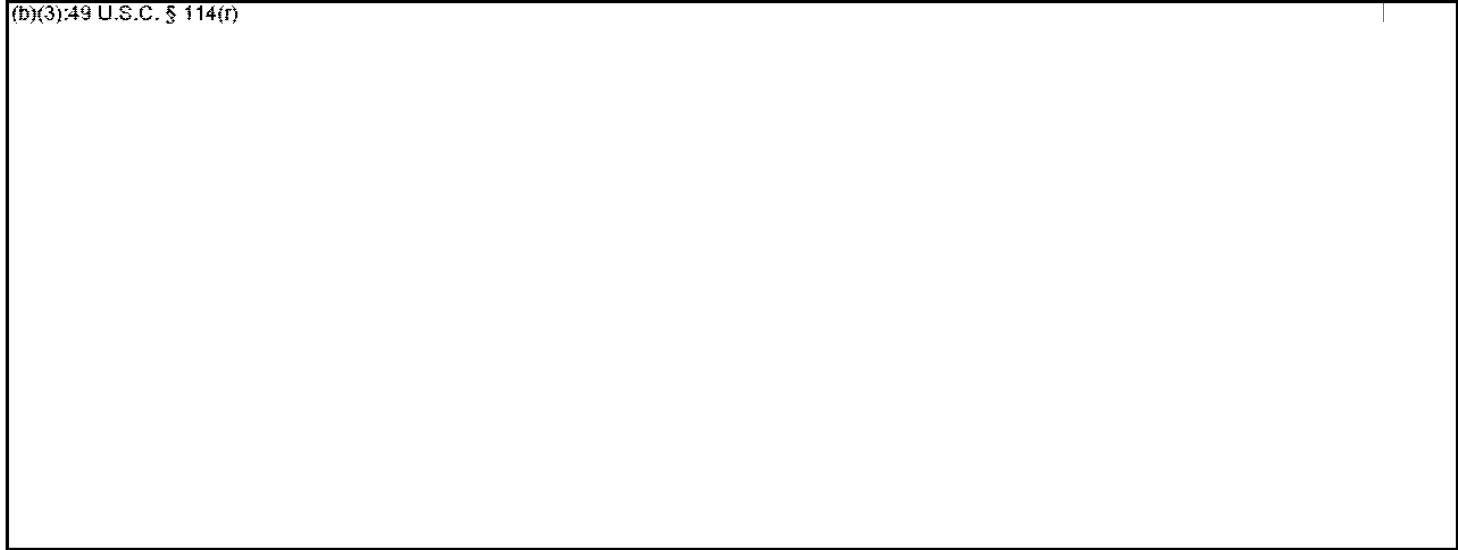
A: Pursuant to the Federal Records Act and TSM 200.7, scanned records meet National Archives & Records Administration requirements and serve as official agency records. While electronic records are allowed, airports should be advised that they bear responsibility if digital files become corrupted or are not readably accessible. For example, airports were asked to refer to original referral reports during the recent PMIS audit and remediation project. Airports would not have been able to fix errors in PMIS without access to old referral reports.

sites: OpsNet/BDA
/FAQs/Lists/FAQs

11/29/2013 9:08

POLICY

(b)(3):49 U.S.C. § 114(r)



sites: OpsNet/BDA
/FAQs/Lists/FAQs

12/5/2013 10:29

Policy

Q: Are BDOs required to be TDC qualified? If so, how often must they perform TDC to stay qualified?

A: It is up to local senior leadership to determine whether or not the BDOs will remain/become TDC qualified, if they chose to. BDOs must perform at least one 20 minute rotation of TDC every 14 days. Managers may establish a TDC rotation schedule in order for BDOs to remain qualified if BDO team members are not regularly performing TDC. Please reference the TDC qualification fact sheet for further information.

sites: OpsNet/BDA
/FAQs/Lists/FAQs

12/19/2013 9:54

POLICY

Q: Can you provide clarifying guidance regarding the BDA TSM maintaining proficiency by working as a BDO with the team and the BDA TSM performing coaching and mentoring, as described in the SPOT SOP 2.2.C?

A: "Coaching and mentoring" refers to the BDA TSM actively directing BDOs on specific areas of operation in order to improve the skills of each BDO and improve the level of overall team performance. For example, the BDA TSM may mentor a BDO on the proper positioning at a given checkpoint and explain the best vantage points associated with that checkpoint. The BDA TSM's coaching and mentoring must be directly associated with the performance of a BDO(s) and be specifically tied to a BDO job skill, as outlined in the SPOT SOP. In addition, the BDA TSM must also maintain their proficiency by working directly with another certified BDO conducting behavior observation, Walk the Line (WTL), and Casual Conversation. In this capacity, the BDA TSM is working strictly in the capacity of a BDO.

These requirements are mutually exclusive. That is, the BDA TSM must not "double dip" by recording coaching and mentoring as occurring at the same time as the BDA TSM's time working as a BDO conducting WTL, Casual Conversation, and assessing behavior and appearance cues.

sites: OpsNet/BDA
/FAQs/Lists/FAQs

12/19/2013 15:45

POLICY

Q: Are the Operational Audits outlined in the SPOT SOP, Appendix 1, different from the Proficiency Evaluation Checklist (PEC) outlined in the Annual Proficiency Review (APR)?

A: Yes. The BDO PEC is a separate requirement from the Operational Audits; these requirements should be completed independently from one another. The BDO PEC is an APR assessment conducted on each BDO semi-annually. Information regarding the PEC is available on the APR sharepoint site. Additionally, there are two different Operational Audits that are to be conducted semi-annually: Performance Elements/SISMs and Performance Elements/BDOs. The criteria for these audits are specified in the SPOT SOP, Appendix 1. These forms are available on the BDA SharePoint Manager's Station site under "Management Oversight".

sites: OpsNet/BDA
/FAQs/Lists/FAQs

12/20/2013 13:59

POLICY

(b)(3):49 U.S.C. § 114(f)

POLICY

11/16/2014 16:27 /sites/OpsNet/BOA /FAQs/Lists/FAQs

Q: What is the official cell phone allotment for BDOs?

A: Per the Wireless Allocation Matrix that was approved and distributed to the field in the OSQ Communication on May 25, 2012, cellular phones are authorized for "BDOs, not to exceed 65% of authorized BDO (non-manager) positions. This is policy across the entire enterprise and is not subject to exception."

The BDA Program Office recommends establishing a process in which communication methods – phones or radios – are available to all BDO teams during the operational shift. For example, the phones may be signed in and signed out at the start/end of each shift. This procedure would ensure BDO Team Leads and/or EBDOs have a government issued cell phone. At the same time, the entire team would also use a radio system to ensure consistent communication. Team Leads and EBDOs would then only use the cell phones when needed.

POLICY

Please Note: Per the SPOT SOP Section 3.2.A.1, each BDO or his/her partner is required to have a TSA-issued cell phone or working radio.

11/10/2014 13:07 /sites/OpsNet/BOA /FAQs/Lists/FAQs

Q: With accordance to the APR Handbook, section 5.4 BDOA Assessments: fourth paragraph: If the test administrator is required to complete the BDOA, does he or she need to first complete and pass the BDOA prior to assuming the Test Administrator responsibilities?

A: Test Administrators (TA):

TAs must successfully complete both requirements (TSA-TEST-ADMINISTRATOR-ALL and TSA-TEST-ADMINISTRATOR-EAM5) listed in the PASS 2012 Assessment Administration Guidance for SOPAs and BDOAs (Page 2), before they are able to administer the SOPA or BDOA.

HUMAN

TAs must have an FAMS User ID and Proctor Code to administer the above assessments.

RESOURCES

If the TA is a TOPS-covered employee, he/she is required to successfully complete the applicable tests themselves prior to administering them.

11/20/2013 9:08 /sites/OpsNet/BOA /FAQs/Lists/FAQs

HUMAN

Q: Where is the BDO Guide located?

RESOURCES

A: BDO Admin guide is housed in OSQ BMO and not on HCInsight. You can request a copy from the BDO HQ POC, DnsJBDOCHR@TSA.DHS.GOV

11/20/2013 9:08 /sites/OpsNet/BOA /FAQs/Lists/FAQs

Q: As it relates to a BDO receiving his/her Proficiency Evaluation Checklist (PEC), for consistency purposes can you please provide clarity on the following:

1. Is the evaluation conducted by the STSM to be covertly done or is the BDO to be aware that the evaluation is taking place?
2. Immediately following the evaluation is the observation reviewed with the employee?

A: PECs are not to be covert. One of the goals with PECs is to work with the BDOs to schedule a time when PECs will be conducted and have an open communication. The results should be shared with the BDOs since if they do not pass they are required to go through remediation. Remediation, per the APR guide affords the BDO appropriate remediation which may consist of training, coaching and mentoring.

As stated in the APR guide regarding the covert question, BDOs and their Supervisors share the responsibility for making appropriate arrangements to ensure that the Checklists are completed in a timely manner. As it states in the APR guide, chapter 6, regarding the observations reviewed with the employee, after completing every APR assessment, the employee shall receive feedback based on the job knowledge and skill proficiency demonstrated during such assessment.

Remediation is provided to employees who demonstrate deficiencies in any part of an APR assessment to ensure that they understand where weaknesses occurred and to review the entire screening procedure with them, rather than targeting a specific aspect of the procedure or test item to avoid a "train to the test" objective.

The following guidelines are the minimum standards that must be met for employee feedback and remediation with regards to APR assessments. As desired, airports have the discretion to provide any additional training and/or remediation for their employees.

HUMAN

Refer to the APR handbook for further details.

RESOURCES

Q: The FY2013 APR Handbook states, "The FY13 APR is in effect from October 1, 2012 through September 30, 2013." However, TOPS was effective April 1, 2013. Given this information, can the second BDO PEC be conducted in June or must the STSM wait until July?

11/20/2013 9:08 /sites/OpsNet/BOA /FAQs/Lists/FAQs

HUMAN

A: APR and TOPS are two separate programs, and one does not impact the other. The 2013 APR Program began on October 1, 2012 and ends on September 30, 2013. BDO PEC1 should be completed between October 1, 2012 and March 31, 2013. BDO PEC2 should be completed between April 1 and September 1, 2013.

RESOURCES

11/20/2013 9:08 /sites/OpsNet/BOA /FAQs/Lists/FAQs

Q: Now that the hiring pause is over, how to I begin to fill my different vacancies?

A: E BDO positions can be posted as 'competitive' or 'non-competitive', based on the discretion of the FSD. Current MBDOs who apply for an EBDO position must not be given a structured interview when referred for selection. MBDOs will be referred to the Selecting Official as 'non-competitive eligible.'
BDA TSM interviews should be conducted as follows:
- Current MBDOs and EBDOs who apply for BDA TSM positions should only be asked managerial questions 6 and 9
- Current TSMs who are not BDA TSMs should only be asked BDO interview questions 1-7
- All other applicants must be asked BDO interview questions 1-9

HUMAN RESOURCES Please reference the BDO Admin Version 6 for additional information. Furthermore, all interview packets must be requested by the appointed Selecting Official through the GSO Business Management Office (BMO):
GSOBMOHRP@sa.dhs.gov

sites/OpstNet/BDA
1/28/2014 16:33 /FAQs/Lists/FAQs

Q: Can BDOs request to be on light duty?

A:Yes, TSA will offer light duty assignments to employees who have temporary injuries or medical conditions that did not occur on the job as long as work is available as outlined in HCM 820-2, *Light Duty*, and the light duty assignments do not impact operational needs of TSA. TSA will also attempt to provide light duty assignments based on the employee's current employment status as full or part-time; however, assignments may be offered for less than an employee's current hours and include various shift assignments depending upon operational needs, space limitations, and staffing requirements, and the medical limitations of the employee. In addition, BDOs must complete and submit TSA Form 1160-4 to their supervisor along with acceptable medical documentation from the BDOs physician or health care provider, which must include detailed physical/medical limitations that prevent the BDO from carrying out essential job functions and an expected duration of the limitations. The supervisor will then submit TSA Form 1160-4 to the next higher-level management officials for approval. Light duty assignments are temporary and may not exceed the amount of time supported by the medical documentation and may not exceed more than 45 days, regardless of medical documentation. An employee may submit a written request for up to three extensions, with appropriate documentation and approval. For more information on extensions and light duty requirements, refer to HCM 820-2, *Light Duty*.

HUMAN RESOURCES

sites/OpstNet/BDA
1/28/2014 16:37 /FAQs/Lists/FAQs

Q: There has been some confusion in the area of a trial or probationary period, just past being promoted. Is it true that all BDOs entering the SPOT program are subject to an additional one (1) year trial period from their time of certification?

A: There is a basic trial period that applies to new employees upon being hired at TSA. The initial trial period for a new hire is two (2) years from his/her Service Computation Date (SCD).

Example: A TSO has been employed by TSA for a year and a half, is selected for a BDO position, and successfully completes all BDO onboarding requirements. That employee will continue to complete her probationary period as a BDO, until a full two (2) years from her SCD has been completed (in this instance, the remaining six months of her trial period will be completed as a BDO).

Supervisory Trial Periods: If an employee is promoted to a supervisory position, and has never held a supervisory position at TSA or within the Federal government where a supervisory trial period was already served, she/he will have to complete a supervisory trial period. The supervisory trial period provides TSA with the opportunity to assess the new supervisor's performance and conduct. The supervisory trial period is separate from the basic trial period. The supervisory trial period is one (1) year and begins upon permanent appointment to the supervisory position.

HUMAN RESOURCES

sites/OpstNet/BDA
1/28/2014 16:38 /FAQs/Lists/FAQs

Q: Can a BDO's conditional offer be revoked during BDO training for business cause(s)? For example, if the BDO candidate is written up while she/he is still in BDO training can/should the offer be revoked? What would be the process?

A: Whether or not a BDO's conditional offer can/should be revoked is dependent on the severity of the infraction, when the infraction occurred, and when management was made aware of the situation. If the action was egregious, that information should have been made available to management early in the BDO selection process.

HUMAN RESOURCES

Please consult the BDA Program at BOA.mailbox@sa.dhs.gov for guidance and next steps.
Q: If a BDO is terminated, can they apply for a TSO position?

sites/OpstNet/BOA
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A: Most former employees are eligible to re-apply after a one (1) year waiting period. While former employees are eligible to apply for reemployment with TSA, a job offer is not guaranteed, but is based on the applicant's qualifications and being chosen by the selecting Official(s) for the vacant position.

HUMAN RESOURCES

For information on how to apply for a previously held TSA position, please contact the TSA HR Help Desk at 1-877-TSA-7990 (1-877-872-7990) or HelpDesk@tsa-hrprocess.com.

sites/OpstNet/BOA
1/28/2014 16:40 /FAQs/Lists/FAQs

	(b)(3):49 U.S.C. § 114(r)	
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TRAINING	<p>Q: I have just been promoted as the first SPOT TSM at my new airport. I came from a smaller airport that did not have a BDO program. I would like to shadow a SPOT TSM at another airport for at least a few days to learn the manager aspects of the job. May I propose this idea to my FSD?</p> <p>A: Yes, tremendous insight into the BDO operation can be gained by reaching out to airports in the vicinity for any shadowing/mentoring opportunities. Should you need to identify who the STSM is at a neighboring airport, you can refer to the HQ Contact List on the BDO I-Share site for contact information.</p> <p>Q: If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening prior to entering the TSA Pre✓™ lane, should he or she be directed to a non-Pre✓™ screening lane?</p> <p>A: Yes, Passengers who sign up for TSA Pre✓™ are notified there is no guarantee they will go through the TSA Pre✓™ lane every time they fly. They should be prepared to abide by standard screening regulations (liquids, shoe removal, etc.).</p>	11/20/2013 9:08 sites/OpsNet/BDA/FAQs/Lists/FAQs
RISK-BASED SECURITY	(b)(3):49 U.S.C. § 114(r)	11/20/2013 9:08 sites/OpsNet/BDA/FAQs/Lists/FAQs
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(b)(3):49 U.S.C. § 114(r)

RISK-BASED SECURITY

11/27/2014 15:24 sites/OpsNet/BDA/FAQs/Lists/FAQs

POLICY

11/20/2013 9:08 sites/OpsNet/BDA/FAQs/Lists/FAQs

POLICY

11/20/2013 9:08 sites/OpsNet/BDA/FAQs/Lists/FAQs

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POLICY

11/20/2013 9:08 sites/OpsNet/BDA/FAQs/Lists/FAQs

(b)(3):49 U.S.C. § 114(r)

POLICY

11/26/2014 15:22 sites/OpsNet/BDA/FAQs/Lists/FAQs

POLICY

11/20/2013 9:08 sites/OpsNet/BDA/FAQs/Lists/FAQs

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1/27/2014 10:52 sites/OpsNet/BDA/FAQs/Lists/FAQs

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400.16.2

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12/5/2013 10:09 sites/OpsNet/BDA/FAQs/Lists/FAQs

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A. "Coaching and mentoring" refers to the BDA TSM actively directing BDOs on specific areas of operation in order to improve the skills of each BDO and improve the level of overall team performance. For example, the BDA TSM may mentor a BDO on the proper positioning at a given checkpoint and explain the best vantage points associated with that checkpoint. The BDA TSM's coaching and mentoring must be directly associated with the performance of a BDO(s) and be specifically tied to a BDO job skill, as outlined in the SPOT SOP.

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POLICY

Please Note: Per the SPOT SOP Section 3.2.A.1, each BDO or his/her partner is required to have a TSA-issued cell phone or working radio.

2/10/2014 13:07 sites/OpstNet/BDA/FAQs/Lists/FAQs

The following question was derived from the BDO Monthly Conference Call on 02/27/2014:

Q. Are BDA TSMs included in the BDO FTE allocation for playbook/ARE hours needed. The reason for asking this question is that my recent ARE report shows that the BDA TSMs are included for the BDO playbook hours needed to accomplish the ARE/Playbook hours

A. BDA TSMs are included in the total number of BDO FTE for FY14; the Playbook FTE is based on a percentage of that total allocation. Therefore, BDA TSMs are not removed before calculating BDO Playbook FTE allocation.

In other words, all certified BDOs – F band through I band BDO certified employees – are part of the FTE allocation for Playbook Operations. As such, BDA TSMs are under the same Playbook qualification requirements as other certified BDOs.

This applies equally to the ARE. Playbook should be a combined BDO-certified effort and not broken down by specific pay bands.

POLICY

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2/27/2014 17:29 sites/OpstNet/BDA/FAQs/Lists/FAQs

Q: As it relates to a BDO receiving his/her Proficiency Evaluation Checklist (PEC), for consistency purposes can you please provide clarity on the following:

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The following guidelines are the minimum standards that must be met for employee feedback and remediation with regards to APR assessments. As desired, airports have the discretion to provide any additional training and/or remediation for their employees.

Refer to the APR handbook for further details.

PEC

3/14/2014 14:54 sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: Does the Annual Proficiency Review (APR) use the calendar year or fiscal year?

A: The FY14 APR User's Guidance, released January 31, 2014, specifies that APR uses the calendar year. Therefore, the first PEC must be complete between January 1 and June 30; the second PEC must be complete between July 1 and December 31.

PEC

3/14/2014 15:04 sites/OpsNet/BDA/FAQs/Lists/FAQs

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PEC

3/14/2014 14:32 sites/OpsNet/BDA/FAQs/Lists/FAQs

(b)(3);49 U.S.C. § 114(r)

PEC

3/14/2014 14:33 sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: Is it a best practice for each BDO to review the new "2014 PEC" and "2014 PEC Rating Reference Guide" prior to the start of their evaluation?

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PEC	<p>Q: Is it acceptable for a BDA TSM to conduct Casual Conversation scenarios and role-play scenarios during out briefings?</p> <p>A: Absolutely, this has been identified as a best practice and BDA TSMs should continually challenge, mentor, guide, and coach BDOs by providing opportunities to improve upon the core elements of SPOT. These leadership initiatives are a critical component in creating and maintaining a high performing BDA program.</p> <p>NOTE: Locally developed scenarios and/or Casual Conversation challenges must not be utilized during the PEC assessments.</p>	3/14/2014 14:35 sites/OpsNet/BDA/FAQs/Lists/FAQs
PEC	<p>Q: If after probing the BDO, the BDO still does not verbally demonstrate all of the data included in 3.6.4, would this be rated 'Unacceptable'?</p> <p>A: Not necessarily. The intent of requiring the BDO to "Verbally Demonstrate" is to provide the BDA TSM/Rating Official the ability to assess whether the BDO possesses the knowledge base required to proficiently execute the procedures of a task item that did not present the opportunity to observe during the operational assessment. This gives the BDO the opportunity to articulate how they would accomplish individual tasks during the SPOT Referral Screening/Casual Conversation process.</p> <p>The PEC does not require the BDO to demonstrate a proficiency in the memorization of any specific section of the SPOT SOP. Each task item is broken down to the core function of that specific element and/or section illustrated in the SPOT SOP. Each task item should be assessed independently and rated accordingly.</p>	3/14/2014 14:35 sites/OpsNet/BDA/FAQs/Lists/FAQs
HUMAN RESOURCES	<p>Q: With accordance to the APR Handbook, section 5.4 BDOA Assessments, fourth paragraph "If the test administrator is required to complete the BDOA, does he or she need to first complete and pass the BDOA prior to assuming the Test Administrator's responsibilities."</p> <p>A: Test Administrators (TA): TAs must successfully complete both requirements (TSA-TEST-ADMINISTRATOR-ALL and TSA-TEST-ADMINISTRATOR-EAMS) listed in the PASS 2012 Assessment Administration Guidance for SOPAs and BDOAs (Page 2), before they are able to administer the SOPA or BDOA. TAs must have an EAMS User ID and Proctor Code to administer the above assessments. If the TA is a TOPS-covered employee, he/she is required to successfully complete the applicable tests themselves prior to administering them</p>	11/20/2013 9:08 sites/OpsNet/BDA/FAQs/Lists/FAQs
HUMAN RESOURCES	<p>Q: Where is the BDO Guide located?</p> <p>A: BDO Admin guide is housed in OSO BMD and not on HCinsight. You can request a copy from the BDO HQ POC, OSO@BDOHR@TSA.DHS.GOV.</p>	11/20/2013 9:08 sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: Now that the hiring pause is over, how do I begin to fill my different vacancies?

As EBDO positions can be posted as 'competitive' or 'non-competitive' based on the discretion of the FSD. Current MBDOs who apply for an EBDO position must not be given a structured interview when referred for selection. MBDOs will be referred to the Selecting Official as "non-competitive eligible." If the non-competitive option is chosen, the Selecting Official in coordination with the FSD must develop a selection process to determine the best candidate for the position. The process is NOT required to consist of interviewing. However, if it does, questions must be selected through HClinsight or if you would like to create your own they must be submitted and approved by OAS via their email at OAD@DHS.gov.

Items to take into consideration when selecting may include candidates performance ratings, leadership experience, awards and/or supervisor recommendation. The competitive BDA TSM interviews should be conducted as follows:

- Current MBDOs and EBDOs who apply for BDA TSM positions should only be asked managerial questions 8 and 9.
- Current TSMs who are not BDA TSMs should only be asked BDO interview questions 1-7
- All other applicants must be asked BDO interview questions 1-9

Please reference the BDO Admin Version 6 for additional information. Furthermore, all interview packets must be requested by the appointed Selecting Official through the OSC Business Management Office (BMO) OSCBDOHR@tsa.dhs.gov

HUMAN RESOURCES

1/21/2014 13:16 sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: Can BDOs request to be on light duty?

A: Yes, TSA will offer light duty assignments to employees who have temporary injuries or medical conditions that did not occur on the job as long as work is available as outlined in HCM 820-2, *Light Duty*, and the light duty assignments do not impact operational needs of TSA.

TSA will also attempt to provide light duty assignments based on the employee's current employment status as full or part-time; however, assignments may be offered for less than an employee's current hours and include various shift assignments depending upon operational needs, space limitations, and staffing requirements, and the medical limitations of the employee.

In addition, BDOs must complete and submit TSA Form 1160-4 to their supervisor along with acceptable medical documentation from the BDOs physician or health care provider, which must include detailed physical/medical limitations that prevent the BDO from carrying out essential job functions and an expected duration of the limitations. The supervisor will then submit TSA Form 1160-4 to the next higher-level management officials for approval.

Light duty assignments are temporary and may not exceed the amount of time supported by the medical documentation and may not exceed more than 45 days, regardless of medical documentation. An employee may submit a written request for up to three extensions, with appropriate documentation and approval. For more information on extensions and light duty requirements, refer to HCM 820-2, *Light Duty*.

HUMAN RESOURCES

1/28/2014 16:37 sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: There has been some confusion in the area of a trial or probationary period, just past being promoted. Is it true that all BDOs entering the SPOT program are subject to an additional one (1) year trial period from their time of certification?

A: There is a basic trial period that applies to new employees upon being hired at TSA. The initial trial period for a new hire is two (2) years from his/her Service Computation Date (SCD).

Example - A TSO has been employed by TSA for a year and a half, is selected for a BDO position, and successfully completes all BDO onboarding requirements. That employee will continue to complete her probationary period as a BDO, until a full two (2) years from her SCD has been completed. (In this instance, the remaining six months of her trial period will be completed as a BDO).

Supervisory Trial Periods - If an employee is promoted to a supervisory position, and has never held a supervisory position at TSA or within the Federal government where a supervisory trial period was already served, she/he will have to complete a supervisory trial period. The supervisory trial period provides TSA with the opportunity to assess the new supervisor's performance and conduct. The supervisory trial period is separate from the basic trial period. The supervisory trial period is one (1) year and begins upon permanent appointment to the supervisory position.

HUMAN RESOURCES

1/28/2014 16:38 sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: Can a BDO's conditional offer be revoked during BDO training for business cause(s)? For example, if the BDO candidate is written up while she/he is still in BDO training can/should the offer be revoked? What would be the process?

A: Whether or not a BDO's conditional offer can/should be revoked is dependent on the severity of the infraction, when the infraction occurred, and when management was made aware of the situation. If the action was egregious, that information should have been made available to management early in the BDO selection process.

HUMAN RESOURCES

Please consult the BDA Program at BDA mailbox@tsa.dhs.gov for guidance and next steps.

1/28/2014 16:39 sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: If a BDO is terminated, can they apply for a TSD position?

A: Most former employees are eligible for rehire after a one (1) year waiting period. While former employees are eligible to apply for reemployment with TSA, a job offer is not guaranteed, but is based on the applicant's qualifications and being chosen by the Selecting Official(s) for the vacant position.

HUMAN RESOURCES

For information on how to apply for a previously held TSA position, please contact the TSA HR Help Desk at 1-877-TSA-7990 (1-877-872-7990) or HelpDesk@tsa-hr.access.gpo.gov.

1/28/2014 16:40 [sites/opsnet/6DA/FAQs/Lists/FAQs](https://www.dhs.gov/sites/opsnet/6DA/FAQs/Lists/FAQs)

	(b)(3):49 U.S.C. § 114(r)	
TRAINING		11/20/2013 9:08
TRAINING		11/20/2013 9:08
TRAINING	<p>Q: I have just been promoted as the first SPOT TSM at my new airport. I came from a smaller airport that did not have a BDO program. I would like to shadow a SPOT TSM at another airport for at least a few days to learn the manager aspects of the job. May I propose this idea to my FSD?</p> <p>A: Yes, tremendous insight into the BDO operation can be gained by reaching out to airports in the vicinity for any shadowing/mentoring opportunities. Should you need to identify who the STSM is at a neighboring airport, you can refer to the HQ Contact List on the BDO I-Share site for contact information.</p> <p>Q: If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening, prior to entering the TSA Pre✓™ lane, should he or she be directed to a non-Pre✓™ screening lane?</p> <p>A: Yes. Passengers who sign up for TSA Pre✓™ are notified there is no guarantee they will go through the TSA Pre✓™ lane every time they fly. They should be prepared to abide by standard screening regulations (liquids, shoe removal, etc.).</p>	11/20/2013 9:08
RISK-BASED SECURITY	(b)(3):49 U.S.C. § 114(r)	11/20/2013 9:08
	Q: If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening, after the divest process has started in the TSA Pre✓™ lane, should he or she be directed to another screening lane?	
RISK-BASED SECURITY	(b)(3):49 U.S.C. § 114(r)	11/20/2013 9:08
RISK-BASED SECURITY		4/1/2014 15:15
RISK-BASED SECURITY		12/20/2013 13:34
RISK-BASED SECURITY		2/27/2014 15:24

(b)(3):49 U.S.C. § 114(f)

POLICY

11/20/2013 9:08

POLICY

11/20/2013 9:08

Q. Can BDOs perform screening functions for OT?

A. BDOs are only allowed to perform screening functions that they are certified for, or those that do not require a certification. This includes TDC, Exit Lane, and Divesting Officer. It is the discretion of local management for BDOs to perform in these functions.

POLICY

11/20/2013 9:08

(b)(3):49 U.S.C. § 114(f)

POLICY

2/6/2014 15:22

POLICY

11/20/2013 9:08

POLICY

11/20/2013 9:08

POLICY

6/2/2014 10:50

Q: At our airport, I have two separate notebooks, one for SPOT referrals only and one for rotation activity and personal information. I recently transferred to a new airport and was told that my notebook is to also be used for my rotation activity. Is rotation activity (e.g. time spent at checkpoints, breaks, lunch, and playbook hours) to be kept in the SPOT Referral Notebook? If not, can it be kept in a separate notebook?

(b)(3):49 U.S.C. § 114(r)

POLICY

2/6/2014 16:26

Q: Is there guidance forthcoming regarding the preferred storage and file code for SPOT Notebooks? Currently I have not seen or read any specific file code to use. I use a file code on a postcard size sheet with an additional SSI warning, referenced to include name of officer and date range of the information contained in the notebook and all is stored in a recloseable plastic storage bag.

A: IMPD has not mandated a specific method of the physical maintenance of records, but they should be safeguarded as you are currently (good job by the way). Please use the proper file code as indicated below:

400.16

Screening of Passengers by Observation Technique (SPOT)

System used to identify potential threats based not on identifiable objects, but on observation of passenger's behavior.

NOTE: All Inputs (e.g., score sheets, travel document checker referrals, etc.), Outputs, and Documentation are covered by GRS 20.

400.16.1

Master File/Database: Includes but not limited to records documenting an individual's scores derived from observational and behavioral analyses, rationale for TDC referral (signs of deception, unusual or prohibited items, etc.), screening results, law enforcement officer notification, air carrier information (flight number, origination and destination airports) and resolutions.

DO NOT DESTROY

Not Approved for Disposition

400.16.2

Output: Summary reports of daily shift activity, documenting staffing, number and logs of incidents, startup and shutdown checklists, event logs, calls made, and similar routine activities.

DO NOT DESTROY

Not Approved for Disposition

*****VERY IMPORTANT*****

Until this schedule is approved by NARA you may **NOT** destroy any of the related program records. You must treat these records as **PERMANENT** items until approved. Once the schedule has been approved by NARA, you may destroy the notebooks (INPUT) in accordance with the applicable GRS 20 item.

This guidance also applies to all SPOT Referral Reports, Incident Referrals, Notebooks, and all inputs, outputs, and documentation covered by General Records Schedule (GRS) 20, as established by the National Archives and Records Administration. All filing cabinets used to securely store these documents must be labeled 400.16.

POLICY

12/20/2013 15:45

Q: Are airports authorized to scan digital copies of the BDO referral reports and dispose of hard paper copies.

A: Pursuant to the Federal Records Act and TSM 200.7, scanned records meet National Archives & Records Administration requirements and serve as official agency records. While electronic records are allowed, airports should be advised that they bear responsibility if digital files become corrupted or are not readably accessible. For example, airports were asked to refer to original referral reports during the recent PMIS audit and remediation project. Airports would not have been able to fix errors in PMIS without access to old referral reports.

POLICY

11/20/2013 9:08

(b)(3):49 U.S.C. § 114(r)

Policy

12/5/2013 10:09

Q. Are BDOs required to be TDC qualified? If so, how often must they perform TDC to stay qualified?

A. It is up to local senior leadership to determine whether or not the BDOs will remain/become TDC qualified. If they chose to, BDOs must perform at least one 20 minute rotation of TDC every 14 days. Managers may establish a TDC rotation schedule in order for BDOs to remain qualified if BDO team members are not regularly performing TDC. Please reference the TDC qualification fact sheet for further information.

POLICY

12/19/2013 9:54

Q. Can you provide clarifying guidance regarding the BDA TSM maintaining proficiency by working as a BDO with the team and the BDA TSM performing coaching and mentoring, as described in the SPOT SOP 2.2.C?

A. "Coaching and mentoring" refers to the BDA TSM actively directing BDOs on specific areas of operation in order to improve the skills of each BDO and improve the level of overall team performance. For example, the BDA TSM may mentor a BDO on the proper positioning at a given checkpoint and explain the best vantage points associated with that checkpoint. The BDA TSM's coaching and mentoring must be directly associated with the performance of a BDO(s) and be specifically tied to a BDO job skill, as outlined in the SPOT SOP.

In addition, the BDA TSM must also maintain their proficiency by working directly with another certified BDO conducting behavior observation, Walk the Line (WTL), and Casual Conversation. In this capacity, the BDA TSM is working strictly in the capacity of a BDO.

These requirements are mutually exclusive. That is, the BDA TSM must not "double dip" by recording coaching and mentoring as occurring at the same time as the BDA TSM's time working as a BDO conducting WTL, Casual Conversation, and assessing behavior and appearance cues.

POLICY

12/19/2013 15:45

Q. Are the Operational Audits outlined in the SPOT SOP, Appendix 1, different from the Proficiency Evaluation Checklist (PEC) outlined in the Annual Proficiency Review (APR)?

A. Yes. The BDO PEC is a separate requirement from the Operational Audits; these requirements should be completed independently from one another.

The BDO PEC is an APR assessment conducted on each BDO semi-annually. Information regarding the PEC is available on the APR SharePoint site.

Additionally, there are two different Operational Audits that are to be conducted semi-annually: Performance Elements/STSMs and Performance Elements/BDOs. The criteria for these audits are specified in the SPOT SOP, Appendix 1. These forms are available on the BDA SharePoint Manager's Station site under "Management Oversight".

POLICY

12/20/2013 13:59

(b)(3):49 U.S.C. § 114(r)

POLICY

1/16/2014 16:22

Q. What is the official cell phone allotment for BDOs?

A. Per the Wireless Allocation Matrix that was approved and distributed to the field in the OSO Communication on May 25, 2012, cellular phones are authorized for "BDOs, not to exceed 65% of authorized BDO (non-manager) positions. This is policy across the entire enterprise and is not subject to exception."

The BDA Program Office recommends establishing a process in which communication methods – phones or radios – are available to all BDO teams during the operational shift. For example, the phones may be signed in and signed out at the start/end of each shift. This procedure would ensure BDO Team Leads and/or EBDOs have a government issued cell phone. At the same time, the entire team would also use a radio system to ensure consistent communication. Team Leads and EBDOs would then only use the cell phones when needed.

POLICY

Please Note: Per the SPOT SOP Section 3.2.A.1, each BDO or his/her partner is required to have a TSA-issued cell phone or working radio.

2/10/2014 13:07

The following question was derived from the BDO Monthly Conference Call on 02/27/2014:

Q. Are BDA TSMs included in the BDO FTE allocation for playbook/ARE hours needed. The reason for asking this question is that my recent ARE report shows that the BDA TSMs are included for the BDO playbook hours needed to accomplish the ARE/Playbook hours.

A. BDA TSMs are included in the total number of BDO FTE for FY14; the Playbook FTE is based on a percentage of that total allocation. Therefore, BDA TSMs are not removed before calculating BDO Playbook FTE allocation.

In other words, all certified BDOs – F band through I band BDO certified employees – are part of the FTE allocation for Playbook Operations. As such, BDA TSMs are under the same Playbook qualification requirements as other certified BDOs.

This applies equally to the ARE: Playbook should be a combined BDO-certified effort and not broken down by specific pay bands.

Additionally, the BDA Program Office requires that all BDA TSMs complete all Playbook qualification requirements. This allows for the greatest level of flexibility for BDA TSMs to work with their teams in all areas of BDO deployment.

POLICY

2/27/2014 17:29

Q: As it relates to a BDO receiving his/her Proficiency Evaluation Checklist (PEC), for consistency purposes can you please provide clarity on the following:

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Q: Does the Annual Proficiency Review (APR) use the calendar year or fiscal year?

A: The FY14 APR User's Guidance, released January 31, 2014, specifies that APR uses the calendar year. Therefore, the first PEC must be complete between January 1 and June 30; the second PEC must be complete between July 1 and December 31.

PEC

3/14/2014 15:04

Rating Reference Guide, "Preparation, Positioning, and General", Page 2, Section I.F

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A: Embracing a positive demeanor is referring to a BDO who is exuberant and going out of their way in possessing a positive demeanor. Maintaining is doing the minimum in keeping a positive demeanor.

PEC

3/14/2014 14:32

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3/14/2014 14:32

(b)(3):49 U.S.C. § 114(r)

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	<p>Q: For all the assessments that are Pass / Fail, why are the points 0 and 1 instead of 0 and 3?</p> <p>A: For the pass/fail tasks, they are meet/does not meet standards. The 3 point value equals Displayed Exceptional Standards and the 2 point value equals Displayed Above Standards which surpass the Displayed Standards, 1 point. These tasks are identified as achieving strategic priorities essential to carrying out the mission. There is no level of performance other than Pass (1pt) or Fail (0pts).</p>	3/14/2014 14:34
PEC	<p>Q: Will the rating scores be used for any particular purpose, like TOPS?</p> <p>A: No, the PEC scores are to give the BDA TSM / Rating Official and BDO an idea of how well the BDO is doing and where he/she needs to continue to improve. The PEC is a requirement of the Annual Proficiency Review (APR) and is separate from the TOPS Core Competencies and Individual Performance Goals</p>	3/14/2014 14:34
PEC	<p>Q: Is it acceptable for a BDA TSM to conduct Casual Conversation scenarios and role-play scenarios during out briefings?</p> <p>A: Absolutely, this has been identified as a best practice and BDA TSMs should continually challenge, mentor, guide, and coach BDOs by providing opportunities to improve upon the core elements of SPOT. These leadership initiatives are a critical component in creating and maintaining a high performing BDA program.</p> <p>NOTE: Locally developed scenarios and/or Casual Conversation challenges must not be utilized during the PEC assessments</p>	3/14/2014 14:35
PEC	<p>Q: If after probing the BDO, the BDO still does not verbally demonstrate all of the data included in 3-5.4, would this be rated 'Unacceptable'?</p> <p>A: Not necessarily. The intent of requiring the BDO to "Verbally Demonstrate" is to provide the BDA TSM/Rating Official the ability to assess whether the BDO possesses the knowledge base required to proficiently execute the procedures of a task item that did not present the opportunity to observe during the operational assessment. This gives the BDO the opportunity to articulate how they would accomplish individual tasks during the SPOT Referral Screening/Casual Conversation process. The PEC does not require the BDO to demonstrate a proficiency in the memorization of any specific section of the SPOT SOP. Each task item is broken down to the core function of that specific element and/or section illustrated in the SPOT SOP. Each task item should be assessed independently and rated accordingly.</p> <p>Q: With accordance to the APR Handbook, section 5.4 BDOA Assessments, fourth paragraph: If the test administrator is required to complete the BDOA, does he or she need to first complete and pass the BDOA prior to assuming the Test Administrators responsibilities?</p> <p>A: Test Administrators (TA): TAs must successfully complete both requirements (TSA-TEST-ADMINISTRATOR-ALL and TSA-TEST-ADMINISTRATOR-EAMS) listed in the PASS 2012 Assessment Administration Guidance for SOPAs and BDOAs (Page 7), before they are able to administer the SOPA or BDOA. TAs must have an EAMS User ID and Proctor Code to administer the above assessments. If the TA is a TOPS-covered employee, he/she is required to successfully complete the applicable tests themselves prior to administering them.</p>	3/14/2014 14:35
HUMAN RESOURCES	<p>Q: Where is the BDO Guide located?</p> <p>A: BDO Admin guide is housed in OSO BMO and not on HCInsight. You can request a copy from the BDO HQ POC OSOBDOHR@TSA.DHS.GOV.</p>	11/20/2013 9:08
HUMAN RESOURCES	<p>Q: Now that the hiring pause is over, how to I begin to fill my different vacancies?</p> <p>A: EBDO positions can be posted as 'competitive' or 'non-competitive' based on the discretion of the FSD. Current MBDOs who apply for an EBDO position must not be given a structured interview when referred for selection. MBDOs will be referred to the Selecting Official as "non-competitive eligible." If the non-competitive option is chosen, the Selecting Official in coordination with the FSD must develop a selection process to determine the best candidate for the position. The process is NOT required to consist of interviewing. However, if it does, questions must be selected through HCInsight or if you would like to create your own they must be submitted and approved by OAS via their email atOAS@DHS.gov. items to take into consideration when selecting may include candidates performance ratings, leadership experience, awards and/or supervisor recommendations. The competitive BDA TSM interviews should be conducted as follows: - Current MBDOs and EBDOs who apply for BDA TSM positions should only be asked managerial questions 8 and 9. - Current TSMs who are not BDA TSMs should only be asked BDO interview questions 1-7. - All other applicants must be asked BDO interview questions 1-9. Please reference the BDO Admin Version 6 for additional information. Furthermore, all interview packets must be requested by the appointed Selecting Official through the OSO Business Management Office (BMO): OSOBDOHR@tsa.dhs.gov.</p>	11/20/2013 9:08
HUMAN RESOURCES		2/21/2014 13:16

Q: Can BDOs request to be on light duty?

A:Yes. TSA will offer light duty assignments to employees who have temporary injuries or medical conditions that did not occur on the job as long as work is available as outlined in HCM 820-2, *Light Duty*, and the light duty assignments do not impact operational needs of TSA.

TSA will also attempt to provide light duty assignments based on the employee's current employment status as full or part-time; however, assignments may be offered for less than an employee's current hours and include various shift assignments depending upon operational needs, space limitations, and staffing requirements, and the medical limitations of the employee.

In addition, BDOs must complete and submit TSA Form 1160-4 to their supervisor along with acceptable medical documentation from the BDOs physician or health care provider, which must include detailed physical/medical limitations that prevent the BDO from carrying out essential job functions and an expected duration of the limitations. The supervisor will then submit TSA Form 1160-4 to the next higher-level management officials for approval.

Light duty assignments are temporary and may not exceed the amount of time supported by the medical documentation and may not exceed more than 45 days, regardless of medical documentation. An employee may submit a written request for up to three extensions, with appropriate documentation and approval. For more information on extensions and light duty requirements, refer to HCM 820-2, *Light Duty*.

HUMAN RESOURCES

1/28/2014 16:37

Q: There has been some confusion in the area of a trial or probationary period, just past being promoted. Is it true that all BDOs entering the SPOT program are subject to an additional one (1) year trial period from their time of certification?

A:There is a basic trial period that applies to new employees upon being hired at TSA. The initial trial period for a new hire is two (2) years from his/her Service Computation Date (SCD).

Example: A TSO has been employed by TSA for a year and a half, is selected for a BDO position, and successfully completes all BDO onboarding requirements. That employee will continue to complete her probationary period as a BDO, until a full two (2) years from her SCD has been completed (in this instance, the remaining six months of her trial period will be completed as a BDO).

Supervisory Trial Periods: If an employee is promoted to a supervisory position, and has never held a supervisory position at TSA or within the Federal government where a supervisory trial period was already served, she/he will have to complete a supervisory trial period. The supervisory trial period provides TSA with the opportunity to assess the new supervisor's performance and conduct. The supervisory trial period is separate from the basic trial period. The supervisory trial period is one (1) year and begins upon permanent appointment to the supervisory position.

HUMAN RESOURCES

1/28/2014 16:38

Q: Can a BDO's conditional offer be revoked during BDO training for business cause(s)? For example, if the BDO candidate is written up while she/he is still in BDO training, can/should the offer be revoked? What would be the process?

A:Whether or not a BDO's conditional offer can/should be revoked is dependent on the severity of the infraction, when the infraction occurred, and when management was made aware of the situation. If the action was egregious, that information should have been made available to management early in the BDO selection process.

HUMAN RESOURCES

Please consult the BDA Program at BDA.mailbox@tsa.dhs.gov for guidance and next steps.

1/28/2014 16:39

Q: If a BDO is terminated, can they apply for a TSO position?

A:Most former employees are eligible for rehire after a one (1) year waiting period. While former employees are eligible to apply for reemployment with TSA, a job offer is not guaranteed, but is based on the applicant's qualifications and being chosen by the Selecting Official(s) for the vacant position.

HUMAN RESOURCES

For information on how to apply for a previously held TSA position, please contact the TSA HR Help Desk at 1-877-TSA-7990 (1-877-872-7990) or HelpDesk@tsa.hraccess.com

1/28/2014 16:40

(b)(3):49 U.S.C. § 114(r)

BEHAVIORS	Mugnolo, Craig <OSO COMO>	8/5/2010 9:12	Freiberger, Elizabeth	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
BEHAVIORS	Mugnolo, Craig <OSO COMO>	6/21/2010 10:28	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
BEHAVIORS	Mugnolo, Craig <OSO COMO>	6/21/2010 10:30	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
BEHAVIORS	Mugnolo, Craig <OSO COMO>	6/21/2010 10:19	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
BEHAVIORS	Freiberger, Elizabeth	10/21/2010 8:19	Freiberger, Elizabeth	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

BEHAVIORS

Freiberger,
Elizabeth

10/21/2010 11:36

Freiberger,
Elizabeth

Item

sites/opsnet/spot/bdo/lists/faqs1

BEHAVIORS

Balkovic, Tayla

11/14/2011 13:51

Balkovic, Tayla

Item

sites/opsnet/spot/bdo/lists/faqs1

What is the allowable time off the floor before one must be sent back to training?
If a BDO has been out for 365 or more consecutive days, it is required to successfully complete the basic Core Training again. If it is 91 to 364 consecutive days out, attending the training course may be an option. This is dependent on the situation and is at the discretion of the STSM. The revised Return to Duty policy outlines each step that must be completed before returning.

MISCELLANEOUS

Mugnolo, Craig
<OSO COMO>

6/25/2010 8:15

Freiberger,
Elizabeth

Item

sites/opsnet/spot/bdo/lists/faqs1

(b)(3):49 U.S.C. § 114(r)

MISCELLANEOUS

Freiberger,
Elizabeth

10/21/2010 8:28

Freiberger,
Elizabeth

Item

sites/opsnet/spot/bdo/lists/faqs1

What is BAT and how will it affect BDOs?

BAT is behavior awareness training for the TSO workforce. It
(b)(3):49 U.S.C. § 114(r)

(b) The Checkpoint SOP has a chapter on Articulate Belief that allows TSOs to follow up on activity that they deem suspicious, if they can articulate it. BAT provides them the resource to articulate the need to perform additional screening on an individual. It will not change any current BDO process or procedure. The BAT materials are currently under review with OTWE. All airports have a deadline to complete BAT training by December 31, 2012.

MISCELLANEOUS

Balkovic, Tayla

2/13/2012 14:16

Balkovic, Tayla

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

How are BDO FTE determined? BDO FTE is allocated through Work Force Utilization. The determination of where FTE are designated depends upon throughput per checkpoint and the CATA score of an airport. It then calculates in the banding formula (4th F is a G, 10th position is an H, 30th position is an I) and is distributed based on the Program's staffing allocation designated by Congress.

MISCELLANEOUS

Balkovic, Tayla

2/10/2012 18:20

Balkovic, Tayla

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Can BDOs perform screening functions for OT?
BDOs are only allowed to perform screening functions that they are certified for, or those that do not require a certification. This includes physical bag search, TDC, Exit Lane, and Divesting Officer. It is the discretion of local management for BDOs to perform in these functions.

MISCELLANEOUS

Balkovic, Tayla

2/13/2012 10:24

Balkovic, Tayla

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

MISCELLANEOUS

Becknell, Jason

8/2/2012 15:06

Becknell, Jason

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Although the PEC and BDO Audit criteria are almost identical, I still conduct both per PASS and per the SOP. Is this too much? May I discontinue the BDO audits? The SPOT SOP Section 4.4 mimics the BDO PASS PEC. This is documented in the SOP for reasons outside of PASS: SPOT Coordinators being able to hold STSMs accountable for completing audits, STSMs able to hold BDOs accountable for items in this section NOT associated with PASS ratings, National STSM accountability via PCA visits, STSM EPMP responsibilities, etc.

This type of audit should occur constantly, however the only audit that must be documented for each BDO is the PASS PEC. It is not required to document an additional operational audit for each BDO for the SPOT SOP.

MISCELLANEOUS

Becknell, Jason

11/13/2012 9:23

Becknell, Jason

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

If an LEO is called during a SPOT referral, does the incident report have to be submitted into PARIS or just filed locally?

If an LEO is involved in a SPOT related referral, an incident report must be completed and entered into PARIS.

NOTIFICATION

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:21

Mugnolo, Craig
<OSO COMO>

Item

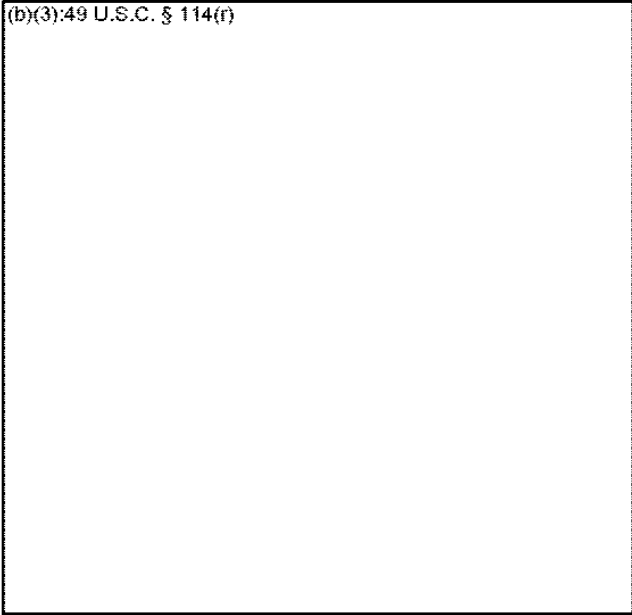
sites/OpsNet/SPOT BDO/Lists/FAQs1

NOTIFICATION	(b)(3):49 U.S.C. § 114(r)	Mugnolo, Craig <OSO COMO>	6/21/2010 10:22	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
NOTIFICATION	<p>For self-deporting aliens, does the BDO have to do anything? If there is an international flight and it is discovered after talking to a passenger that they are self-deporting, is CBP or LEO required (if nothing else is of significance?)</p> <p>When a passenger states they have committed an illegal act (e.g. entering the country illegally), it is not specific SPOT protocol to notify an LEO, however as a public servant, this is something you should report to an LEO. It also should be indicated on the referral report because it does provide possible resolution to the behaviors.</p>	Mugnolo, Craig <OSO COMO>	6/25/2010 13:40	Freiberger, Elizabeth	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
NOTIFICATION	<p>The SPOT SOP states that we must notify the STSO that the individual is clear to enter the sterile area. Do we have to wait for the approval of the STSO before clearing the passenger to enter into the sterile area?</p> <p>No, this is just a way to keep the STSO informed of the status of the checkpoint. It is not intended as a notification for permission.</p>	Mugnolo, Craig <OSO COMO>	6/21/2010 10:29	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
NOTIFICATION	<p>Does an FSD have to be notified when an LEO is called by a BDO?</p> <p>An individual referred to an LEO must not be allowed into the sterile area or onboard an aircraft until the FSD or designee has reviewed the LEO's actions and authorized the individual to continue the screening process or proceed into the sterile area.</p>	Mugnolo, Craig <OSO COMO>	6/21/2010 10:25	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
NOTIFICATION	(b)(3):49 U.S.C. § 114(r)	Mugnolo, Craig <OSO COMO>	6/21/2010 10:23	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

NOTIFICATION		Freiberger, Elizabeth	10/28/2010 7:13	Freiberger, Elizabeth	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
PLAYBOOK & SPOT		Mugnolo, Craig <OSO COMO>	6/21/2010 10:24	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
PLAYBOOK & SPOT		Mugnolo, Craig <OSO COMO>	6/21/2010 10:28	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
PLAYBOOK & SPOT	Are BDOs still required to fill out SPOT After Action Reports (AAR) for activities other than referrals and playbook? SPOT AARs should be completed for VIPRs, any special events and any assignment that is outside the realm of normal BDO duty.	Mugnolo, Craig <OSO COMO>	6/21/2010 10:22	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)



PLAYBOOK & SPOT

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:27

Mugnolo, Craig
<OSO COMO>

Item

<sites/OpsNet/SPOT BDO/Lists/FAQs1>

When limited in BDO coverage, what takes precedent: staffing the checkpoint or Playbook coverage?

PLAYBOOK & SPOT

Mugnolo, Craig
<OSO COMO>

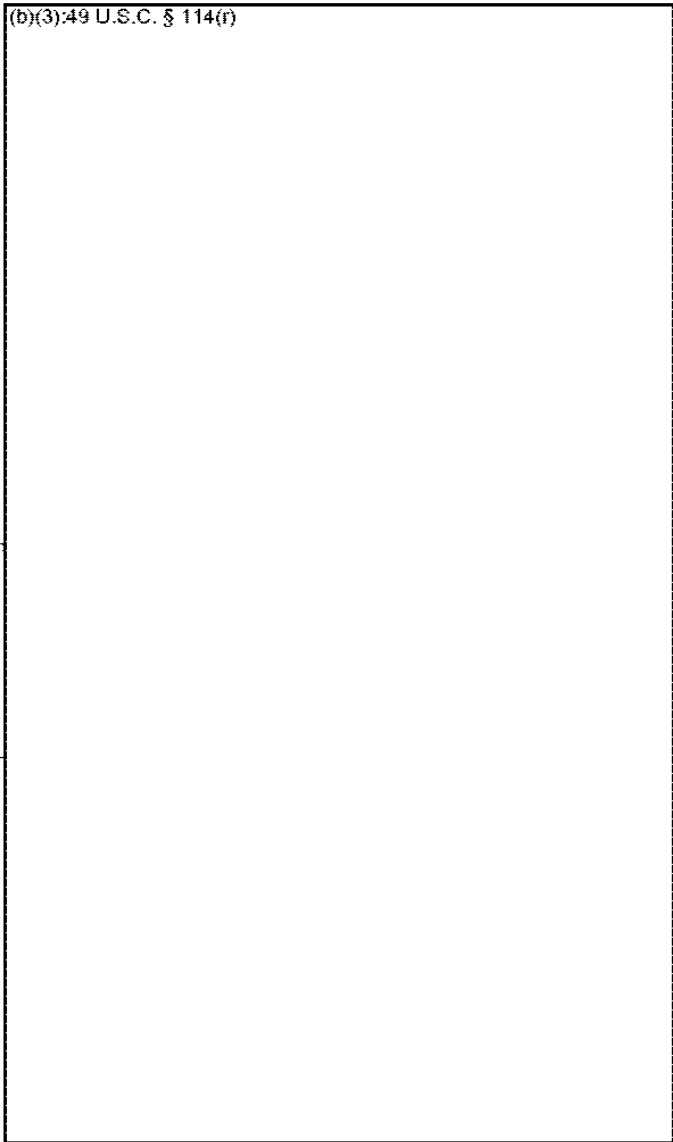
6/21/2010 10:25

Mugnolo, Craig
<OSO COMO>

Item

<sites/OpsNet/SPOT BDO/Lists/FAQs1>

Covering the checkpoint should always takes precedence.



PLAYBOOK & SPOT

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:22

Mugnolo, Craig
<OSO COMO>

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

PLAYBOOK & SPOT

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:23

Mugnolo, Craig
<OSO COMO>

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

POINT VALUES

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:17

Mugnolo, Craig
<OSO COMO>

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

POINT VALUES

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:26

Mugnolo, Craig
<OSO COMO>

Item

sites/opsnet/spot_bdo/lists/faqs1

POINT VALUES

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:17

Mugnolo, Craig
<OSO COMO>

Item

sites/opsnet/spot_bdo/lists/faqs1

POINT VALUES

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:18

Mugnolo, Craig
<OSO COMO>

Item

sites/opsnet/spot_bdo/lists/faqs1

POINT VALUES	(b)(3):49 U.S.C. § 114(r)	Mugnolo, Craig <OSO COMO>	6/21/2010 10:19	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
PROGRAM	<p>What does the Behavior Detection Analysis Division refer to? How does it affect SPOT or BDOs?The SPOT Program Office changed its name to the Behavior Detection and Analysis Division (BDAD) several months ago when we were moved in the TSA re-organization from the Office of Security Operations (OSO) to the Office of Security Capabilities (OSC). The program office is moving in a direction that covers much more in the world of behavior detection than just SPOT, and the change allows the office to encompass that growing responsibility. SPOT is still the technique/program utilized by BDOs in the field, but we are also working on the Enhanced Behavior Detection (Assessor), research and validation of behavior detection indicators, techniques, and processes, among several other initiatives. BDAD is simply the new name of the Program Office, but has not replaced SPOT or BDOs- they are simply just one of several aspects we oversee.</p>	Becknell, Jason	7/31/2012 12:48	Becknell, Jason	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
REFERRAL	<p>Are there any established quotas or a minimum amount of SPOT referrals required per BDO for any length of time?</p> <p>No</p>	Mugnolo, Craig <OSO COMO>	6/21/2010 10:41	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
REFERRAL	(b)(3):49 U.S.C. § 114(r)	Mugnolo, Craig <OSO COMO>	6/21/2010 10:26	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
REFERRAL	<p>Do BDOs perform the liquid and colorimetric tests on the required items found when doing the bag search on a SPOT referral?</p> <p>No. BDOs are not trained or certified on these procedures. Have a TSO conduct the procedures while the casual conversation is being performed.</p>	Mugnolo, Craig <OSO COMO>	6/21/2010 10:26	Mugnolo, Craig <OSO COMO>	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

REFERRAL

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:28
<OSO COMO>

Mugnolo, Craig

Item

<sites/OpsNet/SPOT BDO/Lists/FAQs1>

REFERRAL

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:26
<OSO COMO>

Mugnolo, Craig

Item

<sites/OpsNet/SPOT BDO/Lists/FAQs1>

(b)(3):49 U.S.C. § 114(r)

REFERRAL

Mugnolo, Craig
<OSO COMO>

Mugnolo, Craig
6/21/2010 10:26 <OSO COMO> Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Are there any established quotas or a minimum amount of SPOT referrals required per BDO for any length of time?

REFERRAL

No

Freiberger,
Elizabeth

Freiberger,
8/12/2010 7:44 Elizabeth Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

REFERRAL

Freiberger,
Elizabeth

Freiberger,
10/21/2010 8:38 Elizabeth Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

REFERRAL

Becknell, Jason

8/2/2012 14:52

Becknell, Jason

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

RISK-BASED SECURITY

Becknell, Jason

4/30/2012 14:54

Becknell, Jason

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening, prior to entering the TSA Pre✓™ lane, should he or she be directed to a non-Pre✓™ screening lane?

Yes. Passengers who sign up for TSA Pre✓™ are notified there is no guarantee they will go through the TSA Pre✓™ lane every time they fly. They should be prepared to abide by standard screening regulations (liquids, shoe removal, etc.)

(b)(3):49 U.S.C. § 114(r)

RISK-BASED SECURITY

Becknell, Jason

4/30/2012 14:55

Becknell, Jason

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening, after the divest process has started in the TSA Pre✓™ lane, should he or she be directed to another screening lane?

(b)(3):49 U.S.C. § 114(r)

RISK-BASED SECURITY

Becknell, Jason

4/30/2012 14:56 Becknell, Jason

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Can I conduct a SPOT Referral in the PreCheck lane? Yes. TSAPreV™ does not eliminate or preclude the SPOT process. BDOs who have referrals from a TSAPreV™ lane passenger must note in the narrative/notes section of the SPOT Referral Report that the passenger referral was TSAPreV™ eligible.

(b)(3):49 U.S.C. § 114(r)

RISK-BASED SECURITY

Becknell, Jason

4/30/2012 15:04 Becknell, Jason

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

RISK-BASED SECURITY

Becknell, Jason

8/15/2012 15:25 Becknell, Jason

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

When will ADBT be available again?
Additional Behavior Detection Training is currently on hold. The Program Office does not have the staffing and resources to deploy this on a continuous schedule.

(b)(3):49 U.S.C. § 114(r)

TRAINING

Balkovic, Tayla

2/10/2012 18:56 Balkovic, Tayla

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

TRAVEL DOCUMENTS

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:27 Mugnolo, Craig
<OSO COMO>

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

TRAVEL DOCUMENTS

Mugnolo, Craig
<OSO COMO>

6/21/2010 10:24 Mugnolo, Craig
<OSO COMO>

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

What is the policy regarding MBDs and EBDs working overtime in support of security screening? Can they work TDC or other duties on their off time from their normal BDO duties?

Yes. While they are to be totally focused on behavioral detection while working their BDO jobs, they are permitted to perform extra work at the discretion of the FSD or his designee on overtime to support the mission of the airport.

TRAVEL DOCUMENTS

Mugnofo, Craig
<OSO.COMO>

6/25/2010 8:24 Elizabeth
Freiberger,

Item

sites/opsnet/spot/bdo/lists/faqs1

	(b)(3):49 U.S.C. § 114(r)						
TRAINING		6/21/2010 10:02	Amundson, Craig <CSO CSMPG>	7/30/2013 17:39	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1
TRAINING		5/21/2010 10:39	Munich, Craig <CSO CSMPG>	7/30/2013 17:39	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1
TRAINING		10/21/2009 6:24	Fraberger, Elizabeth	7/30/2013 17:39	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1
TRAINING		3/2/2011 11:00	Barkwell, Jason	7/30/2013 17:39	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1
TRAINING	<p>Q: Our airport would like to set up training for the screening workforce to help them better understand what we do on a daily basis. Can we acquire the training videos with the passengers exhibiting behaviors? We would like for the screening workforce to see the videos so we can explain to them some of the behaviors we look for on a daily basis.</p> <p>A: At this time the Program Office does not provide the videos used in training to the field. Training materials must be approved by the program office and vetted through the FSO prior to the airport to ensure consistency and accuracy of the messaging. In addition, this can affect the program office the ability to engage OTWT on training that would be useful to the field.</p>	7/31/2013 8:23	Hamilton, Nathan	7/31/2013 8:23	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1
TRAINING	<p>Q: Have you ever produced a test SPOT TSM at my new airport. I came from a small airport that didn't have a SPOT program. I would like to know if SPOT TSM is available for a few days to train those airport agents. If not, any alternative idea to my SPOT. Any recommendations on how the FSO operation can be gained by submitting to airports in the state for a shadowing/mentoring opportunities. Should you have any ideas identify with the TSA in a neighborhood report you can refer to the HQ Contract User Name 3001. Some site for contact information.</p>	7/9/2013 8:28	Hamilton, Nathan	7/31/2013 8:28	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1
TRAINING	(b)(3):49 U.S.C. § 114(r)	7/31/2013 8:24	Hamilton, Nathan	7/31/2013 8:24	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1
RISK BASED SECURITY		4/23/2012 8:40	Becknell, Jason	7/30/2013 17:20	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1
RISK BASED SECURITY	<p>Q: If a TSA Prof™ passenger makes the SPOT threshold for a referral to additional screening efforts to entering the TSA Prof™ line, should he/she be referred to a non-Pro™ screening line?</p> <p>A: Yes. Passengers who sign up for TSA Prof™ are notified there is no guarantee they will go through the TSA Prof™ line every time they fly. They should be prepared to stand by standard screening procedures should referred.</p>	4/30/2012 14:53	Becknell, Jason	7/30/2013 17:21	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1
RISK BASED SECURITY	(b)(3):49 U.S.C. § 114(r)	7/30/2013 17:22	Hamilton, Nathan	7/30/2013 17:22	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1
RISK BASED SECURITY	(b)(3):49 U.S.C. § 114(r)	4/30/2012 15:04	Becknell, Jason	7/30/2013 17:22	Hamilton, Nathan	Item	sites/opsnet/SPOT_BDO_lists/FAQs1

(b)(3);49 U.S.C. § 114(f)

RISK-BASED SECUR

9/13/2012 9:00 BA, Andre, Andre

7/31/2013 11:24 Hamilton, Nathan

Item

sites/CopNet/SPOT BDO_lists/FAQs1

RISK-BASED SECUR

8/20/2013 15:27 Levesque, Kimberly

8/20/2013 15:27 Levesque, Kimberly

Item

sites/CopNet/SPOT BDO_lists/FAQs1

POLICY

9/21/2012 9:54 Mugnolo, Craig <CSO.COMO>

7/31/2013 11:39 Hamilton, Nathan

Item

sites/CopNet/SPOT BDO_lists/FAQs1

POLICY

9/21/2012 10:05 Mugnolo, Craig <CSO.COMO>

7/31/2013 11:39 Hamilton, Nathan

Item

sites/CopNet/SPOT BDO_lists/FAQs1

POLICY

9/21/2012 10:50 Mugnolo, Craig <CSO.COMO>

7/31/2013 1:56 Hamilton, Nathan

Item

sites/CopNet/SPOT BDO_lists/FAQs1

POLICY

9/21/2012 10:12 Mugnolo, Craig <CSO.COMO>

7/30/2013 11:39 Hamilton, Nathan

Item

sites/CopNet/SPOT BDO_lists/FAQs1

POLICY

9/21/2012 10:14 Mugnolo, Craig <CSO.COMO>

7/31/2013 11:39 Hamilton, Nathan

Item

sites/CopNet/SPOT BDO_lists/FAQs1

Q. Can BDOs perform screening functions for DT?

A. BDOs are only allowed to perform screening functions that they are certified for, or those that do not require a certification. This includes TDC, Exit Lane, and Driving Officer. It is the discretion of local management for BDOs to perform in these functions.

POLICY

2/10/2012 18:46 Rakovec, Tanya

8/5/2013 11:34 Hamilton, Nathan

Item

sites/CopNet/SPOT BDO_lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

POLICY

8/7/2012 15:12 Becknell, Jason

7/30/2013 17:35 Hamilton, Nathan

Item

sites/OpNet/SPOT BDO Lists/FAQs1

Q. Although the PEC and BDO Audit criteria are almost identical, I do conduct them per PASS and per the SOP. Is this too much? May I incorporate the BDO audit?

A. The SPOT SOP Section 4.4 **Operational Audit- Performance Elements BDOs** mimics the BDO Proficiency Evaluation Checklist (PEC). This is documented in the SOP for a specific operation the Annual Performance Reviews (APR), such as the SPOT Coordinator's ability to hold STSMs accountable for completing audits, STSMs' ability to hold BDOs accountable for items in this section NOC associated with APR standards, National STSM accountability via PCA visits, STSM EPMP responsibilities, etc.

This type of audit should occur concurrently. However the only audit that must be documented for each BDO is the PEC. It is not required to occur once an additional operational audit is conducted by SPOT Operational Audit.

POLICY

7/13/2012 9:23 Becknell, Jason

7/30/2013 17:35 Hamilton, Nathan

Item

sites/OpNet/SPOT BDO Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

POLICY

7/31/2013 6:19 Hamilton, Nathan

7/31/2013 6:19 Hamilton, Nathan

Item

sites/OpNet/SPOT BDO Lists/FAQs1

POLICY

7/31/2013 6:20 Hamilton, Nathan

7/31/2013 6:20 Hamilton, Nathan

Item

sites/OpNet/SPOT BDO Lists/FAQs1

POLICY

7/31/2013 6:20 Hamilton, Nathan

7/31/2013 6:20 Hamilton, Nathan

Item

sites/OpNet/SPOT BDO Lists/FAQs1

POLICY

7/31/2013 6:21 Hamilton, Nathan

6/11/2013 11:13 Hamilton, Nathan

Item

sites/OpNet/SPOT BDO Lists/FAQs1

POLICY

7/31/2013 6:21 Hamilton, Nathan

7/31/2013 6:21 Hamilton, Nathan

Item

sites/OpNet/SPOT BDO Lists/FAQs1

POLICY

7/31/2013 6:22 Hamilton, Nathan

7/31/2013 6:22 Hamilton, Nathan

Item

sites/OpNet/SPOT BDO Lists/FAQs1

POLICY	<p>Q: Is it appropriate to genderize the resolution notes? For example, if a passenger stated that he was running late due to his wife holding him back, it is supposed to "genderize" the notes to state they were held back due to their spouse holding them back.</p> <p>A: While it is not explicitly prohibited, the use of "genderize" to avoid awkwardness of gender pronouns is discouraged. However, if using gender in the resolution notes would alienate comments or offend anyone, it is allowed.</p>	7/31/2013 6:22 Hamilton, Nathan	7/31/2013 6:22 Hamilton, Nathan	Item	sites/CpsNet/SPOT BDO Lists/FAQs1
POLICY	<p>Q: Can you please define the difference between the "Primary BDO" and "Secondary BDO"? How do you determine which BDO is primary and which is secondary?</p> <p>A: The SPOT Program Office has left this decision up to the local airport management team. At some airports the Primary BDO is the BDO who observed the first behavior. At other airports the Primary BDO is the BDO who observed the last behavior that resulted in the referral. Suit as either version of the Primary BDO is the BDO that conducted the Curious Conversation. There is no right or wrong answer, the designation can be made at the local level.</p>	7/31/2013 6:22 Hamilton, Nathan	7/31/2013 6:22 Hamilton, Nathan	Item	sites/CpsNet/SPOT BDO Lists/FAQs1
POLICY	<p>Q: Are all reports to have two separate notebooks, one for SPOT infractions only, and one for local incident, and personal information. Is personal information transferred to a new airport and was it that information used to allow us to look for any violation activity in other airports and if so, how? Do the agencies (airline, airport, and passenger) have to be kept in the SPOT folders. Are they kept in a separate notebook, or is a separate notebook?</p> <div data-bbox="317 488 1102 558" style="border: 2px solid black; padding: 5px;"> <p>(b)(3):49 U.S.C. § 114(r)</p> </div>	7/31/2013 6:23 Hamilton, Nathan	7/31/2013 6:23 Hamilton, Nathan	Item	sites/CpsNet/SPOT BDO Lists/FAQs1
POLICY	<p>Q: Is there guidance forthcoming regarding the preferred storage and the code for SPOT Notebooks? Currently I have not seen or read any specific file code to use. I use a file code on a postcard size sheet with an additional SPOT warning, referenced to include terms of either and date range of the information contained in the notebook and it is stored in a red ziploc bag.</p> <p>A: WSPD has not mandated a specific method of the physical maintenance of records, but they should be safeguarded as you are currently doing (to be by the way). Please use the proper file code as indicated below.</p> <p>400 15 Screening of Passengers by Observation Technique (SPOT) System used to identify potential threats based not on identifiable objects, but on observation of passenger's behavior. NOTE: All inputs (e.g., X-ray sheets, travel documents, check-in receipts, etc.), Outputs, and Documentation are covered by GRS 20 400 15.1 Master File Database: Includes but is not limited to records documenting an individual's scores derived from observational and behavioral analyses, adequate for FCC referral (type of description, unusual or prohibited items, etc.), screening results, law enforcement officer notification, air carrier information (flight number, origin and destination airports and resolutions). DO NOT DESTROY Not Approved for Disposition 400 15.2 Output: Summary reports of daily shift activity, documenting staffing, number and logs of incidents, startup and shutdown checklists, event logs, call made and resolution activities. DO NOT DESTROY Not Approved for Disposition</p> <p>*****VERY IMPORTANT***** CAUTION: This schedule is approved by NARA you may NOT destroy any of the retention program records. You must treat these records as PERMANENT records until approved. Once the schedule has been approved by NARA, you may destroy the notebooks (NPI) in accordance with the applicable GRS 20 item.</p>	7/31/2013 6:52 Hamilton, Nathan	8/5/2013 11:10 Hamilton, Nathan	Item	sites/CpsNet/SPOT BDO Lists/FAQs1
POLICY	<p>Q: Are airports authorized to scan a list copies of the BDO referral records and dispose of them upon closure?</p> <p>A: Pursuant to the Federal Records Act and (50 CFR 201.2), scanned records meet National Archives & Records Administration requirements and serve as their agency records. If the electronic records are loaded, airports should be advised that they bear responsibility to ensure that records become digitized or are not readily accessible. For electronic records, airports should refer to original records during the retention status and retention process. Airports would not have been able to scan a list of records without access to the referral records.</p>	8/5/2013 9:45 Hamilton, Nathan	8/5/2013 9:40 Hamilton, Nathan	Item	sites/CpsNet/SPOT BDO Lists/FAQs1
HUMAN RESOURCES	<p>Q: Regarding BDO collateral duty, are there a minimum number of hours a full time BDO must perform SPOT in a pay period? (in Article 9 of the Collective Bargaining Agreement (CBA) it stipulates that a temporary assignment of duties, limited to no more than 14% percent (30%) of an employee's scheduled work hours. Interested employees who volunteer for collateral duties will maintain all their contributions for their positions of record. If not applicable to BDOs since they are part of the bargaining unit.</p> <p>A: Section 2.2 B of the BDO SOP does not preclude BDOs from any collateral duty assignments so long as the assignment does not violate the CBA. Additionally, 100% of the BDO's time should be devoted to conducting SPOT, unless the BDO has a collateral duty, in accordance with Article 9 of the CBA, or the ISD has otherwise assigned the BDO in response to urgent circumstances per the SPOT SOP.</p>	7/31/2013 8:29 Hamilton, Nathan	7/31/2013 8:26 Hamilton, Nathan	Item	sites/CpsNet/SPOT BDO Lists/FAQs1

HUMAN RESOURCES	<p>Q: Work accordingly to the APP Handbook, which is BDOA Assessment, locate paragraph 1. The test administrator is required to complete the BDOA, send the forms back to HR to score the test and pass the BDOA prior to submitting the Test Administrator's report to HR.</p> <p>A: Test Administrator (TA)</p> <p>TA must understand and complete both requirements for the TA ADMINISTRATION and TA TEST ADMINISTRATION (located in the PASS 4012 Assessment Administration Guide for HRIS and ADAA, Page 2), before they are able to administer the BDOA or BDOA TA.</p> <p>TA must have an E-MS User ID and creation code to add and use the assessment tool.</p> <p>TA must have a BDOA User ID and creation code to add and use the assessment tool.</p> <p>TA must have a BDOA User ID and creation code to add and use the assessment tool.</p>	7/31/2013 8:26	Hamilton, Nathan	7/31/2013 8:26	Hamilton, Nathan	Item	sites/CopNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q: Can a BDO be assigned for administrative duties and still be consistent with the BDO AEP?</p> <p>A: Yes, BDOs may assist with administrative functions should they not be assigned to evaluate functions and/or be assigned to limited or light duty. This assignment will be designated through local management and with the officer.</p>	7/31/2013 8:27	Hamilton, Nathan	7/31/2013 8:27	Hamilton, Nathan	Item	sites/CopNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q: In RFD (Report of Duty) that is under level 4 (0-751 days) on the PTO form (or "S" level), is completion of the certification process for PDCs required? What does this mean?</p> <p>A: In the PPT form the BDO certifies the administration of the APR group and will be done in the event a certification is required for your PDC. As the BDO's supervisor (SIS) will use the PDC form as a report on the officer's PDC to review in a few months and report performance of the PDC process in accordance with the SPOT SOP. Remember that there must be two identical PDCs completed during the year. The items listed on the PDC form will complete the information on the Report to Duty Tracking Tool for the purposes of being identical. BDOs (D Training Record) concerning this certification test.</p> <p>Q: How do I know if a new BDO is approved or if the approval process is approved? How do I get to be added for reference?</p>	7/31/2013 8:27	Hamilton, Nathan	7/31/2013 8:27	Hamilton, Nathan	Item	sites/CopNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q: When selecting a BDO, what documents are required to make a tentative BDO selection?</p> <p>A: Submit your tentative selections to BDO HQ POC (650)804-6713. The required documents information is as follows:</p> <ol style="list-style-type: none"> 1. Cert. of 2. Selection endorsement 3. List of tentative selection from your delegatee selecting official or signed cert. list (a screenshot as long as it is signed by selecting official) 	7/31/2013 8:29	Hamilton, Nathan	7/31/2013 8:29	Hamilton, Nathan	Item	sites/CopNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q: What is required to exclude a candidate from the BDO interview?</p> <p>A: Exclusion from the BDO structured interview will vary specific and found in the BDO Admin Guide on page 32 or 33 under "Exclusion". A candidate request a BDO to be approved from the BDO HQ POC. An exclusion request must be submitted as listed in the guide. If the exclusion is in the date of that exclusion to BDO HQ POC (650)804-6713. A BDO is prior to starting the interview process. For example, if a candidate has an OIA within the last year, that is a justification to exclude them from being the candidate for a BDO position. A BDO will not be approved.</p>	7/31/2013 8:30	Hamilton, Nathan	7/31/2013 8:30	Hamilton, Nathan	Item	sites/CopNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q: Where is the BDO Guide located?</p> <p>A: BDO Admin guide is located in ONS BMO and not on Cleight. You can request a copy from the BDO HQ POC (650)804-6713.</p>	7/31/2013 8:30	Hamilton, Nathan	7/31/2013 8:30	Hamilton, Nathan	Item	sites/CopNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q: When reviewing a candidate you ask for a former BDO?</p> <p>A: If they are applying from a State or local of BDO HQ, she should be asked question 7 and 8. If they are applying from an E-MS form an E-MS they should not be asked any BDO structure interview questions.</p>	7/31/2013 8:30	Hamilton, Nathan	7/31/2013 8:30	Hamilton, Nathan	Item	sites/CopNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q: When posting for a BDO position can we post it for a specific airport?</p> <p>A: No, it can only be posted for Hub and Spoke or Nationwide. If you want Hub and Spoke you must double check your IATs, as of right now the default within HR Access is Nationwide.</p>	7/31/2013 8:31	Hamilton, Nathan	7/31/2013 8:31	Hamilton, Nathan	Item	sites/CopNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q: Can a person who is a BDO interview for a BDO position?</p> <p>A: BDOs are not allowed to interview for positions. Reports are responsible for retrieving their scores from the application system and applying them. BDOs are not allowed to interview.</p>	7/31/2013 8:31	Hamilton, Nathan	7/31/2013 8:31	Hamilton, Nathan	Item	sites/CopNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q: What interview questions are asked a SIS on the BDO G Band?</p> <p>A: Questions 1 - 7 plus the 659 communication rating.</p>	7/31/2013 8:32	Hamilton, Nathan	7/31/2013 8:32	Hamilton, Nathan	Item	sites/CopNet/SPOT BDO/Lists/FAQs1

Q: As it relates to a BDO reviewing a Performance Evaluation Check (PEC) for consistency, does the you closure guidance apply to the following:

1. Is the evaluator conducting the STSM to be currently done on a BDO to be aware that the evaluation is taking place?
2. If not, is there anything the check staff in the office should be aware of when they are reviewed with the employee?

A: PECs are not to be given. One of the goals with PECs is to work with the BDO to schedule a time when PECs will be conducted and have an early communication. The results should be shared with the BDO as well. They do not give this and is required to go through

compliance. Recommendation for the APR given after the BDO approval recommendation which is a part of the ongoing program. As stated in the APR guide regarding the current question, BDO and the Supervisor share the responsibility for making appropriate arrangements to ensure that the Check is completed in a timely manner.

4. To state in the APR guide (page 5), regarding the above and to review with the employees. After completing every APR assessment, the supervisor must give feedback based on the employee's knowledge and skills. The employee demonstrates during a job assessment. Recommendation is given and to employees who demonstrate skills. A major component of an APR is to ensure that they understand where weaknesses occurred and to review the performance expectations. The supervisor is targeting a second aspect of the program and to their 15-point scale to the next objective.

The following guidelines are the minimum standards that must be met for employee feedback and remediation in regards to APR assessments. As stated, a supervisor should provide any additional training and remediation for their employees.

HUMAN RESOURCES

Refer to the APR handbook for further details.

2/11/2013 7:35 Hamilton, Nathan

7/15/2013 7:33 Hamilton, Nathan

Item

sites\OpNet\SPOT BDO_035\FAQ01

Q: The F2013 APR Handbook states "The F13 APR is in effect from October 1, 2013 through September 30, 2013." However, TOPS was effective April 1, 2013. Given this information, can the second BDO PEC be conducted in June or must the STSM wait until July?

A: APR and TOPS are two separate programs and one does not impact the other. The 2013 APR Program began on October 1, 2012 and ends on September 30, 2013. BDO PEC1 should be completed between October 1, 2012 and March 31, 2013. BDO PEC2 should be completed between April 1 and September 1, 2013.

HUMAN RESOURCES

7/11/2013 8:34 Hamilton, Nathan

7/11/2013 8:34 Hamilton, Nathan

Item

sites\OpNet\SPOT BDO_035\FAQ01

(b)(3):49 U.S.C. § 114(r)

TRAINING

7/30/2013 17:37 6/21/2010 10:03 Mugnolo, Craig <OSO CQMO> Hamilton, Nathan Item sites/OpsNet/SPOT BDO/Lists/FAQs1

TRAINING

7/30/2013 17:38 10/31/2010 8:24 Freiberg, Elizabeth Hamilton, Nathan Item sites/OpsNet/SPOT BDO/Lists/FAQs1

TRAINING

7/30/2013 17:37 11/14/2011 13:50 Balkovic, Tayla Hamilton, Nathan Item sites/OpsNet/SPOT BDO/Lists/FAQs1

Q: Our airport would like to set up training for the screening workforce to help them better understand what we do on a daily basis. Can we acquire the training videos with the passengers exhibiting behaviors? We would like for the screening workforce to see the videos so we can explain to them some of the behaviors we look for on a daily basis.

A: At this time the Program Office does not provide the videos used in training to the field. Training materials must be approved by the program office and vetted through the FSD prior to when used to ensure consistency and accuracy of the messaging. In addition, this can afford the program office the ability to engage OTWE on training that would be useful to the field.

TRAINING

7/31/2013 8:23 7/31/2013 8:23 Hamilton, Nathan Hamilton, Nathan Item sites/OpsNet/SPOT BDO/Lists/FAQs1

Q: I have just been promoted as the first SPOT TSM at my new airport. I came from a smaller airport that did not have a BDO program. I would like to shadow a SPOT TSM at another airport for at least a few days to learn the manager aspects of the job. May I propose this idea to my FSD?

A: Yes, tremendous insight into the BDO operation can be gained by reaching out to airports in the vicinity for any shadowing/mentoring opportunities. Should you need to identify who the STSM is at a neighboring airport, you can refer to the HQ Contact List on the BDO I-Share site for contact information.

TRAINING

7/31/2013 8:23 7/31/2013 8:23 Hamilton, Nathan Hamilton, Nathan Item sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

TRAINING

7/31/2013 8:24 7/31/2013 8:24 Hamilton, Nathan Hamilton, Nathan Item sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(r)

RISK-BASED SECURITY

7/30/2013 17:20

4/30/2012 8:40 Becknell, Jason

Hamilton, Nathan

Item

sites/OpnNet/SPOT BDD/Lists/FAQs1

Q: If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening, prior to entering the TSA Pre✓™ lane, should he or she be directed to a non-Pre✓™ screening lane?
A: Yes. Passengers who sign up for TSA Pre✓™ are notified there is no guarantee they will go through the TSA Pre✓™ lane every time they fly. They should be prepared to abide by standard screening regulations (liquids, shoe removal, etc.).

(b)(3):49 U.S.C. § 114(r)

RISK-BASED SECURITY

7/30/2013 17:21

4/30/2012 14:53 Becknell, Jason

Hamilton, Nathan

Item

sites/OpnNet/SPOT BDD/Lists/FAQs1

Q: If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening, after the divest process has started in the TSA Pre✓™ lane, should he or she be directed to another screening lane?

(b)(3):49 U.S.C. § 114(r)

RISK-BASED SECURITY

7/30/2013 17:22

4/30/2012 14:56 Becknell, Jason

Hamilton, Nathan

Item

sites/OpnNet/SPOT BDD/Lists/FAQs1

RISK-BASED SECURITY

7/30/2013 17:22

4/30/2012 15:04 Becknell, Jason

Hamilton, Nathan

Item

sites/OpnNet/SPOT BDD/Lists/FAQs1

RISK-BASED SECURITY

7/30/2013 17:24

6/13/2012 9:00 Becknell, Jason

Hamilton, Nathan

Item

sites/OpnNet/SPOT BDD/Lists/FAQs1

(b)(3):49 U.S.C. § 114(f)

RISK-BASED SECURITY

8/20/2013 15:27 8/20/2013 15:27 Levesque, Kimberly Levesque, Kimberly Item sites/OpsNet/SPOT BDD/Lists/FAQs1

POLICY

7/30/2013 17:39 6/21/2010 9:54 Mugnolo, Craig <CSO@COMO> Hamilton, Nathan Item sites/OpsNet/SPOT BDD/Lists/FAQs1

POLICY

7/30/2013 17:39 6/21/2010 10:05 Mugnolo, Craig <CSO@COMO> Hamilton, Nathan Item sites/OpsNet/SPOT BDD/Lists/FAQs1

POLICY

7/31/2013 7:56 6/21/2010 10:10 Mugnolo, Craig <CSO@COMO> Hamilton, Nathan Item sites/OpsNet/SPOT BDD/Lists/FAQs1

POLICY

7/30/2013 17:39 6/21/2010 10:12 Mugnolo, Craig <CSO@COMO> Hamilton, Nathan Item sites/OpsNet/SPOT BDD/Lists/FAQs1

POLICY

7/30/2013 17:39 6/21/2010 10:14 Mugnolo, Craig <CSO@COMO> Hamilton, Nathan Item sites/OpsNet/SPOT BDD/Lists/FAQs1

item	Hamilton, Nathan	Hamilton, Nathan	8/6/2013 11:31	7/10/2012 18:46	Barbora, Laya	views/Operations/SPOT BDO/Lists/AQ51	POLICY
<p>Q. Can BDOs perform screening functions for OT?</p> <p>A. BDOs are only allowed to perform screening functions that they are certified for. BDOs that do not require a certification. This includes TDC, Ekit Lane, and Diving Officer. It is the discretion of local management for BDOs to perform in these functions.</p>							
item	Hamilton, Nathan	Hamilton, Nathan	7/30/2013 17:38	8/1/2012 15:02	Becknell, Alton	views/Operations/SPOT BDO/Lists/AQ51	POLICY
<p>Q. Although the PEC and BDO Audit criteria are almost identical, I will conduct both per PASS and per the SOP. Is this too much? Why I discontinue the BDO audits?</p> <p>A. The SPOT SOP Section 4.1 Operational Audit: Performance Elements BDOs.</p> <p>Although the PEC and BDO Audit criteria are almost identical, I will conduct both per PASS and per the SOP. Is this too much? Why I discontinue the BDO audits?</p> <p>The SPOT SOP Section 4.1 Operational Audit: Performance Elements BDOs.</p> <p>reviews other than the Annual Practice Reviews (APR), such as the SPOT Coordinator's entry to find STSM's accounting for compliance and % STSM's ability to have BDOs accountable for items in this section (NOT associated with APR standards, National STSM accounts by the PCA visits. STSM FPM's STSM FPM's responsibilities, etc.</p> <p>This type of audit should occur consistently; however, the only audit that must be conducted for each BDO is the PEC. It is not required to document an additional operational audit for even BDO for the SPOT Operational Audit.</p>							
item	Hamilton, Nathan	Hamilton, Nathan	7/30/2013 17:38	11/13/2012 9:23	Beckne (Jason	views/Operations/SPOT BDO/Lists/AQ51	POLICY
<p>Q. (b)(3)(A)9 U.S.C. § 114(f)</p>							
item	Hamilton, Nathan	Hamilton, Nathan	7/31/2013 8:19	7/31/2013 8:19	Hamilton, Nathan	views/Operations/SPOT BDO/Lists/AQ51	POLICY
<p>Q. (b)(3)(A)9 U.S.C. § 114(f)</p>							
item	Hamilton, Nathan	Hamilton, Nathan	7/31/2013 8:20	7/31/2013 8:20	Hamilton, Nathan	views/Operations/SPOT BDO/Lists/AQ51	POLICY
<p>Q. (b)(3)(A)9 U.S.C. § 114(f)</p>							

(b)(3):49 U.S.C. § 114(r)

POLICY

7/31/2013 8:20 7/31/2013 8:20 Hamilton, Nathan Hamilton, Nathan Item sites/OpsNet/SPOT BDD/Lists/FAQs1

POLICY

8/22/2013 13:33 7/31/2013 8:21 Hamilton, Nathan Hamilton, Nathan Item sites/OpsNet/SPOT BDD/Lists/FAQs1

POLICY

7/31/2013 8:21 7/31/2013 8:21 Hamilton, Nathan Hamilton, Nathan Item sites/OpsNet/SPOT BDD/Lists/FAQs1

POLICY

7/31/2013 8:22 7/31/2013 8:22 Hamilton, Nathan Hamilton, Nathan Item sites/OpsNet/SPOT BDD/Lists/FAQs1

Q:Is it appropriate to "genderize" the resolution notes? For example: "A passenger stated that he was running late due to his wife holding him back," as opposed to, "Passenger stated that they were running late due to their spouse holding them back."

A:We have purposely excluded the use of "genderized" to avoid concerns of gender profiling or discrimination. However, if using gender in the resolution notes would alleviate confusion then it may be used.

POLICY

7/31/2013 8:22 7/31/2013 8:22 Hamilton, Nathan Hamilton, Nathan Item sites/OpsNet/SPOT BDD/Lists/FAQs1

Q: Can you please define the difference between the "Primary BDO" and "Secondary BDO"? How do you determine which BDO is primary and which is secondary?
A: The SPOT Program Office has left this decision up to the local airport management team. At some airports the Primary BDO is the BDO who observed the first behavior. At other airports the Primary BDO is the BDO who observed the last behavior that resulted in the referral. Still at other airports the Primary BDO is the BDO that conducted the Casual Conversation. There is no right or wrong answer; the designation can be made at the local level.

POLICY

7/31/2013 8:22

7/31/2013 8:22

Hamilton, Nathan

Hamilton, Nathan

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Q: At our airport, I have two separate notebooks, one for SPOT referrals only and one for rotation activity and personal information. I recently transferred to a new airport and was told that my notebook is to also be used for my rotation activity. Is rotation activity (e.g., time spent at checkpoints, breaks, lunch, and playbook hours) to be kept in the SPOT Referral Notebook? If not, can it be kept in a separate notebook such as a personal notebook?

(b)(3):49 U.S.C. § 114(r)

POLICY

7/31/2013 8:23

7/31/2013 8:23

Hamilton, Nathan

Hamilton, Nathan

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Q: Is there guidance forthcoming regarding the preferred storage and file code for SPOT Notebooks? Currently I have not seen or read any specific file code to use. I use a file code on a postcard size sheet with an additional SSF warning, referenced to include name of officer and date range of the information contained in the notebook and all is stored in a reclosable plastic storage bag.

A: MPD has not mandated a specific method of the physical maintenance of records, but they should be safeguarded as you are currently (good job by the way). Please use the proper file code as indicated below:

400.1b

Screening of Passengers by Observation Technique (SPOT)

System used to identify potential threats based not on identifiable objects, but on observation of passenger's behavior.

NOTE: All inputs (e.g., search sheets, travel document checker referrals, etc.). Outputs, and Documentation are covered by GRS 20.

400.1b.1

Master File/Database; includes but not limited to records documenting an individual's scores derived from observations and behavioral analysis; rationale for TDC referral (signs of deception, unusual or prohibited items, etc.); screening results; law enforcement officer notification; air carrier information (flight number, origination and destination airports) and resolutions.

DO NOT DESTROY

Not Approved for Disposition

400.1b.2

Output: Summary reports of daily shift activity, documenting staffing, number and logs of incidents, startup and shutdown checklists, event logs, calls made, and similar routine activities.

POLICY

8/5/2013 13:10

7/31/2013 8:51

Hamilton, Nathan

Hamilton, Nathan

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

POLICY	<p>Q: Are airports authorized to scan digital copies of the BDO referral reports and dispose of hard paper copies?</p> <p>A: Pursuant to the Federal Records Act and TSM 200.7, scanned records meet National Archives & Records Administration requirements and serve as official agency records. While electronic records are allowed, airports should be advised that they bear responsibility if digital files become corrupted or are not readably accessible. For example, airports were asked to refer to original referral reports during the recent PMIS audit and remediation project. Airports would not have been able to fix errors in PMIS without access to old referral reports.</p>	8/5/2013 9:44	8/5/2013 9:43 Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/lists/FAQs1
Policy	<p>Q: If a former BDO, who has since moved back to a TSO position, identifies a passenger with SPOT specific behaviors that otherwise would have been referred for SPOT screening or referred to law enforcement, what actions are they permitted to take?</p> <p>A: Request assistance from your network, following your chain of command. Your colleagues possess various areas of expertise. Call upon them to support you in mitigating all possible threats to aviation security. Your network includes, but is not limited to, other TSOs, LTSOs, STSOs, Transportation Security Managers (TSMs), TSS Es, TSBs, Security Training Instructors (STI), and LEOs.</p> <p>You must be able to specifically state the reasons that you think something may be wrong, evaluate the screening options for mitigating the threat, and take appropriate action to mitigate the threat.</p> <p>Please refer to Ch21 of the Screening Checkpoint SOP "Critical Thinking" for more applications of critical thinking while screening a person and their accessible property.</p>	9/18/2013 8:27	9/18/2013 8:26 Kogole, Bryan	Kogole, Bryan	Item	sites/OpsNet/SPOT BDO/lists/FAQs1
Policy	<p>Q: At airports that have VIPR allocation, is there a requirement to ensure a BDO maintains his or her sustainment while detailed?</p> <p>A: As reflected in the recent OSO message (Implementation Guidance for Changes in the VIPR Program) while on VIPR assignment, BDOs will be detailed to the OLE/FAMS SAC office and report directly to the OLE/FAMS Special Agent in Charge (SAC). The BDOs must maintain their certification requirements and will be required to sustain in their BDO duties for 8 hours every pay period. This sustainment will be coordinated with the OLE/FAMS and local TSA management. If assigned BDO is unable to sustain in their regular BDO duties, they must complete the applicable BDO Return to Duty.</p> <p>Please reach out to your SPOT Coordinator to obtain a copy of this message or for further clarification.</p>	9/27/2013 10:25	9/27/2013 10:25 Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/lists/FAQs1

	<p>Q: I've talked to some of my colleagues at other airports and they're using a program called BEAM. What is BEAM?</p> <p>A: BEAM, or Behavior Detection Officer (BDO)'s Efficiency and Accountability Metrics, is a database that captures the daily activity of BDOs, including a Behavior Detection duties, Playbook activities, duty locations, leave and other applicable items. It is designed to replace the shift rotation sheets, daily shift summaries, and bi-weekly FLE reports that are required by the Behavior Detection and Analysis (BDA) Program Office. BEAM streamlines and standardizes the process of collecting this information as it is a data repository. Whereas excel spreadsheets are good for storing data, BEAM allows you to store data, analyze data, and find trends in the data. The reporting function in BEAM also allows you to identify potential vulnerabilities in your current staffing model hence strengthening the resource deployment as a risk based method. Lastly information populated into BEAM will afford you the opportunity to provide metric related information on performance measures to airport leadership with one simple report verse multiple spreadsheets. Further guidance/updates will follow via the Program Office.</p>	9/27/2013 10:31	9/27/2013 10:31	Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
Metrics							
	<p>Q: I want to take part in the BEAM pilot program who do I contact?</p> <p>A: If you are interested in participating in BEAM feel free to send an email to the BDA inbox at SPOT@tca.dhs.gov. There will be a communication going out to the field in the near future in an effort to solicit volunteers for BEAM Phase III deployment.</p>	9/27/2013 10:32	9/27/2013 10:32	Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
Metrics							
	<p>Q: Regarding BDO collateral duty, are there a minimum number of hours a fulltime BDO must perform SPOT in a pay period?</p> <p>In Article 9 of the Collective Bargaining Agreement (CBA) it stipulates that a temporary assignment of duties, limited to no more than fifty percent (50%) of an employee's scheduled work hours. Interested employees who volunteer for collateral duties will maintain all their certifications for their positions of record. (This applies to BDOs since they are part of the bargaining unit)</p> <p>A: Section 7.2.B in the BDO SOP does not preclude BDOs from any collateral duty assignments as long as the assignment does not violate the CBA. Additionally, 100% of the BDO's time should be devoted to conducting SPOT, unless the BDO has a collateral duty in accordance with Article 9 of the CBA, or the FSD has otherwise assigned the BDO in response to "urgent circumstances" per the SPOT SOP.</p>	7/31/2013 8:25	7/31/2013 8:25	Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES							
	<p>Q: With accordance to the APR Handbook, section 5.4 BDOA Assessments, fourth paragraph: if the test administrator is required to complete the BDOA, does he or she need to first complete and pass the BDOA prior to assuming the Test Administrators responsibilities?"</p> <p>A: Test Administrators (TA).</p> <p>TAs must successfully complete both requirements (TSA-TEST-ADMINISTRATOR-ALL and TSA-TEST-ADMINISTRATOR-EAMS) listed in the PASS 2012 Assessment Administration Guidance for SOPAs and BDOAs (Page 2), before they are able to administer the SOPA or BDOA.</p> <p>TAs must have an EAMS User ID and Proctor Code to administer the above assessments if the TA is a TOPS covered employee, he/she is required to successfully complete the applicable tests themselves prior to administering them.</p>	7/31/2013 8:26	7/31/2013 8:26	Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES							
	<p>Q: Can a BDO be utilized for administrative duties and still be consistent with the BDO JAT?</p> <p>A: Yes, BDOs may assist with administrative functions should he or she be assigned to collateral function, and/or is assigned to limited or light duty. This assignment will be designated through oral management and with the officer.</p>	7/31/2013 8:27	7/31/2013 8:27	Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES							

Q: An RTD (Return to Duty) that is under level # 91-364 days, on the RTD form lists "Successfully complete all initial certification tests for BDOs as required". What does this mean?

A: If the PSE and the BDOA tests are administered by the APR group, this would serve as the initial certification tests for your RTD. As the BDO's Supervisor (STSM), you can use the BDO Proficiency Evaluation Checklist (PEC) to observe in a live environment and record performance of the SPOT processes in accordance with the SPOT SOP. Remember that there must be two identical PECs completed during the fiscal year. The items listed on the RTD form will complete the area in question on the Return to Duty Tracking Tool (in the process of being renamed "BDO RTD Training Record") concerning initial certification tests (Caveat: A new RTD form and RTD Guide are in the approval process, once approved they will both be posted for reference.)

HUMAN RESOURCES

7/31/2013 8:27

7/31/2013 8:27 Hamilton, Nathan

Hamilton, Nathan

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Q:When selecting a BDO, what documents are required to make a tentative BDO selection?

A: Submit your tentative selections to BDO HQ POC, OS0BDOHR@TSA.DHS.GOV. The required documents/information is as follows:
 1. Cert. list
 2. Selection spreadsheet
 3. List of tentative selection from your designated selecting official (a signed cert. list is acceptable as long as it is signed by selecting official)

HUMAN RESOURCES

7/31/2013 8:29

7/31/2013 8:29 Hamilton, Nathan

Hamilton, Nathan

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Q:What is required to exclude a candidate from the BDO interview?

A:Exclusions from the BDO structured interview are very specific and found in the BDO Admin Guide on page 32 and must be followed. All exclusion requests will need prior approval from the BDO HQ POC. An acceptable reason must be submitted, as listed in the guide, of the exclusion with the date of that infraction to BDO HQ POC OS0BDOHR@TSA.DHS.GOV. prior to starting the interview process. For example, if a candidate has an TOR within the last year, that is a justified reason to exclude them. Stating the candidate has a "disciplinary issue" is not sufficient and will be not be approved

HUMAN RESOURCES

7/31/2013 8:30

7/31/2013 8:30 Hamilton, Nathan

Hamilton, Nathan

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Q: Where is the BDO Guide located?

A:BDO Admin guide is housed in OSO BVO and not on HCl's sight. You can request a copy from the BDO HQ POC, OS0BDOHR@TSA.DHS.GOV

HUMAN RESOURCES

7/31/2013 8:30

7/31/2013 8:30 Hamilton, Nathan

Hamilton, Nathan

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Q:What interview questions do you ask for a former BDO?

A: If they are applying from a G-Band to an H-Band they should be asked questions 7 and 8. If they are applying from an F to G or from an H to I they should not be asked any BDO structure interview questions.

HUMAN RESOURCES

7/31/2013 8:30

7/31/2013 8:30 Hamilton, Nathan

Hamilton, Nathan

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Q: When posting for a BDO position can we post it for a specific airport?

A: No, it can only be posted for Hub and Spoke or Nationwide. If you want Hub and Spoke you must double check your JATS, as of right now the default within HRAccess is Nationwide

HUMAN RESOURCES

7/31/2013 8:31

7/31/2013 8:31 Hamilton, Nathan

Hamilton, Nathan

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

Q:How soon can a TSO re-interview for a BDO position?

A:BDO scores are valid for 6 months. Airports are responsible for retrieving those scores from the applicant's airport and applying them. HQ does not keep a master list.

HUMAN RESOURCES

7/31/2013 8:31

7/31/2013 8:31 Hamilton, Nathan

Hamilton, Nathan

Item

sites/OpsNet/SPOT BDO/Lists/FAQs1

HUMAN RESOURCES	<p>Q:What interview questions are asked a STSM (non BDO G - based)?</p> <p>A:Questions 1 - 7 plus the oral communication rating.</p>	7/31/2013 8:32	7/31/2013 8:32	Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q:As it relates to a BDO receiving his/her Proficiency Evaluation Checklist (PEC), for consistency purposes can you please provide clarity on the following.</p> <p>1. Is the evaluation conducted by the STSM to be covertly done or is the BDO to be aware that the evaluation is taking place?</p> <p>2. Immediately following the evaluation is the observation reviewed with the employee?</p> <p>A:PECs are not to be covert. One of the goals with PECs is to work with the BDOs to schedule a time when PECs will be conducted and have an open communication. The results should be shared with the BDOs since if they do not pass they are required to go through remediation. Remediation, per the APR guide affords the BDO appropriate remediation which may consist of training, coaching and mentoring.</p> <p>As stated in the APR guide regarding the covert question, BDOs and their Supervisors share the responsibility for making appropriate arrangements to ensure that the Checklists are completed in a timely manner.</p> <p>As it states in the APR guide, chapter 6, regarding the observations reviewed with the employee, after completing every APR assessment, the employee shall receive feedback based on the job knowledge and skill proficiency demonstrated during each assessment. Remediation is provided to employees who demonstrate deficiencies in any part of an APR assessment to ensure that they understand where weaknesses occurred and to review the entire screening procedure with them, rather than targeting a specific aspect of the procedure or test item to avoid a "train to the test" objective.</p> <p>The following guidelines are the minimum standards that must be met for employee feedback and remediation with regards to APR assessments. As desired, airports have the discretion to provide any additional training and/or remediation for their employees. Refer to the APR handbook for further details.</p>	7/31/2013 8:33	7/31/2013 8:33	Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
HUMAN RESOURCES	<p>Q: The FY2013 APR Handbook states, "The FY13 APR is in effect from October 1, 2012 through September 30, 2013." However, TOPS was effective April 1, 2013. Given this information, can the second BDO PEC be conducted in June or must the STSM wait until July?</p> <p>A:APR and TOPS are two separate programs, and one does not impact the other. The 2013 APR Program began on October 1, 2012 and ends on September 30, 2013. BDO PEC1 should be completed between October 1, 2012 and March 31, 2013. BDO PEC2 should be completed between April 1, and September 1, 2013.</p>	7/31/2013 8:34	7/31/2013 8:34	Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1
Human Resources	<p>Q: As it relates to BDOs receiving their PEC:For consistency purposes can you please provide clarity on the following:Is the evaluation conducted by the STSM to be covertly done or is the BDO to be aware that the evaluation is taking place?Can the evaluation be done via CCTV?</p> <p>A: PECs are not to be done covertly nor be assessed by CCTV. STSMs will work with the BDOs to schedule a time when the evaluation will be conducted. (As stated in the APR handbook Revision 1 Sect.on 5.5 page 28. "BDOs and their Supervisors share the responsibility for making appropriate arrangements to ensure that the Checklists are completed in a timely manner".)</p> <p>In addition, as several elements of the PEC require a one on one engagement by the STSM and BDO:the PEC is to be done overtly and in the presence of the BDO. Should a BDO fail a critical section of the PEC, he or she will receive remediation. The APR guide affords the BDO appropriate remediation which may consist of training, coaching and mentoring.</p> <p>Reference the APR Handbook click for further details:https://team.share.tsa.dhs.gov/sites/HCapital/MSCD/PM/APR/APR%202013%20-%20Program%20Policy%20and%20Scoring%20Documents/FY2013%20APR%20Handbook%20Revision1_12%2012%2013.pdf</p>	9/27/2013 11:14	9/27/2013 10:27	Hamilton, Nathan	Hamilton, Nathan	Item	sites/OpsNet/SPOT BDO/Lists/FAQs1

(b)(3):49 U.S.C. § 114(f)

TRAINING

9/11/2013 14:59 Altman, Adam

9/11/2013 14:59 Altman, Adam

Item

stef/OpNet/BOA/US/FAQs

TRAINING

9/11/2013 14:59 Altman, Adam

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TRAINING

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TRAINING

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TRAINING

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stef/OpNet/BOA/US/FAQs

RISK BASED SECURITY

9/11/2013 14:59 Altman, Adam

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Item

stef/OpNet/BOA/US/FAQs

RISK BASED SECURITY

9/11/2013 14:59 Altman, Adam

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Item

stef/OpNet/BOA/US/FAQs

RISK BASED SECURITY

9/11/2013 14:59 Altman, Adam

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Item

stef/OpNet/BOA/US/FAQs

(b)(3):49 U.S.C. § 114(f)

Q: Do airports audit their security training for the screening workforce to help them better understand what we do on a daily basis. Can we include training videos at the passenger's exclusive behavior? We would like for the remaining workforce to see the videos to see the impact for some of the behaviors we look for on a daily basis.
A: At this time the program does not provide the videos used in the "K-to-F" field. Training material must be approved by the program office and vetted through the ISO prior to when used to ensure consistency and accuracy of the messaging. In addition, this material must be able to be delivered to "redacted" SME on training that would be useful to the field.

Q: I have just been identified as the lead SPOC TSM at my new airport. I came from a similar airport that did not have a BOC program. I would like to shadow a SPOC TSM at another airport for at least a few days to learn the manager aspects of the job. May I propose this idea to my FSO?
A: Yes, if you can get into the BOC operation can be gained by reaching out to airports in the vicinity for any shadowing/mentoring opportunities. Should you need to identify who the TSM is at a new airport, you can refer to the BOC Contact List on the BOC SharePoint for contact information.

(b)(3):49 U.S.C. § 114(f)

(b)(3):49 U.S.C. § 114(f)

Q: Is TSA Pre-Check available for the SPOC provided for airport by TSA? I am currently a SPOC at my new airport and I would like to know if I can get TSA Pre-Check. I am currently a SPOC at my new airport and I would like to know if I can get TSA Pre-Check. I am currently a SPOC at my new airport and I would like to know if I can get TSA Pre-Check.
A: Yes, TSA Pre-Check is available for the SPOC provided for airport by TSA. I am currently a SPOC at my new airport and I would like to know if I can get TSA Pre-Check. I am currently a SPOC at my new airport and I would like to know if I can get TSA Pre-Check.

(b)(3):49 U.S.C. § 114(f)

Q: I have just been identified as the lead SPOC TSM at my new airport. I came from a similar airport that did not have a BOC program. I would like to shadow a SPOC TSM at another airport for at least a few days to learn the manager aspects of the job. May I propose this idea to my FSO?
A: Yes, if you can get into the BOC operation can be gained by reaching out to airports in the vicinity for any shadowing/mentoring opportunities. Should you need to identify who the TSM is at a new airport, you can refer to the BOC Contact List on the BOC SharePoint for contact information.

(b)(3):49 U.S.C. § 114(f)

(b)(3):49 U.S.C. § 114(r)

RISK-BASED SECUR

9/11/2013 14:59 Altman, Adam 9/11/2013 14:59 Altman, Adam Item sites/OpnNet/BDA/Lists/FAQs

RISK-BASED SECUR

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RISK-BASED SECUR

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POLICY

9/11/2013 14:59 Altman, Adam 9/11/2013 14:59 Altman, Adam Item sites/OpnNet/BDA/Lists/FAQs

POLICY

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POLICY

9/11/2013 14:59 Altman, Adam 9/11/2013 14:59 Altman, Adam Item sites/OpnNet/BDA/Lists/FAQs

Q. Can BDOs perform screening functions for OT?

A. BDOs are only allowed to perform screening functions that they are certified for, or those that do not require a certification. This includes TDC, Exit Lane, and Divesting Officer. It is the discretion of local management for BDOs to perform in these functions.

POLICY

9/11/2013 14:59 Altman, Adam 9/11/2013 14:59 Altman, Adam Item sites/OpnNet/BDA/Lists/FAQs

(b)(3):49 U.S.C. § 114(r)

POLICY

9/11/2013 14:59 Altman, Adam

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Item

sites/Ops-Net/BDA/Lists/FAQs

Q. Although the PEC and BCO Audit criteria are almost identical, how do you conduct both per PASS and per the SOP. Is this too much? May I ask continue the BCO audits?

A. The SPOT SOP Section 4.4 **Operational Audit: Performance Elements-BCOs**, includes the BCO Proficiency Evaluation Checklist (PEC). This is documented in the SOP for reasons other than the Annual Proficiency Reviews (APR), such as the SPOT Coordinator's ability to hold STSMs accountable for completing audits, STSMs ability to hold BCOs accountable for items in this section NOT associated with APR standards, National STSM accountability via PCA visits, STSM EPMP responsibilities, etc.

This type of audit should occur continuously, however, the only audit that must be documented for each BCO is the PEC. It is not required to document an additional operational audit for each BCO for the SPOT Operational Audit.

9/11/2013 14:59 Altman, Adam

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Item

sites/Ops-Net/BDA/Lists/FAQs

POLICY

(b)(3):49 U.S.C. § 114(r)

POLICY

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Item

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Item

sites/Ops-Net/BDA/Lists/FAQs

(b)(3):49 U.S.C. § 114(r)

POLICY

9/11/2013 14:59 Altman, Adam 9/11/2013 14:59 Altman, Adam Item sites/OpNet/BOA/Lists/FAQs

Q: Is it appropriate to "genderize" the resolution notes? For example: "A passenger stated that he was running late due to his wife holding him back," as opposed to, "Passenger stated that they were running late due to their spouse holding them back."
A: We have purposely excluded the use of "genderized" to avoid concerns of gender profiling or discrimination. However, if using gender in the resolution notes would alleviate confusion then it may be used.

POLICY

9/11/2013 14:59 Altman, Adam 9/11/2013 14:59 Altman, Adam Item sites/OpNet/BOA/Lists/FAQs

Q: Can you please define the difference between the "Primary BDO" and "Secondary BDO"? How do you determine which BDO is primary and which is secondary?
A: The SPOT Program Office has left this decision up to the local airport management team. At some airports the Primary BDO is the BDO who observed the first behavior. At other airports the Primary BDO is the BDO who observed the last behavior that resulted in the referral. Still at other airports the Primary BDO is the BDO that conducted the Casual Conversation. There is no right or wrong answer, the designation can be made at the local level.

POLICY

9/11/2013 14:59 Altman, Adam 9/11/2013 14:59 Altman, Adam Item sites/OpNet/BOA/Lists/FAQs

Q: At our airport, I have two separate notebooks, one for SPOT referrals only and one for rotation activity and personal information. I recently transferred to a new airport and was told that my notebook is to also be used for my rotation activity. Is rotation activity (e.g. time spent at checkpoints, breaks, lunch, and playbook hours) to be kept in the SPOT Referral Notebook? If not, can it be kept in a separate notebook such as a personal notebook?

(b)(3):49 U.S.C. § 114(r)

POLICY

9/11/2013 14:59 Altman, Adam 9/11/2013 14:59 Altman, Adam Item sites/OpNet/BOA/Lists/FAQs

Q: I'm seeking guidance for handling regarding the preferred storage and retention for SPOT Notebooks. Currently I have not seen or read any specific file code to use. I use a file code on a postcard's x-sheet with an additional 55# warning, referenced to include name of officer and date range of the information contained in the notebook, and this stored in a red-seeable plastic storage bag.
A: OIA/OPD has not mandated a specific method of the physical maintenance of records, but they should be safeguarded as you are currently (good job by the way). Please use the proper file code as indicated below.
400 1c
Screening of Passengers by Observation Technique (SPOT)
System used to identify potential threats based not on identifiable objects, but on observation of passenger's behavior.
NOTE: All Inputs (e.g., score sheets, travel document checker referrals, etc.), Outputs, and Documentation are covered by GRS 20
400 1H-1
Master File/Database: Includes but not limited to records documenting an individual's scores derived from observations and behavioral analysis, rationale for TDC referral (signs of deception, unusual or prohibited items, etc.), screening results, law enforcement officer notification, or carrier information (flight number, origin and destination airports) and resolutions.
DO NOT DESTROY
Not Approved for Disposition
400 1c-2
Output: Summary reports of daily shift activity, documenting staffing, number and logs of incidents, startup and shutdown check-lists, event logs, calls made, and similar routine activities.
DO NOT DESTROY
Not Approved for Disposition

*****VERY IMPORTANT*****
Until this schedule is approved by NARA you may **NOT** destroy any of the related program records. You must treat these records as **PERMANENT** items until approved. Once the schedule has been approved by NARA, you may destroy the notebooks (RNP's) in accordance with the applicable GRS 20 item.

POLICY

9/11/2013 14:59 Altman, Adam 9/11/2013 14:59 Altman, Adam Item sites/OpNet/BOA/Lists/FAQs

	<p>Q: Are airports authorized to scan digital copies of the BDO referral reports and dispose of hard paper copies?</p> <p>A: Pursuant to the Federal Records Act and TSM 200 7, scanned records meet National Archives & Records Administration requirements and serve as official agency records. While electronic records are allowed, airports should be advised that they bear responsibility if digital files become corrupted or are not readily accessible. For example, airports were asked to refer to original referral reports during the recent PMIS audit and remediation project. Airports would not have been able to fix errors in PMIS without access to old referral reports.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
POLICY					
	<p>Q: Regarding BDO collateral duty, are there a minimum number of hours a full-time BDO must perform SPOT in a pay period?</p> <p>A: Article 9 of the Collective Bargaining Agreement (CBA) stipulates that a temporary assignment of duties, limited to no more than fifty percent (50%) of an employee's scheduled work hours. Interested employees who volunteer for collateral duties will maintain all their civil status for their positions of record. This applies to BDOs since they are part of the bargaining unit.</p> <p>A: Section 2.2.9 in the BDO SOP does not preclude BDOs from any collateral duty assignments as long as the assignment does not violate the CBA. Additionally, 100% of the BDO's time should be devoted to conducting SPOT, unless the BDO has a collateral duty in accordance with Article 9 of the CBA, or the BDO has otherwise assigned the BDO in response to "urgent circumstances" per the SPOT SOP.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES					
	<p>Q: With accordance to the APR Handbook section 5.4 BDOA Assessments, fourth paragraph: "If the test administrator is required to complete the BDOA, does he or she need to first complete and pass the BDOA prior to assuming the Test Administrator's responsibilities?"</p> <p>A: Test Administrators (TA)</p> <p>TAs must successfully complete both requirements (TSA-TEST-ADMINISTRATOR-ALL and TSA-TEST-ADMINISTRATOR-EAMS) listed in the PASS 2012 Assessment Administration Guidance for SOPAs and BDOAs (Page 2), before they are able to administer the SOPA or BDOA. TAs must have an EAMS User ID and Proctor Code to administer the above assessments.</p> <p>If the TA is a TOPS covered employee, he/she is required to successfully complete the applicable tests themselves prior to administering them.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES					
	<p>Q: Can a BDO be utilized for administrative duties and still be consistent with the BDO IAF?</p> <p>A: Yes. BDOs may assist with administrative functions should he or she be assigned to collateral position and/or is assigned to limited or night duty. This assignment will be designated through local management and with the officer.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES					
	<p>Q: An RTD (Return to Duty) that is under level 1 (1-3 to 4 days) on the RTD form lists "Successfully complete all initial certification tests for BDOs as required." What does this mean?</p> <p>A: If the PSE and the BDOA tests are administered by the APR group, this would serve as the initial certification tests for your RTD. As the BDO's Supervisor (STSM), you can use the BDO Proficiency Evaluation Checklist (PEC) to observe in a live environment and record performance of the SPOT processes in accordance with the SPOT SOP. Remember that there must be two identical PECs completed during the fiscal year. The items listed on the RTD form will complete the area in question on the Return to Duty Training Tool (in the process of being renamed "BDO RTD Training Record") concerning initial certification tests.</p> <p>(Caveat: A new RTD form and RTD Guide are in the approval process, once approved they will both be posted for reference.)</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES					
	<p>Q: When selecting a BDO, what documents are required to make a tentative BDO selection?</p> <p>A: Submit your tentative selections to BDO HQ POC, OSO@BDOHQ@TSA.DHS.GOV. The required documents information is as follows:</p> <ol style="list-style-type: none"> 1. Cover letter 2. Selection spreadsheet 3. List of tentative selection from your designated selecting official (signed print - it is acceptable as long as it is signed by selecting official) 	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES					
	<p>Q: What is required to exclude a candidate from the BDO interview?</p> <p>A: Exclusions from the BDO structured interview are very specific and found in the BDO Admin Guide on page 32 and must be followed. All exclusion requests will need prior approval from the BDO HQ POC. An acceptable reason must be submitted, as listed in the guide, of the exclusion with the date of that infraction to BDO HQ POC, OSO@BDOHQ@TSA.DHS.GOV, prior to starting the interview process. For example, if a candidate has an LOR within the last year, that is a justified reason to exclude them. Stating the candidate has a "disciplinary issue" is not sufficient and will not be approved.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES					

HUMAN RESOURCES	<p>Q: Where is the BDO Guide located?</p> <p>A: BDO Admin guide is housed in OSO BMD and not on HC's ghl. You can request a copy from the BDO HQ POC OSOBDO.HR@TSA.DHS.GOV</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES	<p>Q: What interview questions do you ask for a former BDO?</p> <p>A: If they are applying from a G-Band to an H-Band, they should be asked questions 7 and 8. If they are applying from an F to G or from an H to I they should not be asked any BDO structure interview question.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES	<p>Q: When posting for a BDO position can we post it for a specific airport?</p> <p>A: Most can only be posted for Hub and Spoke or Nationwide. If you want Hub and Spoke you must double check your IATs as of right now the default with HRAccess is Nationwide.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES	<p>Q: How soon can a TSO re-interview for a BDO position?</p> <p>A: BDO scores are valid for 6 months. Airports are responsible for retrieving those scores from the applicant's airport and applying them; HQ does not keep a master list.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES	<p>Q: What interview questions are asked a TSO (non BDO G - Band)?</p> <p>A: Questions 1 - 7 plus the oral communication rating.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES	<p>Q: As it relates to a BDO receiving Higher Proficiency Evaluation Checklist (PEE), for consistency purposes can you please provide clarity on the following:</p> <ol style="list-style-type: none"> 1. Is the evaluation conducted by the STSM to be covert or is the BDO to be aware that the evaluation is taking place? 2. Immediately following the evaluation is the observation reviewed with the employee? <p>A: PEEs are not to be covert. One of the goals with PEEs is to work with the BDOs to schedule a time when PEEs will be conducted and have an open communication. The results should be shared with the BDOs since if they do not pass they are required to go through remediation. Remediation, per the APR guide affords the BDO appropriate remediation which may consist of training, coaching and mentoring.</p> <p>As stated in the APR guide regarding the covert question, BDOs and their Supervisors share the responsibility for making appropriate arrangements to ensure that the Checklists are completed in a timely manner.</p> <p>As it states in the APR guide, Chapter 6, regarding the observations reviewed with the employee, after completing every APR assessment, the employee shall receive feedback based on the job knowledge and skill proficiency demonstrated during each assessment.</p> <p>Remediation is provided to employees who demonstrate deficiencies in any part of an APR assessment to ensure that they understand where weaknesses occurred and to review the entire screening procedure with them, rather than targeting a specific aspect of the procedure or test item to avoid a "train to the test" objective.</p> <p>The following guidelines are the minimum standards that must be met for employee feedback and remediation with regards to APR assessments. As desired, airports have the discretion to provide any additional training and/or remediation for their employees.</p> <p>Refer to the APR Handbook for further details.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs
HUMAN RESOURCES	<p>Q: The FY2013 APR Handbook states, "The FY13 APR is in effect from October 1, 2012 through September 30, 2013." However, TOPS was effective April 1, 2013. Given this information, can the second BDO PEE be conducted in June or must the STSM wait until July?</p> <p>A: APR and TOPS are two separate programs and one does not impact the other. The 2013 APR Program began on October 1, 2012 and ends on September 30, 2013. BDO PEE1 should be completed between October 1, 2012 and March 31, 2013. BDO PEE2 should be completed between April 1 and September 1, 2013.</p>	9/11/2013 14:59 Altman, Adam	9/11/2013 14:59 Altman, Adam	Item	sites/OpsNet/BDA/Lists/FAQs

	(b)(3):49 U.S.C. § 114(r)			
TRAINING		1/20/2013 9:08	Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
TRAINING		1/20/2013 9:08	Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
	<p>Q: I have just been promoted as the first SPOT TSM at my new airport. I came from a smaller airport that did not have a BDO program. I would like to shadow a SPOT TSM at another airport for at least a few days to learn the manager aspects of the job. May I propose this idea to my FSD?</p> <p>A: Yes, tremendous insight into the BDO operation can be gained by reaching out to airports in the vicinity for any shadowing/mentoring opportunities. Should you need to identify who the STSM is at a neighboring airport, you can refer to the HQ Contact list on the BDO I-Share site for contact information.</p>	11/20/2013 9:08	Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
	<p>Q: If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening, prior to entering the TSA Pre✓™ lane, should he or she be directed to a non-Pre✓™ screening lane?</p> <p>A: Yes. Passengers who sign up for TSA Pre✓™ are notified there is no guarantee they will go through the TSA Pre✓™ lane every time they fly. They should be prepared to abide by standard screening regulations (liquids, shoes, removers, etc.)</p>			
RISK-BASED SECURITY	(b)(3):49 U.S.C. § 114(r)	11/20/2013 9:08	Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
	<p>Q: If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening, after the divest process has started in the TSA Pre✓™ lane, should he or she be directed to another screening lane?</p>			
RISK-BASED SECURITY	(b)(3):49 U.S.C. § 114(r)	11/20/2013 9:08	Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
POLICY		11/20/2013 9:08	Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
POLICY		11/20/2013 9:08	Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
	<p>Q: Can BDOs perform screening functions for OT?</p> <p>A: BDOs are only allowed to perform screening functions that they are certified for, or those that do not require a certification. This includes TDC, Exit Lane, and Divesting Officer. It is the discretion of local management for BDOs to perform in these functions.</p>	11/20/2013 9:08	Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
POLICY				

(b)(3):49 U.S.C. § 114(r)

POLICY

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

Q. Although the PEC and BDO Audit criteria are almost identical I still conduct both per TOPS and per the SOP. Is this too much? May I discontinue the BDO audits?

A. The SPOT SOP Section 4.4, **Operational Audit: Performance Elements/BDOs**, mimics the BDO Proficiency Evaluation Checklist (PEC). This is documented in the SOP for reasons other than the Annual Proficiency Reviews (APR), such as the SPOT Coordinator's ability to hold STSMs accountable for completing audits, STSM's ability to hold BDOs accountable for items in this section NOT associated with APR standards, National STSM accountability via PCA visits, STSM EPMP responsibilities, etc.

This type of audit should occur continuously, however the only audit that must be documented for each BDO is the PEC. It is not required to document an additional operational audit for each BDO for the SPOT Operational Audit.

POLICY

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

(b)(3):49 U.S.C. § 114(r)

POLICY

11/20/2013 9:08 Item

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POLICY

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

POLICY

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

Q. At our airport, I have two separate notebooks, one for SPOT referrals only and one for rotation activity and personal information. I recently transferred to a new airport and was told that my notebook is to also be used for my rotation activity. Is rotation activity (e.g. time spent at checkpoints, breaks, lunch, and playbook hours) to be kept in the SPOT Referral Notebook? If not, can it be kept in a separate notebook such as a personal notebook?

(b)(3):49 U.S.C. § 114(r)

POLICY

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: Is there guidance forthcoming regarding the preferred storage and file code for SPOT Notebooks? Currently I have not seen or read any specific file code to use. I use a file code on a postcard size sheet with an additional SSI warning, referenced to include name of officer and date range of the information contained in the notebook and all is stored in a reclosable plastic storage bag.

A: JIMPD has not mandated a specific method of the physical maintenance of records, but they should be safeguarded as you are currently (good job by the way). Please use the proper file code as indicated below:

400.16

Screening of Passengers by Observation Technique (SPOT)

System used to identify potential threats based not on identifiable objects, but on observation of passenger's behavior.

NOTE: All Inputs (e.g., score sheets, travel document checker referrals, etc.), Outputs, and Documentation are covered by GRS 20.

400.16.1

Master File/Database: Includes but not limited to records documenting an individual's scores derived from observational and behavioral analyses, rationale for TDC referral (signs of deception, unusual or prohibited items, etc.), screening results, law enforcement officer notification, air carrier information (flight number, origination and destination airports) and resolutions

DO NOT DESTROY

Not Approved for Disposition

400.16.2

Output: Summary reports of daily shift activity, documenting staffing, number and logs of incidents, startup and shutdown checklists, event logs, calls made, and similar routine activities

DO NOT DESTROY

Not Approved for Disposition

*******VERY IMPORTANT*******

Until this schedule is approved by NARA you may **NOT** destroy any of the related program records. You must treat these records as **PERMANENT** items until approved. Once the schedule has been approved by NARA, you may destroy the notebooks (INPUT) in accordance with the applicable GRS 20 item.

POLICY

11/20/2013 9:08 Item

[sites/opsnet/BDA/FAQs/Lists/FAQs](https://www.dhs.gov/sites/opsnet/BDA/FAQs/Lists/FAQs)

Q: Are airports authorized to scan digital copies of the BDO referral reports and dispose of hard paper copies.

A: Pursuant to the Federal Records Act and TSM 200.7, scanned records meet National Archives & Records Administration requirements and serve as official agency records. While electronic records are allowed, airports should be advised that they bear responsibility if digital files become corrupted or are not readably accessible. For example, airports were asked to refer to original referral reports during the recent PMIS audit and remediation project. Airports would not have been able to fix errors in PMIS without access to old referral reports.

POLICY

11/20/2013 9:08 Item

[sites/opsnet/BDA/FAQs/Lists/FAQs](https://www.dhs.gov/sites/opsnet/BDA/FAQs/Lists/FAQs)

(b)(3):49 U.S.C. § 114(r)

Policy

12/5/2013 10:09 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

Q:With accordance to the APR Handbook, section 5.4 BDOA Assessments, fourth paragraph: "If the test administrator is required to complete the BDOA, does he or she need to first complete and pass the BDOA prior to assuming the Test Administrator's responsibilities."

A:Test Administrators (TA):

TAs must successfully complete both requirements (TSA-TEST-ADMINISTRATOR-ALL and TSA-TEST-ADMINISTRATOR-EAMS) listed in the PASS 2012 Assessment Administration Guidance for SOPAs and BDOAs (Page 2), before they are able to administer the SOPA or BDOA.

TAs must have an EAMS User ID and Proctor Code to administer the above assessments.

HUMAN RESOURCES

If the TA is a TGPS-covered employee, he/she is required to successfully complete the applicable tests themselves prior to administering them.

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: Where is the BDO Guide located?

HUMAN RESOURCES

A:BDO Admin guide is housed in OSO BMO and not on HCOinsight. You can request a copy from the BDO HQ POC, OSQBDOHA@TSA.DHS.GOV

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

Q:As it relates to a BDO receiving his/her Proficiency Evaluation Checklist (PEC), for consistency purposes can you please provide clarity on the following:

1. Is the evaluation conducted by the STSM to be covertly done or is the BDO to be aware that the evaluation is taking place?
2. Immediately following the evaluation is the observation reviewed with the employee?

A:PECs are not to be covert. One of the goals with PECs is to work with the BDOs to schedule a time when PECs will be conducted and have an open communication. The results should be shared with the BDOs since if they do not pass they are required to go through remediation. Remediation, per the APR guide affords the BDO appropriate remedial on which may consist of training, coaching and mentoring.

As stated in the APR guide regarding the covert question, BDOs and their Supervisors share the responsibility for making appropriate arrangements to ensure that the Checklists are completed in a timely manner.

As it states in the APR guide, chapter 6, regarding the observations reviewed with the employee, after completing every APR assessment, the employee shall receive feedback based on the job knowledge and skill proficiency demonstrated during each assessment.

Remediation is provided to employees who demonstrate deficiencies in any part of an APR assessment to ensure that they understand where weaknesses occurred and to review the entire screening procedure with them, rather than targeting a specific aspect of the procedure or test item to avoid a "train to the test" objective.

The following guidelines are the minimum standards that must be met for employee feedback and remediation with regards to APR assessments. As desired, airports have the discretion to provide any additional training and/or remediation for their employees.

HUMAN RESOURCES

Refer to the APR handbook for further details.

11/20/2013 9:08 Item

sites/opsnet/bda/faqs/lists/faqs

Q: The FY2013 APR Handbook states, "The FY13 APR is in effect from October 1, 2012 through September 30, 2013." However, TOP5 was effective April 1, 2013. Given this information, can the second BDO PEC be conducted in June or must the STSM wait until July?

A:APR and TOP5 are two separate programs, and one does not impact the other. The 2013 APR Program began on October 1, 2012 and ends on September 30, 2013. BDO PEC1 should be completed between October 1, 2012 and March 31, 2013. BDO PEC2 should be completed between April 1 and September 1, 2013.

HUMAN RESOURCES

11/20/2013 9:08 Item

sites/opsnet/bda/faqs/lists/faqs

(b)(3):49 U.S.C. § 114(r)

TRAINING

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

TRAINING

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: I have just been promoted as the first SPOT TSM at my new airport. I came from a smaller airport that did not have a BDC program. I would like to shadow a SPOT TSM at another airport for at least a few days to learn the manager aspects of the job. May I propose this idea to my FSD?

A: Yes, time and you might into the BDC operation can be gained by reaching out to airports in the vicinity for any shadowing/mentoring opportunities. Should you need to identify who the STSM is at a neighboring airport, you can refer to the HQ Contact List on the 600 I-Share site for contact information.

TRAINING

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening, prior to entering the TSA Pre✓™ lane, should he or she be directed to a non-Pre✓™ screening lane?
A: Yes. Passengers who sign up for TSA Pre✓™ are notified as there is no guarantee they will go through the TSA Pre✓™ lane every time they fly. They should be prepared to arrive by standard screening operations (by double bagging, etc.).

RISK-BASED SECURITY

(b)(3):49 U.S.C. § 114(r)

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: If a TSA Pre✓™ passenger reaches the SPOT threshold for a referral to additional screening, after the divest process has started in the TSA Pre✓™ lane, should he or she be directed to another screening lane?

RISK-BASED SECURITY

(b)(3):49 U.S.C. § 114(r)

11/20/2013 9:08 Item

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RISK-BASED SECURITY

9/20/2013 13:33 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

RISK-BASED SECURITY

9/20/2013 13:34 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

POLICY

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

POLICY

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

Q: Can BDCs perform screening functions for OTC?
A: BDCs are only allowed to perform screening functions that they are certified for, or those that do not require a certification. This includes TDC, Exit Lane, and Divesting Officer. It is the discretion of local management for BDCs to perform in these functions.

POLICY

11/20/2013 9:08 Item

sites/OpsNet/BDA/FAQs/Lists/FAQs

(b)(3):49 U.S.C. § 114(r)

POLICY

11/20/2013 9:08 Item

sites/OpNet/BDA/FAQs/Lists/FAQs

Q: Although the PEC and BDO Audit criteria are almost identical, both created both per TCAP and per the SCAP, do they for each? May I continue the BDO audit?

A: The SPOT SOP Section 4.4 **Operational Audit: Performance Elements BDOs** mirrors the BDO Proficiency Evaluation Checklist (PEC). This is documented in the SOP for reasons other than the Annual Proficiency Reviews (APR), such as the SPOT Coordinator's ability to hold STSMs accountable for completing audits, STSMs ability to hold BDOs accountable for items in this section NOT associated with APR standards: National STSM accountability via PCA visits, STSM EPMR responsibilities, etc. This type of audit should occur continuously; however the only audit that must be documented for each BDO is the PEC. It is not required to document an additional operational audit for each BDO for the SPOT Operational Audit.

11/20/2013 9:08 Item

sites/OpNet/BDA/FAQs/Lists/FAQs

(b)(3):49 U.S.C. § 114(r)

POLICY

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11/20/2013 9:08 Item

sites/OpNet/BDA/FAQs/Lists/FAQs

POLICY

11/20/2013 9:08 Item

sites/OpNet/BDA/FAQs/Lists/FAQs

Q: At our airport, I have two separate notebooks, one for SPOT referrals only and one for rotation activity and personal information. I recently transferred to a new airport and was told that my notebook is to also be used for my rotation activity. Is rotation activity (e.g. time spent at checkpoints, breaks, lunch, and playback hours) to be kept in the SPOT Referral Notebook? I just can't do with two separate notebooks such as a personal notebook?

(b)(3):49 U.S.C. § 114(r)

POLICY

11/20/2013 9:08 Item

sites/OpNet/BDA/FAQs/Lists/FAQs

Q: Are there generic instructions regarding the preferred storage and file code for SPOC Notebooks? Currently, I have not seen or read any specific file code to use. I use a file code on a postcard size sheet w/ an additional 351 marking, referred to include name of officer and date range of the information contained in the notebook and all is stored in a redacted place. A: NATO has not mandated a specific method of the physical maintenance of records, but they should be safeguarded as you are currently (good job) by the way. Please use the proper file code as indicated below:

400 18
Screening of Passengers by Observation Technique (SPOT)
System used to identify potential threats based not on detectable objects, but on observation of passenger behavior.
NOTE all reports (e.g. score sheets, travel document checker, referrals, etc.), Outputs, and Documentation are covered by GDS 20
400 18 1
Master File Database, includes but not limited to records documenting an individual's score derived from observational and behavior analysis, rationale for TIC referral (type of observation unusual or prohibited items, etc.), screening results, law enforcement officer notification, flight number, origin and destination airports and resolutions
DO NOT DESTROY
Not Approved for Disposition

400 18 2
Output: Summary report of daily shift activity, documenting starting number and logs of incidents, startup and shutdown breakdown, event logs, calls made and initial routine activities.
DO NOT DESTROY
Not Approved for Disposition
****VERY IMPORTANT****
Until this schedule is approved by NATO, you may NOT destroy any of the related program records. You must treat these records as PERMANENT records until approved. Once the schedule has been approved by NATO, you may destroy the notebooks (N9811) in accordance with the applicable GDS 20 item.

Policy

12/28/2013 12:45 Item

slaw/ops/aw/BDK/FAO/CA/AV/FAO

The guidance is to approve to a SPOC Referral report, incident Review, Notebook, and all input, output, and documentation covered by General Record Schedule (GDS 20, 21, 22) shall be stored by the National Archives and Records Administration. All these records shall be securely stored. Documents shall be labeled 400 18.

(b)(7)(A) U.S.C. § 114(f)

11/21/2013 9:08 Item

slaw/ops/aw/BDK/FAO/CA/AV/FAO



Policy

12/28/2013 10:09 Item

slaw/ops/aw/BDK/FAO/CA/AV/FAO

Q: Are SDOs required to be TIC qualified? If so, how often must they perform TIC to stay qualified? A: It is up to local senior leadership to determine whether or not the SDOs will remain/become TIC qualified. If they choose to, SDOs must perform at least one 20 minute rotation of TIC every 14 days. Managers may establish a TIC rotation schedule in order for SDOs to remain qualified. If SDOs from multiple airports are not regularly performing TIC please reference the TIC Qualification Fact Sheet for further information.

Policy

12/19/2013 9:54 Item

slaw/ops/aw/BDK/FAO/CA/AV/FAO

	<p>Q: Can you provide clarifying guidance regarding the BDA TSM maintaining proficiency by working as a BDO with the team and the BDA TSM performing coaching and mentoring, as described in the SPOT SOP 2.2.C?</p> <p>A: "Coaching and mentoring" refers to the BDA TSM actively directing BDOs on specific areas of operation in order to improve the skills of each BDO and improve the level of overall team performance. For example, the BDA TSM may mentor a BDO on the proper positioning at a given checkpoint and explain the best vantage points associated with that checkpoint. The BDA TSM's coaching and mentoring must be directly associated with the performance of a BDO(s) and be specifically tied to a BDO job skill, as outlined in the SPOT SOP.</p> <p>In addition, the BDA TSM must also maintain their proficiency by working directly with another certified BDO conducting behavior observation, Walk the Line (WTL), and Casual Conversation. In this capacity, the BDA TSM is working strictly in the capacity of a BDO.</p> <p>These requirements are mutually exclusive. That is, the BDA TSM must not "double dip" by recording coaching and mentoring as occurring at the same time as the BDA TSM's time working as a BDO conducting WTL, Casual Conversation, and assessing behavior and appearance cues.</p>	17/19/2013 15:45 Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
POLICY			
	<p>Q: Are the Operations Audits outlined in the SPOT SOP, Appendix 1, different from the Proficiency Evaluation Checklist (PEEC) outlined in the Annual Proficiency Review (APR)?</p> <p>A: Yes. The BDO PEEC is a separate requirement from the Operations Audits. These requirements should be completed independent of one another. The BDO PEEC is an APR assessment conducted on each BDO semi-annually. Information regarding the PEEC is available on the APR SharePoint site. Additionally, there are two different Operational Audits that are to be conducted semi-annually: Performance Elements/STSMs and Performance Elements/BDOs. The criteria for these audits are specified in the SPOT SOP, Appendix 1. These forms are available on the BDA SharePoint Manager's Portal site under "Management Oversight".</p>	12/20/2013 11:58 Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
POLICY			
	<p>Q:With accordance to the APR Handbook, section 5.4 BDO Assessments, fourth paragraph "if the test administrator is required to complete the BDOA, does he or she need to first complete and pass the BDOA prior to assuming the Test Administrator responsibilities?"</p> <p>A: Test Administrators (TAs):</p> <p>TAs must successfully complete both requirements (TSA (TSI) ADMINISTRATOR ALL and TSA (TSI) ADMINISTRATOR EAMS) listed in the PASS 2012 Assessment Administration Guidance for SOPAs and BDOAs (Page 2), before they are able to administer the SOPA or BDOA.</p> <p>TAs must have an EAMS User ID and Proctor Code to administer the above assessments.</p> <p>If the TA is a TOPS-covered employee, he/she is required to successfully complete the applicable tests themselves prior to administering them.</p>	11/20/2013 9:08 Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
HUMAN RESOURCES			
	<p>Q: Where is the BDO Guide located?</p> <p>A: BDO Admin guide is housed in DSO BMO and not on HCLight. You can request a copy from the BDO HQ POC, OSCBDO-SM/NA (HSG)@tsc.com</p>	11/20/2013 9:08 Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
HUMAN RESOURCES			
	<p>Q:As it relates to a BDO receiving his/her Proficiency Evaluation Checklist (PEC), for consistency purposes can you please provide clarity on the following:</p> <ol style="list-style-type: none"> 1. Is the evaluation conducted by the STSM to be covertly done or is the BDO to be aware that the evaluation is taking place? 2. Immediately following the evaluation is the observation reviewed with the employee? <p>A: PEECs are not to be covert. One of the goals with PEECs is to work with the BDOs to schedule a time when PEECs will be conducted and have an open communication. The results should be shared with the BDOs since if they do not pass they are required to go through remediation. Remediation, per the APR guide affords the BDO appropriate remediation which may consist of training, coaching and mentoring.</p> <p>As stated in the APR guide regarding the covert question, BDOs and their Supervisors share the responsibility for making appropriate arrangements to ensure that the Checklists are completed in a timely manner.</p> <p>As it states in the APR guide, chapter 6 regarding the observations reviewed with the employee, after completing every APR assessment, the employee shall receive feedback based on the job knowledge and skill proficiency demonstrated during each assessment. Remediations is provided to employees who demonstrate deficiencies in any part of an APR assessment to ensure that they understand where weaknesses occurred and to review the entire screening procedure with them, rather than targeting a specific aspect of the procedure or test item to avoid a "train to the test" objective.</p> <p>The following guidelines are the minimum standards that must be met for employee feedback and remediation with regards to APR assessments. As desired, airports have the discretion to provide any additional training and/or remediation for their employees.</p> <p>Refer to the APR handbook for further details.</p>	11/20/2013 9:08 Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
HUMAN RESOURCES			
	<p>Q: The 2013 APR Handbook states: "The FY13 APR is in effect from October 1, 2012 through September 30, 2013. However, TOPS was effective April 1, 2013. Given this information, can the second BDO PEEC be conducted in JUNE or must the STSM wait until July?"</p> <p>A: APR and TOPS are two separate programs, and one does not impact the other. The 2013 APR Program began on October 1, 2012 and ends on September 30, 2013. BDO PEEC should be completed between October 1, 2012 and March 31, 2013. BDO PEEC should be completed between April 1 and September 30, 2013.</p>	11/20/2013 9:08 Item	sites/OpsNet/BDA/FAQs/Lists/FAQs
HUMAN RESOURCES			

(b)(3):49 U.S.C. § 114(r)