

BEHAVIOR DETECTION & ANALYSIS BI-WEEKLY SHIFT BRIEF May 13, 2014

SECTION A: PROGRAM OFFICE TALKING POINTS

How do you start your Casual Conversation?

When conducting Casual Conversation (CC), the interaction with the passenger should appear natural. The passenger should not suspect that they have undergone any deliberate line of questioning. (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

The Take Away: (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r) You should never force a conversation, or be confrontational with the passenger.

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SECTION B: HIGHLIGHTS/SPOTLIGHT

BDO Managers: Please take the time to acknowledge the name of each Behavior Detection Officer, the airport of record, and their exceptional work by sharing spotlights and best practices with your workforce. Should you have information you would like to place into this section please send an email to: BDA.Training@tsa.dhs.gov

Nine BDOs from the BDA program at the Boston International Airport (BOS) were recognized for their hard work and dedication throughout 2013 at the Massachusetts Port Authority's Annual Security Awareness for Everyone (SAFE) at BOS's Logan Star Awards Ceremony in December 2013.

- MBDOs (b)(6) BDO (b)(6) and LBDO (b)(6) received the SAFE Award for their work in locating a passenger who had stolen another passenger's wallet. The award also included a poster of the four TSA employees to be displayed in the airport.
- MBDOs (b)(6) and (b)(6) engaged a passenger who had been reported missing by his wife. The passenger had medical needs and was off his medication. With the help of MSP, they were able to bring medical attention to the passenger. BDOs (b)(6) and (b)(6) were nominated for the SAFE award (b)(3):49 U.S.C. § 114(r)
- LBDOs (b)(6) and (b)(6) were awarded the Logan Star Award for their quick response to an individual suffering from a heart attack in the Central Parking Garage of BOS.
- Finally, BDO (b)(6) was awarded the Logan Star Award for her efforts in providing CPR classes open to all TSA employees at BOS (b)(6) contacted Massport Fire and Rescue and coordinated her first class after receiving an overwhelming response from officers that wanted to join her in receiving CPR certification. (b)(6) has been the coordinator of these classes and has seen more than 135 TSA employees receive their certifications; including two BDOs were able to save a man's life shortly after being certified.

Submitted by BOS BDO (b)(6)

(b)(6)

<input type="checkbox"/> Superb Walk the line Engagement	<input checked="" type="checkbox"/> Outstanding Teamwork
<input type="checkbox"/> Exceptional Critical Thinking	<input checked="" type="checkbox"/> Enhanced Stakeholder Relationships
<input checked="" type="checkbox"/> Strong Employee Engagement	<input type="checkbox"/> Effective Communication
<input checked="" type="checkbox"/> Superb Mission Focus	<input type="checkbox"/> Exceptional Command Presence

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(b)(3):49 U.S.C. § 114(r)

Outstanding Observation Techniques

(b)(3):49 U.S.C. § 114(r),(b)(6)

[Redacted content]

Submitted by Christine Pope

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SECTION C: SCREENING OF ACCESSIBLE PROPERTY

Below are a few key areas to remember.

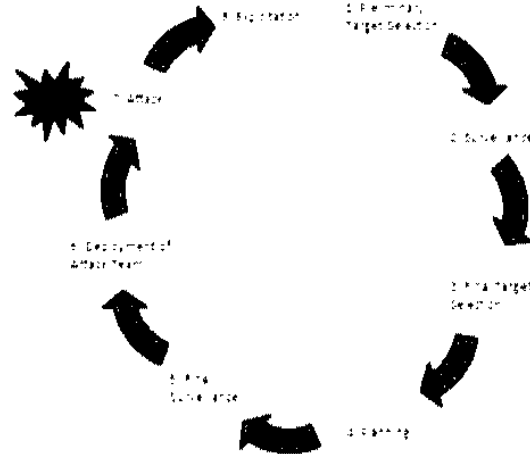


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SECTION D: TERRORIST PLANNING CYCLE

This graphical representation of the **Terrorist Planning Cycle** highlights a terrorist's ability to strategize for target selection. Once a target has been selected the surveillance process begins.



Three historical elements of terrorist behavior:

Secrecy

Terrorists and their cells rely on secrecy. With the ability to work with only a few people who are aware of their mission, there is a greater chance of success.

Reconnaissance and Surveillance

This critical component can be easily undermined by the complacent employee. Knowledge of environment allows the terrorist to learn of existing security routine and find weakness in the system. Advisories go as far as to construct or create mock-ups of the actual targets or assets.

Extensive rehearsals and "dry runs"

"Dry runs" are an inexpensive way to find security weaknesses. The ability to blend in common areas and seek out security flaws is pivotal to achieving their attack.

Take Away: The frontline employee is one of the most important elements of aviation security. The specialized skill set of a BDO can detect physiological manifestations of the human body undergoing stress and identify surveillance activities. Through awareness, behavior detection can prevent an adversary from the beginning stages in the terrorist planning cycle, cutting off one's ability to conduct multiple reconnaissance and surveillance activities. Constant alertness, teamwork, and vigilance to stay focused on the mission can make a difference. This should be a constant reminder to always do your BEST!

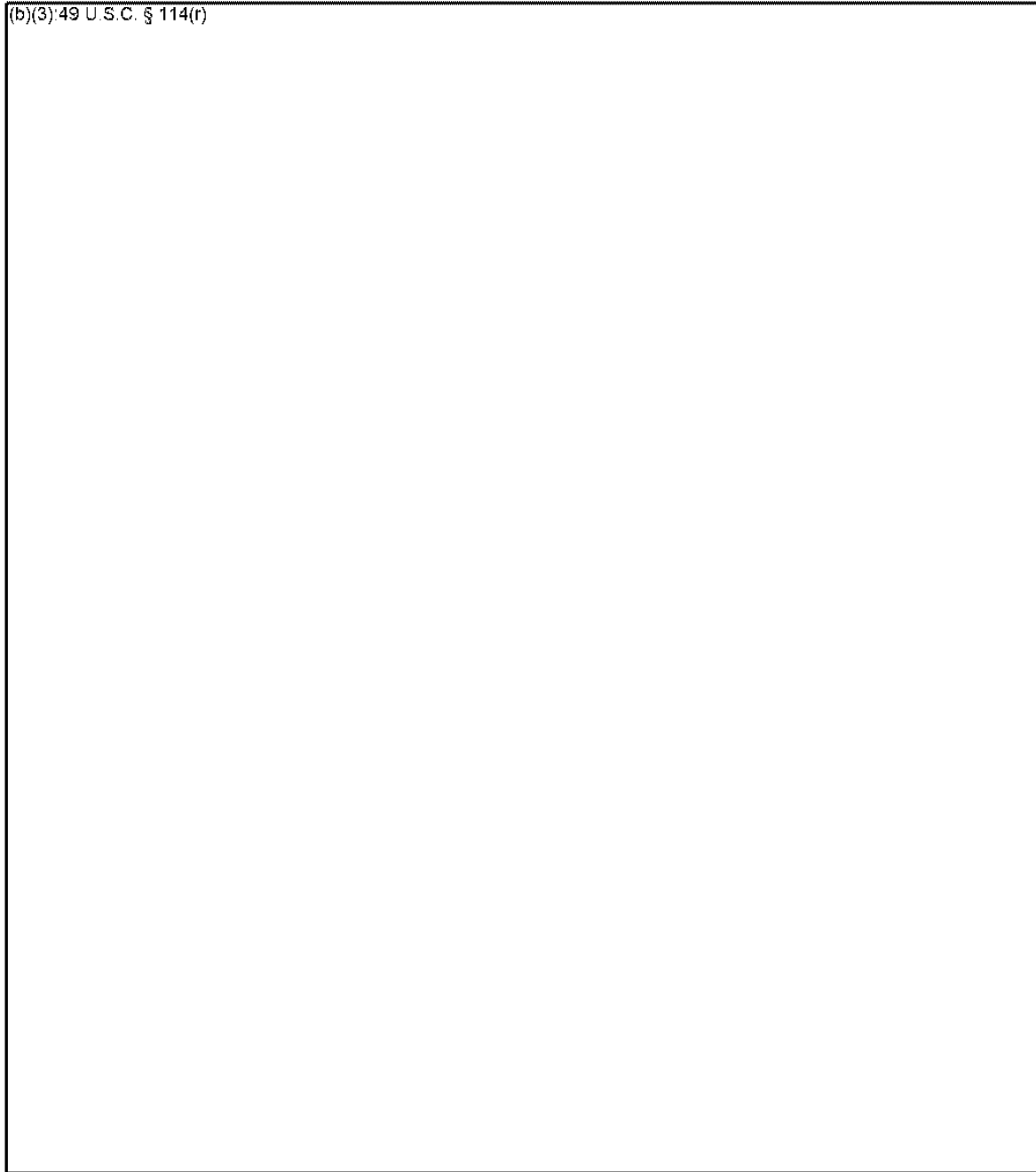
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SECTION E: EXECUTIVE SUMMARY/RECENT BDO FINDINGS

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