



Screening Passengers by Observation Techniques

Program Overview

Agenda

- Managed Inclusion
- Implementation of DHS OIG recommendations
- Further scientific validation of SPOT

Managed Inclusion Overview

•**General Process:** Managed Inclusion to TSA Pre✓™ was designed to leverage Real Time Threat Assessment capabilities to safely and efficiently move passengers from standard lane to the Pre✓™ lane.

Who is eligible?

- Any passengers that is in the queue for standard screening (i.e. NOT in the TSA Pre✓™ queue).
- Note: Selectee markings, BDO assessment or PSC alarms supersede passenger eligibility for Managed Inclusion into TSA Pre✓™

When is it used?

- Will be used during specified time periods throughout a day or week.
- Depend on relative queue length in the TSA Pre✓™ and standard lanes.

Where is it used?

- Currently in four (IND, TPA, HNL, and MIA)

How is it “Managed” Inclusion?

- All individuals undergo some form of Real-Time Threat Assessment (e.g. PSCs, BDOs, etc.) when entering the screening checkpoint
- Individuals directed to the queue for specific guidance

What is the benefit to the passenger

- Able to experience TSA Pre✓™ benefits (e.g. quicker screening, reduced divestiture, etc.) without having to enroll in TSA Pre✓™

Managed Inclusion Process Overview

- All individuals walk past the PSC team to enter Screening Checkpoint.
- Behavior analysis conducted on queues.
- Selectee markings, behavior assessment or PSC alarms supersede MI into TSA Pre✓™.
- Behavior Detection Officers (BDO) and/or PSC team resolve behaviors/responses in accordance with applicable SOPs.

SPOT OIG Report

TSA has implemented recommendations cited by the OIG in its report:

- **Strategic Planning and Performance Measurement:** TSA finalized a strategic plan and performance measurement plan and began implementing many of the objectives in these framework documents.
- **Data Accuracy:** TSA implemented controls to ensure completeness, accuracy, authorization, and validity of referral data entered into the Performance Management Information System.
- **Training:** TSA implemented a plan to provide recurrent/refresher training to all BDOs and BDO instructors, and developed a plan to assess BDO instructor performance in required core competencies on a regular basis.
- **Monitor and Evaluate BDO Activity:** TSA developed, and implemented an automated tool to help evaluate airports' use of BDO resources.
- **Employee Engagement:** TSA implemented processes for identifying and addressing issues raised by the workforce that may directly affect the success of the SPOT program.

Validating SPOT

- In April 2011, DHS's Science and Technology Directorate completed a study examining the validity of the SPOT Referral Report in the context of checkpoint screening.
 - This research examined the extent to which using the SPOT Referral Report and its indicators leads to correct screening decisions at the security checkpoint.
 - The findings revealed that SPOT is nine times more effective than random selection at identifying high-risk passengers – those attempting to defeat the security screening.
- In 2012, TSA initiated further review of the SPOT program by a third party, independent group of subject matters experts under a contract with American Institutes for Research (AIR).
 - Currently, AIR is working with TSA on determining the optimal categorization of indicators used on the SPOT referral sheet; evaluate the feasibility of collecting race and ethnicity data; and, assist in developing Program performance metrics.
 - Consistent with other AIR studies, all work will be subject to an independent panel review.