

**MEMORANDUM FOR THE RECORD**

Event: TSA "Red Team" Briefing

Type of Event: Briefing

Date: October 20, 2003

Special Access Issues: SECRET

Prepared by: Bill Johnstone

Team Number: 7

Location: Commission GSA Conference Room

Participants – Non-Commission: David Holmes, Assistant Administrator Internal Affairs Program Review (IAPR), TSA; Terry Bickham, Office of Training & Quality Performance, TSA; Hector Santana, Special Agent-in-Charge, IAPR; and Brandon Straus, General Counsel's Office, TSA.

Participants – Commission: Sam Brinkley; Bill Johnstone; John Raidt

~~(SSI)~~ A copy of the IAPR's Office of Training & Quality Performance's "Briefing for House Appropriations Committee Subcommittee on Homeland Security on Special Operations Testing and Screener Performance Improvement" was provided to the Commission.

**Human Performance Testing (HPT) and Screener Performance**

~~(SSI)~~ Bickham indicated that the IAPR is trying to take a systemic, systematic look at screening. As part of that effort, in July of this year his office performed a study to determine the root causes of screener performance problems and to identify solutions. This test was based on TSA's "Human Performance Technology" (HPT) to improve screener performance. HPT first identifies what the desired performance level should be, then gathers data from multiple sources to determine current or actual performance and the related root causes. It recommended a number of solutions to close the identified performance gap.

9/11 Closed by Statute

9/11 Closed by Statute

**Recommendations for Improved Screener Performance**

9/11 Closed by Statute

**Test results**

~~(SECRET)~~ The IAPR testing results are similar to those obtained by DHS IG and GAO. A cross-functional work group at TSA is tracking the implementation of the 70 or so top recommendations from IAPR.

9/11 Classified Information

9/11 Classified Information

**MISCELLANEOUS**

~~(SECRET)~~ Bickham reported that about 15% of current screeners were screeners under the previous private, contract screening system.

9/11 Closed by Statute

~~(SECRET)~~ Operation Tarmac involved a multi-agency push to check out the validity of SIDA badges at a number of airports. DHS IG is planning to reinstitute such a project when resources allow.

~~(SECRET)~~ Bickham reported that his office is considering the question of how to incorporate informal profiling (behavior pattern recognition) at airports. It is currently his personal judgment that the current screener positions would not be a good place to perform this function. Holmes added that he thought it would be most appropriately handled by law enforcement officials. Bickham thought that ticket checkers (currently employed by airlines or airports) could fulfill at least some of the role but the position would not to be redefined and likely filled with different individuals compared to the current workforce.

~~(SECRET)~~ Bickham reported that 1,300 of the necessary Threat Image Projection systems have been deployed. By the end of November, he anticipates that over 360 airports will have TIP, with total deployment by March 2004. The Mobile Bomb Set II units are currently being built as prototypes with mass production to follow.