

Operator Input into Standard Operating Procedure

Donald King

Former TSO

dkingiv@gmail.com

(508) 395-9649

May 4th, 2021

Benefits to Operator Input?

- Screeners are not always involved with crafting the Standard Operation Procedure (SOP) that they will be implementing
- This can lead to a disconnect between the text of the SOP and interpretations of the SOP
- In smaller SOP changes, operator input smooths the implementation dramatically
 - Particularly in specifics of screening new electronics, pat-down procedures, etc.
- A procedure aligned with on-the-ground conditions leads to less room for interpretation, more consistent screening outcomes, and often means less frustrated screeners

Drawbacks

- Mandated high degrees of operator input may necessitate different SOPs for different airports, as different airports can experience different problems
- Time in crafting SOP may increase
- Discovering the correct balance of operator input may prove tricky, as there needs to be some degree of national standardization

Low-Prevalence Threats and TSO Input

- Low-prevalence threats are the most important test of TSO competence
- Assessing and improving effectiveness is crucial to fulfilling TSA's mission
- Detection and Alarm Resolution procedures can be tested and refined without imminent risk through Red Team testing and Threat Image Projection

Low-Prevalence Threats and TSO Input

- The Threat Image Projection (TIP) Program
 - Increases bag-to-bag vigilance to a degree, but not necessarily in the ways the TIPs were designed for
 - Reinforces what a threat might look like, but are often easy to spot
 - TSO involvement can help increase realism of TIPs by pointing out what made a particular TIP ineffective
- Red Team Testing
 - One of the more effective testing techniques
 - TSOs know the intricacies of checkpoint operations, both the strengths and weaknesses, with sensitive baselines
 - TSO involvement can help implement more creative and effective Red Team tests

Q&A