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Dupe Checklist System: Resolution Procedures Manual

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Final Report

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16. Abstract. The Resolution Procedures Manual is one of five security reference handbooks providing background information, guidelines and procedures regarding passenger questioning and resolutions in conjunction with the Dupe Checklist (DCS) Program. It is intended to be used for operational guidance and/or training activities.					
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1.0 INTRODUCTION

1.1 General

The Resolution Procedures Manual (RPM) is a security reference handbook providing background information, guidelines and procedures regarding passenger questioning and resolutions in conjunction with the Dupe Checklist System (DCS) program.

1.2 Purpose

The RPM is intended to be used for operational guidance and/or training activities.

1.3 Scope and Applicability

The interviewing procedures described in this manual are intended to assist the air carrier in identifying duped passengers, based on Failed Checklist Answers (FCA) provided by the passengers on the checklist cards. The procedures will be utilized by the air carrier, as part of the program, under the Federal Aviation Administration (FAA) approved Aviation Security (AVSEC) Contingency Plan.

1.4 Notice of Restriction

Any material included in the RPM shall be made available to authorized individuals only, with an operational need-to-know, per Federal Aviation Regulation (FAR) 191.

2.0 DUPED PASSENGERS

2.1 Past Experience

NOTE: This paragraph provides basic background information relative to certain patterns of duped passengers identified in past incidents. The information in this paragraph should be used for educational -- not operational -- purposes only.

Air carrier's experience with duped passengers has been limited to the international arena. Since the early 1970s there have been several cases of bombs positively known to have been carried -- or intended to be carried -- on board airplanes by duped passengers. Duped passengers have been mostly single females, 18 to 32 years old, occasionally single males, 18 to 40 years old. They were typically non-professional, less educated individuals.

2.2 Duping Methods

A passenger may be duped into carrying a bomb on board an aircraft under the following circumstances.

- a. A bomb is placed in an unsuspecting passenger's unattended baggage.
- b. An unsuspecting passenger is given a bag to transport on his/her flight. A bomb is concealed inside the bag.
- c. An unsuspecting passenger is given an item or a package to transport on his/her flight. The item/package contains a bomb.
- d. An unsuspecting passenger is given a "gift" just prior to the flight. The gift contains a bomb.
- e. A passenger may believe that he/she is involved in some type of illegal activity. Such a passenger may believe that his/her bag contains contraband (e.g. drugs, gold, cash, or diamonds). The passenger is not aware of the true contents of his/her bag (a bomb).
- f. A passenger who is a terrorist, or a terrorist group sympathizer, may believe he/she is transferring confidential material or an explosive to his/her destination. In reality the passenger is carrying a bomb setup to go off on his/her flight.

Note: Passengers who have been duped via methods e. and f. above will generally provide false answers to the checklist card to protect their actions.

3.0 TRAINING

3.1 Authorized Trainers

RPM training sessions will be provided by air carrier authorized instructors.

3.2 Security Supervisor Training Requirements and Resources

Security Supervisors will receive initial training on both the Dupe Checklist System and the RPM. Thereafter, each Security Supervisor will undergo annual recurrent training. The initial and recurrent training sessions will be incorporated into air carrier existing Security Supervisor training programs.

The following training resources will be used:

- a. Dupe Checklist System: Instructor's Guide for Security Supervisors' Initial Training;
- b. Dupe Checklist System: Instructor's Guide for Security Supervisors' Recurrent Training;
- c. The Passenger Interview Training Video for Air Carrier Passenger Service Personnel; and
- d. RPM (each trainee will receive a copy of the manual prior to initial training).

3.3 Passenger Service Agent (PSA) Training Requirements and Resources

The air carrier PSAs will be provided with appropriate training just prior to implementation of the Dupe Checklist System.

The following training resources will be used:

- a. Dupe Checklist System: Instructor's Guide for Security Supervisors' Initial Training, Lesson IV: Resolution Procedures Steps (RPS) of the Security Supervisor Initial Training Program (page 20). This is a classroom training resource for the instructor.
- b. Video presentation: Passenger Interview; and
- c. RPM. Section 7: Failed Checklist Answers (FCA) Resolutions of the Resolution Procedures Manual (page 14). This is reference materials for PSAs in the airport.

4.0 TERMINOLOGY

4.1 Singular/Plural Usage of Terms

In this manual words signifying the singular include the plural, and words importing the plural include the singular.

4.2 Acronyms

The following acronyms, defined in section 4.3, are used in this manual and in its associated training program.

- AOA - Air Operations Area
- AVSEC - Aviation Security
- BATF - Bureau of Alcohol, Tobacco and Firearms
- BIL - Baggage/Items Inspection Level
- DEA - Drug Enforcement Administration
- DOT - Department of Transportation
- FAA - Federal Aviation Administration
- FAR - Federal Aviation Regulation
- FCA - Failed Checklist Answer
- IED - Improvised Explosive Device
- INS - Immigration and Naturalization Service
- LEO - Law Enforcement Officer
- PRI - Passenger Requiring Inspection
- PSA - Passenger Service Agent
- RPM - Resolution Procedures Manual
- RPS - Resolution Procedures Steps
- US - United States

4.3 Definition of Terms

The following terms are defined only for the purpose of the program and this manual. Terms which are *italicized* in the text are defined (alphabetically) in this section.

- **Air Operations Area (AOA)** - Any airport area designated for aircraft ground operations, to include takeoff, landing, taxiing, passenger boarding/deplaning, cargo loading/off-loading, refueling, maintenance and parking. Access to such areas is restricted to authorized individuals only.

- **Aviation Security (AVSEC) Contingency Plan** - *FAA* mandated security procedures designed to be implemented by the air carrier and airport authorities under defined threat levels.
- **Baggage** - All bags and items carried by the passenger on board his/her flight (*checked and unchecked baggage.*)
- **Baggage/Items Inspection** - Security search of baggage or items carried by a passenger defined as *Passenger Requiring Inspection (PRI)*. See also *Baggage/Items Inspection Level (BIL)*.
- **Baggage/Items Inspection Level (BIL)** - The type of security inspection to which baggage/items carried by a *Passenger Requiring Inspection (PRI)* are subjected. The appropriate level of inspection is determined by the outcome of the resolution procedure (passenger interview) performed.
- **Belongings** - See "Baggage".
- **Bomb** - A complete, workable sabotage device consisting of a *timing (delay) piece, detonator and explosive*. Also known as *Improvised Explosive Device (IED)*.
- **Bureau of Alcohol, Tobacco and Firearms (BATF)** - A US Department of Treasury administration and enforcement agency.
- **Carry-on items** - All bags and items taken by the passenger into the aircraft passenger cabin.
- **Checked baggage** - Baggage accepted from the passenger for loading into the aircraft baggage compartment.
- **Checklist card** - A written list of preventive questions. Completed by passengers under certain aviation security conditions (threat levels).
- **Department of Transportation (DOT)** - A US government branch administering issues related to transportation (ground, maritime and aviation).
- **Detonator** - A component of a bomb which is essential in order to detonate a high *explosive*. Also known as a blasting cap, initiator or fuze.
- **Drug Enforcement Administration (DEA)** - A US Department of Justice law enforcement agency.
- **Dupe Checklist System** - A security procedure intended to identify passengers who may be unwittingly carrying bombs or incendiary devices.

- **Duped passenger** - A passenger who was tricked to carry a *bomb* or *incendiary device* aboard his/her flight.
- **Explosive** - A mixture of chemical substances which explodes if detonated.
- **Failed Checklist Answer (FCA)** - An answer checked by the passenger on the *checklist card*, indicating that he/she needs to be subjected to further resolution procedure.
- **Federal Aviation Administration (FAA)** - An agency of the United States (US) Department of Transportation (DOT). Sets standards, regulates and monitors civil aviation activities, including air carrier and airport security.
- **Federal Aviation Regulation (FAR)** - A regulation issued by the FAA.
- **Security Supervisor** - An air carrier's designated employee (usually a supervisor/manager) whose duty is to ensure proper performance of -- and compliance with -- all security requirements. The Security Supervisor function is required by *FAR 108.10*.
- **Immediate family member** - An individual reported by the passenger as his/her parent, sibling, spouse or child.
- **Immigration and Naturalization Service (INS)** - A US Department of Justice administration and enforcement agency.
- **Improvised explosive device (IED)** - See "*Bomb*".
- **Incendiary device** - An improvised sabotage device consisting of a flammable or combustible substance, usually confined in a solid container such as a bottle or a plumbing pipe.
- **Interview** - A guided conversation between the air carrier's PSA or Security Supervisor and the passenger, intended to resolve *Failed Checklist Answers (FCA)* provided by the passenger on the checklist card. Also known as "questioning."
- **Law enforcement officer (LEO)** - A police officer.
- **Leading question** - A question resulting in an answer of "yes" or "no", or a question which generates an answer repeating a part of the questions text.
- **Open-ended question** - A question intended to generate a complete answer, other than "yes"/"no" or repeating a part of the questions text.

- **Passenger Requiring Inspection (PRI)** - A passenger whose baggage and/or other items are subjected to a special security inspection. A PRI status is determined by evaluating the outcome of the resolution procedure performed in accordance with the *Dupe Checklist System*.
- **Passenger Service Agent (PSA)** - An air carrier employee providing ground services to the passenger.
- **Positive control** - Visual control of the passenger's *belongings* performed by himself/herself or an *immediate family member*.
- **Preventive questions** - Security-related questions, designed to confirm that the passenger is aware of his/her baggage contents, and is not carrying any *questionable items*.
- **Questionable item** - Any package, object or baggage acknowledged by the passenger to have been either (1) received from an *unknown individual*; or (2) out of *positive control* for any length of time; or (3) packed by an *unknown individual*.
- **Questioning** - See "*Interview*."

- **Reassurance statement** - An explanation given to the passenger by the interviewer stating that the questioning is performed for safety reasons only, not law enforcement purposes, and it has nothing to do with law enforcement agencies such as the DEA, INS, BATF , Customs or police.
- **Resolution Procedures Manual (RPM)** - A security reference manual covering passenger questioning procedures and related information.
- **Resolution Procedures Steps (RPS)** - Sequential lists of interview questions, guidelines and requirements to be performed by the air carrier.
- **Satisfactory answer** - An answer provided by the passenger in the course of the resolution procedure performance, judged by the air carrier to be acceptable based on procedures, facts and/or circumstances.
- **Softening statement** - An interview technique utilized to conduct questioning in a non-confrontational manner to help achieve cooperation. A softening statement will always be followed by a question. For example, if the passenger indicated on the checklist card that he/she did not pack his/her baggage, a possible softening statement and a follow-up question would be: "I understand that your baggage was not packed by you, could you please tell me who packed it?"
- **Timing device** - A device -- mechanical, chemical, electronic or electrical, used to initiate the *detonator* in a *bomb* or to ignite an *incendiary device* at a predetermined time.
- **Unchecked baggage** - See "*Carry-on items.*"
- **Unknown individual** - Any individual who is not the passenger's *immediate family member* or *well known individual*. This includes distant relatives, friends, colleagues and acquaintances.
- **Unsatisfactory answer** - An answer provided by the passenger in the course of the resolution procedure performance, judged by the air carrier to provide insufficient factual and/or circumstantial information.
- **Well known individual** - A long term acquaintance or relative who is known and trusted to the same extent as an *immediate family member*.

5.0 INTERVIEWING GUIDELINES

NOTE: Certain key terms in this section are *italicized*. Those terms are defined in section 4.3 above.

5.1 Interview Intent

The intent of the interview is to identify passengers who may have been duped. This is based upon *Failed Checklist Answers (FCAs)* provided by the passengers on the checklist cards.

5.2 Interview Scope

An interview will take place only if the passenger has provided a FCA on the checklist card. The interview will only address matters associated directly with the FCA.

5.3 Authorized Interviewer

The air carrier's PSAs are authorized, upon completion of appropriate training, to carry out the initial resolution procedures of FCAs described in this manual. Each air carriers Security Supervisor undergoes more comprehensive training sessions on the Dupe Checklist System normally incorporated into the Security Supervisor initial and recurrent training programs.

5.4 Tact and Courtesy

The interview should be carried out in the form of a friendly conversation, not an interrogation. It must be performed with tact and courtesy, with questions conveyed in a non-confrontational manner. *Softening statements* should be used whenever possible.

5.5 Explanation

A proper oral explanation must be given to the passenger prior to the commencement of the interview. The explanation should include the following: "Sir/Madam, I need to ask you a few questions for your own safety and the safety of the flight. The questions are related to the checklist card you have completed."

5.6 Concern of Passengers

Interviewed passengers may occasionally be reluctant to supply true answers because of a lack of understanding as to the scope and purpose of the questioning. Once the interviewer recognizes such a situation, a prompt and appropriate *reassurance statement* will be given to the passenger.

5.7 Terminology

Terminology used should be appropriate to each specific passenger.

5.8 Interview Control

The flow of the interview should be controlled by the air carrier's interviewer, not the passenger.

5.9 Open-Ended Questions

Whenever practical, the interview will consist of *open-ended questions* in order to allow the passenger to volunteer additional information.

5.10 Leading Questions

The use of *leading questions* should be minimized as much as possible.

5.11 Attention to Passenger and Body Language

The interviewer should pay full attention to the passenger being interviewed. The passenger body language will be observed. Irregularities (e.g., signs of hesitation or nervousness) shall be noted.

5.12 Security Supervisor Involvement

In the following cases the Security Supervisor will be summoned to take over and perform further questioning and/or initiate any further action required:

- a. The passenger supplies conflicting answers;
- b. The passenger exhibits signs of hesitation or nervousness;
- c. The passenger does not cooperate with the interviewer;

- d. The interviewer has not been able to resolve the situation associated with the FCA, per Resolution Procedures Steps (RPS); and/or
- e. The passenger refuses to complete the checklist card.

NOTE: In accordance with the air carrier contingency plan only the Security Supervisor has the authority to determine the level of any further action required (i.e., inspection/clearance of item, summon of LEO and/or bomb squad, or refusal to transport an item on the flight.)

6.0 DUPE CHECKLIST CARD

The following page provides a sample card with the failed answers annotated with an (-F-). Passengers are required to respond to six questions requiring a total of nine responses.

Failed Checklist Answers (FCA) are annotated with a -F-.

PASSENGER CHECKLIST CARD

Dear Passenger,

Please take a moment to answer the questions below. Your honest answers will help make your flight safe. If you need assistance or have any question, please see a passenger service agent. Your cooperation is greatly appreciated.

- | | YES | NO |
|---|-----|-----|
| 1. Does each bag you are checking or taking on board belong to you? | ___ | -F- |
| 2. Did only you or your spouse pack each of these bags? | ___ | -F- |
| 3. Has your baggage remained in your possession from the time it was packed until now? | | |
| <i>For example, if the hotel service took care of your baggage from the hotel to the airport, answer "no".</i> | ___ | -F- |
| 4. A. Do you know the contents of your bag(s)? | ___ | -F- |
| B. Do you own all items in your baggage? | ___ | -F- |
| 5. Do any of your bags contain anything that was wrapped or packaged while you were not watching? | -F- | ___ |
| 6. A. Are you carrying any electrical, electronic, or battery-operated items bought or acquired on this trip? | -F- | ___ |
| B. Are you carrying any electrical, electronic, or battery-operated items that have been recently repaired? | -F- | ___ |
| C. Are you carrying any electrical, electronic or battery-operated items that could have been in someone else's possession while you were not watching? | -F- | ___ |

Name of Passenger: _____ Flight #: _____ Date: _____

Remarks: _____

7.0 FAILED CHECKLIST ANSWERS (FCA) RESOLUTIONS.

Checklist Question 1: *Does each bag you are checking or taking on board belong to you?*

Passenger response: *No.*

Question 1 – Resolution Procedures			
PSA Action			
Resolution Procedure Steps (RPS)		Passenger Response	Action
1A	Please show me which bags do not belong to you or owned by you.	Points to bag.	Go to RPS-1B
1B	Please tell me who owns this specific bag.	<i>Immediate family member or well known individual.</i>	Go to RPS-1C
		<i>Unknown individual.</i>	Go to RPS-1E (Security Supervisor Action)
1C	Please tell me for how long this bag has been in your <u>continuous</u> personal possession.	Over 12 months.	Go to RPS-1D
		Less than 12 months.	Go to RPS-1E (Security Supervisor Action)
1D	Please tell me who owns the <u>contents</u> inside this specific bag.	I personally own all the contents.	No further action
		I do not own part or all of the contents.	Go to RPS-1E (Security Supervisor Action)
Security Supervisor Action			
Resolution Procedure Steps (RPS)		Action	
1E	<p>The Security Supervisor will conduct an interview which will include, as a minimum, the following questions:</p> <ol style="list-style-type: none"> 1) Please tell me who packed this specific bag. 2) Please tell me about the person who owns this bag and the circumstances under which this bag is being used by you. 3) Please tell me the history of this bag, including any repair or alteration made. <p>Note: If practical, the Security Supervisor will interview the apparent bag owner.</p>	<p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none"> • The Security Supervisor will provide all data obtained from the passenger and the apparent bag owner (if practical) to the appropriate airport/air carrier security personnel, per contingency plan. • Airport/air carrier security personnel may perform additional questioning, as required and authorized, per contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none"> • Appropriate BIL, per outcome of RPS and contingency plan. 	

Checklist Question 2: Did only you or your spouse pack each of these bags?

Passenger response: No.

Question 2 -- Resolution Procedures			
PSA Action			
Resolution Procedure Steps (RPS)		Passenger Response	Action
2A	Please show me which bags were not packed by you or your spouse.	Points to bags	Go to RPS-2B
2B	Please tell me who packed each of these specific bags.	<i>Immediate family member</i> (other than spouse) or <i>well known individual</i>	Go to RPS-2C
		<i>Unknown individual</i>	Go to RPS-2D (Security Supervisor Action)
2C	Were the bags packed under your supervision?	Yes	No further action
		No	Go to RPS-2D (Security Supervisor Action)
Security Supervisor Action			
Resolution Procedure Steps (RPS)		Action	
2D	<p>The Security Supervisor will ask additional appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none"> 1) The <i>unknown individual</i> who packed the bags and his/her relation to the passenger; or 2) The <i>immediate family member</i> or <i>well known individual</i> who packed the bags; and 3) The history of the bags packed by the <i>unknown individual</i> or the <i>immediate family member</i> or <i>well known individual</i>. <p>If practical (present at the airport), the Security Supervisor will interview the individual or the <i>immediate family member</i> who apparently packed the bags.</p>	<p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none"> • The Security Supervisor will provide all data obtained from the passenger and the person who packed the bags (if appropriate) to the appropriate airport/air carrier security personnel, per contingency plan. • Airport/air carrier security personnel may perform additional questioning, as required and authorized, per contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none"> • Appropriate BIL, per outcome of RPS and contingency plan. 	

Checklist Question 3: *Has your baggage remained in your possession from the time it was packed until now?* (For example, if the hotel service took care of your baggage from the hotel to the airport, answer “no”).

Passenger response: *No.*

Question 3 – Resolution Procedures			
PSA Action			
Resolution Procedure Steps (RPS)	Passenger Response	Action	
3A	Please tell me where has your baggage been since it was packed.	At an immediate family property.	Go to RPS-3B
		At other location.	
3B	Please tell me who has controlled your baggage since it was packed.	An <i>immediate family member</i> or <i>well known individual</i> .	No further action
		An unknown person, or no control.	Go to RPS-3C (<u>Security Supervisor Action</u>)
Security Supervisor Action			
Resolution Procedure Steps (RPS)	Action		
3C	<p>The Security Supervisor will ask additional appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none"> 1) The duration for which the baggage was left at this location. 2) Whether the baggage was locked or was uniquely secured, e.g., with safety/anti-tampering seals, wrapped with duct tape, tied with a rope, etc. 3) The type of association of the passenger with the person who controlled his/her baggage. <p>Note: Ask the passenger to examine the baggage and contents to see if anything has been tampered with or added</p>		
	<p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none"> • Security Supervisor will provide all data about the baggage obtained from the passenger to the appropriate airport/air carrier security personnel, per contingency plan. • Airport/air carrier security personnel may perform additional questioning, as required and authorized by the contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none"> • Appropriate BIL, per outcome of RPS and contingency plan. 		

Checklist Question 4A: Do you know the contents of your bag(s)?

Passenger response: *No.*

Question 4A -- Resolution Procedures			
PSA Action			
Resolution Procedure Steps (RPS)		Passenger Response	Action
4A-A	Call Security Supervisor	N/A	See 4A-B (Security Supervisor Action)
Security Supervisor Action			
Resolution Procedure Steps (RPS)		Action	
4A-B	<p>The Security Supervisor will ask appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none"> 1) The source/original ownership of the contents (e.g., who purchased the items and where.) 2) The history of the contents. 3) Type of relationships between the passenger the contents owner (i.e., friend, work associate, family, other.) 4) The purpose/use of the contents. 5) To whom the passenger is delivering the contents. 	<p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none"> • Security Supervisor will provide all data about the baggage/items obtained from the passenger to the appropriate airport/air carrier security personnel, per contingency plan. • Airport/air carrier security personnel may perform additional questioning, as required and authorized by the contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none"> • Appropriate BIL, per outcome of RPS and contingency plan. 	

Checklist Question 4B: Do you own all items in your baggage?

Passenger response: *No.*

Question 4B -- Resolution Procedures			
PSA Action			
	Resolution Procedure Steps (RPS)	Passenger Response	Action
4B-A	Call Security Supervisor	N/A	See 4B-B (Security Supervisor Action)
Security Supervisor Action			
	Resolution Procedure Steps (RPS)	Action	
4B-B	<p>The Security Supervisor will ask appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none"> 1) What items are not owned by the passenger. 2) The source/original ownership of the items (e.g., who purchased the items and where.) 3) Type of relationships between the passenger and the owner of the items (i.e., friend, work associate, family, other.) 4) The purpose/use of the items. 5) To whom the passenger is delivering the items. 	<p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none"> • Security Supervisor will provide all data about the items/baggage obtained from the passenger to the appropriate airport/air carrier security personnel, per contingency plan. • Airport/air carrier security personnel may perform additional questioning, as required and authorized by the contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none"> • Appropriate BIL, per outcome of RPS and contingency plan. 	

Checklist Question 5: *Do any of your bags contain anything that was wrapped or packaged while you were not watching?*

Passenger response: *Yes*

Question 5 – Resolution Procedures			
PSA Action			
Resolution Procedure Steps (RPS)		Passenger Response	Action
5A	Please tell me what item was wrapped or packaged while you were not watching.	Passenger provides information to PSA.	Go to RPS-5B
5B	Please tell me who packed/wrapped this specific item.	<i>An immediate family member or well known individual.</i>	Go to RPS-5C
		<i>An unknown individual.</i>	Go to RPS-5D (Security Supervisor Action)
5C	Do you know what is inside this package?	Yes.	No further action
		No.	Follow RPS for question 4A above.
Security Supervisor Action			
Resolution Procedure Steps (RPS)		Action	
5D	<p>The Security Supervisor will ask additional appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none"> 1) The type of item packed/wrapped. 2) The circumstances under which the item was packaged and is being carried by the passenger. 3) The relationships between the passenger the <i>unknown individual</i> who packed the item. 4) To whom the passenger is delivering this package. 5) The purpose/use of the item. 	<p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none"> • Security Supervisor will provide all data about the baggage obtained from the passenger to the appropriate airport/air carrier security personnel, per contingency plan. • Airport/air carrier security personnel may perform additional questioning, as required and authorized by the contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none"> • Appropriate BIL, per outcome of RPS and contingency plan. 	

Checklist Questions 6A: *Are you carrying any electrical, electronic, or battery-operated items bought or acquired on this trip?*

Passenger response: *Yes.*

Question 6A -- Resolution Procedures			
PSA Action			
Resolution Procedure Steps (RPS)		Passenger Response	Action
6A-A	Please tell me who purchased/acquired this specific electrical/electronic/battery-operated item.	I purchased/acquired it myself; or the item was purchased/acquired by an <i>immediate family member</i> or <i>well known individual</i> .	Go to RPS-6A-B
		An <i>unknown individual</i> .	Go to Question 6A/B/C, <u>Security Supervisor Action</u> , page 23
6A-B	Have you or your <i>immediate family member</i> picked the item yourself/himself/herself?	Yes.	Go to RPS-6A-C
		No.	Go to Question 6A/B/C, <u>Security Supervisor Action</u> , page 23
6A-C	Has this item been purchased or acquired through unsolicited offer?	No.	Go to RPS-6A-D
		Yes.	Go to Question 6A/B/C, <u>Security Supervisor Action</u> , page 23
6A-D	Have you or anybody else disclosed any information about your flight to the person who sold or gave you this item or to any other individual associated with the item seller/giver?	No.	Go to Checklist Question 6B (next page)
		Yes.	Go to Question 6A/B/C, <u>Security Supervisor Action</u> , page 23

Checklist Question 6B: *Are you carrying any electrical, electronic, or battery-operated items that were recently repaired?*

Passenger response: *Yes*

Question 6B -- Resolution Procedures			
PSA Action			
Resolution Procedure Steps (RPS)		Passenger Response	Action
6B	Please tell me who repaired the item.	<i>Myself, immediate family member or well known individual.</i>	No Further Action
		<i>An unknown individual.</i>	Go to Question 6A/B/C, <u>Security Supervisor Action</u> on the following page

Checklist Question 6C: *Are you carrying any electrical, electronic, or battery-operated items that may have been in someone else's possession while you were not watching?*

Passenger response: *Yes.*

Question 6C -- Resolution Procedures			
PSA Action			
Resolution Procedure Steps (RPS)		Passenger Response	Action
6C	Please tell me who possessed this item while you were not watching.	<i>An immediate family member or well known individual.</i>	No further action
		<i>An unknown individual.</i>	Go to Question 6A/B/C, <u>Security Supervisor Action</u> on the following page

Checklist Question 6A/B/C (Security Supervisor Action)

Question 6A/B/C -- Resolution Procedures	
Security Supervisor Action	
Resolution Procedure Steps (RPS)	Further Action
<p>6A</p> <p>The Security Supervisor will ask additional appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none"> 1) The <i>unknown individual</i> who purchased the item. 2) The circumstances under which the item was purchased or received, to include: <ul style="list-style-type: none"> • Who picked the item? • Who offered the item (if unsolicited)? 3) What flight or trip information was disclosed to other individuals associated with the item received/purchased? 	<p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none"> • Security Supervisor will provide all data about the baggage obtained from the passenger to the appropriate airport/air carrier security personnel, per contingency plan. • Airport/air carrier security personnel may perform additional questioning, as required and authorized by the contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none"> • Appropriate BIL, per outcome of RPS and contingency plan.
<p>6B</p> <p>The Security Supervisor will ask additional appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none"> 1) Whether the item was repaired or modified (or both). 2) The individual who repaired/modified the item. 3) The circumstances under which the item was repair/modified, to include: <ul style="list-style-type: none"> • What needed to be repair/modified • Whether the repair/modification was initiated by the passenger or another person. 	

Question 6A/B/C – Resolution Procedures - Continued

Security Supervisor Action

	Resolution Procedure Steps (RPS)	Further Action
6C	<p>The Security Supervisor will ask additional appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none"> 1) The <i>unknown individual</i> who possessed the item. 2) The length of time the item was in the possession of the <i>unknown individual</i>. 3) The location where the item was possessed by the <i>unknown individual</i>. 4) The circumstances under which the item was possessed by the <i>unknown individual</i> (e.g. hotel bellboy, airport skycap, bus cargo compartment, etc.) 	<p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none"> • Security Supervisor will provide all data about the baggage obtained from the passenger to the appropriate airport/air carrier security personnel, per contingency plan. • Airport/air carrier security personnel may perform additional questioning, as required and authorized by the contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none"> • Appropriate BIL, per outcome of RPS and contingency plan.