



Operational Needs Assessment U.S. Border Patrol

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Methods

- Multiple meetings with a representative sample of 150 Border Patrol Agents and Supervisors from the El Paso Sector.
- Open discussions about operational needs with BP Agents and Supervisors, and also EP Sector Leadership.
- Two-way communication between BP and UTEP researchers.

Identified Perceived Needs

- Continue the ongoing improvements in these areas ...
 - Deterrence and Apprehension
 - Infrastructure, Tactics, and Technologies
 - Technologies
 - Communication, Information, and Surveillance
 - Weaponry
 - Transportation
 - Policies and Practices

Results

Study Goals	Achieved	Examples
Listen Closely	✓	Used several in-depth meetings.
Build Trust	✓	Border Patrol shared potentially sensitive information.
Understand Problems	✓	Two-way face-to-face communication enabled clarification and enhanced understanding.
Get Domain Knowledge	✓	Terminology, terrain and locale challenges, diversity of responsibilities identified.
Identify Barriers	✓	Policy challenges within DHS and with other law enforcement agencies uncovered.