BDO (b)	6)



### MEMORANDUM TO FILE

Date:	April 9, 2014
Fram:	(b)(6) (b)(6)
Subject:	LBDO (p)(e)
	2014, LBDO (b)(6) failed to follow the SPOT SOP as well as failing to adures and indication to day. See attached supporting documentation.
London liss	received the following:
8/25/13 11/16/12	Letter of Counsaling - failure to maintain Government issued property Memorandum of Counseling - failure to fallow discettons

BDO (p)(e)

l ,S. Department of Honocland Security Los Angeles international Aliport 576 f W. Century 1840 Spite 300 http://doi.org/10.100/195045



#### MEMO TO FILE

TO: FROM: DATE:	DAFSD (b)(6)  STSM (b)(6)  April 2nd, 2014
(b)(E) about (b)(E) cutrance to In Miller and I v AFSD (b)(6) (b)(6) the entrance t for approxim I had SYSM T4 to observe both HDOs w	SPOT SOP Violation—L8DO(b)(6)  April 2nd, 2014 at approximately 1820 hrs, I received a call from AFSD(b)  some CCTV footage he was watching. Specifically, he was watching CCTV on T4  and noticed that one of our BDOs seemed to just be standing outside the  nos 7/8 and not doing anything. He gave my the times of 1/20 – 1810. STSM went to T4 and reviewed the CCTV in the T4 manager's office for the time period  [provided. We observed numerous possible SOP violations. Specifically, EBDO  [and MBDO(b)(6)] we observed standing against the railing just outside to lanes 7 and 8 and not performing Walk the Line as prescribed in the SPOT SOP  ately 40 minutes.  [b)(6) review the CCTV footage and directed her to have the two BDOs working the footage. After both BDOs viewed the CCTV footage, STSM(b)(6) requested whe a statement describing what they were doing during the 40 minutes on the
(p)(6)	Date

MALAN SANBON

BDO (b)(6)

11 S. Department of Houseland Scenify (Augetes lateratident) August 4th World Way T.-l. Deor 532 Los Augetes, California 90048

	Transportation Security Administration	
мемо то рил		
DATE:04/02/2014	Control #	
FROM: 1720 bis		
TO:1806 hrs		
SUBJECT:		
Terminal 4 alpha checkpoint queue. I stepped of Upon returning to the floor, I began discussing to the following half as how or so, I continue to a Assessment and SOP. Alphately we conserved as	st practices with my partner and ungaging with passengers the floor to bandla my feededing needs ofter a few minutes est practices and reestablishing the baseline with my partner itense bost practices with my partner and discuss PSE's sengers for the duration of this time, we failed to Welk The nt. I myself was called off the floor to discuss scenario base. Former, My partner proceeded to the CLC Room.  Line and I will do so in the future.	i. er. Po Line
Rospozifilly,		
(b)(6)  Report Detection Program  Los Angeles International Airport		
(b)(6)		

www.tsp.gov

BDO (6)(6)

11.5. Department of Horntand Security 4 Augusts International Adepart 651 World Way Tell Dogs 552 Log Angeles, California 90015



		Administration
MEMOTO	FILE	
DATE:	April 9, 2014	Control #
FROM:	(b)(6) + UDA (SM	
TO:	GOA TSM (b)(6)	
SUBJECT:	)(d) 0.000 (b)(	
contents of advised both the tape in t	a previously recorded CCTV der h officers that they were observe	I mot with LBDO (b) (6) and BDO (b) (6) to review the ailing their actions between the hours of 1720 to 1805. I d by a senior TSA official during this time. After viewing nitially set up by TSM (b) (6) who was also present), LBDO $O(b)$ (6) after the
of what they	y each saw on the tape and how i	indicating that I would like for them to give an accounting a related to their specific BDO functions. Both officers

(b)(E)

Achavior Detection Program

1.0s Angeles Infomational Airport

20<u>\$.621</u>,000

BDO (b)(6)

U.S. Debuthan of Homelea Society Transcommen Scame Advancers 1969 Crains Business, 2002 5 Lot Argeice, Collisma Scas



#### MEMORANDUM

FROM:

\$1\$M (b)(6)

TO:	DAFSD Christine Pope
DATE	April 3, 2014
SUBIRCY:	SOF Violation-(b)(6)
received a ph Terminal I A outside of the (In)(6) and B (In)(6) and B queuing area parted of the engaged as re The only inte appeared to a turned their is were not pay eneducting S significant nu (b)(6) as behavior d BOP as neithe behavior obse	(1) It at approximately 1830 hrs, STSM (b)(6) Informed me that he had some call from AFSD Dan Wyllio regarding the conduct of a BDO teom at the dipha checkpoint. STSM (b)(6) and I reviewed CC1V video of the quoting area is electedpoint for a pariod of 50 minutes from 1720-1810 hrs. LBDO (b)(6) DO (b)(6) were observed sinding on the mezzonine adjacent to the IDO (b)(6) were observed sinding on the mezzonine adjacent to the IDO (b)(6) were on the rating overlooking that licketing orea for an extended in The queue was sometimes fifted with passengers but both BDOs were not required by SPOT SOP. Neither walked the line (WTL) or engaged any passengers, raction with passengers was when passengers interrupted their conversation and sk for directions to the proper queue. At several points one or both of the BOOs acks to the queue completely. It was clear from viewing the video that both BDOs acks to the queue completely. It was clear from viewing the video that both BDOs and to their SPOT duties or following the proper procedures or protocol for POT. During the 50 minutes of the video the queuing area was occupied by a under of passengers who did not receive SPOT screening by the BDOs. Both were completely disengaged and negligent in the carrying out of their duties executed on officers. Their conduct was not only negligent but a violation of the SPOT or of them were walking the line (WTL), enguging passengers or conducting creations as required by SPOT protocol.
	ortalion Security Manager International Airport

U.S. Department of Homeland Security Los Angeles International Airport 5767 W. Century Blvd, Suite 300 Los Angeles, CA 90045

Date:	April 29, 2014		Transportation
То:	(b)(6)  Behavior Detection Officer (BDO)  Los Angeles International Airport		Security Administration
From:	(b)(6) Transportation Security Manager Los Angeles International Airport		
Subject:	Notice of Three (3) Calendar Day Suspension		
Reference:	(b)(6)		
	ce that I have decided to suspend you from en	•	

This is notice that I have decided to suspend you from employment at the Transportation Security Administration (TSA) for three (3) calendar days. You will be suspended without pay beginning on:

May 6, 2014 Through May 8, 2014

The effective date of your return to duty is:

May 9, 2014

Your next scheduled regular workday is:

May 9, 2014

This decision is made to promote the efficiency of the service and is based on the following:

# <u>Charge 1:</u> Failure to Follow Proper Screening Passengers By Observation Techniques (SPOT) Procedures

Specification: On April 2, 2014, from 1720 to 1806, you and your partner, Lead Behavior Detection Officer (LBDO) (b)(6) were on duty and positioned at the Transportation Security Administration (TSA) at Los Angeles International Airport (LAX) Terminal 4 Alpha Checkpoint, During this time frame, you and LBDO (b)(6) did not walk the line and falled to engage with passengers frequently.

Your conduct is in violation of TSA Management Directive (MD) No. 1100.73-5: Employee Responsibilities and Code of Conduct (with attached Handbook): Section 5 – Responsibilities: 5.A (7); and Section 6 – Policy: 6.E.; and TSA Screening Passengers By Observation Techniques (SPOT) Standard Operating Procedures (SOP), Revision #3: Chapter 2: Section 2.5 BDO Duties, 2.5.B.; and Chapter 3, Section 3.2 (Preparation and Positioning) F. (WTL positioning.)

Page 1 of 4

## Charge 2: Negligent Performance of Duties

Specification: On April 2, 2014, from 1720 to 1806, you and your partner, LBDO [b)(6) were on duty at the TSA LAX Terminal 4 Alpha Checkpoint. During this time frame, you were engaged in conversation with BDO [b)(6) and ignored passengers that directly passed by you. You also turned your back completely from the queue as passengers walked towards you.

Your conduct is in violation of TSA MD No. 1100.73-5: Employee Responsibilities and Code of Conduct (with attached Handbook): Section 5 – Responsibilities: 5.A and 5.A (7); and Section 6 – Policy: 6. B and 6.E.

Prior to taking this action, I assessed the circumstances surrounding the incident and reviewed all of the relevant evidence. On April 25, 2014, 25, 2014, I met with you in a pre-decisional meeting to discuss failure to follow proper SPOT procedures and your negligence in the performance of your duties on April 2, 2014. You were provided an opportunity to respond orally and/or in writing. You provided a written statement dated April 25, 2014.

in your written statement, you said that on April 2, 2014, at approximately 1720, you began compromising best practices with your partner and engaging with passengers throughout the Terminal 4 Alpha checkpoint queue. You further stated that you failed to Walk the Line for the allotted thirty minutes, but you did engage with passengers from time to time. At 1806, you said that both you and your partner departed the checkpoint. You pointed out that the policy wording is vague and does not define the meaning of "frequent" and thus, it is up to management's discretion as to what is considered such.

In determining the appropriateness of the penalty, I considered a number of factors. I find your satisfactory job performance and your length of service of over four (4) years to be mitigating as well as the fact that you have had no prior discipline. I find that the seriousness of your misconduct, however, outweighs the mitigating factors.

I also note that although not discipline, you received a Letter of Counseling on November 16, 2012 for failure to follow directions. You also received a Letter of Counseling on August 25, 2013 for your failure to maintain Government issued property. These corrective actions, which placed you on notice regarding your obligation to follow all Agency policies and procedures, are aggravating.

Your failure to follow proper SPOT procedures and your negligence in the performance of your duties had a negative impact on your supervisor's confidence in your ability to meet the Agency's mission. As an employee in a position of trust, you are expected to meet high standards of conduct. Your actions have failed to uphold those standards.

I believe a Notice of Three (3) Calendar Day Suspension is the lowest level of discipline to impress upon you the seriousness of your actions, and the importance of adhering to proper

security procedures. This discipline is within the recommended penalty range on the TSA Table of Offenses and Penaltics.

It is hoped that this suspension will impress upon you the scriousness of your actions and that future discipline will not be necessary. Future misconduct may lead to further and more severe disciplinary action, up to and including, termination of your TSA employment.

Enclosed is the material relied upon to support this proposed seven (7) calendar day suspension, except for the material considered SSI: TSA Screening Passengers By Observation Techniques (SPOT) Standard Operating Procedures (SOP), Revision #3; and the CCTV video that contains footage of you and your partner's actions on April 2, 2014 at the TSA LAX Alpha Terminal 4 Checkpoint; and the Shift Log dated 04/02/2014 for Terminal 4. If you wish to view any of the SSI material, you may make an appointment with the North Complex Administrative Office at 310-258-4858. This material will be released for review only to you and/or your designated representative.

If you are interested in participating in mediation of this action, you can initiate the mediation process by calling the National Resolution Center at (571) 227-5097 or emailing Resolutioncenter@tsa.dhs.gov to discuss whether your case is eligible for mediation. You should not file a written request for mediation with the NRC until after this discussion has occurred.

The Employee Assistance Program (EAP) is available to you to provide counseling services and/or assistance and may be contacted at 1-800-222-0364. The EAP is a confidential resource designed to help employees address a wide range of personal or family issues.

Please sign the acknowledgement of receipt below. Your signature does not indicate agreement with this action; it only represents receipt of this notice on the date signed.

#### Attachments:

1.	Memo dated 4/25/2014, FR: (b)(6) BDA TSM, TO: BDA TSM
	Subject: Employee Discussion (b)(6)
2.	Memo to file, Dated 4/25/2014, FR: (b)(6) TO: (b)(6) Subject: none
3.	Memo dated 04/09/2014, Fr. DAFSD Pope, Subject: BDO(b)(6)
4.	Memo to file dated 04/2/2014 FR: STSM (b)(6) To: DAFSD Chris Pope,
	Subject: SPOT SOP Violation - LBDO (b)(6)

Page 3 of 4

5.	Memo dated 04/02/2014, Fr. STSM (b)(6) To: DAFSD (b)(6) Subject
	SOP Violation -1(5)(6)
б.	Memo to File dated 04/09/2014, From: (b)(6) To: BDA TSM (b)(6)
	Subject: BDO (b)(6) /BDO (b)(6)
7.	Memo – From: (b)(6) Memo To File, Subject: none, Date: 04/02/2014 from
	1720 to 1806.

(b)(6)	
Transportation Seburity Manager	<u> 4-29-14</u> Date
Acknowledgement of Receipt	04   29   20   4 Date
Delivered By:  (b)(6)  Signature/Privit Name	4-29-14.

Page 4 of 4

Stendard Form 62 Rev. 7/91 U.S. Office of Personnel Management FPM Supp. 296-33, Subch. 3

### REQUEST FOR PERSONNEL ACTION

PART A s-Reque	eken se a 🕳 Kiris (2008) 200 (2008) (100		ito Part B,	llems 1.	7,22,	32, 33, 3	36; and 39.)		- Control of the cont	st Number
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(b)(6)		<u> </u>				310-2	(42-(b)(6)		1 .	6/2014
5. Action Requested By	rrypad Name, Title, Sig	returo, end	Request Date.		6. Action	Authorized b	y (Typed Name, 1	itle, Signature, ai	id Concurre	nco Date)
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6-C. Code 6-D. Legal Au	therity			***************	S.C. Code	6-D, Legel	Authority			
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PART C - Review	s and Approvals	ri anno e subsa spanto, su es	he used b	y request <sub>Dae</sub>		4	USA B-Odker	d <sub>e</sub> ls/Signature		Date
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2. Approval: I certify the proposed action is in comp	at the information entero plianco With statutory ar	d on this fo	orm is accurate requirements	o and that the	Signature				Ā	pproval Date
CONTINUED ON REVE	RBE SIDE			C	VER		Editions Prior	to 7/91 Are N		After 6/30/93 01-333-6239

PART D: Remarks by Requesting Office (Note to Supervisors: Do you know of additional or conflicting rese if "YES", please state these facts on a super				☐ YES ☐ NO
3 Day issued on May 6, 2014 through M	May 8, 2014	. RTD May 9, 2014	. Referença	(b)(6)
PART/E : Employee Resignation/Retirement	Privacy Act	Statement		
You are requested to furnish a specific reason for your retirement and a forwarding address. Your reason may be any future decision regarding your re-employment in the Fe and may also be used to determine your eligibility for us compensation benefits. Your forwarding address will be used to mall you copies of any documents you should have our employed.	considered in Ederal service nemployment used primarily	Individuals in the Federa requires agencies to f	l sojvice and their unish the specific	regard to employment of records, while section 8508 c reason for termination of abor or a State agency in employment compensation
compensation to which you are entitled.  This information is requested under authority of sections 30 8506 of title 5, U.S. Code. Sections 301 and 3301 authority.	01, 3301, and oxize OPM	provide it may result in decuments you should be	i your not receivin aver (2) pay or othe	untery; however, fallure to g: (1) your copies of those or compensation due you; and office to which you may be
Reasons for Realgnetion/Retirement (NOTE: Your reason avoid generalizations, Your realgnation/retirement is off				
				,
2. Effective Date 3. Your Signature	4, Date Signed	5, Forwarding Address (Numb	er, Street, City, Stato,	ZIP Code)
FART For Remarks for SP 50				
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Standard Form 52 Rev. 7/91 U.S. Office of Personnal Management FPM Supp. 296-33, Subch. 3

### **REQUEST FOR PERSONNEL ACTION**

PART A Reque 1. Actions Requested Return To Dut	entropy and the control of the contr	-112 B. TAN 10 F. W		B, Items	1, 7-22, .	92, 93, <u>9</u>	6, and 3	<b>)</b>	2. Re	Quast Number
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PART D Remigrice by Requesting Office  Note to Supervisors: Do you know of additional or conflicting reasons for the employ  If "YES", please state these facts on a separate sheet and attack	
3 Day issued on May 6, 2014 through May 8, 2014	. RTD May 9, 2014. Reference ((b)(6)
	<del></del>
PART B. Employee Resignation/Refirement	t Statemont
You are requested to furnish a specific reason for your resignation or	and agencies to Issue regulations with regard to employment of
retirement and a forwarding address. Your reason may be considered in any future decision regarding your re-employment in the Federal service and may also be used to determine your eligibility for unemployment compensation benefits. Your forwarding address will be used primarily to mail you copies of any documents you should have or any pay or compensation to which you are untitled.	Individuals in the Federal service and their resords, while section 8508 requires agencies to furnish the specific reason for termination of Federal service to the Secretary of Labor or a State agency in connection with administration of unemployment compunsation programs.
This information is requested under suthority of sections 301, 3301, and 8508 of title 5, U.S. Code. Sections 301 and 3301 authorize OPM	The furnishing of this information is voluntary; however, failure to provide it may result in your not receiving: (1) your copies of those documents you should have; (2) pay or other compensation due you; and (3) any unemployment compensation benefits to which you may be entitled.
2. Effective Oate 3. Your Signature 7. Date Signed	6. Forwarding Address (Number, Street, City, Steta, ZIP Code)
Povetes of the second se	
PARTE Remarks for SF 50	
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U.S. Department of Homeland Scenelty Los Angeles International Aleport 5767 W. Century Bled, Suite 300 Los Angeles, CA 90045

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Date:	April 29, 2014		A CON	Transportation
To:	(b)(6)			) Security Administration
	Behavior Detection Los Angeles Inter			
From:	(b)(6)	4		
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Subject:	Notice of Times (	3) Calendar Day	Suspension	
Reference:	(b)(6)			•
	diministration (TSA) t		you from employment at ndar days. You will be sus	
	May 6, 2014	Through	May 8, 2014	
The effectly	e date of your return	to duty is:	May 9, 2014	
Your next s	choduled regular worl	kday is:	May 9, 2014	
This decisio	on is made to promote	the officiency of	f the service and is based on	the following:
	Failure to Follow Pr SPOT) Procedures	oper Screening	Passeugers By Observatio	n Techniques
Beha Tran	vior Detection Office sportation Security	ar (LBDO) <sup>(b)(6)</sup> Administration	1720 to 1806, you and were on duty at (TSA) at Los Angeles In hig fais time frame, you am	nd positioned at the ternational Airport
			passengers frequently.	

Your conduct is in violation of TSA Management Directive (MD) No. 1100.73-5: Employee Responsibilities and Code of Conduct (with attached Handbook): Section 5 – Responsibilities: 5.A (7); and Section 6 – Policy: 6.E.; and TSA Screening Passengers By Observation Techniques (SPOT) Standard Operating Procedures (SOP), Revision #3: Chapter 2: Section 2.5 BDO Duties, 2.5.B.; and Chapter 3, Section 3.2 (Preparation and Positioning) P. (WTL positioning.)

Page 1 of 4

#### Charge 2: Negligent Performance of Duties

Sneedication: On April 2, 2014, from 1720 to 1806, you and your partner, LBDO (b)(6) were on duty at the TSA LAX Terminal 4 Alpha Checkpoint. During this time frame, you were engaged in conversation with BDO(b)(6) and ignored passengers that directly passed by you. You also turned your back completely from the queue as passengers walked towards you.

Your conduct is in violation of TSA MD No. 1100.73-5; Employee Responsibilities and Code of Conduct (with attached Handbook); Section 5—Responsibilities: 5.A and 5.A (7); and Section 6—Policy: 6. B and 6.B.

Prior to taking this action, I assessed the circumstances surrounding the incident and reviewed all of the relevant evidence. On April 25, 2014, 25, 2014, I met with you in a pre-decisional meeting to discuss failure to follow proper SPOT procedures and your negligence in the performance of your duties on April 2, 2014. You were provided an opportunity to respond orally and/or in writing. You provided a written statement dated April 25, 2014.

In your written statement, you said that on April 2, 2014, at approximately 1720, you began compromising best practices with your partner and engaging with passengers throughout the Terminal 4 Alpha checkpoint queue. You further stated that you failed to Walk the Line for the allotted thirty minutes, but you did engage with passengers from time to time. At 1806, you said that both you and your partner departed the checkpoint. You pointed out that the policy wording is vague and does not define the meaning of "frequent" and thus, it is up to management's discretion as to what is considered such.

In determining the appropriateness of the penalty, I considered a number of factors. I find your satisfactory job performance and your length of service of over four (4) years to be mitigating as well as the fact that you have had no prior discipline. I find that the seriousness of your misconduct, however, outweights the mitigating factors.

I also note that although not discipline, you received a Letter of Counseling on November 16, 2012 for failure to follow directions. You also received a Letter of Counseling on August 25, 2013 for your failure to maintain Government issued property. These corrective actions, which placed you on notice regarding your obligation to follow all Agency policies and procedures, are aggravating.

Your failure to follow proper SPOT procedures and your negligence in the performance of your duties had a negative impact on your supervisor's confidence in your ability to meet the Agency's mission. As an employee in a position of trust, you are expected to meet high standards of conduct. Your actions have failed to uphold those standards.

I believe a Notice of Three (3) Calendar Day Suspension is the lowest level of discipline to impress upon you the seriousness of your actions, and the importance of adhering to proper

security procedures. This discipline is within the recommended penalty range on the TSA Table of Offenses and Penalties.

It is hoped that this suspension will impress upon you the scriousness of your actions and that future discipline will not be necessary. Future misconduct may lead to further and more severe disciplinary action, up to and including, termination of your TSA employment.

Enclosed is the material relied upon to support this proposed seven (7) calendar day suspension, except for the material considered SSI: TSA Screening Passengers By Observation Techniques (SPOT) Standard Operating Procedures (SOP), Revision #3; and the CCTV video that contains feotage of you and your partner's actions on April 2, 2014 at the TSA LAX Alpha Terminal 4 Checkpoint; and the Shift Log dated 04/02/2014 for Terminal 4. If you wish to view any of the SSI material, you may make an appointment with the North Complex Administrative Office at 310-258-4858. This material will be released for review only to you and/or your designated representative.

This notice constitutes a final decision. If you choose to grieve this action under the grievance procedures in TSA HCM 771-4, Handbook, your grievance must be submitted in writing to the National Resolution Center (NRC) within fifteen (15) calendar days of receipt of this letter. The written grievance can be filed by email at <u>Resolutioncenter@isa.dbs.gov</u>, or facsimile at (703) 603-4057 by using TSA form 1115, Grievance Request. A copy of HCM 771-4 Grievance Procedures is attached. The Designated Grievance Official (DGO) is Assistant Federal Security Director (AFSD) for Screening Brian Bondoc, at 5767 W. Century Boulevard, Suite 3000, Los Angeles, CA 90045, (310) 258-(b)(6)

If you are interested in participating in mediation of this action, you can initiate the mediation process by calling the National Resolution Center at (571) 227-5097 or canailing Resolutioncenter@tsa.dhs.gov to discuss whether your case is eligible for mediation. You should not file a written request for mediation with the NRC until after this discussion has occurred.

The Employee Assistance Program (BAP) is available to you to provide counseling services and/or assistance and may be contacted at 1-800-222-0364. The BAP is a confidential resource designed to help employees address a wide range of personal or family issues.

Please sign the acknowledgement of receipt below. Your signature does not indicate agreement with this action; it only represents receipt of this notice on the date signed....

#### Attachments:

I. Memo dated 4/25/2014, FR: (b)(6) BDA TSM, TO: BDA TSM (b)(6) Subject: Employee Discussion/London

Sugar Control of the 
- Memo to file, Dated 4/25/2014, FR: (b)(6) , TO: (b)(6) Subject: none
   Memo dated 04/09/2014, Fr: DAFSD Pope, Subject: BDO((b)(6)
- 4. Memo to file dated 04/2/2014 FR: STSM(b)(6) To: DAFSD Chris Pope, Subject; SPOT SOP Violation LBDO(b)(6)

Page 3 of 4

<ol> <li>Memo dated 04/02/2014. Fix SOP Violation - (b)(\$\varepsilon\$)</li> <li>Memo to File dated 04/09/2 Subject: BDO (b)(\$\varepsilon\$) / BDO</li> <li>Memo - From: (b)(\$\varepsilon\$)</li> <li>1720 to 1806.</li> </ol>	To: DAFSD Cluis Pope, Subject:  Old, From: (b)(6)  To: BDA TSM (b)(6)  Memo To File, Subject: none, Date: 04/02/2014 from
Transportation Security Manager	<u>4-29-14</u>
Alaknowledgement of Receipt	<u>D4  29 20 4</u> Date
Delivered By: (b)(6) Signature/Print Name	4-29-14 Date
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April 25, 2014	44 <b>9</b> 0 8825		
MEMORANDUM			
TO: BDA TSM (b)(6)			
SUBJECT: Memo to File - Employee Discussion (b)(6)			
On April 25, 2014 at about 2030 hours, I, BDA TSM (b)(6) more BDO offices to have a discussion with her about her violation o Wednesday, April 2, 2014. BDO(b)(6) stated that she maint would like to provide more detail.	f the SOP	that took place at	
I advised BDO (b)(6) of the allegations against her and the potthe table of penalties to suggest a range of disciplinary actions f including removal from federal service, BDO (b)(6) stated the issue but would like to provide more detail in her written respective statement and she completed her statement before the entire of the statement and she completed her statement before the entire of the statement and she completed her statement before the entire of the statement and she completed her statement before the entire of the statement and she completed her statement before the entire of the statement and she completed her statement before the entire of the statement and she completed her statement before the entire of the statement and she completed her st	rom a Lett at she mai oonse. Tas	er of Reprimand mains her previous sked BDO (b)(6)	up to and ous stance on the
o)(6)			

BDA TSM

www.tsa.gov

U.S. Department of Homeland Scentily Los Angeles International Afrport 100 World Way T-1 Door 332 Los Angeles, Colifornia 90045



MEMO TO FILE DATE:04-25-2014 Control #

FROM: (b)(6)

TO: (b)(6)

SUBJECT:

At approximately 1720 hours on 04-02-2014, I began compromising best practices with my partner and engaging with passengers throughout the Terminal 4 Alpha checkpoint queue. I stepped off the floor to handle my feminine needs after a few minutes. Upon returning to the floor, for about a half hour or so, I continued to engage with my partner while we engaged with passengers from time to time but failed to Walk the Line for the allotted thirty minutes. According to Section 3.2.F.1, BDOS must not remain in one place for an extended period of time. At 1806, my partner and I departed the checkpoint. I myself was called off the floor to discuss scenario based training by TSM (b)(6) and TSM Alricco Farmer. My partner proceeded to the OLC Room for online training.

Section 3.2.F.1 demands that a BDO change positions with their given partner and move through the queue frequently and as much as possible. Although this wording is very vague and debatable, management holds discretion and power to define what is considered "frequent" and "as much as possible." Because management believes that I could have performed my SPOT abilities with a higher level of efficiency, I will do so in the future. I believe that I can always better myself when a direct order is given; therefore I will Walk The Line and establish the correct positioning as directed by managements' interpretation of the SOP from here forth.

Respectfully,

(b)(6)

**Behavior Detection Program** Los Angeles International Airport

www.tsa.gov





# MEMORANDUM TO FILE

11/16/12

Date:	April 9, 2014
From:	Christine Pope DAFSD
Subject:	LBDO (b)(6)
	, 2014, LBDO (b)(6) failed to follow the SPOT SOP as well as failing to edures and inattention to duty. See attached supporting documentation.
London has	received the following:
8/25/13	Letter of Counseling - failure to maintain Government issued property

Memorandum of Counseling - failure to follow directions

(Add

U.S. Department of Homeland Security Los Angeles International Airport 5767 W. Century Blvd Suite 300 Los Angeles, California 90045



# MEMO TO FILE

(b)(6)

TO;	DAFSD Chris Pope
FROM:	STSM (b)(6)
DATE:	April 2nd, 2014
SUBJECT:	SPOT SOP Violation LBDO (b)(6)
Wyllie about Alpha Mezza entrance to la Miller and I v AFSD Wyllie (b)(6) the entrance t for approxima I had STSM T4 to observe both BDOs w	April 2nd, 2014 at approximately 1820 lms, I received a call from AFSD Dan some CCTV footage he was watching. Specifically, he was watching CCTV on T4 nine, and noticed that one of our BDOs seemed to just be standing outside the nes 7/8 and not doing anything. He gave me the times of 1720 – 1810. STSM went to T4 and reviewed the CCTV in the T4 manager's office for the time period provided. We observed numerous possible SOP violations. Specifically, EBDO and MBDO(b)(6) we observed standing against the railing just outside takes 7 and 8 and not performing Walk the Line as prescribed in the SPOT SOP ately 40 minutes.  (b)(6) review the CCTV footage and directed her to have the two BDOs working the footage. After both BDOs viewed the CCTV footage, STSM(b)(6) requested rite a statement describing what they were doing during the 40 minutes on the e. The two BDOs were EBDO(b)(6) and MBDO(b)(6)
	Date 4/2/14

www.tsa.gov

U. S. Department of Homeland Security Transportation Security Administration 5767 Century Boulevard, Suite 300 Los Angeles, California 90045



## MEMORANDUM

FROM:	S.I.S.W (p)(e)
TO:	DAFSD Christine Pope
DATE:	April 2, 2014
SUBJECT:	SOP Violation-(b)(6)
received a phr Terminal 4 A outside of the (b)(6) and B queuing area period of time engaged as re The only inter appeared to as turned their be were not payif conducting SI significant nu Morris and Lo as behavior de SOP as neithe	one call from AFSD Dan Wyllie regarding the conduct of a BDO team at the lipha checkpoint. STSM (D)(E) and I reviewed CCTV video of the queuing area checkpoint for a period of 50 minutes from 1720-1810 hrs. LBDO (D)(E) were observed standing on the mezzanine adjacent to the talking and leaning on the railing overlooking the ticketing area for an extended of the queue was sometimes filled with passengers but both BDOs were not quired by SPOT SOP. Neither walked the line (WTL) or engaged any passengers. The queue completely. It was clear from viewing the video that both BDOs acks to the queue completely. It was clear from viewing the video that both BDOs no attention to their SPOT duties or following the proper procedures or protocol for POT. During the 50 minutes of the video the queuing area was occupied by a miber of passengers who did not receive SPOT screening by the BDOs. Both ondon were completely disengaged and negligent in the carrying out of their duties betection officers. Their conduct was not only negligent but a violation of the SPO'T of them were walking the line (WTL), engaging passengers or conducting revations as required by SPOT protocol.
645 4 4 1	
*	octation Security Manager
Los Angeles la	nternational Airport

(...)

U.S. Department of Homeland Security
(S) Angeles International Airport
(10) World Way T-1 Door 332
Los Angeles, Colifornia 90045



## MEMO TO FILE DATE: April 9, 2014 Control # FROM: **BDA TSM** BDA TSM (b)(6) TO: SUBJECT; BDO (p)(g) I BDO (p)(e) and BDO (b)(6) to review the On Wednesday, April 2, 2014 at 2030 hours, I met with LBDO contents of a previously recorded CCTV detailing their actions between the hours of 1720 to 1805. I advised both officers that they were observed by a senior TSA official during this time. After viewing the tape in the terminal 4 manager's office (initially set up by TSM Flores who was also present), LBDO (b)(6) exclaimed "Oh, I'm fired" and MBDO (b)(6) sat quiet. I requested a memo-to-file from each officer indicating that I would like for them to give an accounting of what they each saw on the tape and how it related to their specific BDO functions. Both officers completed a report that I placed in an interoffice envelope and hand delivered to BDA TSM ((b)(6)

Respectfully,	r	0	
(b)(6)			
	***		
Behavior Detectjo	n Progra	)iii	
Los Angeles Inter	national	Airport	

www.tsa.gov



P.S. Department of Homeland Security ( ) Angeles International Airport 100 World Way T-1 Door 332 Los Angeles, California 90045



#### MEMO TO FILE

DATE;04/02/2014

Control#

FROM: 1720 hrs

TO:1806 hrs

SUBJECT:

At approximately 1720 hrs I began discussing best practices with my partner and engaging with passengers at the Terminal 4 alpha checkpoint queue. I stepped off the floor to handle my feminine needs after a few minutes. Upon returning to the floor, I began discussing best practices and reestablishing the baseline with my partner. For the following half an hour or so, I continued to discuss best practices with my partner and discuss PSE's Assessment and SOP. Although we engaged passengers for the duration of this time, we failed to Walk The Line. At 1806, my partner and I departed the checkpoint. I myself was called off the floor to discuss scenario based training by TSM (b)(6) and TSM Alricco Farmer. My partner proceeded to the OLC Room.

I believe that I need to better myself at Walk The Line and I will do so in the future,

Respectfully,

(b)(6)

Behavior Detection Program

Los Angeles International Airport

(b)(6)

www.tsn.gov

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