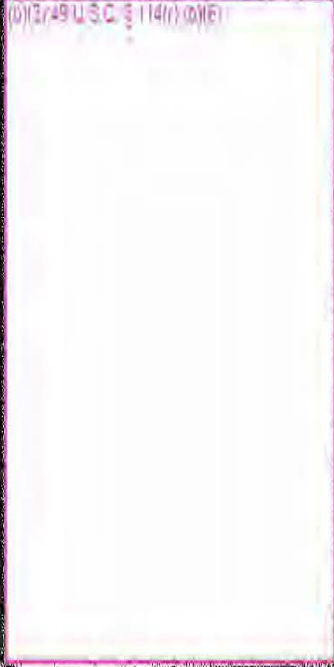


Texas



SOUTHWEST AIRLINES

Security Document



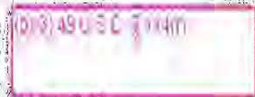
You are not checking in for your flight



Proceed to Gate For
Boarding Pass



SECURITY DOCUMENT



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11/08/2013 13:49

DEPARTMENT OF HOMELAND SECURITY
DALLAS LOVE FIELD



Transportation
Security
Administration

December 4, 2013

To: (b)(6)
Master Transportation Security Officer - BDO

From: (b)(6)
Transportation Security Manager - BDO

Subject: Letter of Counseling

Reference: (b)(3):49
12-8-13

The purpose of this letter is to counsel you for failing to follow TSA Standard Operating Procedures (SOP). Specifically, on November 8, 2013, while performing the Ticket Document Checker (TDC) function, passenger (b)(3):49 U.S.C.S. presented to you a boarding pass for a flight from DAL to HOU. While the name and date were correct, there was a distinctive marking on the boarding pass that identified the passenger as a Selectee. A review of CCTV shows interaction between you and the passenger at the TDC podium. You attended annual TDC training on June 10, 2013, and on June 15, 2013, you recertified to perform TDC functions.

In failing to send the passenger to selectee screening, you violated the TSA Standard Operating Procedures (SOP) TDC manual. As a TDC officer your primary duty is to verify travel documents for correct departure airport, correct date, selectee marking, and verification of the passenger's identification. As a Transportation Security Officer - BDO, you are expected to comply with the SOP.

On November 10, 2013, TSM Ruby J. Allen-Mitchell met with you to discuss this matter. You stated that you weren't sure the initials were yours. You viewed the video and it was determined that you checked the passenger's travel documents. You took full responsibility for your actions.

Please be advised that any future incidents of misconduct may result in disciplinary action, up to and including removal from Federal service. If you need further clarification regarding this memorandum and my expectations, please let me know.

This letter of counseling is not a disciplinary action and may not be grieved through the agency grievance procedures. This letter will not be placed in your Official Personnel File (OPF). However, a copy of this letter may be retained in the local supervisory file for up to one year as documentation that you have been placed on notice regarding this issue of concern and the consequences of repeated behavior.

File#: 1100.7.3

FOR OFFICIAL USE ONLY

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.

(b)(6)

12-5-13
Date

Transportation Security Manager - BDO

Acknowledgement of Receipt

(b)(6)

12.5.13
Date

Master Transportation Security Officer - BDO

Delivery Information:

(b)(6)

12-5-13
Date

FOR OFFICIAL USE ONLY

SOUTHWEST AIRLINES

Security Document

(b)(3)-49 U.S.C. § 114(r), (b)(6)

You are not checked in for your flight
NOV 08

(b)(3)-49 U.S.C. § 114(r)

Proceed to Gate For
Boarding Pass

LN N167L
FM BIRAH
NN K



ISSUED 11:54 AM

DALK0007

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SECURITY DOCUMENT

(b)(3)-49 U.S.C. § 114(r)

NOV 08

(b)(3)-49 U.S.C. § 114(r)

SOUTHWEST AIRLINES

Boarding Pass

(b)(3)-49 U.S.C. § 114(r), (b)(6)

Nov 08

(b)(3)-49 U.S.C. § 114(r)

(b)(3)-49
U.S.C. §
114(r)

Southwest Airlines
Open Seating 114

(b)(3)-49 U.S.C. § 114(r)

(b)(3)-49 U.S.C. §
114(r)

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114(r)

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LN N167L
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HOLE
PUNCH

AC-107-50A (Rev. 03/13)

Specialty Print Solutions

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RETAIN RECEIPT FOR FLIGHT

Page 025 of 227

Withheld pursuant to exemption

(b)(6)

of the Freedom of Information and Privacy Act