



Transportation
Security
Administration

U.S. Department of Homeland Security
Jacksonville, Florida

Date: November 21, 2013

To: (b)(6)
Master Transportation Security Officer (BDO)
Jacksonville International Airport (JAX)

From: (b)(6)
Transportation Security Manager (BDO)
Jacksonville International Airport (JAX)

Subject: Letter of Counseling

Reference: (b)(6)

The purpose of this letter is to counsel you on your inattention to duty on November 14, 2013.

While on-duty as a Behavior Detection Officer (BDO), with the checkpoint queue and lanes full, you took it upon yourself to remove two passengers who were running late from the main queue line and place them into the preferred passenger lane. When the Travel Document Checker (TDC) Officer refused to check their ticket you then checked their tickets at the preferred passenger podium. For the duration of your actions you were inattentive to your duties as a BDO. The BDOs offer a critical layer of security in furtherance of the TSA mission and in the protection of the traveling public. Your actions in this matter are contrary to your BDO training and Standard Operating Procedures (SOP).

On November 20, 2013 we discussed your actions, reviewed the applicable sections of the SPOT SOP and agreed that you would be more focused on the roles/responsibilities of the BDO.

You serve in a critical security position that requires the highest standards of professionalism when interacting with the general public or other TSA employees. Your recent actions reflect your failure to meet those standards and comply with Transportation Security Administration (TSA) policy. In issuing this letter of counseling, I expect an improvement in this area.

You failed to follow the agencies policies as set forth in TSA Management Directive 1100.73-5, Employee Responsibilities and Conduct 5.A(7), states "Employees' are responsible for Observing and abiding by all laws, rules, regulations and other authoritative policies and guidance, written and unwritten." Section 6.B., states "Employees' conduct at work directly affects the proper and effective accomplishment of their official duties and responsibilities. Employees must perform their duties in a professional and business-like manner throughout the workday."

(b)(6)

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 repeat behavior.

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.

Acknowledgement of Receipt

(b)(6)

Nov 21-13
Date

Delivery Information:

(b)(6)

Hand Delivered By _____

11/21/13
Date



Transportation Security Administration
Officer Statement Form

Print Name: (b)(6)

Shift: AM ☐ PM ☒

Checkpoint ☒

Baggage ☐

Position Worked: BDO, 1130-2000 Shift

Statement:

ON Thursday, November 14th in the late afternoon I witnessed LTSO (b)(6) and BDO (b)(6) have an interaction at the front of the checkpoint. It appeared that a male and female were running late for their flight and BDO (b)(6) appeared to be assisting them in the queue outside the glass. BDO (b)(6) stated that the passengers that appeared to be running late asked all the passengers in front of them if they could move to the front of the line and they said "yes." So, BDO (b)(6) escorted them to the preferred line where LTSO (b)(6) was checking tickets at the preferred lane podium. Once LTSO (b)(6) realized they did not ask the passengers that were inside the glass, she did not want to check their tickets and wanted them to go back to the end of the line. However, BDO (b)(6) stated to LTSO (b)(6) that these particular passengers already asked the passengers in front of them. LTSO (b)(6) said if you got this then you check their tickets and she handed them to BDO (b)(6) where she (b)(6) started marking and checking those particular passengers tickets at the same podium where LTSO (b)(6) was working but, they left that area temporarily.

Signature: (b)(6)

Date: November 18, 2013

SENSITIVE SECURITY INFORMATION

WARNING: This record contains sensitive security information that is controlled under 49 CFR Parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know" as defined in 49 CFR Parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. Government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR Parts 15 and 1520.

On November 14, at approximately 1710hours I was returning from a play, when an older couple in the queue line motion to me. I went over to where they were. They related to me that they were late for their flight. I asked, "Why they were late?" They told me, "They had had been told to get on I-95 and then follow the airport signs when the saw them. When they tried to return the rental car that is when they found out they had gone to the wrong airport. They had driven to Daytona Beach. Then they had to drive back to Jacksonville airport." I told them, "To ask the people in the queue line if they can go in front of them, then they would get through quicker." They began asking, and I walked away and returned to the checkpoint. As I was performing, "walk the line" they were getting ready to come through the door, I looked at their ticket and they only had about 7 minutes left to the get the flight. I put the older couple in the preferred line and told them to hurry. Next thing I see is (b)(6) telling them to go to the back of the line. I said, "They have already asked the people to go in front of them it is ok." (b)(6) said they did not ask these people, I asked and the passengers and they replied yes it was ok. I said to (b)(6) "They (the passengers in the queue) don't mind if they (the older couple) go in front. (b)(6) handed me the pen and said, "Then you check their tickets because I am not going to." I checked the tickets. Then I fell back to the line to see if they had any other behaviors, which they did not.

(b)(6)

Nov 21-13

Page 090 of 227

Withheld pursuant to exemption

(b)(6)

of the Freedom of Information and Privacy Act