



Transportation
Security
Administration

(b)(5)

Date: November 5, 2013
From: (b)(5)
SPOT Transportation Security Manager
To: (b)(5)
Expert Transportation Security Officer

Subject: Letter of Counseling

On November 2, 2013, you were assigned as an Expert Transportation Security Officer (ETSO), Behavior Detection Officer (BDO) on checkpoint Bravo. While conducting Screening Passengers by Observation Technics (SPOT), you observed a male approach the Travel Document Checker (TDC). Upon further review, you noted the person did not have a boarding pass. You engaged the person and requested that they leave the area. The person refused and you continued to engage the person. You requested the assistance of a Law Enforcement Officer (LEO) however, no LEO arrived. I heard your request for a LEO and arrived at your location. You stated the person refused to leave the area. The person stated that they need to talk to their mother who was traveling back to India and she did not speak English. We escorted the male out of the screening area into the lobby. The person stated they wanted to make a complaint against you and you began to have a verbal exchange with him. I requested that you walk away and I would resolve the situation. You became verbally combative with the person, exchanging negative comments. Your actions were viewed by people in the lobby and other employees.

Although the person was in an area of the checkpoint that had he continued further, could cause a breach, it was your responsibility to call (b)(3) 49 USC § 114(n) Calling (b)(3) 48 USC § 1

Failure to promptly and fully comply with directions, instructions, or assignments of a supervisor or other management officials, will result in disciplinary action.

Failure to follow this or any other mandate may result in formal disciplinary action against you.

When employees fail to abide by all laws, rules and regulations and other authoritative policies and guidance, it has an adverse affect on our ability to provide effective security at the airport. As an employee of the Transportation Security Administration you are expected to meet high standards of conduct.

This memorandum of counseling is not a formal disciplinary action and may not be grieved through the agency grievance procedures. It will not be placed in your Official Personnel File. However, I will retain a copy of this memorandum indefinitely in the event it is necessary to demonstrate that you have been placed on notice regarding this type of behavior.

If you need assistance in dealing with any personal matters, the Employee Assistance Program (EAP) is available to provide confidential counseling services. EAP can be reached by calling 1-800-222-0364.

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.



Diane Taylor
SPOT Transportation Security Manager

11/6/13

Date

Attachment:

(b)(6)


✓ Expert Transportation Security Officer

11/6/13

Date

Delivery Information: