



Transportation
Security
Administration

Date: October 14, 2014

To: (b)(6)
Master Behavior Detection Officer

From: (b)(6)
BDA Transportation Security Manager

Subject: LETTER OF COUNSELING -- Failure to follow the BDA SOP

(b)(6)

On numerous occasions, most recently on 09/17/2014, you had to be corrected or given instruction by a Team Lead on how to perform positioning, engaging, and assessing behavior cues while WTL (Walking the Line). In the past you have also had to be instructed, mentored, or corrected by a BDA Manager, Team Lead, or co-worker about your situational awareness, attention to detail, and the performances of basic floor skills of a Behavior Detection Officer.

Your actions are in violation of TSA Management Directive 1100.73-5, Failure to follow Direction, Section 5.A. (2), which state that employees are responsible for:

"To promptly and fully comply with directions, instructions, or assignments of a supervisor or Other management official"

Section 5.A. (7), states *"Failure to follow policies, procedures, practices, protocols, regulations or rules"*

Your actions are also in violation of BDA SOP, Section 2.5.B which states that all Behavior Detection officers (BDO) must:

"Perform BDA (SPOT) and all duties as described in this SOP, other applicable SOPs, and applicable TSA Management Directives, Operations Directives, and SPOT training, unless an exception is approved by The BDA HQ Program Office and the FSD."

Section 3.2. (2), (b)(3); 49 U.S.C. § 114(r)
(b)(3); 49 U.S.C. §

As a Behavior Detection Officer (BDO) you must WTL with consistency and without being prompted by your team leads, Managers, or fellow officers. You must be precise in the observation of behaviors, and maintain your situational awareness, utilize your attention to detail when conferring, and concurring with your partner. Myself, and BDA TSM (b)(6) have had continuous conversations with you in regards to being self-motivated and consistent in engaging the traveling public, WTL, attention to detail and the overall basic skillset required of a BDO.

As an employee of the Transportation Security Administration you are expected to meet high standards of conduct. The airport is frequently a stressful environment for employees and members of the traveling public alike. We are responsible for providing security with the highest standards in customer service, and professionalism, both to the public, and our fellow officers. You serve in a critical security position that requires the highest standards of adherence to TSA security directives, and procedures along with BDA Security Operations Procedures. Your continuous disregard to follow direction of both your SOP and your BDA Managers reflects your failure to meet those standards, and does not comply with Transportation Security Administration (TSA) policy.

It is my expectation that this Letter of Counseling will impress upon you the seriousness of your actions, and that future discipline will not be necessary. Please be advised that any future incidents of this nature may result in disciplinary action, up to, and including removal from the Federal service.

This Letter of Counseling is not a formal disciplinary action and may not be grieved through agency grievance procedures. It will not be placed in your Official Personnel File (OPF). However, a copy of this memorandum will be placed in your local performance file in the event it is necessary to demonstrate that you have been given written notice regarding this matter. This letter will remain in your performance folder for a period of six months to one year, and may be removed under authority of a TSA Security Manager.

I am available to help you if you need guidance on this matter. Additionally, 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 represents only receipt of this notice on the date signed.

(b)(6)

BDA Transportation Security Manager

10/14/14
Date

Acknowledgement of Receipt:

(b)(6)

Master Behavior Detection Officer

14 OCTOBER 2014
Date

(b)(6)