



Transportation Security Administration

INSPECTOR STATEMENT

Statement of (b)(6) Transportation Security Inspector (TSI), Transportation Security Administration (TSA), 5850 T.G. Lee Blvd, Suite 610, Orlando, Florida 32822

On October 5, 2019, at approximately 1031 hours, I was notified by the Transportation Security Administration (TSA) Coordination Center (CC) for Orlando International Airport (MCO), that a female passenger on an aircraft at Gate 71, later found to be Delta Air Lines, Inc. (DALA) flight 1516, was refusing to show her boarding pass and refusing to deplane the aircraft. I responded to Gate 71, however, there was no aircraft present. After validating the location, I was informed by Greater Orlando Aviation Authority (GOAA) Coordination Center (CC) Orlando Police Department (OPD) was in the process of escorting her to "the podium" at the TSA East Passenger Checkpoint (EPC). I acknowledged the information and I stated I would meet them there. I further stated to GOAA CC to advise OPD to stand by.

I arrived at the EPC to find that GOAA Security Supervisor (S-10) (b)(6) and OPD had released the individual back into the public area and did not know her whereabouts. S-10 (b)(6) stated he had a photo of the female individual who had claimed to be (b)(6) OPD, S-10 (b)(6) and DALA, were unable to validate this due to lack of government identification. This information was sent to the TSA CC and Transportation Security Manager (TSM) (b)(6) S-10 (b)(6) also stated he had a video on his phone of Closed Circuit Television (CCTV) from the GOAA CC of how (b)(6) accessed the aircraft via Boarding Gate 71. I reviewed the video (b)(6) bypassing the DALA Gate Agent (GA) conducting boarding document verification and entering the jet bridge. The video also showed the DALA GA following (b)(6) into the jet bridge a few seconds later. It was initially S-10 (b)(6) belief that (b)(6) had been challenged in the jet bridge and it was successful. The OPD officers stated she had mentioned taking the shuttle on the first floor of the airport. A brief search of this area was performed with negative results. I notified the TSA CC and Acting-Assistant Federal Security Director of Inspections (A-AFSD-I) Paul Rogers.

I reviewed Closed Circuit Television (CCTV) at the checkpoint to determine if and how (b)(6) bypassed the checkpoint. The CCTV reviewed revealed at approximately 0803, (b)(6) had attempted access the EPC through Travel Document Checker (TDC) Transportation Security Officer (TSO) (b)(6) Lane 7. In an interview, TSO (b)(6) stated that when (b)(6) initially tried to enter the checkpoint, she had what he believed to be a JetBlue baggage receipt. He stated he redirected (b)(6) to the JetBlue counter and the TSA West Passenger Checkpoint (WPC). CCTV also revealed that approximately 30 minutes later, (b)(6) approached the TDC on Lane 7, with an unknown family. At this time, there was another family at TDC on Lane 6 (adjacent to Lane 7). (b)(6) used the groups of people to hide her circumventing security by entering the checkpoint without having a boarding pass.

TSA CCTV also revealed that (b)(6) person was screened by the Advanced Image Technology (AIT) and her accessible property was screened by the X-ray. The property was cleared. (b)(6) had an anomaly in her chest area that was cleared after inspection of the item by the AIT Alarm Resolution TSO. She then proceeded toward the trams.

I interviewed DALA Ticket Counter agents and the DALA assigned OPD officer to see if there had been any anomalies at the counter with negative results.

I interviewed DALA Operations Service Manager (OSM), (b)(6) who stated DALA flight 1516 was called back to Gate 73 by Delta Corporate Security. They were currently in the process of rescreening all passengers, accessible items and the aircraft. TSA performed the screening of the passengers and (b)(6) (Authorized Representative of DALA) and a GOAA TSA Certified Canine Team searched the aircraft; both were cleared with no anomalies. OSM (b)(6) stated she had been called to the aircraft regarding a passenger that was not wanting to provide her boarding pass and was in the wrong seat. She stated that when she asked for the boarding pass and ID, (b)(6) showed her a blurry selfie on her cellular phone that she said she used through the screening process for TSA. (b)(6) stated she went to deplane (b)(6) who at first refused, but then followed (b)(6) out to the gate area where S-10 (b)(6) and two OPD officers were waiting. She asked if I knew whether she was screened or not and I replied that she had. She stated she would notify her Corporate Security. A written statement will be provided to TSA on 10/6/2019 as OSM (b)(6) was going off duty.

I then interviewed (b)(6) who was the DALA GA that was processing the flight at Gate 71 when the incident occurred. She stated that during pre-boarding, (b)(6) had bypassed her at the jet bridge entrance and another passenger had asked GA (b)(6) if she had checked her boarding pass. GA (b)(6) stopped (b)(6) in the jet bridge and asked if she **had been checked.** (b)(6) replied that she had been checked and that she was in 15A. She (b)(3).49 U.S.C. § 114(r)

(b)(6) stated, so she allowed her to board. (b)(6) appeared to have been socially engineered.

(b)(6) found the error when the Flight Attendant (FA) had been notified by a passenger that actually had been assigned to 15A, that (b)(6) was in her seat and would not move. GA (b)(6) went to (b)(6) and requested her boarding pass to which (b)(6) stated she had thrown it away after it was checked. She was then asked for her name and government ID to which she replied, (b)(6) and provided a selfie on her cellular phone. FA and GA reconciled the flight and (b)(6) was not scheduled on this flight or any other DALA flight for that day. (b)(6) was removed from the plane and was transferred to the custody of two (2) OPD officers. A written statement was received with a clarifying Question and Answer portion.

I then contacted S-10 (b)(6) to review the entire video from the Security Operations Center (Camera 1804 beginning at approximately 0942 hours). It showed (b)(6) bypassing the GA and the GA going down the jet bridge, but returning alone. At approximately 1031 hours, it showed (b)(6) being removed from the flight.

I wrote a full summary and timeline and submitted it to A-AFSD-I Rogers and Supervisory TSI (b)(6) During the incident, TSA CC and TSA Leadership were periodically updated as information became available.

On October 6, 2019, I requested TSI (b)(6) DALA Point of Contact for TSA Compliance, to pick up a written statement from DALA Operations Service Manager (OSM)

(b)(6) I clarified questions the Federal Security Director (FSD) had.

On October 7, 2019, while on my Regular Day Off (RDO), I received additional telephonic calls to clarify information.

October 8, 2019, I was notified that OPD and the Federal Bureau of Investigations (FBI) had identified the individual through facial recognition under a different last name (b)(6) I received a copy of GOAA CCTV from Supervisory TSI (STSI) (b)(6) and I received OSM (b)(6) statement from TSI (b)(6)

October 9, 2019, I continued compiling the case and compliance/violation history for DALA. I submitted a draft of the Letter of Investigation (LOI).

October 10, 2019, I was notified by Assistant Federal Security Director for Law Enforcement (AFSD-LE) Luis Rosado that there had been additional attempts by (b)(6) to access the EPC. I reviewed CCTV footage of previous attempts and received a copy of CCTV from TSA CC Manager Amada Fleming. I opened the Enforcement Investigation Report (EIR). Reviewed Compliance History for (b)(6) with negative results. Identified TDC Officer in Lane 5, (b)(6)

(b)(6) October 11, 2019, I interviewed TDC officer (b)(6) and received an Employee Statement from him. He stated (b)(6) had approached him on October 5, 2019, at approximately 0800 hours, and presented a JetBlue baggage receipt and a credit card, asking about a JetBlue "café". TSO (b)(6) stated she needed a boarding pass and explained JetBlue leaves from the West checkpoint area and where it was. (b)(6) then left his area.

October 17, 2019, mailed LOI, dated October 16, 2019.

November 4, 2019, received Letter of Response (LOR), dated October 22, 2019.

November 5, 2019, received Law Enforcement Reports pertaining to (b)(6) mental status. It revealed three (3) separate occasions within the last 12 months that (b)(6) had the Baker Act initiated and was taken to a mental health facility by law enforcement due to mental health issues validated by family members.

November 19, 2019, received Body Camera footage from OPD for interview at Gate 71 with

(b)(6)

December 3, 2019, reviewed PARIS entry and submitted Warning Notice for review and signature.

December 18, 2019, submitted Warning Notice (WN) for signature and abbreviated EIR for review.

December 19, 2019, received signed WN and prepared for EIR mailing.

December 20, 2019, EIR submitted for review and approval.

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Withheld pursuant to exemption

(b)(6)

of the Freedom of Information and Privacy Act

DEPARTMENT OF HOMELAND SECURITY
Transportation Security Administration

CHAIN OF CUSTODY AND DECLARATION - DIGITAL IMAGERY

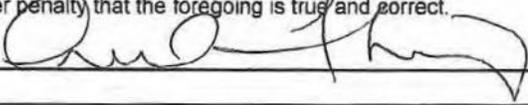
INSTRUCTIONS: Complete this form upon acquisition, receipt, or transfer of digital imagery evidence in support of security incidents, inspections or investigations. Once completed, upload the digital file as an attachment into the *Performance and Results Information System (PARIS)*. Also, complete this form for person-person chain of custody.

SECTION I. Employee Information

Name (last, first, MI) Fleming, Amanda		Position Title MCO Coordination Center Supervisor	
Airport Code/Field Location/HQ Office MCO	Email Address (b)(6)	Phone No. 407-563-(b)(6)	

The evidence acquired during this incident/inspection/investigation is represented in digital imagery and has not been altered. I am familiar with this incident/inspection/investigation, and I further state that the digital imagery is an accurate depiction of the subject matter as it appeared at the address and location taken, on the date taken, and at the time taken, as identified herein.

I certify under penalty that the foregoing is true and correct.

	10/10/2019
Signature	Date

SECTION II. Digital Imagery Information

Type of Evidence: Photograph Video Closed Circuit Television Other: (describe)

Address Where Taken
1 Jeff Fuqua Blvd., Orlando, FL 32822

Location Where Taken Orlando International Airport	Date Taken 10/05/2019	Time Taken <input checked="" type="checkbox"/> a.m. <input type="checkbox"/> p.m.
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Paris File Number (if applicable) (b)(6)	Computer Software Used
---------------------------------------------	------------------------

Description
Various views of breach on 10052019 at TDC.

SECTION III. Recipient Certification

Name (last, first, MI) (b)(6)	Title Transportation Security Inspector
Work Address 5850 T.G. Lee Rd., Orlando, FL 32822	
Organization DHS-TSA-MCO	Phone No. 407-312-(b)(6)

I certify that after receiving the digital imagery from Amanda Fleming I personally transferred
Insert Sender Name Here
the digital imagery from MCO Coordination Center into Compliance File Folder on 10/10/2019
Insert Location Here Insert Location Here Insert Date Here

The digital imagery was not altered at any time.

	10/10/2019
Signature	Date

SECTION IV. Item Disposition

First Transfer
Temporary Disposition of Item(s) Where Stored: (enter location)

Released By: (print name and sign)	Released To: (print name and sign)	Date
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Second Transfer (If applicable)
Temporary Disposition of Item(s) Where Stored: (enter location)

Released By: (print name and sign)	Released To: (print name and sign)	Date
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DEPARTMENT OF HOMELAND SECURITY
Transportation Security Administration

CHAIN OF CUSTODY AND DECLARATION - DIGITAL IMAGERY

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SECTION I. Employee Information

Name (last, first, MI) (b)(6); (b)(7)(C)		Position Title Lieutenant, Orlando Police Department	
Airport Code/Field Location/HQ Office MCO	Email Address (b)(6); (b)(7)(C)	Phone No. (b)(6); (b)(7)(C)	
The evidence acquired during this incident/inspection/investigation is represented in digital imagery and has not been altered. I am familiar with this incident/inspection/investigation, and I further state that the digital imagery is an accurate depiction of the subject matter as it appeared at the address and location taken, on the date taken, and at the time taken, as identified herein.			
I certify under penalty that the foregoing is true and correct. (b)(6); (b)(7)(C)		11/19/2019	
Signature		Date	

SECTION II. Digital Imagery Information

Type of Evidence: Photograph Video Closed Circuit Television Other: (describe)

Address Where Taken
1 Jeff Fuqua Blvd., Orlando, FL 32822

Location Where Taken Orlando International Airport	Date Taken 10/05/2019	Time Taken <input checked="" type="checkbox"/> a.m. <input type="checkbox"/> p.m.
-------------------------------------------------------	--------------------------	--------------------------------------------------------------------------------------

Paris File Number (if applicable)
(b)(6)

Computer Software Used

Description
Various body camera views of interview at Gate 71 (Delta Breach)

SECTION III. Recipient Certification

Name (last, first, MI) (b)(6)		Title Transportation Security Inspector	
Work Address 5850 T.G. Lee Rd., Orlando, FL 32822			
Organization DHS-TSA-MCO		Phone No. 407-312 (b)(6)	
I certify that after receiving the digital imagery from (b)(6); (b)(7)(C)		I personally transferred	
the digital imagery from <u>Orlando Police Department (AD)</u>		into <u>Compliance File Folder</u> on <u>11/19/2019</u>	
The digital imagery was not altered at any time. (b)(6)		11/19/2019	
Signature		Date	

SECTION IV. Item Disposition

First Transfer

Temporary Disposition of Item(s) Where Stored: (enter location)

Released By: (print name and sign)	Released To: (print name and sign)	Date
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Second Transfer (If applicable)

Temporary Disposition of Item(s) Where Stored: (enter location)

Released By: (print name and sign)	Released To: (print name and sign)	Date
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DEPARTMENT OF HOMELAND SECURITY
Transportation Security Administration

CHAIN OF CUSTODY AND DECLARATION - DIGITAL IMAGERY

INSTRUCTIONS: Complete this form upon acquisition, receipt, or transfer of digital imagery evidence in support of security incidents, inspections or investigations. Once completed, upload the digital file as an attachment into the *Performance and Results Information System (PARIS)*. Also, complete this form for person-person chain of custody.

SECTION I. Employee Information

Name (last, first, MI) (b)(6)		Position Title Supervisory Transportation Security Inspector	
Airport Code/Field Location/HQ Office MCO	Email Address (b)(6)	Phone No. 407-319-(b)(6)	
The evidence acquired during this incident/inspection/investigation is represented in digital imagery and has not been altered. I am familiar with this incident/inspection/investigation, and I further state that the digital imagery is an accurate depiction of the subject matter as it appeared at the address and location taken, on the date taken, and at the time taken, as identified herein.			
I certify under penalty that the foregoing is true and correct. (b)(6)		10/08/2019	
Signature		Date	

SECTION II. Digital Imagery Information

Type of Evidence: Photograph Video Closed Circuit Television Other: (describe)

Address Where Taken
1 Jeff Fuqua Blvd., Orlando, FL 32822

Location Where Taken
Orlando International Airport

Date Taken
10/05/2019

Time Taken
 a.m. p.m.

Paris File Number (if applicable)
(b)(6)

Computer Software Used

Description
Various views of breach on 10052019 with Delta Airlines.

SECTION III. Recipient Certification

Name (last, first, MI) (b)(6)		Title Transportation Security Inspector	
Work Address 5850 T.G. Lee Rd., Orlando, FL 32822			
Organization DHS-TSA-MCO		Phone No. 407-312-(b)(6)	
I certify that after receiving the digital imagery from (b)(6)		I personally transferred	
the digital imagery from GOAA Coordination Center	into Compliance File Folder	on 10/08/2019	
<small>Insert Location Here</small>	<small>Insert Location Here</small>	<small>Insert Date Here</small>	
The digital imagery was not altered at any time.			
(b)(6)		10/08/2019	
Signature		Date	

SECTION IV. Item Disposition

First Transfer

Temporary Disposition of Item(s) Where Stored: (enter location)

Released By: (print name and sign)	Released To: (print name and sign)	Date
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Second Transfer (If applicable)

Temporary Disposition of Item(s) Where Stored: (enter location)

Released By: (print name and sign)	Released To: (print name and sign)	Date
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DEPARTMENT OF HOMELAND SECURITY
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Incident Report

Section I: Type/Location of Incident						
Airport Name and Three Letter Code: Orlando International MCO			Date Occurred: 10/5/2019	Time Occurred: 08:04 AM	Report Number or SPOT Referral Number: MCO2019-10-0024	
Incident Type: <input type="checkbox"/> Immediate <input type="checkbox"/> Routine <input type="checkbox"/> Other Other-PARIS Reportable			Location of Incident (Specify pier, terminal, checkpoint, lane, etc.): EAST Checkpoint TDC Podium 9 and Gate 71		Media Attention? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Terminal Evacuated? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If Yes for, Ordered by Whom?	Checkpoint Closure? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If Yes for, Ordered by Whom? --	Time Checkpoint Closed?	Time Checkpoint Opened?	
Associated System Identification: <input type="checkbox"/> TISS <input checked="" type="checkbox"/> PARIS <input type="checkbox"/> Referral Report (PMIS)			If BDO Referral, Select Activity: (b)(3):49 U.S.C. § 114(r)			
Was Playbook directly or indirectly involved with this incident?			(b)(3):49 U.S.C. § 114(r)			
If Playbook was directly or indirectly involved with this incident, what Play was being conducted at the time of the incident?			(b)(3):49 U.S.C. § 114(r)			
Did this incident involve: <input type="checkbox"/> Employee (insider threat) <input checked="" type="checkbox"/> Passenger (outsider threat)						
Section II: Notifications and Personnel Involvement						
Part A. TSA Notifications						
TSOC Notification Required? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		TSOC Notified By: (b)(6)		Name of TSOC REP: (b)(6)	Date: 10/05/2019	Time: 12:39 PM
Was BDO Notified? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Date Notified: -	Time Notified: -	Notified by: -	BDO Name and Title: -		
Was TSS-E Notified? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Date Notified: -	Time Notified: -	Notified by: -	TSS-E Name and Title: -		
Was TSI Notified? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Date Notified: -	Time Notified: -	Notified by: -	TSI Name and Title: -		
Was Canine Team Notified? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Date Notified: -	Time Notified: -	Notified by: -	Canine Team Lead Name and Title: -		
Was FCC Notified? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Date Notified: -	Time Notified: -	Notified by: -	FCC Name and Post of Duty: -		
Was FSD Notified? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Date Notified: -	Time Notified: -	Notified by: -	FSD Name: -		
Name/Title: (b)(6)		Date Notified: 10/05/2019	Time Notified: 11:36 AM	Notified by: (b)(6)		
Name/Title:		Date Notified:	Time Notified:	Notified by:		
Part B. Non-TSA Notifications						
LEO Notified? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Date Notified: -	Time Notified: -	Notified by: -	LEO Responded <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If Responded, Time: -	If Yes, Name and Badge #: -
Agency: {[NonTSA Agency]}			Date Notified: {[NonTSA Notify Date]}	Time Notified: {[NonTSA Notify Time]}	Notified by: {[NonTSA Notified By]}	
Agency:			Date Notified:	Time Notified:	Notified by:	

Previous editions of this form are obsolete.

~~SENSITIVE SECURITY INFORMATION~~

WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. 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 PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.

SENSITIVE SECURITY INFORMATION

Agency:		Date Notified:	Time Notified:	Notified by:
Part C. TSA Employees Involved				
Position (select one): <input type="checkbox"/> TSO/LTSO <input checked="" type="checkbox"/> STSO <input type="checkbox"/> TSM <input type="checkbox"/> Other:		Last Name: (b)(6)	First Name: (b)(6)	Assigned Terminal/Shift: -
Position (select one): <input checked="" type="checkbox"/> TSO/LTSO <input type="checkbox"/> STSO <input type="checkbox"/> TSM <input type="checkbox"/> Other:		Last Name: (b)(6)	First Name: (b)(6)	Assigned Terminal/Shift: -
Position (select one): <input type="checkbox"/> TSO/LTSO <input type="checkbox"/> STSO <input checked="" type="checkbox"/> TSM <input type="checkbox"/> Other:		Last Name: (b)(6)	First Name: (b)(6)	Assigned Terminal/Shift: -
Part D. Non-TSA Witnesses Whose Information is Not Recorded Elsewhere				
Name:		Address:	Phone: (Cell or Home)	Email:
Name:		Address:	Phone: (Cell or Home)	Email:
Name:		Address:	Phone: (Cell or Home)	Email:
Section III: Individuals(s) Involved. If More Than 1 Individual Use Additional Pages				
Name: (b)(6)		Alias/Nickname: -		
Street Address: (b)(6)		Apartment/Unit Number: -	City: Orlando	State/Province: Florida [FL]
Alternate Address: -		Apartment/Unit Number: -	City: -	State/Province: -
Country, if outside of the U.S.: United States [US]		Primary Telephone: (Cell or Home)		Alternate Telephone (or email address):
BDO Description of Individual, if applicable: -				
Gender: (b)(6)	Driver's License Number: -	Issuing State: -	Passport Number: -	Passport Country of Issue: -
Date Issued: -		Date of Birth: (b)(6)		
Other ID (Type): -	Other ID Number: -	IVCC Number: -	(b)(3):49 U.S.C. § 114(r)	
Passenger? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Detained By LEO? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, by Whom? Name and Badge # of Officer --		Summons Issues By LEO? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, by Whom? Name and Badge # of Officer --
Arrested By LEO? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, by Whom? Name and Badge # of Officer --		Charge(s) Filed? <input type="checkbox"/> Local <input type="checkbox"/> State <input type="checkbox"/> Federal	List Charge(s), if known: -
Active Military? If Yes, What Branch? <input type="checkbox"/> Yes <input type="checkbox"/> No	Traveling on Orders? <input type="checkbox"/> Yes <input type="checkbox"/> No	Cleared to Fly? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, by Whom and Time: -	
Boarding Pass and ID returned to passenger? If No, Describe in Narrative If Yes, by Whom: <input type="checkbox"/> TSA <input type="checkbox"/> LEO <input type="checkbox"/> Other (Describe in Narrative)			EIR Initiated? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Air Carrier(s): Delta Air Lines Inc.	Flight Number(s): 1516	Connecting Flight(s) and/or Destination: Hartsfield Atlanta International -		Gate: -
Enrolled in PreCheck? <input type="checkbox"/>		Frequent Traveler? <input type="checkbox"/>		Global Entry? <input type="checkbox"/>
Other: <input type="checkbox"/>				
Flight(s) Delayed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, How Long? 80	If Flight Delayed: # of PAX: 0 # of Crew: 0	Passenger Missed Flight? <input type="checkbox"/> Yes <input type="checkbox"/> No	Scheduled Departure Time: 10/05/2019 10:33 AM	Actual Departure Time: -
Was Checked Baggage removed from Flight? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Section IV: Items Discovered				
Part A. Type of Items (Provide brief description of item below)				
<input type="checkbox"/> Ammunition/Gunpowder	<input type="checkbox"/> Firearms (complete firearms information below)	<input type="checkbox"/> Tools	<input type="checkbox"/> Replica Weapons	
<input type="checkbox"/> Bludgeons	<input type="checkbox"/> Explosives/Fireworks	<input type="checkbox"/> Knives/Blades (<= 3")	<input type="checkbox"/> Sharp Objects	
<input type="checkbox"/> Box Cutters	<input type="checkbox"/> HAZMAT	<input type="checkbox"/> Knives/Blades (> 3")	<input type="checkbox"/> Other:	
<input type="checkbox"/> Dangerous Objects	<input type="checkbox"/> Flammable/Irritants	<input type="checkbox"/> Contraband		
Artfully Concealed? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, how was it Concealed?	Item Description/Additional Information:		Photo Taken? <input type="checkbox"/> Yes <input type="checkbox"/> No

Previous editions of this form are obsolete.

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Detection Method: <input type="checkbox"/> Bag Search <input type="checkbox"/> Body Search <input type="checkbox"/> EDS <input type="checkbox"/> ETD <input type="checkbox"/> HHMD <input type="checkbox"/> WTMD <input type="checkbox"/> X-Ray <input type="checkbox"/> AIT <input type="checkbox"/> Other (specify):					
Part B. Firearms Information					
Firearm Loaded? <input type="checkbox"/> Yes <input type="checkbox"/> No	Make:	Model:	Caliber:	Serial Number:	
Chambered Round? <input type="checkbox"/> Yes <input type="checkbox"/> No	Location Discovered?	Firearm Discharged? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, by Whom?	# of Rounds Expended?	Injuries? <input type="checkbox"/> Yes <input type="checkbox"/> No	(Select as Appropriate) <input type="checkbox"/> Checked <input type="checkbox"/> Carry-on Bag
Passenger has Firearms Permit? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, issued by:			Additional Information:		
Section V: Motor Vehicle Information					
Type:	Make:	Model:	Color:	Year:	
License State:	License Number:			Photo Taken? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Section VI: Passenger Complaint/Injury or Serious Injury/Loss of or Damage to Passenger Property					
Description of Alleged Incident: (Provide detailed description in Narrative) <input type="checkbox"/> Lost or Damaged Personal Property <input type="checkbox"/> Physical Injury <input type="checkbox"/> Complaint About Screening Process <input type="checkbox"/> Death <input type="checkbox"/> Other					
CCTV Copied? If No, describe in Narrative <input type="checkbox"/> Yes <input type="checkbox"/> No	EMS Notified? <input type="checkbox"/> Yes <input type="checkbox"/> No	EMS Responded? <input type="checkbox"/> Yes <input type="checkbox"/> No	Treatment Refused? <input type="checkbox"/> Yes <input type="checkbox"/> No	Photo Taken? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Checkpoint Condition Normal? (wet floor, etc.) <input type="checkbox"/> Yes <input type="checkbox"/> No If no, describe in Narrative			Immediate Configuration Changes Required? If yes, describe in Narrative: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Section VII: AIT Information					
Type: <input type="checkbox"/> L3 <input type="checkbox"/> Other (specify): {[AIT Type Other Description]}				Did Individual Request Private Screening? <input type="checkbox"/> Yes <input type="checkbox"/> No	
(b)(3):49 U.S.C. § 114(r)					
*If no Anomalies/Threat, describe reason for Additional Screening. -					

Previous editions of this form are obsolete.

~~SENSITIVE SECURITY INFORMATION~~

~~WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. 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 PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.~~

(b)(3).49 U.S.C. § 114(r)

Section VIII: Reporting Officer's Summary/Narrative

In addition to this Summary/Narrative attach separate Witness Statement from each TSA Employee who witnessed the Incident. Reporting Officer must review all Statements.

Your Physical Position at Time of Incident: -	Timing and description of LEO response, if applicable: -
--------------------------------------------------	-------------------------------------------------------------

Previous editions of this form are obsolete.

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~~SENSITIVE SECURITY INFORMATION~~

Location of Incident: EAST Checkpoint TDC Podium 9 and Gate 71	Date of Incident: 10/5/2019	Date/Time of Statement: 10/09/2019
Name of Individual and any other Identifying Information: See section III.		
Who else witnessed the incident? See section II.D.		
What happened? Write in chronological order. Provide facts, not opinions and conclusions. Did the Individual say anything during the Incident? If yes, quote their actual words to the best of your ability. Include only what you know first-hand. Write clearly or type. If additional room is required attach additional sheets.		
<p>On 10/5/19 at approximately 0804 at MCO - Orlando International Airport East Checkpoint TDC podium 9, TSO (b)(6) was conducting normal TDC operations and was approached by a female, later identified as (b)(6) who presented a receipt from JetBlue with no ID. TSO (b)(6) informed (b)(6) that she would need to return to the ticket counter to get a boarding pass and that JetBlue departed from the West Checkpoint at the opposite end of the airport. (b)(6) walked away toward the West Checkpoint. (b)(6) returned to East Checkpoint TDC podium 9 at approximately 0832, mingled with a large group, and snuck past TSO (b)(6) without presenting an ID or a boarding pass. (b)(6) proceeded into the queue and was screened through the AIT on Flight #1516 to ATL that was scheduled to depart at 1033. (b)(6) walked around to where the wheelchairs are staged and was able to walk past the gate agent and gain access to the aircraft. (b)(6) was discovered in the wrong seat and was unable to produce a boarding pass when an unknown flight attendant, who was conducting preflight checks with the door already closed, requested it. (b)(6) was asked to leave the aircraft and would not comply. Delta Corporate Security officer (b)(6) was notified and instructed the Delta Ground Supervisor, name unknown, to escort (b)(6) off the aircraft and hold her at the gate until OPD and GOAA Security arrived to question her. OPD Officers (b)(6); (b)(7)(C) badge # unknown, and GOAA Security (b)(6) responded, questioned (b)(6) escorted her out of the sterile area and released her. Delta Operations Manager (b)(6) was also present at the gate. Delta Corporate Security officer (b)(6) then made the decision to have all passengers deplaned and requested TSA assistance with re-screening all passengers. TSM (b)(6) and the ATLAS team responded to Gate 73 to conduct screening. The aircraft was swept by GOAA K9 and Security with negative results. All passengers were screened at the gate. (b)(3); 49 U.S.C. § 114(r) Screening was completed at 1300 hours and Delta closed the door to the aircraft at approximately 1308. Per TSOC report, the flight was delayed for 1 hour and 20 minutes affecting 191 passengers. There was no impact to the screening operation. There was local and national media attention.</p>		

Section IX: Reporting Officer

Position (select one): <input type="checkbox"/> TSO/LTSO <input type="checkbox"/> STSO <input type="checkbox"/> TSM <input type="checkbox"/> BDO TSM <input type="checkbox"/> Other:	Duty Assignment: -	Duty Telephone: -
Name: (b)(6)	Terminal and Shift: --	
Signature:	Date: 10/9/2019	

Section X: Reviewing Officer

Position:	Duty Telephone:
Last Name: -	First Name: -
Signature:	Date: -

Section XI: Attachment(s) (Provide brief description of item below)

None Statements: 4 (Qty) Photographs 1 (Qty) PARIS Report CCTV LEO/EMS Report CC Report Other: -
*Ensure attachments are marked SSI as appropriate.

WARNING: This document may contain Privacy Act protected or other sensitive information and should be protected from unauthorized disclosure. TSA employees and contractors may share this information within DHS on a need-to-know basis. Disclosure outside of DHS must be approved by the Office of Chief Counsel and TSA Privacy Office.

Previous editions of this form are obsolete.

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Section XII: TSA Employee Statement <i>(completed by those who witnessed or participated in reportable incident and reviewed by reporting officer)</i>		
Your Name:	Title:	Position at Time of Incident:
Location of Incident:	Date of Incident:	Date/Time of Statement:
Name of Individual and any other identifying information:		
Who else witnessed the incident?		
Boarding Pass and ID returned? <input type="checkbox"/> Yes If Yes, By Whom? <input type="checkbox"/> No If No, Explain <input type="checkbox"/> Not Applicable		
Artfully Concealed? If yes, explain. <input type="checkbox"/> Yes <input type="checkbox"/> No		
Timing and description of LEO response, if applicable:		
AIT Type: <input type="checkbox"/> L3 <input type="checkbox"/> Other (specify): {[TSA Statement AIT Type Other Description]}	AIT Pat-down conducted by:	
b)(3):49 U.S.C. § 114(r)		
Narrative: Describe what happened. Write in chronological order. Provide facts, not opinions and conclusions. Did the Individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know first- hand. Write clearly or type. If additional room is required attach additional sheets.		
Printed Name:	Signature and Date:	

Previous editions of this form are obsolete.

~~SENSITIVE SECURITY INFORMATION~~

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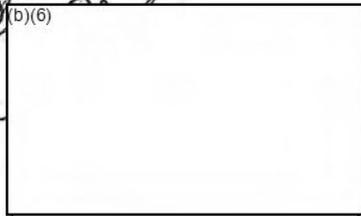
Tues Oct 22, 2013

To whom it may concern,

I purchased my ticket and boarded
the plane. I am so sorry I don't
know else to say ~~to~~ but don't
blame me everything falls on your
customer service and security.

Sincerely,
[Redacted]

(b)(6)





Transportation
Security
Administration

October 16, 2019

(b)(6)

LETTER OF INVESTIGATION

Re: Case No.: (b)(6)

Dear (b)(6)

The Transportation Security Administration (TSA), at Orlando International Airport (MCO), is investigating alleged violations of Transportation Security Regulations (T.S.R.s), Title 49 Code of Federal Regulations (C.F.R.) §§ 1540.105(a)(1), 1540.105(a)(2) and 49 United States Code (U.S.C.) 46302(a). Violation of these regulations may be subject to a Civil Penalty of up to \$13,669.00 per violation.

Specifically, on October 5, 2019, at approximately 0830, while at the MCO East Checkpoint (ECP) Travel Document Checker (TDC) lanes 6-7, you circumvented security when you bypassed the document screening process. You then accessed the Sterile Area without a boarding document or authorization and without complying with security systems, measures and procedures. You again circumvented security procedures when you bypassed a Delta Air Lines, Inc. (DALA) Boarding Agent without a boarding document. When challenged by the Boarding Agent, you provided false information which resulted in you accessing the DALA aircraft without authorization. Additionally, you also provided false information to the Orlando Police Department officers when you were interviewed regarding the incident.

As part of the TSA's investigation into the circumstances of these alleged violations, we are providing this opportunity for you to submit, in writing, any information regarding this matter. This information should be submitted within 20 calendar days from the date of this letter, and should be sent to (b)(6) Transportation Security Inspector, at the address listed above. This mailing address is not attended; do not mail your response using Return Receipt, Certified Mail® Receipt, Restricted Delivery or Signature Confirmation™ services.

Any information you provide will be duly considered in our investigation. If you do not respond within the specified timeframe (or within an extension of time granted by the undersigned), an investigative report will be completed without the benefit of your input.

Sincerely,

Paul J. Rodgers
Acting Assistant Federal Security Director



TSA Employee Statement

In addition to this Statement, a separate Statement is required from each TSA Employee who witnessed or participated in the incident. Reporting Officer must review all statements.

Your Name (Last, First, MI): (b)(6)	Position Title: Lead Transportation Security Manager	Duty Location & Shift: Terminal Manager/AM Shift
----------------------------------------	---------------------------------------------------------	-----------------------------------------------------

Location of Incident (Chkpt, Lane, etc): East Checkpoint	Date & Time of Incident: Approx 0804	Your duty/position location at time of Incident: East Checkpoint
-------------------------------------------------------------	-----------------------------------------	---------------------------------------------------------------------

Who else witnessed or participated in the incident?
(b)(6)

Describe what happened. Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know/witnessed firsthand. Write clearly and legibly or type. If additional room is required, attach additional sheets.

Below is the timeline as it unfolded:

0804: Female pax was denied entry into the sterile area at TDC Podium on B side ECP

0832: Same pax went back to the same podium and sneaks by the same TDC Officer while he was screening large group to gain access to sterile area and was successful.

0842: Pax is AIT screened with no anomalies on lanes 9/10

0940: OPD picks up passenger on CCTV on AS-3

1028: IMC notifies me that there is pax out at gate 72 without a boarding pass.

1030: I notify TSM (b)(6) and direct her to send out an STSO to investigate. STSO (b)(6) is deployed.

1049: I notified DAFSD (b)(6) then left voice mail for AFSD (b)(6)

1052: Contacted STSO (b)(6) on AS-3 for update. He tells me that he has a picture of the pax and that she Claims that she went through the security checkpoint at around 0800.

1053: I contacted TSM (b)(6) and informed her to narrow her CCTV search to 0730 to 0940 timeframe.

1122: IMC contacts me to inform me that Delta Corporate wants to have a rescreening of the flight done.

1130: I contacted ATLAS STSO (STSO (b)(6)) to inform her of the rescreening that will need to be done out at gate 73.

1132: Notified DAFSD (b)(6) of the current situation with rescreening. I told her that I will be going out to the gate. She instructed me to send out a TSM.

1136: I contacted TSM (b)(6) I informed her of the situation and deployed her to gate 73 for the rescreening.

1154: TSM (b)(6) contacted me to inform me that GOAA K9 is screening the aircraft and what type of screening was to be conducted with those passengers and since they were taken off of a "dirty" aircraft; will we need to dump the terminal now. I told her to stand by with that. I then contacted TSM (b)(6) to find out if they had found the pax. She said that they were still looking. I informed her that time was of essence and I need to know if she was screened.

1204: TSM (b)(6) contacted me to inform me that they finally found the pax being denied entry at 0804 then going back through the same podium at 0832 and it is CONFIRMED that the pax was standard AIT screened on lanes 9/10 with no anomalies at 0842.

1205: I contacted TSM (b)(6) to tell her the pax was screened and instructed her to conduct (b)(3):49 U.S.C. § 114(r) bag check and (b)(3):49 U.S.C. § 114(r) pat-down on all paxs reboarding

1208: Notified IMC pax went through full standard AIT screening with no anomalies at 0842 on lanes 9/10.

1210: Notified DAFSD (b)(6) of the current situation.

1217: TSM (b)(6) notified me that GOAA K9 has completed their search and they were beginning the pax rescreening at gate 73.

1218: Left voicemail for AFSD (b)(6) of all events that had transpired since the last voicemail.

1300: Received notification from TSM (b)(6) that rescreening was completed with all reboarding passengers.

1301: Notified IMC ~~~~~end of statement

ACKNOWLEDGEMENT

I, (b)(6), HAVE READ OR HAVE HAD READ TO ME THIS STATEMENT WHICH ENDS ON PAGE 1. I FULLY UNDERSTAND THE CONTENTS OF THE ENTIRE STATEMENT MADE BY ME. THE STATEMENT IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE. I HAVE INITIALED ALL CORRECTIONS AND HAVE INITIALED THE BOTTOM OF EACH PAGE CONTAINING THE STATEMENT. I HAVE MADE THIS STATEMENT FREELY WITHOUT HOPE OF BENEFIT OR REWARD, WITHOUT THE THREAT OF PUNISHMENT, AND WITHOUT COERCION.

Date of Statement: 10. 7. 19	(b)(6)	Page 1 of 1 Pages
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TSA Employee Statement

In addition to this Statement, a separate Statement is required from each TSA Employee who witnessed or participated in the incident. Reporting Officer must review all statements.

Your Name (Last, First, MI): (b)(6)	Position Title: Transportation Security Manager	Duty Location & Shift: WCP-AM
----------------------------------------	----------------------------------------------------	----------------------------------

Location of Incident (Chkpt, Lane, etc): Airside 4 Gate 73	Date & Time of Incident: 10/5/2019 1130 hours	Your duty/position location at time of Incident: TSM at the WCP
---------------------------------------------------------------	--------------------------------------------------	--------------------------------------------------------------------

Who else witnessed or participated in the Incident?
-----TSM (b)(6)-----

Describe what happened. Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the Incident? If yes, quote their actual words to the best of your ability. Include only what you know/witnessed firsthand. Write clearly and legibly or type. If additional room is required, attach additional sheets.

On Saturday October 5th, 2019 I was contacted by LTSM (b)(6) at around 1130 hours. He requested me to report to gate 71 for a flight that was returning for reverse screening. On my way to the gate, I contacted LTSM (b)(6) to get more details. He informed me that they had a passenger that was removed from the flight because she was unable to provide a boarding pass. Upon my arrival to gate 71, I talked to the gate agents who then informed me that the plane involved in the incident was actually at gate 73. By the time I walked over to gate 73, I noticed over one hundred passengers standing by the gate.

I talked to the Delta Supervisor (Name unknown), who indeed confirmed they had removed everyone from the flight due to an unknown female that was found inside the airplane. She was not able to provide me any information on the individual as she was escorted out of the terminal. I contacted LTSM (b)(6) and advised him that Delta had already deplane everyone from the aircraft. LTSM (b)(6) informed me that the individual in question was fully screened prior to entering into the sterile area. I then proceeded to inform the Delta supervisor about the passenger being fully screened. She then said that according to their security bridge policies now every passenger needed to be rescreened. I notified LTSM (b)(6) who then instructed me to do all screening right at the gate. The screening protocol performed at the gate was (b)(3)-49 U.S.C. § 114(r)

GOOA K-9 cleared the aircraft at 1216 hours. We started screening at 1217 hours. Screening was completed at 1300 hours. They closed their doors at around 1308. LTSM (b)(6) was contacted and IMC was notified.

-----END OF STATEMENT-----

ACKNOWLEDGEMENT

I, (b)(6), HAVE READ OR HAVE HAD READ TO ME THIS STATEMENT WHICH ENDS ON PAGE 1 I FULLY UNDERSTAND THE CONTENTS OF THE ENTIRE STATEMENT MADE BY ME. THE STATEMENT IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE. I HAVE INITIALED ALL CORRECTIONS AND HAVE INITIALED THE BOTTOM OF EACH PAGE CONTAINING THE STATEMENT. I HAVE MADE THIS STATEMENT FREELY WITHOUT HOPE OF BENEFIT OR REWARD, WITHOUT THE THREAT OF PUNISHMENT, AND WITHOUT COERCION.

Date of Statement: 10/9/19	Signature: (b)(6)	Page __1__ of __1__ Pages
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TSA Employee Statement

In addition to this Statement, a separate Statement is required from each TSA Employee who witnessed or participated in the incident. Reporting Officer must review all statements.

Your Name (Last, First, MI): (b)(6)	Position Title: Transportation Security Manager	Duty Location & Shift: East checkpoint 03:30-13:00
Location of Incident (Chkpt, Lane, etc): East Checkpoint	Date & Time of Incident: Approx 0804	Your duty/position location at time of Incident: East Checkpoint

Who else witnessed or participated in the incident?

(b)(6)

Describe what happened. Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know/witnessed firsthand. Write clearly and legibly or type. If additional room is required, attach additional sheets.

On Saturday 10/05/19 at approximately 10:30 LTSM (b)(6) notified me that he received a call from IMC from Delta gate agent that a passenger is at gate 72 without a boarding pass nor ID and wanted me to send an STSO to investigate the passenger, so I sent STSO (b)(6)

At approximately 11:00 STSO (b)(6) spoke to LTSM (b)(6) and informs him that OPD was called because the passenger was irate and that she claims that she went through the security checkpoint at around 0800 without a boarding pass and ID. LTSM (b)(6) notifies me what STSO (b)(6) said so I called STSO (b)(6) and notified him that he needed to call IMC, I also requested for STSO (b)(6) to ask the passenger for any ID so I can review CCTV and STSO (b)(6) stated that the passenger is only showing a picture of a selfie on her phone. I ask him to describe her and he sends me a picture he took of her on his phone.

LTSM (b)(6) calls me and wants to know if I found the passenger on CCTV, I stated not yet and informed me that Delta Corporate wants to have a rescreening of the flight done, and that OPD had escorted the passenger out of the screening area. He said he was sending TSM (b)(6), and ATLAS STSO (STSO (b)(6) (b)(6)) to take care of the rescreening at gate 73.

At approximately 12:00 I contacted LTSM (b)(6) to inform him that I confirmed with CCTV that at 08:04 the female passenger was denied entry by TSO (b)(6) into the sterile area at TDC Podium 7 on B side East checkpoint then went back through the same podium TDC 7 at 08:32 and it was CONFIRMED that the passenger came through without TSA verifying her boarding pass and ID by the same TSO (b)(6) TSI (b)(6) came to the checkpoint to reviewed the footage. The passenger was standard AIT screened on lanes 9/10 with no anomalies at 08:42am. LTSM (b)(6) notified me that he was updating IMC, DAFSD (b)(6) (b)(6) AFSD (b)(6) and FSD (b)(6) and that he was going to instruct TSM (b)(6) to conduct (b)(3):49 U.S.C. bag check and (b)(3):49 U.S.C. pat-down on all passengers of the flight.

~~~~~end of statement~~~~~

Date of Statement:

10/9/2019

(b)(6)

Page 1 of 1 Pages



TSA Employee Statement

In addition to this Statement, a separate Statement is required from each TSA Employee who witnessed or participated in the incident. Reporting Officer must review all statements.

|                                        |                        |                                   |
|----------------------------------------|------------------------|-----------------------------------|
| Your Name (Last, First, MI):<br>(b)(6) | Position Title:<br>TSC | Duty Location & Shift:<br>ECP 1st |
|----------------------------------------|------------------------|-----------------------------------|

|                                                            |                                              |                                                         |
|------------------------------------------------------------|----------------------------------------------|---------------------------------------------------------|
| Location of Incident (Chkpt, Lane, etc):<br>TDC for Lane 9 | Date & Time of Incident:<br>~ 0800 - 10-5-19 | Your duty/position location at time of Incident:<br>TDC |
|------------------------------------------------------------|----------------------------------------------|---------------------------------------------------------|

Who else witnessed or participated in the incident?  
N/A

Describe what happened. Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know/witnessed firsthand. Write clearly and legibly or type. If additional room is required, attach additional sheets.

AT approximately around 0800, I was on TDC for lane 9. When I was approached by a woman trying to enter the checkpoint without an ID or boarding pass. I told her what she was trying to show me was not a boarding pass, it was a receipt from Jetblue. After I told her she would have to go see a Jetblue ticket agent on the west side to get a boarding pass, and the Jetblue departs from the west side. I turned her away and she walked toward the west checkpoint. After reviewing CCTV the same woman came through while I was checking in a family with a stroller, the woman spoke behind the family out of my view and went in.

ACKNOWLEDGEMENT

I, (b)(6), HAVE READ OR HAVE HAD READ TO ME THIS STATEMENT WHICH ENDS ON PAGE 1. I FULLY UNDERSTAND THE CONTENTS OF THE ENTIRE STATEMENT MADE BY ME. THE STATEMENT IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE. I HAVE INITIALED ALL CORRECTIONS AND HAVE INITIALED THE BOTTOM OF EACH PAGE CONTAINING THE STATEMENT. I HAVE MADE THIS STATEMENT FREELY WITHOUT HOPE OF BENEFIT OR REWARD, WITHOUT THE THREAT OF PUNISHMENT, AND WITHOUT COERCION.

|                               |                      |                          |
|-------------------------------|----------------------|--------------------------|
| Date of Statement:<br>10-5-19 | Signature:<br>(b)(6) | Page 1 of <u>1</u> Pages |
|-------------------------------|----------------------|--------------------------|



TSA Employee Statement

In addition to this Statement, a separate Statement is required from each TSA Employee who witnessed or participated in the incident. Reporting Officer must review all statements.

|                                        |                         |                                         |
|----------------------------------------|-------------------------|-----------------------------------------|
| Your Name (Last, First, MI):<br>(b)(6) | Position Title:<br>STSO | Duty Location & Shift:<br>ECP 1000-1830 |
|----------------------------------------|-------------------------|-----------------------------------------|

|                                                                        |                                             |                                                             |
|------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------|
| Location of Incident (Chkpt, Lane, etc):<br>ECP TDC Podium 9 & Lane 10 | Date & Time of Incident:<br>10/05/2019 0833 | Your duty/position location at time of Incident:<br>Lane 15 |
|------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------|

Who else witnessed or participated in the incident?  
TSO (b)(6)

Describe what happened. Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the incident? If yes, quote their actual words to the best of your ability. Include only what you know/witnessed firsthand. Write clearly and legibly or type. If additional room is required, attach additional sheets.

At approximately 1030 while performing screening on lane 15 I was asked by STSO (b)(6) to go to gate 71. He told me that there was an individual who did not have a boarding pass. I proceeded to gate 71 and when I arrived OPD Officer (b)(6); (b)(7)(C) and OPD Officer (b)(6) and Delta Operations Manager (b)(6) and OIA security (b)(6) were already present. OPD was questioning her on how she was able to get to gate 71 and on the plane, heading to Atlanta flight number 1516 with-out a boarding pass and ID. She claimed that she threw her boarding pass away and she said that she used a picture that was on her phone. I was told by the gate agent that the individual was actually on the plane sitting in a seat. When approached by the flight attendant who told her that she was in the wrong seat and asked for her boarding pass she could not produce one and was removed from the plane. After the individual, (b)(6) was repeatedly asked by OPD how she got out there and not receiving a coherent response. She was escorted from the air side to the public area by OPD at approximately 1100. OPD let her go. While standing there (b)(6) received a call and was told that GOAA had reviewed CCTV from gate 71 and was advised that (b)(6) accessed the plane by walking around where the wheel chairs are staged and walked pass the gate agent. After reviewing CCTV from the check point we were able to locate (b)(6) She approached TDC podium 9 and presented TSO (b)(6) a Jet Blue receipt. The Officer told her that she needed a boarding pass and that Jet Blue flew out of the WCP and directed her to the Jet Blue ticket counter. She was located again approaching the same podium. She was behind a family. While TSO (b)(6) was checking the families boarding passes she walked pass the Officer into the queue. She proceeded to lane 10 where she divested her purse and proceeded to the AIT. Her property was screen with no alarms. She was screened by the AIT with an alarm in the upper chest area the was cleared the TSO. Then she proceeded into the sterile area.

ACKNOWLEDGEMENT

I (b)(6) HAVE READ OR HAVE HAD READ TO ME THIS STATEMENT WHICH ENDS ON PAGE 1. I FULLY UNDERSTAND THE CONTENTS OF THE ENTIRE STATEMENT MADE BY ME. THE STATEMENT IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE. I HAVE INITIALED ALL CORRECTIONS AND HAVE INITIALED THE BOTTOM OF EACH PAGE CONTAINING THE STATEMENT. I HAVE MADE THIS STATEMENT FREELY WITHOUT HOPE OF BENEFIT OR REWARD, WITHOUT THE THREAT OF PUNISHMENT, AND WITHOUT COERCION.

|                                  |        |                          |
|----------------------------------|--------|--------------------------|
| Date of Statement:<br>10/05/2019 | (b)(6) | Page 1 of <u>1</u> Pages |
|----------------------------------|--------|--------------------------|



Transportation  
Security  
Administration

TSA Employee Statement

In addition to this Statement, a separate Statement is required from each TSA Employee who witnessed or participated in the incident. Reporting Officer must review all statements.

|                                                                     |                                            |                                                         |
|---------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------|
| Your Name (Last, First, MI):<br>(b)(6)                              | Position Title:<br>TSO PAX                 | Duty Location & Shift:<br>East Checkpoint 0400-1230     |
| Location of Incident (Chkpt, Lane, etc):<br>East Checkpoint, Lane 5 | Date & Time of Incident:<br>10/5/2019 0800 | Your duty/position location at time of Incident:<br>TDC |

Who else witnessed or participated in the Incident?  
N/A

Describe what happened. Write in chronological order. Provide facts, not opinions and conclusions. Did the individual say anything during the Incident? If yes, quote their actual words to the best of your ability. Include only what you know/witnessed firsthand. Write clearly and legibly or type. If additional room is required, attach additional sheets.

On Saturday October 5<sup>th</sup> at approximately 0800 I was working the TDC position on Lane 5 on the East checkpoint at Orlando International Airport when I observed a women approach me. She was wearing a white shirt with blue pants. She handed me a piece of paper that looked like a baggage receipt and a credit card. She asked me where the Jet Blue café was. Upon looking at the paper she gave me I asked her if she had a boarding pass. She just again asked me where the café was. I explained to her that Jet Blue was located on the other checkpoint. I explained to her how to walk to the other checkpoint. I handed her back her paper and credit card and she exited the lane. I did not see her again for the rest of my shift. *///End of*

*Statement ///*

(b)(6)

ACKNOWLEDGEMENT

I, (b)(6), HAVE READ OR HAVE HAD READ TO ME THIS STATEMENT WHICH ENDS ON PAGE 2. I FULLY UNDERSTAND THE CONTENTS OF THE ENTIRE STATEMENT MADE BY ME. THE STATEMENT IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE. I HAVE INITIALED ALL CORRECTIONS AND HAVE INITIALED THE BOTTOM OF EACH PAGE CONTAINING THE STATEMENT. I HAVE MADE THIS STATEMENT FREELY WITHOUT HOPE OF BENEFIT OR REWARD, WITHOUT THE THREAT OF PUNISHMENT, AND WITHOUT COERCION.

*1 of 2* (b)(6)

|                                |                      |                          |
|--------------------------------|----------------------|--------------------------|
| Date of Statement:<br>10/11/19 | Signature:<br>(b)(6) | Page 1 of 2 (b)(6) Pages |
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**WARNING:** This document may contain Privacy Act protected or other sensitive information and should be protected from unauthorized disclosure. TSA Employees and contractors may share this information within DHS on a need-to-know basis. Disclosure outside of DHS must be approved by the Office of Chief Counsel and TSA Privacy Office.

At around 1024am, I was called to handle a situation on board DL1516 MCO ATL on Oct 5, 2019. I was told by my Red Coat agent that there was a passenger on board the flight refuse to show boarding pass as she was seated in the wrong seat. When I went on board the aircraft, the flight has completed boarding and I approached the lady in 15A approx. in her late 50s African American. I have asked for her boarding pass and ID and she showed me a photo selfie of her from her phone. I advised that is not a government issued ID, she then replied that that is the ID she presented to TSA. I said that is not an approve identification and that I need to see her boarding and ID. The conversation is not going anywhere so I decided to deplane her and have asked her to follow me. She refused at first and I told her that Orlando police is on the way to verify her information. She then stood up and walking out the aircraft. While the lady was walking out the aircraft the she was yelling and cursing at the passenger that is supposed to seat in 15A.

We asked her to wait in the gate house so we can verify her name on our computer. While this was going on we have Corporate Security on the line and informed them of the situation.

I asked the lady for her full name which she provided (b)(6) I asked her to spell the last name and she still refused. We tried to pull up last names on our computer (b)(6) and no names coming up and not ticketed on Delta. I also asked the lady for a copy of her reservation and she said she doesn't have it and she bought it online and paid cash. I told her Delta doesn't accept cash transaction and especially delta.com. She then replied to me "I don't know, you figured it out"

2 Local OPD and TSA Supervisor came to our gate 71. This lady still refused to provide identification to the officers. I have asked TSA Supervisor how she went thru security. And TSA Supv advised me that they are checking the cameras.

OPD is not getting any type of identification and the lady started to walk out towards the atrium and I asked the lady officer if they are just going to let her go. I didn't have a clear answer just said that they are going to escort her out. I then turned to TSA Supervisor and ask if there's anything we could do to find out as our plane is sitting in tarmac waiting for answers.

I called TSA Manager (b)(6) on the phone and ask if the lady (b)(6) went thru security and she advised it could her hours to look at the video footage. The flight has been waiting for awhile and our Corp security and I decided to bring the plane back to re-sweep the aircraft as security measure.

Plane deplaned, cabin service re-sweep aircraft then TSA K9 swept aircraft and we started to board. Made an announcement for customers to have boarding pass, ID's out and they will be re-screen as they board. Carry on luggage hand checked and passengers patted down by TSA officers.

Flight completed boarding and TSA screening and dispatched the flight.

(b)(6)

05 October 2019

Based on the the background information the main concern that there was a passenger that went on board and gate agent didn't verify the passenger's boarding pass or information.

-Passenger who claimed as (b)(6) pre-boarded with the other wheelchair passengers and was able to go pass thru the boarding door without being scanned.

-Boarding agent (b)(6) tried to stop her and ask for her boarding pass. Gate agent assumed she was travelling with the other wheelchair passengers.

-Approx D14 FA sent a message via FFC letting gate agents know there was a seat dupe and trying to find out where (b)(6) seated.

-Agent (b)(6) went down to verify and this is when (b)(6) refused to provide boarding pass and ID. Claiming she threw away her boarding pass after she boarded. (b)(6) reported it to the Captain and (b)(6) still would not cooperate. Red Coat was then requested and still the same issue. (b)(6)

-OSM was then requested to handle the situation. OSM (b)(6) spoke to the passenger and she provided me her name (b)(6) (b)(6) and provided me a selfie photo of her and advised that's the identification she used to go thru TSA when asked. OSM (b)(6) decided to deplane her so we can speak to her in the gate house. While this was happening I have instructed for Red Coat to call Corporate Security as well as local police authorities & TSA and advised them of the situation.

-Few minutes later TSA and Local OPD arrived at gate 71 and started to talk to (b)(6) and they were unable to get any type of identification from her. TSA started to search their system and cameras to check if she went thru security. They were unable to verify at that time. Local OPD escorted (b)(6) out of the secure area and TSA Supervisor advised OSM (b)(6) that he will contact us once they viewed the video footages.

-Corporate Sec was still on hold and we have decided to bring back the aircraft since TSA unable to determine if (b)(6) went thru security.

-Plane returned to gate 73 and captain have made announcement on board to deplane and bring all their belongings.

-TSA Supervisor and 10 other TSA officers came to gate 73 and advised OSM (b)(6) that they will do a re-screen of the passengers for this flight. OSM cooperated with the request.

-Upon all customers deplaned and cleared the flight. OSM (b)(6) made an announcement in the gate area apologizing for the inconvenience and as a security measure we are doing another search of the aircraft to ensure the safety of our customers and crew.

-OSM (b)(6) and OSM (b)(6) were there to assist while OSM (b)(6) coordinates the search process with TSA and GOAA. We offered snacks and water while the customers wait as we complete the search process

-We also announced to have boarding passes and ID's out and TSA officers will do a re-screen as they board the aircraft. Passengers carry on bags were hand checked and passengers were patted down.

-During this time at gate 73, Airport Authority Security Supervisor showed me a video footage of gate 71 from his phone. It shows that gate agent (b)(6) was boarding a passenger in a wheelchair and behind that passenger was (b)(6) and was able to go pass thru the boarding door. It shows on the video that (b)(6) followed (b)(6) inside the jetway and that was the end of the video.

-Corp Sec will need to send a formal request to obtain a copy of the video thru (b)(6)

-We didn't witness anybody recording the situation. Passengers were calm and understanding of the situation.

I was the boarder of DL1516. One of the FA advised to talk to the lady in 15A because someone else in that seat when I was checking 2 other passengers if they were on or not.

(b)(6)

After I checked those customers were, I approached to row 15 and asked this lady in 15A to show her picture ID and BP but she showed me of a picture of her on her cell phone and she told me that she threw her BP away after she boarded and she refused to show her ID either come off from the aircraft with me so I went to see Captain in a cockpit and asked him to talk to this lady in 15A.

I'm not clear 100% but I remember approaching a customer during the pre-board and asked a customer if I scanned her BP or not. I didn't asked her ID and assumed this customer was scanned and traveling with a WCHR customer in the jet bridge. I am not a 100% if this was the lady in 15A.

(b)(6)

10/5/19

13:25

Q-What gate were you at during the time of the incident?

A-Gate 71

Q-When did you first encounter the woman sitting in 15A?

A- During pre boarding the wheelchair individuals. There were two women in that line also. I scanned the the first boarding pass, 15B & C, that was when the woman in 15A tried to go around. The woman I was scanning asked if I checked her boarding pass. I approached the woman that went around and asked if she had been scanned and she stated yes she had. That was when I assumed she was with the wheelchair passenger and then allowed her to board.

Q: When the Flight Attendant contacted you about an

(b)(6)

Corio

Q: <sup>Corio</sup> Individual in 15A, what happened?

A: I asked for a boarding pass and she showed me a phone with her picture, like a selfie, I asked for a form of government identification and she refused. She stated she had thrown away her boarding pass after it had been scanned. I then went to the Captain to see if he would speak with her. The Captain was (b)(6) He went to speak to her. She gave him her name as

(b)(6) (no document to verify name or spelling). I then

went to verify her seat and on our flight or another flight.

She was not a registered passenger. I told my supervisor

that. (Red Coat (b)(6) /// End of Statement /// (b)(6)

I, (b)(6) agreed to have Transportation Security Inspector

Irene Casey transcribe my statement starting on page one (1) and finishing on page two (2). I was not coerced in anyway.

(b)(6)

(b)(6)

(b)(6)

Transportation Security Inspector

10/5/19

(b)(6)

Transportation Security Inspector.

Witness

Started: 1355 Ended: 1425 hour

pg 2 of 2

~~SENSITIVE SECURITY INFORMATION~~

U.S. Department of Homeland Security  
9265 B Jeff Fuqua Blvd.  
Orlando, Florida 32827



**Transportation  
Security  
Administration**

**ABBREVIATED EIR**

Re: Case No. (b)(6)

**1. SUMMARY OF FINDING(S):**

**Violator:** (b)(6)

**Regulation(s) Believed Violated:** Transportation Security Regulation (TSR), Title 49 CFR §§ 1540.105(a)(1), 1540.105(a)(2) and United States Code § 46302(a)

**Supporting Facts:** Specifically, on October 5, 2019, at Orlando International Airport (MCO), Transportation Security Inspector (TSI) (b)(6) conducted an investigation of (b)(6), (b)(6). (b)(6) During the review of Closed Circuit Television (CCTV), which was enhanced by employee statements, prior to having (b)(6) person and property screened by TSA, it was discovered while at the MCO East Checkpoint (ECP) (b)(6) attempted, at various times and locations, to circumvent security procedures at the Travel Document Checker (TDC) portals, to gain unauthorized access to the Sterile Area. (b)(6) successfully circumvented the TDC security system, measure and procedure at lanes 6-7 when she navigated through two families at the TDC position and entered the checkpoint without authorization. (b)(6) also circumvented security on Airside 4, at gate 71, when she bypassed Delta Air Lines, Inc. (DALA) flight boarding agent, who initially challenged her for a boarding document, to which she gave false information that allowed her to access an aircraft without authorization, DALA Flight 1516 from MCO to Hartsfield-Jackson Atlanta Airport (ATL). In addition, (b)(6) gave a false information to DALA employees and the Orlando Police Department when she stated her name was (b)(6)

**Investigation Chronology:**

- 10/05/2019: Received employee statements and reviewed CCTV
- 10/08/2019: Received copy of CCTV from Greater Orlando Aviation Authority (GOAA) Communications Center. (b)(6) identity was validated though facial recognition per FBI and OPD. Additional statements were received.
- 10/10/2019: A further review of the CCTV revealed additional attempts to access the Sterile Area. Copy of CCTV was received from TSA MCO Incident Management Center (IMC). EIR opened. Subject Violation History was reviewed.
- 10/11/2019: Received additional statements.
- 10/16/2019: Letter of Investigation (LOI) dated October 16, 2019 mailed.
- 11/04/2019: Received Letter of Response (LOR) dated October 22, 2019.
- 11/05/2019: Received Law Enforcement (LE) reports regarding mental status.
- 11/19/2019: Received Body Cam footage from OPD.
- 12/19/2019: Mailed Warning Notice (WN).

Date of Report: December 18, 2019

Airport: MCO

TSA Inspector: (b)(6)

EIR Number: (b)(6)

*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.

**2. CASE DISPOSITION:**

In the Letter of Response dated October 22, 2019, (b)(6) stated she purchased a ticket and threw it away after boarding. Further investigation revealed (b)(6) was not scheduled or cleared to fly out of MCO to any destination. A review of the Performance and Results Information System (PARIS) violation history revealed no similar violations in the past. (b)(6) was Baker Acted and further review revealed a lengthy history of mental instability and at the time of this investigation was in a long term recovery facility. Due to the totality of the situation, it is recommended that this EIR be closed with a Warning Notice (WN).

**3. ITEM(S) OF PROOF:**

**Item(s) Attached in PARIS:** Abbreviated EIR; Inspector Statement, LOI, LOR, LE Reports, CCTV/Body cam footage, Statements and WN. CCTV disc media is in the archived investigation hard copy file.

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Date of Report: December 18, 2019  
TSA Inspector: (b)(6)

Airport: MCO  
EIR Number: (b)(6)

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U.S. Department of Homeland Security  
9265 B Jeff Fuqua Blvd.  
Orlando, Florida 32827



**Transportation  
Security  
Administration**

December 18, 2019

(b)(6)

**WARNING NOTICE**

Re: Case No.: (b)(6)

Dear

(b)(6)

The Transportation Security Administration (TSA), at Orlando International Airport (MCO), has completed an investigation into the alleged violation of Transportation Security Regulations (TSR), Title 49 Code of Federal Regulation (C.F.R.) §§ 1540.105(a)(1), 1540.105(a)(2) and United States Code § 46302(a).

Specifically, on October 5, 2019, at approximately 0830, while at the MCO East Checkpoint (ECP) Travel Document Checker (TDC) lanes 6-7, you circumvented security when you bypassed the document verification process. You then submitted yourself and your accessible property to TSA officers and cleared the screening process.

You again circumvented security procedures when you bypassed a Delta Air Lines, Inc. (DALA) Boarding Agent without a boarding document. When challenged by the Boarding Agent, you provided false information which resulted in you accessing the DALA aircraft without authorization. Additionally, you also provided false information to the Orlando Police Department officers when you were interviewed regarding the incident.

This incident may have represented a failure on your part to comply with 49 C.F.R. §§ 1540.105, which requires in part that no person may: (1) attempt to circumvent any security system, measure, or procedure. (2) Enter, or be present within a sterile area without complying with the systems, measures, or procedures being applied to control access. And, 49 United States Code § 46302(a), which in part prohibits individuals from providing false information. Violations of these regulations may be subject to a Civil Penalty of up to \$13,669.00.

In your Letter of Response (LOR) dated October 22, 2019, you indicated you purchased a ticket and threw it away after boarding. Further investigation revealed that there was no record of you being scheduled or cleared for a flight out of MCO.

In view of the circumstances surrounding this case, we have elected to send you this Warning Notice rather than seek a Civil Penalty. This Warning Notice is now a matter of record and part of your compliance history. A Warning Notice is not a formal adjudication or a legal finding of the matter and, therefore, there are no rights to appeal this Notice.

A repeat incident of this type would be an extremely serious matter and would call for a more severe sanction, which may include the assessment of a Civil Penalty.

Individuals may be disqualified from TSA PreCheck® screening because they have committed a violation of a TSA security regulation. These violations include (but are not limited to) possession of a prohibited item at a screening location. The TSA PreCheck® disqualification process is separate from this regulatory matter and is handled by a different office. Individuals with questions concerning their TSA PreCheck® status should contact the TSA Contact Center at (866) 289-9673.

Sincerely,

A handwritten signature in black ink, appearing to be 'P. Rodgers', written in a cursive style.

Paul J. Rodgers  
Acting Assistant Federal Security Director