

TSA ADHOC Query Results

MsgID: 100100902520091231
CustName: [REDACTED]
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/31/2009 12:22:59 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging as he feels its an intrusion of privacy.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 12/31/2009 12:23:31 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 12/31/2009 12:22:59 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes: Informed caller his concern would be documented forwarded to upper management.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100108935720100113
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/13/2010 7:28:18 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging. Caller stated that the machine is a violation of his rights and asked if the machine is at the SAN airport.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SAN

NTUser: [REDACTED]

ClosedDateTime: 1/13/2010 7:33:19 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: SAN San Diego, CA, USA - Lindbergh International Airport,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/13/2010 7:28:18 PM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

b6

AdditionalNotes: Denied all contact information,

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100109907220100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:27:04 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he believes that the push for the full body scan is unconstitutional, unnecessary, and a violation of citizens rights.
ResolutionSummary: Informed caller that their comments have been notated and will be forwarded to the appropriate dept. also advised caller to go to the TSA website under business opportunites and they could also email in their suggestions
ResolutionSummary_Extended: Informed caller that their comments have been notated and will be forwarded to the appropriate dept. also advised caller to go to the TSA website under business opportunites and they could also email in their suggestions,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:33:27 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:27:04 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: *caller did not want to provide call back number
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109912520100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:33:40 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated the full body scanner is unfair and unconstitutional,
ResolutionSummary: Informed caller his comments have been notated and will be forwarded to the appropriate dept. also advised caller to go to the TSA website under business opportunites and they could also email in their suggestions
ResolutionSummary_Extended: Informed caller his comments have been notated and will be forwarded to the appropriate dept. also advised caller to go to the TSA website under business opportunites and they could also email in their suggestions,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:43:56 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:33:40 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes: *caller wanted to remain anonymous
MsgSubject:
MsgBody:

66

TSA ADHOC Query Results

MsgID: 100109920720100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:39:12 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller would like to file a complaint in regards to the whole body imaging as it is a violation of consumer privacy.

ResolutionSummary: Advised caller to write a letter to the DHS and provided phone number.

ResolutionSummary_Extended: Advised caller to write a letter to the DHS and provided phone number.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:39:18 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:39:12 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

b6

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109921020100115
CustName: Mr. Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:39:46 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging, Millimeter wave or Backscatter technology., Caller stated that the TSA is evil and the machine is an invasion of privacy. Caller further stated that that the machines have not been cleared by the FDA. Caller also mentioned that anyone who works for TSA is immoral and godless.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:41:32 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date: 1/15/2010 12:40:00 AM
Contact_Date: 1/15/2010 12:39:46 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller declined to give a contact number and name.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109924520100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:42:51 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has oppositions about Whole Body Imaging, Millimeter wave or Backscatter technology. Caller stated that he opposes any body scanning machine and it is invasion and intrusive.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:42:59 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:42:51 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

b6

AdditionalNotes: Caller declined to provide a name or call back number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109930020100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:48:31 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller believes that the Whole Body Imaging scanner is an invasion of his rights.
ResolutionSummary: Also stated that his information will be notated.
ResolutionSummary_Extended: Also stated that his information will be notated.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:49:14 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:48:31 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

b6

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109935620100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:52:40 PM
FromDateTime:
Flag:
Status: CLOSED

b6

Consumer_Issue: Caller has concerns about Whole Body Imaging scanner. Caller asked about being transferred to the Civil Rights Office in regards to body scanning technology. Caller then inquired if the alternative screening is for everyone because he felt that because he and his father are Middle Eastern, that they were singled out.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Airline- Check in/Regulations,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:54:21 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:52:40 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller stated that on previous travel the screening took a long time and he missed his flight. Advised caller to arrive 2-3 hours prior to flight departure.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109935820100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: 15097735057
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:54:01 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has oppositions about Whole Body Imaging, Millimeter wave or Backscatter technology and feels as though this technology is a violation of her constitutional right.
ResolutionSummary: Advised caller that concern has been noted
ResolutionSummary_Extended: Advised caller that concern has been noted
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:54:24 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:54:01 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller declined to provide a call back number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109938520100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:57:27 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging scanner, caller believes that the scanners are an infringement of his rights.

ResolutionSummary: Also stated that his concern will be documented.

ResolutionSummary_Extended: Also stated that his concern will be documented.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:58:07 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:57:27 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109941520100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:59:37 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that the whole body imaging is interfering with Americans privacy and rights and that everyone should not be required to get half naked to fly.
ResolutionSummary: Advised caller that I would note the Issue and that it will be review by upper management.
ResolutionSummary_Extended: Advised caller that I would note the issue and that it will be review by upper management.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:00:26 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

AdditionalNotes:
MsgSubject:
MsgBody:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:59:37 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

TSA ADHOC Query Results

MsgID: 100109956020100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:14:32 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging scanner, caller believes that the scanners are an infringement of her rights.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:14:37 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:14:32 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: No name or number given. Caller thinks that TSA should find an alternative screening method.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100109956120100115
CustName: [REDACTED]
CustAdd:
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:16:12 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to express his concern with TSA using the bodyscatter. Caller feels that traveling now is a joke. Caller stated his wife travels and can not carry her knitting needles and this screening is not the American way. Caller stated that the TSA should take some hints from LL and see how to run their security. Caller stated that he doesn't want his wife and children genitals viewed by the traveling public. Caller further stated that Napiltiano should not have the job in Homeland Security and that TSA should run security as if it was their own family.
ResolutionSummary: Advised caller that I would note his concern.
ResolutionSummary_Extended: Advised caller that I would note his concern.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:17:11 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:16:12 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller did not wish to provide a contact number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109963220100115
CustName: [REDACTED]
CustAdd:
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:21:29 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated the machine is a violation of her rights,
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Civil Rights- Perceived Discrimination ,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:21:34 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:21:29 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Refused to leave call back number. Caller also asked for the number to civil rights.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109967120100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:26:25 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller is upset and feels that TSA should not employ full body scanner and that it is unconstitutional
ResolutionSummary: Informed caller that their suggestions have been notated
ResolutionSummary_Extended: Informed caller that their suggestions have been notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:29:50 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

66

Airline:
Incident_Date: 1/15/2010 1:28:00 PM
Contact_Date: 1/15/2010 1:26:25 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109967720100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:26:56 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to express his concern with using the body imaging screens. He feels it is sick and preverted.
ResolutionSummary: Advised caller that I would note his complaint.
ResolutionSummary_Extended: Advised caller that I would note his complaint. Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:27:45 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:26:56 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller did not wish to provide a contact number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109990520100115

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 1:40:09 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller has concerns and complaints about Whole Body Imaging, Millimeter wave or Backscatter technology in regards to the fact that he feels as though it is a violation of his civil liberty.

ResolutionSummary: Advised caller that his concern has been notated. Also advised caller that he can express his concern on TSA blog at TSA.gov.

ResolutionSummary_Extended: Advised caller that his concern has been notated. Also advised caller that he can express his concern on TSA blog at TSA.gov.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/15/2010 1:40:25 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/15/2010 1:40:09 PM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID: [REDACTED]

AdditionalNotes:

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100109993120100115
CustName: [REDACTED]
CustAdd:
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:42:51 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to express her concern for TSA implementing the body scan. Caller stated that the machine is a disgusting violation of the civil liberties and privacy.

ResolutionSummary: Advised caller that I would note her complaint.

ResolutionSummary_Extended: Advised caller that I would note her complaint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:43:38 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:42:51 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller declined to provide call back number

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100110017420100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:16:23 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he disapproves of the whole body imaging because it is a invasion of privacy.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:16:41 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 2:16:23 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110026120100115
CustName: [REDACTED]
CustAdd: USA
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:25:50 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging he stated he is not for someone seeing his or his children body parts.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:26:14 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 2:25:50 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110035420100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

bp

HoldDateTime:
ProcessedDateTime:
TalsmaDateTime: 1/15/2010 2:34:45 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller believes that body scanners are an invasion/Abuse of passengers privacy.
ResolutionSummary: Advised caller that information will be forwarded to the appropiate department.
ResolutionSummary_Extended: Advised caller that information will be forwarded to the appropiate department.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:38:49 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bl

Airline:
Incident_Date:
Contact_Date: 1/15/2010 2:34:45 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: caller did not want to provide call back number
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110048820100115

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 2:48:18 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller stated that she is concerned about the whole body imaging and she feels like a hostage in her country and that it is a lost of her rights..

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint and also advised that I would note the issue.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint and also advised that I would note the issue.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/15/2010 2:48:37 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

AdditionalNotes:

MsgSubject:

MsgBody:

Airline:

Incident_Date:

Contact_Date: 1/15/2010 2:48:18 PM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID: [REDACTED]

TSA ADHOC Query Results

MsgID: 100110089320100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 3:23:44 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging as it in an invasion of her privacy. Caller statd that the new security measurs is for a bunch of peepoing toms.

ResolutionSummary: Caller complained then hung up.

ResolutionSummary_Extended: Caller complained then hung up.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 3:24:04 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 3:23:44 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller did not leave her name or her callback number.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110097920100115
CustName: Mike Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

bl

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 3:35:03 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging. Caller stated that scanning someones grandmom or child naked isn't going to make screening safer.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 3:35:44 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bl

Airline:
Incident_Date:
Contact_Date: 1/15/2010 3:35:03 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller did not wish to provide any contact information.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110100520100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 3:40:10 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller is appauled by the body imaging machines and the privacy behind the body imaging machines.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: 
ClosedDateTime: 1/15/2010 3:42:59 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 3:40:10 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: 

AdditionalNotes: Caller did not provide contact information.
MsgSubject:
MsgBody:

66

TSA ADHOC Query Results

MsgID: 100110101920100115

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

b6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 3:41:58 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller feels that the body imaging machines are unconstitutional

ResolutionSummary: Informed caller that their suggestions have been notated

ResolutionSummary_Extended: Informed caller that their suggestions have been notated

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/15/2010 3:44:03 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

b6

Airline:

Incident_Date: 1/15/2010 3:43:00 PM

Contact_Date: 1/15/2010 3:41:58 PM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID: [REDACTED]

AdditionalNotes:

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100110157920100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 4:40:08 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging and would like to file a complaint towards TSA using this method.
Caller stated that the whole body scanners are intrusive and ridiculous.
ResolutionSummary: Advised caller that I would note her complaint.
ResolutionSummary_Extended: Advised caller that I would note her complaint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 4:40:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 4:40:08 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110165720100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: 7858325386
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 4:49:24 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging, Millimeter wave or Backscatter technology. Caller stated that he wanted to be added to the list for people that are opposed to the naked scanning machine.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 4:50:44 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 4:49:24 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110171320100115

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 4:54:52 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging scanner, she believes that it is an infringement of her rights.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/15/2010 4:55:23 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/15/2010 4:54:52 PM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID: [REDACTED]

AdditionalNotes: No number given.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100110192120100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 5:29:59 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller did not feel the whole body imaging machines are needed at the airports and does not like the person who is in another room viewing the picture.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 5:30:04 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 5:29:59 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Refused to leave call back number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110198020100115

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 5:41:37 PM

FromDateTime:

Flag:

Status: CLOSED

b6

Consumer_Issue: Caller feels the whole body imaging machine is an invasion to her constitutional rights.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: DEN

NTUser: [REDACTED]

ClosedDateTime: 1/15/2010 5:42:04 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: DEN Denver, CO, USA - Denver International,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/15/2010 5:41:37 PM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID: [REDACTED]

b6

AdditionalNotes: Caller did not wish to provide a contact number.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100110215620100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 5:55:07 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated the full body scanners are unhealthy, unconstitutional and intrusive,
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 6:04:22 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 5:55:07 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110224720100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 6:15:49 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller feels as though the whole body imaging machines are offensive.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 6:16:30 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 6:15:49 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110241220100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 6:45:46 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that TSA does not need to see his wife and kids naked and it is very unconstitutional,
ResolutionSummary: Advised caller that comments will be forwarded to the apporiate department
ResolutionSummary_Extended: Advised caller that comments will be forwarded to the apporiate department
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 7:16:20 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 6:45:46 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110244820100115

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 6:52:21 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller has wanted to complain about Whole Body Imaging, Millimeter wave or Backscatter technology and is opposed to it because he feels as though its a violation of civil liberty.

ResolutionSummary: Advised caller that his concern has been notated.

ResolutionSummary_Extended: Advised caller that his concern has been notated.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/15/2010 6:52:26 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

AdditionalNotes:

MsgSubject:

MsgBody:

Airline:

Incident_Date:

Contact_Date: 1/15/2010 6:52:21 PM

Type: TELEPHONE

Interaction Type: COMPLAINT

CallID: [REDACTED]

TSA ADHOC Query Results

MsgID: 100110258520100115

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress:

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 7:24:27 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller stated the war on terror is a joke and the naked body scanner is invasive,
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: DTW

NTUser: [REDACTED]

ClosedDateTime: 1/15/2010 7:24:46 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: DTW Detroit, MI, USA - Detroit Metropolitan Airport,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/15/2010 7:24:27 PM

Type: TELEPHONE

Interaction Type: COMPLAINT

CallID: [REDACTED]

AdditionalNotes: Caller declined phone number.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100110982620100118

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:54:40 AM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller said that she is concerned about the new whole body imaging and she is against the use of the screens.

Caller said that persons are too perverted and she thinks that it violates people's rights and civil liberties.

ResolutionSummary: Informed called that her concerns were noted and thanked caller for calling.

ResolutionSummary_Extended: Informed called that her concerns were noted and thanked caller for calling.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/18/2010 7:55:44 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/18/2010 7:54:40 AM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

AdditionalNotes:

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100111173020100118
CustName: Ms. Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 1:33:49 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that the technologies are negative for women.
ResolutionSummary: Informed caller that their suggestions have been notated and will be forwarded to the appropriate dept. also advised caller to go to the TSA website under business opportunites and they could also email in their suggestions.
ResolutionSummary_Extended: Informed caller that their suggestions have been notated and will be forwarded to the appropriate dept. also advised caller to go to the TSA website under business opportunites and they could also email in their suggestions.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:
NTUser: 
ClosedDateTime: 1/18/2010 1:39:37 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date: 1/18/2010 1:33:00 PM
Contact_Date: 1/18/2010 1:33:49 PM
Type: TELEPHONE
Interaction Type: COMPLAINT
CallID: 

AdditionalNotes: Caller declined to give her name or phone number. Caller feel that she is intimidated, and does not want to put the suggestions on the TSA website if she cannot be anonymous.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100111238220100118

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 3:08:49 PM

FromDateTime:

Flag:

Status: CLOSED

b6

Consumer_Issue: Caller feels as though the whole body imaging is a violation of her constitutional right.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/18/2010 3:09:40 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

AdditionalNotes:

MsgSubject:

MsgBody:

Airline:

Incident_Date:

Contact_Date: 1/18/2010 3:08:49 PM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID: [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 100111369820100118

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 6:42:31 PM

FromDateTime:

Flag:

Status: CLOSED

b6

Consumer_Issue: Caller stated she wants to let TSA know how disgusted she is with the advanced imaging technology that invade people privacy.

ResolutionSummary: Caller was placed on hold and she disconnected.

ResolutionSummary_Extended: Caller was placed on hold and she disconnected.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/18/2010 7:00:55 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/18/2010 6:42:31 PM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

b6

AdditionalNotes: No callback number.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100111534920100119
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/19/2010 10:17:42 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he does not think that the body scanners should be used and that the government should let the airlines be responsible for their own security. He also stated that there should be more respect for the second amendment and the body scanners are an invasion of privacy.

ResolutionSummary: Thanked caller for his comments and concerns and advised they will be reviewed by management.

ResolutionSummary_Extended: Thanked caller for his comments and concerns and advised they will be reviewed by management.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/19/2010 10:21:02 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/19/2010 10:17:42 AM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

b6

AdditionalNotes: Caller did not provide contact information.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100111536020100119

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress:

Telephone: [REDACTED]

Fax:

b6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 10:19:39 AM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller would not like his wife to go through the Whole Body Imaging since her bag will be detected.

ResolutionSummary: Advised caller to have his wife discreetly request a private screening, inform screener of her external bag, and where it's located, also present Dr.'s note if one is available.

ResolutionSummary_Extended: Advised caller to have his wife discreetly request a private screening, inform screener of her external bag, and where it's located, also present Dr.'s note if one is available.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Persons w/ Disabilities (PWD)- Metal Implants, Secondary Screening - General,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 10:39:55 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

b6

Airline:

Incident_Date: 1/19/2010 10:19:00 AM

Contact_Date: 1/19/2010 10:19:39 AM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

AdditionalNotes: Caller stated that his wife had an Iliostomy bag for fluids which is surgically attached to her body from the outside. Caller is concerned about the embarrassment this may cause at the checkpoint, since they will be traveling with friends. Caller inquired whether he can go with his wife for the private screening and if it is located in the same area, and if there are female screeners available. Informed caller that he can go with his wife, the screening will be done close to the area, and female screeners are available.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 300112116520090720

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TallsmaDateTime: 7/20/2009 3:25:26 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller does not want to go through the machine if it can see through his clothing.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: TPA

NTUser: [REDACTED]

ClosedDateTime: 7/20/2009 3:31:28 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: TPA Tampa, FL, USA - Tampa International,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 7/20/2009 3:25:26 PM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes: Call was answered line was placed on hold. Caller is flying out of TPA

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 300125156120090810
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 8/10/2009 4:57:32 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wants to file a complaint about the digital strip search technologies.
ResolutionSummary: Told caller that he has the option to go through a different screening. Also told caller I would send a message out to the CSM at SFO to notify them of this incident.
ResolutionSummary_Extended: Told caller that he has the option to go through a different screening. Also told caller I would send a message out to the CSM at SFO to notify them of this incident.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SFO
NTUser: [REDACTED]
ClosedDateTime: 8/10/2009 5:15:30 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
CSM_Flight: Not Applicable
CSM_Terminal_Gate: Not Applicable
CSM_Check_In_Incident_Date_Time: 8/9/2009 2:00:00 AM

Airline:
Incident_Date: 8/9/2009 2:00:00 AM
Contact_Date: 8/10/2009 4:57:32 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]
CSM_Baggage_Carryon_Or_Checked: CARRY ON
CSM_Baggage_Tag_Number: Not Applicable

CSM_Description: Caller stated that he doesn't think that TSA should have the right to expose his naked body to be able to board the plane with the Whole Body Imaging/Millimeter Wave detector. He stated that when he requested for an alternative screening the TSA screeners interrogated and laughed at him. He wanted to notify someone of this incident and he also wanted someone to contact him back. He didn't want to leave his name but he can be reached at [REDACTED].

Return_Comment:
Airport_Extended: SFO San Francisco, CA, USA - San Francisco Intl Airport,
Airline_Extended:

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300177741720090518
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/18/2009 4:22:50 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wants to know if she will have to go through the whole body imaging when traveling through SFO.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, TSA Intranet/Internet Inquiries,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 5/18/2009 4:24:00 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date: 5/18/2009 4:21:00 PM
Contact_Date: 5/18/2009 4:22:50 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Caller said that the imaging looks pornographic. Caller said that she would not travel if it was mandatory.
Caller asked where the information can be found on the website about the subject, walked caller through the website to find the information.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 450110
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 4/17/2009 12:37:03 PM
FromDate: 4/17/2009 12:02:19 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: ABQ
NTUser: [REDACTED]
ClosedDateTime: 4/18/2009 5:57:01 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: ABQ Albuquerque, NM, USA - Albuquerque International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date:
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----
----- Remote Client IP: [REDACTED] Date Time: 4/17/2009

b2

12:02:19 AM -----

b6

Name: [REDACTED] Email: [REDACTED].com Complaints: Inappropriate Screening/Pat Down Screening Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): ABQ Comments: It is not consistent with human dignity to force air travelers to expose their breasts and genitals for the inspection of a minimally trained, anonymous TSA employee locked in a back room. Transmitting images of naked children seems especially problematic. (I am justified in presuming that any random TSA employee is a disgusting pervert on the same grounds that the TSA is justified in presuming that any random traveler is a dangerous terrorist.) If there is some reason for secondary screening in particular cases, some people may prefer the mm wave

TSA ADHOC Query Results

scanners to a pat-down search. That the TSA can now offer that option is laudable. But randomly selecting a significant fraction of passengers for this invasive screening -- without adequately informing them of the extent of the invasion, the qualifications of the person who will be viewing their naked body, or the handling of the digitized images of their body -- goes well beyond what can be justified in the balance of personal privacy against community safety

TSA ADHOC Query Results

MsgID: 450868

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED].com

Telephone:

Fax:

b6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 4/19/2009 12:30:00 PM

FromDate: 4/18/2009 11:44:25 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: TCC COMMENT REPLY

ResolutionSummary_Extended: TCC COMMENT REPLY,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 4/21/2009 11:58:03 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

b6

Airline:

Incident_Date:

Contact_Date:

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Security Issues

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

----- Remote Client IP: [REDACTED] Date Time: 4/18/2009

b2

11:44:25 PM

Security IssuesAll Other Security Issues Name [REDACTED] Email: [REDACTED].com Message:I read in the paper that the Transportation Security Administration plans to replace walk-through metal detectors with whole-body imaging machines. I am very opposed to this invasion of personal privacy and am concerned about any additional x-ray exposure, no matter how small. Even if the viewer is located elsewhere, faces can still be recorded and the images abused. This is an inappropriate invasion of privacy, a bad idea that needs nixed before it goes too far. Don't spend the taxpayers money on this

b6

TSA ADHOC Query Results

MsgID: 450972
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 4/20/2009 12:41:50 PM
FromDateTime: 4/17/2009 3:37:03 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 4/27/2009 1:55:54 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date:
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Merged 2 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

MsgSubject: FW: Body Scan

b6

MsgBody: _____ From: [REDACTED] com [mailto:[REDACTED] com] Sent: Thursday, April 16, 2009 4:53 PM To: OCR-externalcompliance, tsa Subject: Body Scan I fly frequently and STRONGLY object to your plan to put in a body scanner. It is absolutely an invasion of privacy. [REDACTED] Great <http://[REDACTED] redir =http:[REDACTED].net%2Fclk%3B213969145%3B35701480%3Bh> deals on Dell's most popular laptops - Starting at \$479

TSA ADHOC Query Results

MsgID: 451939
CustName: I invoke the 5th
CustAdd:
EmailAddress: [redacted]hotmail.org
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 4/21/2009 12:35:23 PM
FromDate: 4/21/2009 9:53:17 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE, ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [redacted]
ClosedDateTime: 4/27/2009 11:25:09 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date:
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Merged 2 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

MsgSubject: FW: TSA Contact Us: Complaints

MsgBody: For your information. From: [redacted] [mailto:[redacted]hotmail.org] Sent: Monday, April 20, 2009 7:49 PM To: CivilRights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

b2

----- Remote Client IP: [redacted] Date Time: 4/20/2009 7:48:48 PM -----

Name: I invoke the 5th Email: [redacted]hotmail.org Complaints: Civil Rights Flight Info

b6

(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: The decision to use the back skater x-ray machine is an extreme VIOLATION of my 4th Amendment which protects me from UNREASONABLE search IS ILLEGAL & UNCONSTITUTIONAL! Thank God For the 2nd Amendment which allows me to protect me from you

TSA ADHOC Query Results

MsgID: 465454
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalsmaDateTime: 5/18/2009 7:51:18 PM
FromDate: 5/18/2009 11:40:37 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 5/21/2009 3:30:22 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/21/2009 3:30:00 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

----- Remote Client IP: [REDACTED] Date Time: 5/18/2009

b2

11:40:37 AM

Name: [REDACTED] Email: [REDACTED]@gmail.com Complaints:Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:I'm writing to express my deep concern about the use of "body scanners" at security checks in airports. These machines present a severe violation of passenger rights and privacy and I hope that they will never become a primary screening device. Being required to pass through one of these screeners would force me to stop flying. I'm outraged that the TSA would even consider their use

b6

TSA ADHOC Query Results

MsgID: 465545
CustName: [REDACTED]
CustAdd:
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime: 5/21/2009 5:39:19 PM
ProcessedDateTime:
TalismaDateTime: 5/18/2009 7:52:27 PM
FromDate: 5/18/2009 12:48:36 PM
Flag:
Status: ONHOLD

Consumer_Issue: ISSUE,
ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only
ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: TPA
NTUser: [REDACTED]
ClosedDateTime:
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:

b6

Airline: American Airlines ^a
Incident_Date: 4/12/2009 6:15:00 AM
Contact_Date: 5/21/2009 5:36:26 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

Airport_Extended: TPA Tampa, FL, USA - Tampa International, DFW Dallas/Ft Worth, TX, USA - Dallas Ft Worth International,
Airline_Extended: American Airlines ^a,

AdditionalNotes:

MsgSubject: FW: TSA Contact Us: Complaints
MsgBody: For your information. _____ From: [REDACTED] com [mailto:[REDACTED] com] Sent: Monday, May 18, 2009 12:08 PM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US ----- Remote

b2

Client IP: [REDACTED] Date Time: 5/18/2009 12:07:50 PM _____ Name: [REDACTED] Email: [REDACTED] com Complaints:

Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I believe my rights were violated when recently I had a body scan at the Tampa Airport without knowing what was going on. Recently having knee replacement surgery advised the officer I had a knee replacement - was told to go in this machine and spread - was not told that this machine would do a full body scan and violate my right to privacy. Did not know what I went thru until today when I read the article on line

TSA ADHOC Query Results

and was informed that I could have refused this procedure. I am so angry that I was taken advantage-of and my civil rights violated. This was on 4/12/2009 at the Tampa Airport. Why was I subject to this when a simple wanding would have sufficed plus I was put thru a pat down which again was completely unecessary. THIS WAS AT THE AMERICAN AIRLINES TERMINAL FLIGHT WAS ON AA FROM TPA TO DFW AT 615 AM. Comments: I WANT ANSWERS AND I WANT THEM NOW

TSA ADHOC Query Results

MsgID: 465689
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@earthlink.net
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/18/2009 7:54:17 PM
FromDate: 5/18/2009 2:58:20 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: No Response Needed
ResolutionSummary_Extended: No Response Needed,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 5/21/2009 5:45:08 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/21/2009 5:43:36 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: No response needed was selected because consumer only wrote in to express his dislike for the full body scanner. No questions were asked. No action is needed from the tcc.

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----

Remote Client IP: [REDACTED] Date Time: 5/18/2009

b2

2:58:20 PM -----

Name: [REDACTED] Email: [REDACTED]@earthlink.net Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: I don't like the idea of full body scans. It reminds me of bad porn. I don't care what some people say about the images being blurry. I saw a scan, and I can see everything

b6

TSA ADHOC Query Results

MsgID: 465804
CustName: [REDACTED] Unknown
CustAdd:
EmailAddress: [REDACTED] yahoo.com
Telephone:
Fax:

b6

HoldDateTime: 5/21/2009 7:21:05 PM
ProcessedDateTime:
TalismaDateTime: 5/19/2009 1:37:11 PM
FromDateTime: 5/18/2009 4:53:40 PM
Flag: R
Status: ONHOLD

Consumer_Issue: ISSUE,
ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only
ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime:
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/21/2009 7:20:19 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: FW: TSA Contact Us: Complaints
MsgBody: For your information. _____ From: [REDACTED] [mailto:[REDACTED]@yahoo.com] Sent: Monday, May 18, 2009 4:42 PM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US
----- Remote Client IP:

102

----- Date Time: 5/18/2009 4:42:23 PM -----
----- Name: [REDACTED] Email: [REDACTED]@yahoo.com Complaints: Civil Rights Flight Info (If

b6

applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): N/A Comments: I understand the reason for airport security. Your new measure that you are trying to put in our airports is a direct conflict with the people's rights. Taking photos of people naked through an x-ray machine is not freedom and it doesn't make me feel anymore secure about flying. Here's the only way I can put it: Those who would give up essential liberty to purchase a little temporary safety deserve neither liberty nor

TSA ADHOC Query Results

safety..... Benjamin Franklin Thank you for your time, [REDACTED]

66

TSA ADHOC Query Results

MsgID: 466557
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].COM
Telephone: [REDACTED]
Fax:

b6

HoldDateTime: 5/23/2009 5:00:11 PM
ProcessedDateTime:
TalismaDateTime: 5/20/2009 1:19:35 PM
FromDateTime: 5/19/2009 4:08:23 PM
Flag:
Status: ONHOLD

Consumer_Issue: ISSUE,
ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only
ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: TPA
NTUser: [REDACTED]
ClosedDateTime:
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: TPA Tampa, FL, USA - Tampa International, DAY Dayton, OH, USA - James M Cox Dayton International,
Airline_Extended: AirTran Airways,

b6

Airline: AirTran Airways
Incident_Date:
Contact_Date: 5/23/2009 4:58:43 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----
----- Remote Client IP: [REDACTED] Date Time: 5/19/2009
4:08:23 PM -----

b2

b6

Name: [REDACTED] Email: [REDACTED].COM Complaints:Inappropriate Screening/Pat Down Screening Flight Info (If applicable.
Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Mid February, flight from Tampa to Dayton, Ohio via AirTran Comments:After
seeing an article on AOL, I was absolutely horrified to see the "Whole-body Imaging" Scanning machine that was used on my 70
year old mother and myself. We were NOT told that this imaging shows the naked body. This was a clear form of deception by your
security staff. Going through security should not entail showing our naked bodies to strangers!! I feel that our rights have
been violated. What happened to the professionalism of your staff?

TSA ADHOC Query Results

MsgID: 466576
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED] com
Telephone:
Fax:

b6

HoldDateTime: 5/23/2009 5:53:57 PM
ProcessedDateTime:
TalismaDateTime: 5/20/2009 1:19:50 PM
FromDateTime: 5/19/2009 4:29:15 PM
Flag:
Status: ONHOLD

Consumer_Issue: ISSUE,
ResolutionSummary: No Response Needed
ResolutionSummary_Extended: No Response Needed,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime:
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b7c

Airline:
Incident_Date:
Contact_Date: 5/23/2009 5:53:21 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Security Issues

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----
----- Remote Client IP: [REDACTED] Date Time: 5/19/2009
4:29:15 PM ----- Security

b2

IssuesAll Other Security Issues Name: [REDACTED] Email: [REDACTED]@yahoo.com Message: I want to formally state that I believe your use of whole body scanners is a major violation of our 4th Admendment rights and will no longer use airlines to travel. This is way too much and, by the way, this IS NOT Nazi Germany - or is it??? As for not allowing weapons on airplanes - don't you think that, if every passenger were carrying on 9-11 the hijackers would have had second thoughts about hijacking the planes with box cutters? After all, an armed society is a polite society. So, I will contribute to the airlines going broke by no longer patronizing them

TSA ADHOC Query Results

MsgID: 469724
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]earthlink.net
Telephone:
Fax:

b6

HoldDateTime: 6/1/2009 4:12:42 PM
ProcessedDateTime:
TalismaDateTime: 5/26/2009 7:23:30 PM
FromDateTime: 5/26/2009 10:38:43 AM
Flag:
Status: ONHOLD

Consumer_Issue: ISSUE,
ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only
ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime:
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 6/1/2009 4:11:58 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: FW: TSA Contact Us: Complaints
MsgBody: For your information. _____ From: [REDACTED]earthlink.net [mailto:[REDACTED]earthlink.net] Sent: Saturday, May 23, 2009 9:54 PM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

----- Remote Client IP: [REDACTED]

b2 [REDACTED] Date Time: 5/23/2009 9:53:32 PM -----
Name: [REDACTED] Email: [REDACTED]earthlink.net Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: Hello: I would like to complain, in the strongest of terms, about the use of "whole body scanners." This is a clear invasion of privacy and violation of my civil rights -- to be evaluated so invasively without cause, especially! Americans have rights against unreasonable search and seizure and require just cause. You cannot violate my rights -- protected by the Bill of Rights -- because of the possibility that someone,

b6

TSA ADHOC Query Results

somewhere, might be a terrorist. I am not opposed to the scanners being used as an alternative to pat-downs (passengers must have the right to choose), but only after standard screening measures have been exhausted. I imagine that I am just one of many Americans who find this technology offensive enough that its use as first-line screening would alter my travel plans to avoid air travel (at least through affected airports) whenever possible. [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 474706
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED] verizon.net
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 6/4/2009 12:32:07 PM
FromDateTime: 6/3/2009 6:40:08 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: IND
NTUser: [REDACTED]
ClosedDateTime: 6/7/2009 5:09:41 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: IND Indianapolis, IN, USA - Indianapolis International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 6/7/2009 5:08:07 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Fwd'd email to the CSQIM at IND. [REDACTED]@dhs.gov

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----
----- Remote Client IP: [REDACTED] Date Time: 6/3/2009
6:40:08 PM -----

b6

Name: [REDACTED] Email: [REDACTED] verizon.net Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): It was May 24th (Sunday) in the Indianapolis airport. 5PM flight to Chicago. Comments: I was picked to go through the new body scanner machine and I felt that this was an invasion of my privacy and I felt violated at the time. When I looked around I saw that there were only women that were "told" to go through this machine, there were no men. I would have refused but didn't realize that I could until I read up on this scanner . I think that this machine is unnecessary and I resent the fact that there are men looking at these images of a woman's body

TSA ADHOC Query Results

MsgID: 489321

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED]@juno.com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 6/30/2009 1:50:09 PM

FromDate: 6/30/2009 8:47:37 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: TCC COMMENT REPLY

ResolutionSummary_Extended: TCC COMMENT REPLY,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SLC

NTUser: [REDACTED]

ClosedDateTime: 7/1/2009 1:47:56 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: SLC Salt Lake City, UT, USA - Salt Lake City International Arpt,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 7/1/2009 1:43:15 PM

Type: EMAIL -

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----
Remote Client IP: [REDACTED] Date Time: 6/30/2009

8:47:37 AM -----

Name: [REDACTED] Email: [REDACTED]@juno.com Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: I fly out of the SLC International airport on a regular basis. I have seen the full body scanner in operation and I don't like what I see. I feel that this is an invasion of privacy that is unacceptable to me. I fly about 50 flights a year, but I could choose another mode of transportation. If the full body scanner is implemented fully and all passengers are required to use the device, I will stop flying on the airlines. It is a matter of principle. I think that a profile of passengers could be kept on file and even associated with a video image that would allow TSA personnel

TSA ADHOC Query Results

to have a majority of passengers allowed through without invasive screening. So many passengers are delayed or inconvenienced by the full body scanner. Those that go through the full body scanner have to remove additional items of clothing or items from their pockets etc. and it slows the process even more. Most states allow concealed carry permits after a background check. Why not have background checks done on regular passengers and use video identification Technology to screen them. It would be much faster and provide a comparable level of safety. I will simply stop flying if full body scanning is implemented fully at any airport that I use. I now provide about \$24,000 in revenue to the airlines and airports, that revenue will be lost

TSA ADHOC Query Results

MsgID: 505257
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]att.net
Telephone: [REDACTED]
Fax:

HoldDateTime: 8/3/2009 4:14:41 PM
ProcessedDateTime:
TalismaDateTime: 7/31/2009 7:09:10 PM
FromDate: 7/31/2009 1:04:00 PM
Flag:
Status: CLOSED

b6

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, How to ask for Private Screening,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 8/5/2009 10:15:39 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended: BWIA International,

Airline: BWIA International
Incident_Date: 6/30/2009 4:12:00 PM
Contact_Date: 8/3/2009 4:01:38 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

b6

AdditionalNotes: Merged 2 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtml> -----

Remote Client IP: [REDACTED] Date

b2

Time: 7/31/2009 1:04:00 PM -----

Name: [REDACTED] Email: [REDACTED]att.net Complaints:Inappropriate Screening/Pat Down Screening Flight

Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):All airports with microwave screening equipment

Comments:I support the work TSA does protecting our airspace. However, I believe the microwave scanner should never be used..I was asked/forced into this unit at BWI airport on 6/30/09. I felt my privacy was violated. I believe this represents an "unreasonable search and seizure" of information (no one needs to see that much of the human anatomy). I also believe this represents an unreasonable health risk since I was exposed to microwave energy sufficiently strong to see internal structures.

TSA ADHOC Query Results

There are other ways to protect the US's airspace without using this unreasonable device. The next time I am asked to enter a microwave scanner I will refuse. Please provide me with information about other screening options that are available, so I can inform the TSA personnel of my choice. Please discontinue the use of microwave scanners. I have no objection to the puffer/sniffer equipment. Sincerely, [REDACTED] P.S. For profiling information I have 23 years of U.S. Government service and hold a GS-15 supervisory research position

bl

TSA ADHOC Query Results

MsgID: 510505
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime: 8/12/2009 2:32:29 PM
ProcessedDateTime:
TalismaDateTime: 8/11/2009 1:42:20 PM
FromDate: 8/10/2009 10:00:19 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SFO
NTUser: [REDACTED]
ClosedDateTime: 8/13/2009 5:15:32 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: SFO San Francisco, CA, USA - San Francisco Intl Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 8/12/2009 2:25:23 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: [REDACTED] Date Time:

b2

8/10/2009 10:00:19 PM

b6

Name [REDACTED] Email: [REDACTED]@gmail.com Complaints: Inconsistent Screening (Different Practices between Airports) Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SFO International A gates
Comments: I am outraged and angry that what was supposed to be a "pilot" for the millimeter scan machines has now become MANDATORY at SFO. I have transited through the International A boarding area several times over the past few months and TSA has shut down all lanes other than the scanner. I will not submit to such an intrusion in my privacy, and I will start a letter writing campaign to my representatives in Congress if this policy is allowed to continue

TSA ADHOC Query Results

MsgID: 514264
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 8/18/2009 12:50:37 PM
FromDate: 8/18/2009 8:59:17 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: ROC
NTUser: [REDACTED]
ClosedDateTime: 8/19/2009 12:57:06 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: ROC Rochester, NY, USA - Monroe County Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 8/19/2009 12:55:47 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: [REDACTED] Date Time:

2

8/18/2009 8:59:17 AM

Name: [REDACTED] Email: [REDACTED]gmail.com Complaints: My Complaint is Not Listed Here Flight

Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Rochester, NY Comments: I strongly object to the use of whole body scanners and the alternative physical pat down by TSA employees. I feel both are over the top steps that don't speed up the process and involve major privacy issues. I fly every week and feel this is way too much

b6

TSA ADHOC Query Results

MsgID: 528167
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]wellsfargo.com
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 9/16/2009 11:55:57 AM
FromDate: 9/15/2009 6:38:25 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: BUR
NTUser: [REDACTED]
ClosedDateTime: 9/16/2009 2:38:32 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BUR Burbank, CA, USA - Burbank Glendale Pasadena Airport,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 9/16/2009 2:36:10 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: BCC BUR CSQIM [REDACTED] at [REDACTED]@dhs.gov.

MsgSubject: SCREENING PROCESS

MsgBody: I was at the Burbank Airport and the TSA guard sent my wife and I thought the new X-Ray machine. My wife and I were not happy, her more- so. We felt a privacy issue had been crossed. It funny that I would feel this way, but I did. Having a person look at my wife and me in an intimate way.?????????. I might be wrong but, I was told that the new X-ray machine is voluntary for now. If it is, the TSA guard did not give us a choice. Thank [REDACTED]

TSA ADHOC Query Results

MsgID: 545396
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@aol.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 10/22/2009 8:39:47 PM
FromDate: 10/22/2009 6:10:18 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 10/25/2009 3:47:24 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International, ORD Chicago, IL, USA - O'hare International Airport,
Airline_Extended: United Airlines a,

b6

Airline: United Airlines a
Incident_Date:
Contact_Date: 10/25/2009 3:46:21 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: need some feedback

MsgBody: Yesterday, 10/21/09 I flew from Baltimore to Chicago, via United Airlines. I am 70 years old and travelled with my son and two other female companions. At security (BWI) we all did everything we were told, on United's website and TSA website.. I packed liquids appropriately for carry on, put electronics in check in, etc etc. Also removed shoes and jewelry at security. After I (am 70 years old and often confused about things) went thru the metal detector...with apparently no problems, I proceeded to collect my belongings on the conveyor belt..but was stopped by a large black male ordering me to step into a cubicle... which I had no idea for what... my son and travelling companions had no idea either.... I did what I was told... and only this morning found out what I was subjected to!!!!!!!!!!!!!!!!!!!!!!!!!!!! I was never told why I had to do this,,, had no idea of what was being done... and no one else in my party did either..... I had on basically the same clothing I wore in Chicago from O hare field to baltimore.... nothing at all different... and no mention was ever made that I failed to pass the

TSA ADHOC Query Results

b2

metal detector!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! What went on???? I think I should call a lawyer???? [REDACTED] Ps... I consider this a definite invasion of privacy!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

TSA ADHOC Query Results

MsgID: 546462
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@yahoo.com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 10/26/2009 11:44:57 AM
FromDateTime: 10/25/2009 9:00:57 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Screening-Millimeter Wave Portal
ResolutionSummary_Extended: Screening-Millimeter Wave Portal,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Inappropriate Screening- Pat Down-Complaint,

Airport: SFO
NTUser: [REDACTED]
ClosedDateTime: 10/27/2009 1:45:54 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: SFO San Francisco, CA, USA - San Francisco Intl Airport,
Airline_Extended: jetBlue Airways,

Airline: jetBlue Airways
Incident_Date:
Contact_Date: 10/27/2009 1:44:53 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

Time: 10/25/2009 9:00:57 PM ----- Remote Client IP: [REDACTED] Date

Name: [REDACTED] Email: [REDACTED]@yahoo.com Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue 638 SFO Oct 23, 2009
Comments: The use of the Millimeter Wave Passenger Imaging Technology is unacceptable. The images taken are far too explicit. My family and I were traveling Friday night, and saw the explicit details of the image on the sign, and decided to opt-out. My family and I were then subjected to a punitive pat-down search (they went over me three times) that would have been considered sexual assault in any other context. I travel extensively and have no problem with a reasonable search. In any other airport the

TSA ADHOC Query Results

metal detector would have been sufficient, but it seemed to be turned off. Wanding is used everywhere else for secondary search, but were not used at SFO (there were a box of wands sitting on the floor). Instead, we were subjected to extensive pat-down searches. Please (1) ban the use of the Millimeter Wave Passenger Imaging Technology and (2) keep the pat-down searches away from sexual assault

TSA ADHOC Query Results

MsgID: 548146
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED] yahoo.com
Telephone:
Fax:

HoldDateTime: 10/30/2009 11:06:48 AM
ProcessedDateTime:
TalismaDateTime: 10/29/2009 12:28:22 PM
FromDate: 10/28/2009 8:09:52 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: Fwd to Appropriate Office Response
ResolutionSummary_Extended: Fwd to Appropriate Office Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: SFO
NTUser: [REDACTED]
ClosedDateTime: 1/5/2010 7:02:18 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: SFO San Francisco, CA, USA - San Francisco Intl Airport,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 10/30/2009 11:03:59 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: Dear Sir, Thank you for your responses. However, they do not address the situation that occurred last Friday night at SFO. I am a frequent traveler, and know the TSA procedures. However, at SFO last Friday there were several differences from standard TSA procedures. First of all there was the millimeter wave technology that is unacceptably explicit. This is a new tool that is being piloted, and has been the subject of much controversy. The signs stated that this was optional, and I told my family to opt out. We then walked through the metal detector without an alarm. At most airports, we are now ready to proceed to the plane according the TSA procedures. At SFO Friday night, we were then sent to a pat-down search. I was searched first, and contrary to your described procedures, I was subjected to a full body pat down. This is contrary to the TSA procedures described below when a passenger has passed through the metal detector without alarm. I was then patted down two more times (total of three times). Three full body pat-downs are excessive. This is in violation of TSA procedures. Having been through TSA screening

TSA ADHOC Query Results

many, many times, I am generally supportive and understanding. However, as a frequent traveler, I know the procedure, and understand when the screeners have overstepped their authority. The screeners violated TSA policy at SFO on Friday night. Thank you for investigating, [REDACTED] From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov> To: [REDACTED] yahoo.com Sent: Wed, October 28, 2009 5:07:49 PM Subject: Re: TSA Contact Us: Complaints <<#392403-506551#>> Thank you for your email concerning the checkpoint security screening procedures that were implemented in September 2004. The Transportation Security Administration (TSA) made a number of enhancements to its procedures at the security checkpoints to address the threat of explosives which took down two Russian airliners last year. Changes included more use of explosives trace detectors, more pat-down searches, and an increased number of passengers referred to additional screening. TSA continues to aggressively develop and deploy new technology, including document scanners, trace portals, and backscatter devices to address the explosives threat. In the meantime, the increased use of pat-downs enhances our ability to detect explosives at the Nation's checkpoints and keep the traveling public safe. In the months since the new pat-down procedures were first instituted, TSA has been closely evaluating the effectiveness of the new procedures, as well as customer feedback. Based on our own analysis, the agency has adjusted the procedures in a way which will not compromise security. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit and sport coats, athletic warm-up jackets, and blazers for X-ray before proceeding through the walk-through metal detectors. It is important to note that if a sport coat or blazer is worn as the outermost garment - not worn over a blouse or sweater, for example - it does not have to be removed. As part of current torso pat-down procedures, screeners first pat down the individual's sides and then invite the individual to lower his or her arms. This reduces the period of time that an individual is in an extended search posture and provides for a more comfortable natural stance. Screeners then complete a limited torso pat-down from front to back, covering a line below the chest area to the waist, followed by a pat-down of the individual's entire back. When conducting this routine pat-down, screeners will now include the individual's chest area only if the hand-held metal detector alarms or there is an irregularity or anomaly in the person's clothing outline. A full-body pat-down is still required for individuals who cannot pass through the walk-through metal detector. TSA has implemented special procedures for conducting searches of sensitive areas of a passenger's body. In these situations, the security screener is required to use the back of the hand to pat down the passenger. In situations when a woman's chest area must be cleared, especially if the woman is wearing an undergarment such as an underwire bra, the security screener is also required to use the back of the hand to pat down the passenger. For non-sensitive areas, including other parts of the torso, screeners are required to use the front of the hand. A screener of the same gender should conduct the pat-down. Passengers should communicate to the screener if they are experiencing physical or emotional discomfort during the procedure. However, if the passenger declines to permit the search, he or she will not be permitted to board an aircraft. As the screening is being conducted, the screener should be describing the procedures he or she is employing. Passengers may request any enhanced screening be conducted in a private location, and screeners are required to offer private screening to passengers who are subject to a pat-down inspection of their sensitive body areas. Private screening will be conducted in a room or in an area away from other passengers, depending on the configuration of the airport. We believe that these security measures are necessary and appropriate for ensuring the safety and confidence of all air travelers. Furthermore, TSA continues to develop and deploy new technologies, including document scanners, trace portals, and backscatter devices to address the explosives threat. In the meantime, the use of pat-downs enhances our ability to detect explosives at the Nation's checkpoints and keep the traveling public safe. For more information regarding the pat-down procedures, please visit our website at <<http://www.tsa.gov/>> www.tsa.gov. Please accept our appreciation for taking the time to share your thoughts and concerns with us. We hope that this information provides you with a better understanding of the screening process and the procedures necessary to ensure safety and security of the Nation's aviation system. TSA Contact Center --- Original Message --- From: [REDACTED] yahoo.com> Received: 10/27/09 3:37:32 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject:

b6

TSA ADHOC Query Results

Re: TSA Contact Us: Complaints Dear Sir, I am fully aware of the millimeter wave technology. As a frequent traveler trained as an engineer, I continually read about the latest tools used in travel. I also understand what is shown by this technology. No one has the right to view my wife or my son without their clothes. This is a sex crime in all states. Hiding the faces does not limit the criminality of the act. Yet TSA uses this technology. In a modern society, this is not acceptable. The metal detector technology has worked without a single failure for the past 8 years (not a single US hijacking/airport terrorist attack since 9/11). There is no need to use a technology that is as explicit as the millimeter wave technology. I thought that it was banned several years ago. Your reply also fails to address the second part of the complaint, that passengers who opt-out of the millimeter wave screening were punitively searched at SFO last Friday night. [REDACTED] Congressional Candidate Massachusetts 6th Congressional District [REDACTED] b6

From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov> To: [REDACTED]@yahoo.com Sent: Tue, October 27, 2009 1:46:07 PM Subject: Re: TSA Contact Us: Complaints <<#392403-506551#>> Thank you for your email message. The Transportation Security Administration (TSA) has begun testing millimeter wave passenger imaging technology at Phoenix Sky Harbor Airport (PHX) as a voluntary alternative to a pat-down during secondary screening. In a matter of seconds and without physical contact, this technology can detect weapons, explosives and other threat items concealed under layers of clothing. A Transportation Security Officer (TSO) guides passengers through the process, which involves stepping into the machine and remaining still for a matter of seconds, in two different positions, while the technology creates a three-dimensional image of the passenger from two antennas that simultaneously rotate around the body. The passenger then steps through the opposite side of the millimeter wave portal. To ensure privacy, TSOs view the system's images from a remote location. This way, the TSO cannot ascertain the identity of the passenger, either visually or otherwise, but can communicate with a fellow officer at the checkpoint if the passenger presents a potential threat. A security algorithm will be applied to the image to mask the face of each passenger, further protecting privacy. Millimeter wave imaging uses electromagnetic waves to generate an image based on the energy reflected from the body. Active millimeter wave technology passes harmless electromagnetic waves over the human body to create an image that looks much like a fuzzy photo negative. It is safe and the energy emitted by millimeter wave technology is 10,000 times less than a cell phone. Passenger imaging is a valuable alternative for individuals who would prefer not to submit to a physical pat-down during secondary screening. TSA began piloting backscatter, another passenger imaging technology, at Phoenix in February. To date, 79 percent of the public that received secondary screening opted to try backscatter over the traditional pat-down. TSA plans to test these technologies further at New York's JFK and LAX in Los Angeles in the coming months. TSA will purchase eight millimeter wave units at a cost of \$1.7 million to be used in additional test programs. Millimeter wave imaging is currently in use or under evaluation in several international transportation settings including in the United Kingdom, Netherlands, Japan and Thailand. For more information about passenger imaging, please visit our website at <<http://www.tsa.gov/>> www.tsa.gov. TSA Contact Center --- Original Message --- From: [REDACTED]@yahoo.com> Received: 10/26/09 11:44:58 AM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> b6

Remote Client IP: [REDACTED] Date Time: 10/25/2009 9:00:57 b2

PM

Name: Richard

b6 Baker Email: [REDACTED]@yahoo.com Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable). Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue 638 SFO Oct 23, 2009 Comments: The use of the Millimeter Wave Passenger Imaging Technology is unacceptable. The images taken are far too explicit. My family and I were traveling Friday night, and saw the explicit details of the image on the sign, and decided to opt-out. My family and I were then subjected to a punitive pat-down search (they went over me three times) that would have been considered sexual assault in any other context. I travel extensively and have no problem with a reasonable search. In any other airport the metal detector would have been

TSA ADHOC Query Results

MsgID: 556656
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone: [REDACTED]
Fax:

66

HoldDateTime: 11/19/2009 4:40:11 PM
ProcessedDateTime:
TalismaDateTime: 11/18/2009 7:31:08 PM
FromDateTime: 11/18/2009 5:43:09 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionsSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 11/22/2009 11:46:12 AM
ReceivedDateTime: [REDACTED]
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

66

Airline:
Incident Date:
Contact Date: 11/19/2009 4:39:46 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:
MsgSubject: Re: TSA Contact Us: Passenger and Traveler Information
MsgBody: Hello, On Wed, Nov 18, 2009 at 2:39 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each

TSA ADHOC Query Results

passenger has been screened. Thank you for replying to my concerns. I was recently informed of this bill, which I hope passes:
<http://www.govtrack.us/congress/billtext.xpd?bill=h111-2200> <<http://www.govtrack.us/congress/billtext.xpd?bill=h111-2200&version=rfs&nid=t0%3Arfs%3A314>> &version=rfs&nid=t0%3Arfs%3A314 restricting its use even further. The choice of "You feel me up including my breasts, buttocks, and genitals, or you look at me naked in the scanner" is not a choice at all, and makes me feel extremely uncomfortable that the government of the free world would even consider it an option. Sounds much more like Fascism to me. Would you send me a naked picture of yourself over the internet? I won't send you one over a hardline to another room, either. Please assure me that the TSA will not consider any such devices or procedures in the future. Non-Invasive first, Invasive .001% of travelers who ring alarm bells. [REDACTED]

Re: 6

TSA ADHOC Query Results

MsgID: 575976
CustName: [REDACTED] Jnknown
CustAdd:
EmailAddress: [REDACTED] com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TallismaDateTime: 12/29/2009 7:38:45 PM
FromDateTime: 12/29/2009 1:09:42 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/5/2010 10:45:59 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/5/2010 10:45:04 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Security Issues

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: [REDACTED] Date

b2

Time: 12/29/2009 1:09:42 PM

----- Security Issues All Other Security Issues Name: [REDACTED] Email: [REDACTED] com Message: I have a MAJOR issue with the body imaging scans being operated. What will stop someone from getting pictures of kids and using them in the most horrible way? Are measures being taken to ensure someone with a "sexual predator" background is not working in these areas? Have we really gotten to the point where it's okay to be this lax with a person's privacy? I know there are other options out there, find them! Just because the technology is supposedly safe, does not mean someone can't tamper with it and cause nude pictures to be transmitted elsewhere! I do not find it appropriate, especially with kids. What else is being done to ensure

TSA ADHOC Query Results

entire privacy for passengers?

TSA ADHOC Query Results

MsgID: 576476
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED] aol.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/30/2009 2:16:18 PM
FromDateTime: 12/29/2009 10:32:46 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/5/2010 3:43:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/5/2010 3:43:04 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

b6

b2

Time: 12/29/2009 10:32:46 PM

Remote Client IP: [REDACTED] Date

Name [REDACTED] Email: [REDACTED] aol.com
Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: I just want to provide you with my thoughts on full body screening. I already believe that screening violates my constitutional rights (search and seizure) and that full body screening is a complete violation of my privacy. I hope that you find better ways to protect the American people based on intelligence gathering not long screening lines. Just as a side note, I do expect my government to protect the country against foreign threats. Please focus on these outside threats not on the millions of traveling Americans. I would support this by

TSA ADHOC Query Results

writing to my representatives. Thanks,



bl

TSA ADHOC Query Results

MsgID: 576823

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED]net

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 12/30/2009 7:41:15 PM

FromDateTime: 12/30/2009 12:05:16 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Screening-Millimeter Wave Portal

ResolutionSummary_Extended: Screening-Millimeter Wave Portal,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/6/2010 10:52:22 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/6/2010 10:51:34 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Security Issues

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: [REDACTED] Date

Time: 12/30/2009 12:05:16 PM

Security IssuesAll Other Security Issues Name: [REDACTED] Email: [REDACTED]net

Message: I am so against the full body scan at airports that I am beside myself. I am a 65 year old American, born of a family who came over to this country in 1695. Also, under the Bill of Rights Americans have the right to privacy. The Israeli's have not had a terror attack on their airplanes EVER. Are we so arrogant that we cannot seek their advice on how they manage this without body scans? If The Bill of Rights is of no value anymore, and even though many women (especially women) are so totally against using these body scans, and there is a refusal to seek advice from the Israeli's, and these full body scans are

TSA ADHOC Query Results

installed at airports, then I hope there are lines with just women viewing these scans as we walk through or I absolutely will not fly anymore. At my age it doesn't matter. All of my doctors are women, by the way. Thank you for listening. I realize this is worded very strongly, but I grew up in an era of modesty and it is deeply ingrained in me, and that is why I feel this is so egregious to the women of America. On another note, what are muslim women going to do when they travel? Will there be more lenient rules for them than for American women? Wouldn't that constitute discrimination?

TSA ADHOC Query Results

MsgID: 577219
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/30/2009 7:56:37 PM
FromDate: 12/30/2009 6:10:25 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/6/2010 12:29:21 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/6/2010 12:28:36 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints

b6

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: [REDACTED] Date

b2

Time: 12/30/2009 6:10:25 PM

Name [REDACTED] Email: [REDACTED].com Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:I am so disappointed that the TSA has
been using the full body scanners without telling the public and is considering expansion of use without modifications for
privacy. Please, PLEASE put the necessary modifications in place to protect the modesty of passengers. Also, please post what
the hazzards are for pregnant women and what the alternatives are for them and children under 18

TSA ADHOC Query Results

MsgID: 577412
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].net
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/31/2009 3:49:45 PM
FromDateTime: 12/30/2009 10:42:15 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/6/2010 3:14:45 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/6/2010 3:12:40 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints

b6

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

12/30/2009 10:42:15 PM -- [REDACTED] Remote Client IP: [REDACTED] Date Time: b2

Name: [REDACTED] Email: [REDACTED].net Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): N/A Comments: Dear Sir/Madam, I take 15-30 trips per year so I take air travel security seriously. On the subject of the new scanning technologies (backscatter xray / mm wave), however, I vote a resounding "No"! I find it invasive, inconvenient and, because it will be operated by the same caliber of screener you have now, ultimately of marginal use. It will take about 3 hrs after the systems come online for the first nude photos of some celebrity to hit You Tube. And please save your assurances that the technology would never allow that for the gullible. The

TSA ADHOC Query Results

manufacturers state that is a capability inherent in the system and I've spent too much time around computers, and have seen too many passports and tax records turn up on the internet, to ever believe you. If you want to upgrade detection capability, why not focus on improving the "puff" scanners that detect chemical compounds? At least then I won't have to worry about my body parts showing up on the TSA employee's iPhone. I dislike being so blunt, and truly want to see the system "work", but this current knee-jerk reaction is an invasion of my privacy that will produce only a minute improvement in my safety. It's simply not worth it. Best Regards, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 577612
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@yahoo.com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/31/2009 3:52:38 PM
FromDateTime: 12/31/2009 11:10:36 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/6/2010 5:11:26 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/6/2010 5:11:08 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Security Issues

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm>

Time: 12/31/2009 11:10:36 AM

Remote Client IP: [REDACTED] Date

----- Security Issues All Other Security Issues Name: [REDACTED] Email: [REDACTED]@yahoo.com

Message: Body scanners are an invasion of privacy, a health risk, and a severe blow to our freedom. They will only encourage creativity on the part of terrorists. My family and I will no longer fly through airports that require these scans

TSA ADHOC Query Results

MsgID: 577630
CustName: [REDACTED]
CustAdd:
EmailAddress: [REDACTED] yahoo.com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TallsmaDateTime: 12/31/2009 3:52:54 PM
FromDateTime: 12/31/2009 11:33:39 AM
Flag:
Status: CLOSED

b6

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: Screening-Millimeter Wave Portal
ResolutionSummary_Extended: Screening-Millimeter Wave Portal,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/7/2010 10:27:20 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/7/2010 10:24:41 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

b6

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm> -----
Remote Client IP: [REDACTED] Date

b2

Time: 12/31/2009 11:33:39 AM

b6

Name: [REDACTED] Email: [REDACTED] yahoo.com Complaints: Inappropriate Screening/Pat Down
Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: I would just like to let you know that you have heard part of this a lot but the full body screenings should not be used because it is a complete violation of privacy. What about children. Your'e going to let weirdos stare at them. What about pregnant women there is most likely a health risk for them and babies. Do you want to KILL babies. And the economy is just going to get worse because airplane revenue will go down the drain because it is a complete violation of privacy. It is a violation of human rights "Those who would give up

TSA ADHOC Query Results

essential liberty to purchase a little temporary safety deserve neither liberty nor safety" Benjamin Frankin and it probably violates the constitution too. So just cool it with the screening because either or the terrorists will find a another way

TSA ADHOC Query Results

MsgID: 578245
CustName: [REDACTED] Unknown
CustAdd:
EmailAddress: [REDACTED] yahoo.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TallsmaDateTime: 1/2/2010 11:12:11 AM
FromDateTIme: 1/1/2010 4:52:51 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/7/2010 7:36:10 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/7/2010 7:35:43 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Compliments or Suggestions
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----
----- Remote Client IP: [REDACTED] Date

b2

Time: 1/1/2010 4:52:51 PM -----
----- Subject: Suggestions Name: [REDACTED] Email: [REDACTED] yahoo.com Comments: I really do not like the idea of
body scanners at the airports, It will just come to the point where we will have to come to the airport naked lol. I really do
not think i will fly ever again if i dont have to you are punishing the honest people for the acts of a few

b6

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MsgID: 580129
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@optilink.us
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TallismaDateTime: 1/5/2010 3:59:56 PM
FromDateTIme: 1/4/2010 4:48:52 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: ATL
NTUser: [REDACTED]
ClosedDateTime: 1/11/2010 1:21:16 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: ATL Atlanta, GA, USA - Hartsfield International,
Airline_Extended: Delta Air Lines ^a,

b6

Airline: Delta Air Lines ^a
Incident_Date:
Contact_Date: 1/11/2010 1:16:57 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Fwd'd the email to the CSM at ATL. [REDACTED]@dhs.gov
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: [REDACTED] Date

Time: 1/4/2010 4:48:52 PM

Name: [REDACTED] Email: [REDACTED]@optilink.us Complaints: My Complaint is Not Listed Here Flight
Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Airlines, Atlanta Airport, coming from The
Netherlands March 21st, 2009 Comments: First of all I am a covering Muslima woman; wearing head scarf, long sleeves, long skirt
or pants. Upon arriving direct from The Netherlands, I was put through a screening. I believe it was preplanned because they
didn't even ask me to take off my boots thus setting off the alarm. Although I told them my boots had buckles and steel insoles
they made me go through this new scanner that spins around the body AS WELL AS a pat down. The passenger in front of me was

b2

TSA ADHOC Query Results

allowed to take his belt off and return back through the initial screening. Not me. I didn't get so bothered by this until today when I saw just what the image was they saw of me! NO ONE told me you could see my nude body before the screening! If this scanner is going to be used there should be a man AND a woman viewing the scanner depending on which sex is going through the scanner. Also, the person going through this scanner should be told what is going to be seen! I am appalled at thinking that some strange man saw my body without clothing!

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MsgID: 586500
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@yahoo.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/12/2010 7:16:51 PM
FromDateTime: 1/12/2010 12:40:26 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/13/2010 1:59:51 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/13/2010 1:58:33 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----
Remote Client IP: [REDACTED] Date

b2

b6

Time: 1/12/2010 12:40:26 PM - [REDACTED] -----
Name [REDACTED] Email: [REDACTED]@yahoo.com Complaints:My Complaint Is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Complaint regards full body scanners
implementation in US airports Comments:I want to express my dissatisfaction with the idea of full body scanner implementation
in US airports. Not only do I think that this idea is one that can be easily bested by terrorists who know our airports, it is
also a way of degrading and dehumanizing American citizens. This action is especially humiliating for women. I hope that you can
understand that most instances of internet searches for naked bodies are aimed at nude women, not men. There is a difference

TSA ADHOC Query Results

between genders on this. At the very least, I would request that only female TSA operators would be allowed to scan and see images of female airline passengers. It is a small way of showing courtesy to one half of our population, a segment of society that is particularly vulnerable and (In this case) left without means to protect themselves. Thank you for hearing me out in this matter. I appreciate you giving this the thought and attention it deserves

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MsgID: 586511
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/12/2010 7:17:00 PM
FromDate: 1/12/2010 12:53:41 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/13/2010 2:02:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/13/2010 2:02:14 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----
Time: 1/12/2010 12:53:41 PM ----- Remote Client IP: [REDACTED] Date

b2

b6 Name: [REDACTED] Email: [REDACTED]@gmail.com Complaints: My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Whole Body Imaging Complaint Comments: I wish to complain about the use of Whole Body Imaging equipment. This is very intrusive and embarrassing, and I simply will not wish to fly anymore if you make me go through this. My local airport does not have any of these machines now, but it is probably a matter of time until they do. Please respond

TSA ADHOC Query Results

MsgID: 586903
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@aol.com
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/13/2010 12:52:47 PM
FromDate: 1/12/2010 6:57:58 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: ORD
NTUser: [REDACTED]
ClosedDateTime: 1/13/2010 4:12:51 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: ORD Chicago, IL, USA - O'hare International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/13/2010 4:12:12 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm>

Time: 1/12/2010 6:57:58 PM

Remote Client [REDACTED]

b2

b4

Name [REDACTED] Email [REDACTED]@aol.com Complaints:My Complaint is Not Listed Here Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:Body Scanning It upsets me to no end that TSA employees will be scanning me at Ohare by summer and looking at my naked body. That is an invasion of privacy and should not be done - ever, ever, ever!!!! It is shocking that we could be so disrespectful over the privacy issue of someone's body. I do not want anybody looking at my naked body. It's a sad day in America when this happens

TSA ADHOC Query Results

MsgID: 587202
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@hotmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/13/2010 12:57:20 PM
FromDate: 1/13/2010 10:28:03 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/14/2010 11:15:48 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/14/2010 11:15:14 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

b2

Remote Client IP: [REDACTED] Date

Time: 1/13/2010 10:28:02 AM

Subject: Suggestions Name: [REDACTED] Email: [REDACTED]@hotmail.com Comments: RE: BODY SCANS SECURITY MEASURE To Whom it May Concern, My husband and I travel regularly via airlines for both business and leisure. The images that I have seen on the news and internet of the Full Body Scans taking place in some airports will definitely hamper my desire to travel via airways. I am, and have ALWAYS been, an extremely modest woman and WILL NOT subject myself to being seen as though I am naked by strangers working for TSA. I am aware that you are taking this security measure as a way of securing the safety of ALL airline travelers, however, THERE HAS TO BE A BETTER WAY TO CHECK FOR CONTRABAND, while not robbing travelers of

b6

TSA ADHOC Query Results

their privacy and dignity. Until you change this policy, I, and MANY other men and women will decline the option of air travel

TSA ADHOC Query Results

MsgID: 588779
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:54:24 PM
FromDate: 1/15/2010 12:19:44 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 11:58:00 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/17/2010 11:57:41 AM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: Full body scans at airports
MsgBody: I just want to register my strong opposition to the use of full-body scanning at US airports. I consider it a violation of my civil rights. Thanks, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 588792
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:54:36 PM
FromDateTime: 1/15/2010 12:27:34 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 12:00:23 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/17/2010 11:59:44 AM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: Full body imagery is a disgrace

MsgBody: To whom it may concern, As a red blooded, loyal American, I find this move sickening and completely unjust. There are better ways to get this job done without violating my constitutional rights. Not even law enforcement needs technology like this and they deal with murders and terroristic cells (gangs) everyday. I fully and outright disagree with this tactic. I'm actively awaiting better alternatives. Truly Yours, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 588793
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:54:37 PM
FromDate: 1/15/2010 12:28:21 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 12:01:21 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/17/2010 12:01:00 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: No full body scanners in airports
MsgBody: The TSA does not need to see my loves naked to secure an airplane. Full body scanners are a violation of every US citizen's right to privacy. Remove all full body scanners from airports. A concerned citizen, [REDACTED] Sent from my iPhone

b6

TSA ADHOC Query Results

MsgID: 588795
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:54:38 PM
FromDate: 1/15/2010 12:28:34 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 1:47:44 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/17/2010 1:46:38 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: body scans are wrong

MsgBody: Luckily, this country is not THAT big, and we will no longer be flying for transportation. Ya'll can gawk at the business people who have to fly or foreigners, but not me or my kids. I'm sure the airline companies will be thrilled to know potential passengers are putting their money elsewhere because of your attempt to usurp the Constitution of the United States. That is an unlawful search of someone who has to fly on a commercial aircraft. Sincerely, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 588838
CustName: [REDACTED]
CustAdd:
EmailAddress: [REDACTED].net
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:55:12 PM
FromDateTime: 1/15/2010 12:39:05 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 2:11:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/17/2010 2:11:23 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: I am against exploiting everyone with camera's that see through clothing
MsgBody: This process of taking pictures of people through their clothes at airports, before allowing them to board, is unacceptable. These pictures will be misused, and nobody has the right to invade our personal privacy to this extent. Only those that meet the criteria for danger should be put through this, or the personal "feeling of the body" search. [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 588843
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].net
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:55:16 PM
FromDate: 1/15/2010 12:41:07 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: OAK
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 2:16:19 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: OAK Oakland, CA, USA - Metropolitan Oakland Intl Apt,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/17/2010 2:15:56 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Not us!
MsgBody: TSA's full body screen's are an invasion of Americans privacy. I have been tired of being pulled out of line at screening for further search and my false teeth bath pulled out of my carry on and displayed for all to see. This happened at Oakland airport. The only person that is allowed to see my body is my husband, not you. I have been pulled out of line when there was a man with a turban on behind me and he breezed through screening. What is wrong with the infa-red scanners? That just shows items blocking the bodies heat. I am tired of being humiliated every time I fly. I am a grand mother of three and born here! Get out of our lives and do you job. Learn how the Israeli's deal with their airport. I won't fly again because of the humiliation I suffered in Oakland. [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 594328

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/23/2010 11:44:42 PM

FromDateTime: 1/23/2010 2:56:28 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/26/2010 12:31:10 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/26/2010 12:30:24 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Re: electronic strip search

MsgBody: As an American citizen, I am outraged by this latest attempt to invade our privacy. When did this cease to be the USA I was born in and become a bad copy of NAZI Germany or the USSR? Rest assured I WILL NOT fly again with your government perverts examining my body, and will be making my feelings known to the local airports and all airlines, as well as our "leaders" in Washington. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 590343
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone: [REDACTED]
Fax: [REDACTED]

66

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:16:01 PM
FromDateTime: 1/16/2010 6:11:04 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 6:27:43 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B6

Airline:
Incident_Date:
Contact_Date: 1/20/2010 6:27:27 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Compliments or Suggestions
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: [REDACTED] Date B2

Time: 1/16/2010 6:11:04 PM

Subject: Suggestions Name [REDACTED] Comments: Just wanting to find out if indeed you are hoping to subject passengers to full-body scans. I am, of course, hoping that this is only a ridiculous rumor, which you can put to rest. The word is out that you've been trying to implement this unconstitutional invasion of privacy for several years. Please enlighten me

B7

TSA ADHOC Query Results

MsgID: 590351

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED] B6

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:16:08 PM

FromDate: 1/16/2010 6:19:23 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] B6

ClosedDateTime: 1/21/2010 11:48:30 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 11:46:25 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: No scanners!

MsgBody: I'm appalled at the scanners that you want to put into the airports to invade our privacy. Give security back to the private companies and get out of the way

TSA ADHOC Query Results

MsgID: 590353

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] B6

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:16:09 PM

FromDateTIme: 1/16/2010 6:20:21 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] B6

ClosedDateTime: 1/20/2010 6:39:42 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 6:39:29 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Re: TSA Wants Kids and Grandmas Naked

MsgBody: Just a daily reminder from a private citizen to you that I will not allow myself to be strip searched just for the crime of trying to fly on a plane. "Airline travel is safer today because pilots have guns, cockpit doors are like bank vaults, and the passengers have become courageous. All this was done by individuals in the private sector, not by the government. I've said it before and I'll say it again, if the feds had not stripped us of our natural rights to keep ourselves safe—by keeping and bearing arms—9/11 would never have happened." [REDACTED] B6

TSA ADHOC Query Results

MsgID: 590363
CustName: [REDACTED] B6
CustAdd:
EmailAddress: [REDACTED].com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:16:18 PM
FromDate: 1/16/2010 6:44:35 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED] B6
NTUser:
ClosedDateTime: 1/20/2010 6:43:47 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 6:43:28 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Re: I'm OUTRAGED at proposed TSA body scans!

MsgBody: TSA: I am furious that you would even consider such a program. Return to the Constitution! Let us all carry our handguns as we do in Montana and you will never have another hijacking. Grabbing our Second Amendment rights is NOT the course to take AND it violates the US Constitution. Making it legal for some creep at the airport to gawk at my wife or kids naked body is OUTRAGEOUS! Don't even try it..... A proud American, [REDACTED] "unelected bureaucrats virtually strip-search and gawk at kids, moms, grandmothers, grandfathers -- you and all other American passengers -- through your clothes." Predictably, misinformation on the graphic nature of the images and ability of TSA personnel to copy, photo, and save the images poured forth from TSA flaks. I have included direct contact information for the TSA at the end of this email. Call them today and let them know how disgusted you are with their latest plan to invade our privacy. It's a peeping tom's dream, and a nightmare for those of us who believe in the great American principles of liberty, restrained government, and

B6

TSA ADHOC Query Results

B36

privacy. Unless we stop this outrage, TSA agents will be snooping at the undergarments of such "threats" as American kids, grandmothers, and grandfathers. And if you or they refuse? You will be physically searched by TSA employees just like a criminal after being arrested. The TSA's dirty little secret is the agency [REDACTED]

[REDACTED] has been pushing for full-body imaging since 2002 and even introduced the technology at a handful of airports in 2007—without ensuring that passengers knew they were being watched in this manner. As Congressman Jason Chaffetz (R-UT) said, "Nobody needs to see my wife and kids naked to secure an airplane." Despite self-serving assurances from the TSA, these full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. Last year, [REDACTED] sued the TSA for detaining him for carrying cash. Because [REDACTED] so strongly stood up to them, the TSA backed down from its unconstitutional searches of passengers' non-terrorism-related property. But such victories for liberty are rare in today's America and must be fought for by a vigilant public jealous of its liberty. We now risk losing the gains we have made against the surveillance state, all because of the "systemic failure" of the federal government—as Obama himself called it. Now the TSA wants to know far more about us than just the amount of cash we're carrying. Use the numbers below to contact them today as we show the TSA that the freedom movement will not sit idly by in this fight. Just as Big Brother advocates jumped on the intelligence failure of 9/11 to nationalize airport security, they once again want to use their own failure as an excuse for more power. But we know that this latest move will not keep us safe. So far, it has been passengers and flight crew who have stopped such incidents as this and the attempted "shoebombing" of December 2001. They can keep stripping away our privacy and liberty, all to foil the last attack, but the terrorists will continue to circumvent any of their freedom-crushing "security" measures. As [REDACTED]

[REDACTED] explained, "Airline travel is safer today because pilots have guns, cockpit doors are like bank vaults, and the passengers have become courageous. All this was done by individuals in the private sector, not by the government. I've said it before and I'll say it again, if the feds had not stripped us of our natural rights to keep ourselves safe—by keeping and bearing arms—9/11 would never have happened." If we want to diminish the threat of terrorism and fly more safely, we can restore the Second Amendment, hand airline security back to the private sector, and end our government's policy of foreign interventionism. Contact the TSA's "Office of Civil Rights" by phone toll free at 1-877-EEO-4-TSA (1-877-336-4872) or (800) 877-8339 (TTY) and by email at <mailto:TSA-ContactCenter@dhs.gov> TSA-ContactCenter@dhs.gov. Hotmail: Trusted email with powerful SPAM protection. Sign up now. [REDACTED]

B36

TSA ADHOC Query Results

MsgID: 590366

CustName: [REDACTED] B6

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:16:20 PM

FromDate: 1/16/2010 6:50:26 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] B6

ClosedDateTime: 1/20/2010 6:25:32 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 6:25:14 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full Body Scans

MsgBody: To whom it may concern at the TSA, I am absolutely DISGUSTED at your push for full body scanners at all major airports. How stupid do you think the American public is?? The idea alone is enough to make think I'm living in the USSR. It's laughable that you say this dangerous procedure (radiation) has nothing to do w power and authority...namely to throw your weight around direct us peasants. Clearly, the nude pics generated from this monstrosity would be fodder for the immoral people working the machines. Please show a shred of integrity and disband your organization as soon as possible. [REDACTED] B6

TSA ADHOC Query Results

MsgID: 590372
CustName: [REDACTED] B6
CustAdd:
EmailAddress: [REDACTED]
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:16:25 PM
FromDateTime: 1/16/2010 6:59:29 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED] B6
ClosedDateTime: 1/21/2010 11:53:52 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/21/2010 11:50:14 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: full body scans and other disgusting nonsense
MsgBody: I find the TSA reaction to the latest bomber disgusting. No I will not put up with full body scans, strip searches and other invasions of privacy. And why did my girl friend have to forfeit 2 small 6 oz containers of yogurt when she could have brought in 4 3 oz containers? The people you need to look at are 20-30 year old men from the middle east, not kids, grandmas and ordinary American travelers. Privacy of those who fly is more important than your crazy harassment which doesn't work anyway.
[REDACTED]

B6

TSA ADHOC Query Results

MsgID: 590384
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] *BC*
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalsmaDateTime: 1/17/2010 1:16:34 PM
FromDateTime: 1/16/2010 7:31:48 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED] *R/f*
ClosedDateTime: 1/20/2010 3:36:39 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 3:36:16 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: screening!!!!

MsgBody: Dear TSA director, supervisor, I think what you want to do to the American people is disgusting. To want to strip search children, women just shows me how deprave your minds have to be to even want to do this. How fortunate for some of you peeping toms and dirty minded parasites. I pray that thousands will stop flying and you all loose your jobs because no one is flying anymore.....A concern american in the US of America

TSA ADHOC Query Results

MsgID: 590388

CustName: [REDACTED] B6

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalsmaDateTime: 1/17/2010 1:16:38 PM

FromDateTime: 1/16/2010 7:39:09 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] B6

ClosedDateTime: 1/21/2010 12:01:30 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 11:57:32 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Opinion on Full-Body Scans

MsgBody: To Whom It May Concern: I would like to let you know as an American Citizen that I am very much against full-body scans being instituted at our nation's airports. They are unconstitutional and they would be a gross intrusion into each and every person's privacy. Our Constitution was written for many good reasons and our great country is great because our Constitution was abided by for many years - and we should keep it that way! Very Concerned, [REDACTED] B6

TSA ADHOC Query Results

MsgID: 590396

CustName: [REDACTED] *B36*

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalisaDateTime: 1/17/2010 1:16:44 PM

FromDate: 1/16/2010 7:48:13 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] *B36*

ClosedDateTime: 1/20/2010 3:26:47 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:26:31 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: There is no need for full body scans. That is too invasive. Stop the power grab of American rights

TSA ADHOC Query Results

MsgID: 590397

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:16:45 PM

FromDate: 1/16/2010 7:50:46 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 5:47:33 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:47:21 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Personal Intrusion By Electronic Body Scans

MsgBody: Dear Sirs: Freedom loving Americans are sick and tired of your over reactions with every incident that occurs aboard our commercial airlines. It seems as though you plan to use a recent incident involving explosive underwear to impiement further loss of freedom by installing electronic total body scans in major airports. We resent such intrusions into our privacy and the continuing usurpation of our freedom and liberty. Since most incidents by would be saboteurs are thwarted by the actions of our freedom loving people rather than your agents, we demand you cease and desist with any further attempts to infringe upon our freedoms! Increasingly concerned, [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 590406

CustName: [REDACTED]

CustAdd: [REDACTED] B36

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:16:52 PM

FromDateTime: 1/16/2010 7:59:03 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] B36

ClosedDateTime: 1/20/2010 5:48:18 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:47:59 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: I object to invasion of my privacy

MsgBody: Dear Bureaucrat, Your perversions should not invade my privacy. I object to full body scan and don't think they will be a pretty sight anyway so get real and stop discouraging airline travel because one nut decided to put explosives in his underwear. He is a rarity and should not be an excuse to punish everyone. [REDACTED] B36

TSA ADHOC Query Results

MsgID: 590412

CustName: [REDACTED] B4

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:16:56 PM

FromDateTIme: 1/16/2010 8:21:47 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] B4

ClosedDateTime: 1/20/2010 3:23:02 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:22:38 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Body scanner

MsgBody: As a Freedom loving american I am totally opposed to Body imaging scanners. I am so tired of loosing more of my rights.

I will be letting my Senator and Congressman know this also. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 590419

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:17:02 PM

FromDate: 1/16/2010 8:40:40 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: AMS

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 10:58:58 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: AMS Amsterdam, Netherlands - Schiphol, DTW Detroit, MI, USA - Detroit Metropolitan Airport,

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/20/2010 10:55:31 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes: Merged 2 or more responses and edited as needed

MsgSubject: No Body Scans

MsgBody: January 15, 2010 After a lone Nigerian would-be terrorist tried to detonate explosives in his underclothes Christmas

Day on a flight from Amsterdam to Detroit, you, TSA, have immediately grabbed for even more invasive power over American citizens. Wanting to implement full-body scans at the nation's airports—allowing unelected bureaucrats to virtually strip-search and gawk at kids, moms, grandmothers, grandfathers -- and all other American passengers -- through our clothes is

UNACCEPTABLE!!! Predictably, misinformation on the graphic nature of the images and ability of TSA personnel to copy, photo, and save the images poured forth. How can you advocate anything such as this that could even be a possibility? I am disgusted at your latest plan to invade our privacy. It's a peeping tom's dream, and a nightmare for those of us who believe in the great American principles of liberty, restrained government, and privacy. Your agents will be snooping at the undergarments of such "threats" as American kids, grandmothers, and grandfathers. And if they refuse? We will be physically searched by your employees

TSA ADHOC Query Results

B5

just like a criminal after being arrested. How is this justified or constitutional in any way? Your dirty little secret is this agency [redacted] has pushing for full-body imaging since 2002 and even introduced the technology at a handful of airports in 2007—without ensuring that passengers knew they were being watched in this manner. Unbelievably underhanded and violating. As Congressman Jason Chaffetz (R-UT) said, "Nobody needs to see my wife and kids naked to secure an airplane." Despite self-serving assurances from you at TSA, these full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. Just as Big Brother advocates jumped on the intelligence failure of 9/11 to nationalize airport security, they once again want to use their own failure as an excuse for more power. But we know that this latest move will not keep us safe. So far, it has been passengers and flight crew who have stopped such incidents as this and the attempted "shoebombing" of December 2001. You can keep stripping away our privacy and liberty, all to foil the last attack, but the terrorists will continue to circumvent any of your freedom-crushing "security" measures. As [redacted] has explained, "Airline travel is safer today because pilots have guns, cockpit doors are like bank vaults, and the passengers have become courageous. All this was done by individuals in the private sector, not by the government. I've said it before and I'll say it again, if the feds had not stripped us of our natural rights to keep ourselves safe—by keeping and bearing arms—9/11 would never have happened." If we want to diminish the threat of terrorism and fly more safely, we can restore the Second Amendment, hand airline security back to the private sector, and end our government's policy of foreign interventionism. Benjamin Franklin said, "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." This is a blatant attempt to grab socialistic power by circumstance and violate every single American in such a diabolical and disgusting way, you should be ashamed. Sincerely, [redacted] Hotmail: Trusted email with Microsoft's powerful SPAM protection. Sign up now. [redacted]

B6

TSA ADHOC Query Results

MsgID: 590425

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *BS*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:17:07 PM

FromDateTime: 1/16/2010 9:07:19 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 9:50:10 AM

ReceivedDateTime:

To_TSOC:

From_TSOC: *BS*

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 9:49:03 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Naked Children and Grandmas

MsgBody: We already knew our government was made up of thieves and extortionists, but now they've become sexual perverts! Because of your incompetence innocent citizens are now being exposed to in the most private and personal manner ever imagined. This must stop, you have stooped to the lowest level, and as a result no one will be using the airlines. As an American with common sense and decency, I refuse to fly, and will never allow my family to fly. We will not be treated the way Jews in concentration camps were treated by Nazis. We're mad as hell, and we're not going to take it! We will not pay for your incompetence in letting muslims with bombs on American planes

TSA ADHOC Query Results

MsgID: 590440

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

Bb

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:17:18 PM

FromDateTIme: 1/16/2010 10:25:28 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:40:45 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Bb

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:40:13 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full-body scans

MsgBody: Please address the REAL problem. We don't need 'nakedness' - we need smart people to 'profile'. Show me a child or Grandma who has been a terrorist threat. The only one I can think of was a baby - traveling with it's MIDDLE EASTERN parents that had terrorist stuff in a baby bottle. Don't try to tell me the baby did it!!! Get real. PLEASE

TSA ADHOC Query Results

MsgID: 590462

CustName: [REDACTED] *36*

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TallsmaDateTime: 1/17/2010 1:17:36 PM

FromDateTime: 1/16/2010 11:31:23 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole-Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] *36*

ClosedDateTime: 1/20/2010 5:49:48 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:49:25 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Our privacy--let us keep it

MsgBody: Scanning people at the airport during security (Idiocy) isn't even the technology necessary for detecting the kinds of substances that create massive explosions. You know it, I know it, and very soon, all our citizens will know the truth of the matter. Maybe you had better rethink this issue, that is, unless you want all your employees to be perverts. From your latest decisions, it seems that may already be the case. Get your head on straight!

TSA ADHOC Query Results

MsgID: 590476

CustName: [REDACTED] *B6*

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:17:48 PM

FromDateTime: 1/17/2010 12:13:16 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 5:18:17 PM *B6*

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:17:15 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: safety procedures

MsgBody: I will never fly again if peeping tom technology is implemented in the airports. No one has a right to see me under my clothes but my husband...a child could tell you the difference between public and 'private parts'. Why keep throwing all this money reactively at the problem. PLEASE RESEARCH THE ISRAELI AIRPORT PROCESS! [REDACTED] *B6*

TSA ADHOC Query Results

MsgID: 590478
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED]
Telephone:
Fax:

B6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:17:51 PM
FromDate: 1/17/2010 12:31:11 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 5:19:06 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B6

Airline:
Incident_Date:
Contact_Date: 1/20/2010 5:18:40 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: NAKED BODY SNATCHERS

MsgBody: Dear TSA (does that stand for Terrorist Sex Abusers?) The Naked Body Scanners you're implementing are degrading and Un-American and I'd rather die in a plane crash. I think it's more dignified. If I ever have to fly again -- and I will avoid it like the plague -- I will refuse to walk through it and yell Freedom Obscenities at the top of my lungs. I know this is NOT for our security but for the further dehumanization of mankind. Thinking back on the previous Totalitarian regimes around the world it occurs to me that they always stripped the People before they killed the People

TSA ADHOC Query Results

MsgID: 590484

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *BL*

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:17:57 PM

FromDate: 1/17/2010 1:06:22 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED] *BL*

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 5:21:25 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:21:02 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full Body Scans

MsgBody: To Whom it may concern: I am writing to protest the use of full body scans by TSA personnel of airline passengers. The thought of someone being able to gawk at my wife's naked body through her clothes, or children's bodies is an outrageous invasion of our privacy! And what guarantees do you have that some pervert won't find a way to save the images somehow for their own amusement? Therefore, I am opposed to the use of this technology to invade our privacy in the name of security. You need to find another way to insure our safety on airlines. In His Majesty's service: [REDACTED] *BL*

TSA ADHOC Query Results

MsgID: 590529

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:18:32 PM

FromDate: 1/17/2010 8:58:44 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:10:52 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:10:35 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject:

MsgBody: What you are doing is not only unconstitutional, but intrusive and immoral!! People like me that love liberty and hate tyranny, will refuse to fly until you stop violation our constitution! Give the airports back to the private industry and keep your unconstitutionally, self mandated authority out of our airports, signed A true patriot!

TSA ADHOC Query Results

MsgID: 590534

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] B6

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:18:36 PM

FromDateTime: 1/17/2010 9:35:49 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 12:24:58 PM B6

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 12:23:57 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full body scans

MsgBody: Your plans to have everybody that flies pass through a peeping tom's dream come true body scanner are an outrage. Noone needs to see me or a member of my family naked to fly safely. You are using this lone would be bomber to further erode American citizens civil rights in the name of safety. Whose pockets are being lined by buying theses machines is what I'd like to know? The shoe bomber and this latest goofball had their plans thwarted by passengers and crew not by you. This technology should only be used on those on the no fly list and not on the general public. This power grab will not be tolerated by those of us who believe in the constitution. [REDACTED] B6

TSA ADHOC Query Results

MsgID: 590554

CustName: [REDACTED] *Bl*

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:28:51 PM

FromDate: 1/17/2010 10:10:20 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] *Bl*

ClosedDateTime: 1/21/2010 11:50:59 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 11:50:12 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full Body Scans

MsgBody: Sirs: I strongly believe that the implementation of full body scanning at airports is an unconstitutional violation of our privacy as individuals. I see it as having no benefit relative to aircraft security and view it simply as another effort by big government to increase its surveillance and control over the American people. If this were being attempted by anyone other than the government, the perpetrators would be jailed as peeping toms and child pornographers. [REDACTED]

[REDACTED] has explai
"Airline travel is safer today because pilots have guns, cockpit doors are like bank vaults, and the passengers have become courageous. All this was done by individuals in the private sector, not by the government. I've said it before and I'll say it again, if the feds had not stripped us of our natural rights to keep ourselves safe-by keeping and bearing arms-9/11 would never have happened." I request that this proposed implementation be discarded. Sincerely, [REDACTED] *Bl*

TSA ADHOC Query Results

MsgID: 590557

CustName: [REDACTED] *PL*

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:28:53 PM

FromDate: 1/17/2010 10:14:38 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 5:51:16 PM

ReceivedDateTime:

To_TSOC:

From_TSOC: *PL*

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:50:58 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full body scans

MsgBody: I am against full body scans. It is an invasion of privacy and does not insure my security. Instead there needs to be more efficiency in the already implemented safety measures. I believe these extreme measures of full body scans will encourage people not to fly unless absolutely necessary and will hurt the airlines financially and in turn will cause greater damage to the economy

TSA ADHOC Query Results

MsgID: 590558

CustName: [REDACTED]

CustAdd: [REDACTED] *B6*

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:28:53 PM

FromDate: 1/17/2010 10:14:14 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] *B6*

ClosedDateTime: 1/20/2010 5:24:46 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:24:23 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full body scanners

MsgBody: I vow to never fly again until these scanners come down. I am not the only one. I have heard many make similar remarks. They are not safe. They are an invasion of privacy and it's child pornography. Do you people actually believe that this is the best way to stop terrorism? "Hey lets get a naked image of little Johnny...I bet he's hiding something". Do you see anything wrong with that statement? An average minimum wage American can figure this out. If a person looks middle eastern use a little extra caution. People of other worldviews are not taught to kill innocent people for spiritual gain as the Koran teaches. If the government receives information that someone is dangerous (like the underwear bombers' dad calling in and saying his son was a radical) then consider that person dangerous. We don't need to punish the law abiding citizens for the actions of a few sick people. Please...don't waste any more American tax dollars on these unhealthy and morally inappropriate machines and get them out of our airports

TSA ADHOC Query Results

MsgID: 590560

CustName: [REDACTED] (36)

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:28:55 PM

FromDateTime: 1/17/2010 10:21:02 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] (36)

ClosedDateTime: 1/20/2010 5:25:56 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:25:38 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: No to Naked scanner and loss of freedom, Thanks

MsgBody: Thanks for the effort to keep people safe. I hope with all the best intentions. I personally will take some risk vs invasion of privacy and loss of freedom. What good is just life with out freedom? Must be the American In me. Just so you have one more persons opinon. Any technology announced to keep us safe while we fly etc. will also be heard by potential threats. Therefore, any credible attacker will do something else knowing what is protected and what is not. Meanwhile the average citizen losses more and more freedoms. what are we protecting anyway? Thanks [REDACTED] (36)

TSA ADHOC Query Results

MsgID: 590613

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED] *BJP*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:29:29 PM

FromDate: 1/17/2010 12:29:38 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser:

ClosedDateTime: 1/20/2010 5:26:37 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:26:23 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: No to full body scans

MsgBody: Please do not further violate the rights of Americans by instituting mandatory full body scans. [REDACTED]

[REDACTED]

BJP

TSA ADHOC Query Results

MsgID: 590646

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

b6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:20:47 PM

FromDate: 1/17/2010 1:26:08 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 12:45:40 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

b6

Airline:

Incident_Date:

Contact_Date: 1/21/2010 12:45:15 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: full body scans - NO

MsgBody: We are against the use of full-body scans--this is an unacceptable invasion into the privacy of American citizens and it is not necessary. In our opinion, it is also unconstitutional. Please reconsider the use of full-body scans. [REDACTED]

Bo [REDACTED] - You cannot help the poor by destroying the rich. You cannot strengthen the weak by weakening the strong. You cannot bring about prosperity by discouraging thrift. You cannot lift the wage earner up by pulling the wage payer down. You cannot further the brotherhood of man by inciting class hatred. You cannot build character and courage by taking away people's initiative and independence. You cannot help people permanently by doing for them, what they could and should do for themselves.

.....Abraham Lincoln

TSA ADHOC Query Results

MsgID: 590656

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:20:54 PM

FromDateTime: 1/17/2010 1:38:48 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:

NTUser: [REDACTED]

ClosedDateime: 1/21/2010 12:17:25 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 12:17:05 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: Please End Full Body Scans And Invasion Of Privacy

MsgBody: I really don't appreciate your snooping at the undergarments of children, grandmothers and grandfathers. If the federal government had not stripped us of our natural rights to keep ourselves safe by keeping and bearing arms- 9/11 would never have happened. If you want to diminish the threat of terrorism and increase flight safety, then restore thw Second Amendment, hand airline safety to the private sector and end the governments foreign intervention policy. Thank You [REDACTED]
CA

B6

TSA ADHOC Query Results

MsgID: 590676

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:21:11 PM

FromDateTime: 1/17/2010 2:05:43 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 12:34:16 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 12:33:07 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client [REDACTED]

Date Time: [REDACTED]

1/17/2010 2:05:43 PM

Name: [REDACTED]

Complaints: My Complaint Is Not Listed Here Flight Info

(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: hi. I just have sent you one mail before and I like to update it in such a way that privacy of body parts is respect of a person. watching them naked by scanners doesnt it seem human rights violation?. if it is not human right violation then please explain how safe it is?. why nudity on streets is not allowed ? all these things same to me. if nudity on streets is not allowed, its the law then how could americans be screened and seen naked by 2 people sitting on computer or may be passing comments too. please i request you to respect americans and please

1/14

1/21

P. 2

ew

TSA ADHOC Query Results

kindfy send me detailed profile of how body scanners works. would be waiting for your reply. thankyou

TSA ADHOC Query Results

MsgID: 590679

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

b6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:21:13 PM

FromDate: 1/17/2010 2:07:57 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 1:14:55 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 1:14:28 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full-body scans at airports

MsgBody: I write to protest the imposition of full-body scans at airports. This will have a devastating impact on airline travel, when less-intrusive methods can easily accomplish your stated goals. Trained dogs can accomplish the same objective without the unconstitutional invasion of privacy proposed by you. No one actually believes full-body scans will make the public safer so there is no reasoned justification for what you intend to do. Please know that your decisions will backfire on the politicians that have given you unconstitutional powers and upon those of you who ignore basic human rights. People cannot be required to fly after you have committed to deprive them of their personal dignity

TSA ADHOC Query Results

MsgID: 590691

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:21:23 PM

FromDateTime: 1/17/2010 2:39:03 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 12:36:05 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 12:35:50 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: No Naked Body Scanners

MsgBody: Hello, I just want to voice my opposition to your plans for Full Body Scanners at our airports. This is an unacceptable violation of the Fourth Amendment. The practice of government employees viewing naked images of me, or my wife and children, parents and grandparents, is utterly disgusting and un-American, regardless of what threats you are supposedly protecting us from. The dignity and privacy of American citizens must be kept intact and is of utmost importance. I am sure you agree. Therefore I look forward to hearing back from you that these plans are being discontinued. Peace [REDACTED]

34

TSA ADHOC Query Results

MsgID: 590698

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:21:28 PM

FromDate: 1/17/2010 2:44:23 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 12:39:53 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 12:39:26 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: NO Scanning !!!!!

MsgBody: You people need to get a real life, wake up, smell the coffee, stop, decist, etc, My kids nor wife or any of my family members do not pose a threat to air security or national security and do nt need to be seen in the underwear or without/naked by anyone in TSA or any airport bullshit and I mean it, you are all crazy and are making people real safe aren't you, HELL NO you are not, and never will till you PROFILE to start with make everyone eat porkwhat ever. The only way to make this country safe is to Racial profile and screen/inspect ALL baggage before it gets into an airport OUTSIDE YOU DIM WITTS, NOT INSIDE, I don't care if you profile me, I have not done anything, and neither should anyone else that has nothing to hide. Look at the airport security of other countries, it is not too bad, beats the hell out of you people, at TSA/Homeland security. Just more wasted time and money from the taxes to blow on crap. And I have to ad to pay someone that can't pass a simple high school exam or a more important drug test, just about anyone can screen people at airports, get a grip , stop with the unnecessasary, government

TSA ADHOC Query Results

rules and crap, chase real terrorists not american citizens and ruling us like a dictator, thats what you all want isn't it or the World Government takeover and you are helping with that . LESS GOVERNMENT MORE FREEDOM, and Hell yes I vote and will vote out everyone that is in there now, I mean it. I also support the right to bear arms and do so, and will never give them up til you pry them from my cold dead fingers, that is what makes this country free and what will save it from dimm witts, government crap, terrorists, and world government takeovers. [REDACTED]

B/s

TSA ADHOC Query Results

MsgID: 590721

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED] 34

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:21:47 PM

FromDateTime: 1/17/2010 3:34:27 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] 04

ClosedDateTime: 1/21/2010 1:14:24 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 1:13:39 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Intruding into naked bodies

MsgBody: TSA: Imagine if you will the most ignorant person amongst us all, then put your name below their's. Muslims have been the people responsible for every attack on an airline or against the United States and every other country in the world, every single time. Yet you refuse to see truth, logic and reason, instead you would rather use the occasion to tread into places you have no right doing. You fail to recognize that individuals have liberties not given to them by government but their creator, who no one on earth has the power or ability to overrule or take away what God Almighty has given. Dangerous ground you are treading on. You apparently believe in evil and everything bad otherwise you wouldnt be obsessed with peering under childrens clothing and grandmas underclothes. So you want to look at children and grandma's through their clothes. Are you a bunch of sick perverts? No matter how relaxed society gets, looking at other people naked is sick and not right. It is wrong no matter who here on earth approves of it. How many children or grandmothers have been prosecuted for carrying explosives onboard a plane?

TSA ADHOC Query Results

None! Because they dont do it. How about using reason, logic and ordinary common sense when approaching a problem of this magnitude. You must be insane and according to our laws in the land could be prosecuted as a pedophile or sexual predator, and locked away for life. Continue to pursue this and we Americans will begin suit against you for sexual perversion, assault, violation of human rights, molesting, causing mental problems of those you want to see naked and violating their personal convictions and morals and any other crime that fits within your intentions and actions. I pray God will give you clarity of mind in this unlawful and ungodly direction you are going in. Do remember that God is not mocked, what so ever a man soweth that also shall he reap.

B4

TSA ADHOC Query Results

MsgID: 590862
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] *124*
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 2:23:57 PM
FromDate: 1/17/2010 9:16:20 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED] *124*
ClosedDateTime: 1/20/2010 5:54:08 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 5:53:47 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: My Refusal to Fly

MsgBody: The security system broke down because a man without a passport or credit card who paid cash, and whose own father reported to our Embassy that he had been "radicalized" was allowed to board a plane. Everyone knows that you cannot get a plane ticket with cash or fly to a foreign country without a passport. This terrorist could have easily been stopped at the airport before boarding. Because of this breakdown in security procedures, all American citizens will be virtually strip searched. It seems that the terrorists are winning this "war on terror" as we Americans are being forced to give up more and more of our freedoms and lose more and more of our privacy. It also seems as though this terrorist was purposely allowed to board that plane so that some corporation could make a fortune selling these "peep show" devices. I'm not a frequent flyer, but the prospect of having my privacy invaded in such a manner makes alternative modes of travel or just staying at home much more appealing.

TSA ADHOC Query Results

MsgID: 590848

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:23:47 PM

FromDateTime: 1/17/2010 8:39:32 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 2:08:35 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 2:08:15 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: Full Body scans of all passengers boarding airplanes are unacceptable

MsgBody: Dear TSA officials: You can and should do your job without instituting the invasive, full body imaging of all passengers. You know how to determine who terrorists are without invading the personal privacy of travelers in this way. It is disgusting and unnecessary! Do not use this method. Improve your surveillance methods in other ways. Thank you. Sincerely, [REDACTED]

du

TSA ADHOC Query Results

MsgID: 590891

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *Byle*

Telephone:

Fax:

HoldDateTime: 1/21/2010 2:56:38 PM

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:24:20 PM

FromDate: 1/17/2010 10:23:21 PM

Flag:

Status: ONHOLD

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime:

ReceivedDateTime: *Byle*

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 2:56:18 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full Body Imaging

MsgBody: You can keep stripping away our privacy and liberty, all to supposedly foil the next attack based upon your failure to prevent the last attack, but Islamic terrorists will likely continue to circumvent your freedom-crushing "security" measures. Private citizen passengers taking it upon themselves to act with decisiveness have to date since 911 been the only means by which airborne terrorists have failed in their deadly plots. Full body imaging is no substitute for profiling of passengers which along with total baggage searches as is done by Israel's Shin Bet Security Network has made Israel's flag carrier, El Al, the most secure air carrier in the world. Making american citizens unwilling victims of a "peep show" by TSA employees using full body imaging devices is an over-the-top invasion of privacy to which I strenuously object. What you will likely do is kill the economic viability of the air carrier industry as people simply refuse to allow themselves to be exposed to such treatment, thus they will not fly. I for one will no longer use commercial domestic air travel if such an invasion of privacy becomes a

TSA ADHOC Query Results

reality.



Oklahoma

Be

TSA ADHOC Query Results

MsgID: 590897
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

ES

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 2:24:40 PM
FromDateTime: 1/17/2010 10:49:04 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/21/2010 3:01:12 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

ES

Airline:
Incident_Date:
Contact_Date: 1/21/2010 3:00:54 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Full-Body Scans

MsgBody: To Whom It May Concern, This Email is to express my outrage over the TSA's desire to implement full body imaging in the name of airport security. This invasive power is an unconstitutional attempt to invade our privacy. This is a perverts dream come true. Benjamin Franklin said "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." I agree. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 590921

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] BG

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:25:27 PM

FromDateTime: 1/18/2010 12:06:23 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 3:02:13 PM

ReceivedDateTime:

To_TSOC: BG

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 3:01:57 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: No Body Scans at Airports

MsgBody: To Whom It May Concern, I am so disgusted with your latest plan to invade our privacy. It is disturbing to me that you want to implement full-body scans at the nation's airports—allowing unelected bureaucrats to virtually strip-search and gawk at kids, moms, grandmothers, grandfathers -- and all other American passengers -- through our clothes. It's a peeping tom's dream, and a nightmare for those of us who believe in the great American principles of liberty, restrained government, and privacy. These full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. If we want to diminish the threat of terrorism and fly more safely, we can restore the Second Amendment, hand airline security back to the private sector, and end our government's policy of foreign interventionism. I agree with Benjamin Franklin when he said, "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." Please stop the great government power grab and work to restore our basic liberties. Thank You, [REDACTED] (36)

TSA ADHOC Query Results

MsgID: 590940

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:25:52 PM

FromDate: 1/18/2010 1:12:50 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 3:27:50 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/21/2010 3:27:14 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: common sense please

MsgBody: with due respect there is no need, no economic sense, no protection or safety that would possibly come from full body scans of airline travelers. If these machines are to be used it would only be necessary for persons who fit into profiles of our current terrorists. have some common sense or have no safety americans will not tolerate grandma and children and wives etc to be subjected to invasive and totally unnecessary measures for purposes of FALSE security. ohio

TSA ADHOC Query Results

MsgID: 591011

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

B4

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:26:58 PM

FromDateTime: 1/18/2010 9:02:07 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 4:00:55 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B3

Airline:

Incident_Date:

Contact_Date: 1/21/2010 3:59:11 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Cease and Desist Order

MsgBody: This is a cease and desist order for the implementation of full body scanning of Americans in airports. It is unnecessary and less efficacious than current surveillance methods; and constitutes a violation of the 4th amendment rights of Americans against unreasonable search and seizure. Furthermore, use of any high energy scanning technology by TSA personnel is an unacceptable health risk, and must be absolutely forbidden. [REDACTED] NH Citizen Voter, United States of America

B6

TSA ADHOC Query Results

MsgID: 591066

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 4:19:40 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

AdditionalNotes:

MsgSubject: Get real

MsgBody: I will refuse to fly nor my family if you decide to use full body scans. I am a minister of God's work and being stripped of my clothes either by electronics or otherwise is unacceptable! Yours truly [REDACTED] NC

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:27:41 PM

FromDateTime: 1/18/2010 10:32:44 AM

Flag:

Status: CLOSED

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:17:57 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

B6

TSA ADHOC Query Results

MsgID: 591076

CustName: [REDACTED] B6

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:27:49 PM

FromDate: 1/18/2010 10:48:00 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] B6

ClosedDateTime: 1/21/2010 4:35:01 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:34:15 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: I oppose the use of body scans for security!

MsgBody: TSA, I have been informed of the deliberation regarding use of full body scans for the sake of security. This is a total violation of personal privacy. Despite of high amount of restriction over the use of the scans, this is type of privacy abuse is not something any agency is capable of preventing. Please do not take away anymore personal privacy from the American people!

[REDACTED] B6

TSA ADHOC Query Results

MsgID: 591095

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:28:05 PM

FromDate: 1/18/2010 11:20:42 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 4:05:28 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:05:13 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Legalized Peeping Toms

MsgBody: I've seen images circulating via email that are reported to come from thermal imaging that are downright pornographic. I really hope people don't have to be exposed like in the images I saw. I think that is a disgraceful invasion of the privacy of American Citizens.

[REDACTED]

136

TSA ADHOC Query Results

MsgID: 591100

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

BE

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:28:12 PM

FromDateTime: 1/18/2010 11:26:07 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:07:20 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

BE

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:07:02 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: body scans

MsgBody: TSA Despite your self-serving assurances, these full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. I am oppose to this policy [REDACTED] FI

BE

TSA ADHOC Query Results

MsgID: 591118

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] 36

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:28:26 PM

FromDate: 1/18/2010 11:59:29 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED] 36

ClosedDateTime: 1/21/2010 4:18:30 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:18:13 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Searching passengers

MsgBody: I am outraged that you would take it upon yourselves to strip away the dignity of innocent Americans. There is no call for a scanner to take nude pictures of anyone and this taking of our rights, freedoms and now our dignity needs to stop!!! The American people will no longer sit idly by and watch our rights being taken away in the name of safety

TSA ADHOC Query Results

MsgID: 591130

CustName: [REDACTED] *Blp*

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:28:35 PM

FromDateTime: 1/18/2010 12:31:17 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] *R/r*

ClosedDateTime: 1/20/2010 4:44:47 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 4:43:46 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Body scanners

MsgBody: Gentlemen, The push to place full-body scanners in airports is unbelievable. You do not need to see my naked body to keep me safe while traveling, and you will not see my wife and children. I'd honestly prefer to take my chances with a suspected terrorist on my plane than have TSA perverts in the terminal!!!! [REDACTED] *Blp*

TSA ADHOC Query Results

MsgID: 591192

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED] BG

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:49:38 PM

FromDateTime: 1/18/2010 1:27:20 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SLC

NTUser: [REDACTED] BG

ClosedDateTime: 1/21/2010 4:38:01 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: SLC Salt Lake City, UT, USA - Salt Lake City International Arpt,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:37:39 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: full body imaging

MsgBody: On our way to a recent flight out of SLC, my pregnant sister and I went through what we assumed were some advanced metal detectors. Only later were we informed by my brother that what we had gone through was a hands-free "strip search"! I am outraged! We are white females; how could anyone consider us a possible threat? I will do all in my power to help stop this unconstitutional invasion of privacy. [REDACTED] If a nation expects to be ignorant and free, in a state of civilization, it expects what never was, and what never will be. Thomas Jefferson

BG

TSA ADHOC Query Results

MsgID: S91201

CustName: [REDACTED]

b6

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:49:46 PM

FromDate: 1/18/2010 1:37:04 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser:

ClosedDateTime: 1/21/2010 4:41:41 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:41:26 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: Outrage at latest invasion of privacy!! No, I do NOT give you permission to unlawfully invade the privacy of the people of this Nation. NO!

MsgBody:

TSA ADHOC Query Results

MsgID: 591273

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:50:42 PM

FromDateTime: 1/18/2010 2:59:36 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 12:10:49 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 12:09:58 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: American's Right to Privacy/airport screenings

MsgBody: Dear TSA, I am outraged at the blatant lack of regard for the privacy of American citizens that the TSA is exhibiting by promoting full body screenings at airports. This is nothing more than a blatant power grab by government that has NEVER proven to be effective or useful to the general public. Instead it is an offensive violation of personal privacy that our country was founded on. There is a massive force of freedom-loving American's that will fight to shut this movement toward invasive airport screenings down. If you do not cancel this program and withdraw to more sensible screening practices, you will be faced with an outraged American public and thousands of lawsuits against your overzealous employees. Americans will not stand for your continued invasion of our lives. Sincerely, [REDACTED] CA

BCL

TSA ADHOC Query Results

MsgID: 591296

CustName: [REDACTED] *B6*

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalsmaDateTime: 1/18/2010 7:51:00 PM

FromDateTime: 1/18/2010 3:28:23 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] *B6*

ClosedDateTime: 1/20/2010 5:08:24 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:08:04 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: no full-body scans *B6*

MsgBody: [REDACTED]

[REDACTED] Dear People, I will not submit to any full-body scan as part of airport security. It's demeaning and offensive. I'm not afraid of the very low, but inevitable, risk posed by terrorists; please stop acting afraid on my behalf. Sincerely, [REDACTED] *B6*

TSA ADHOC Query Results

MsgID: 591352

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TallsmaDateTime: 1/18/2010 7:51:44 PM

FromDate: 1/18/2010 4:30:36 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 4:59:24 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:59:00 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full-body scans

MsgBody: Dear Sirs: I oppose the use of full-body scans for air travel safety. I would prefer you invest your money in good training and management of the TSA workers. All the technology in the world won't find or stop a terrorist. Only people can. Please respect the liberty and privacy of the American people and find a better way to protect the public against terrorism. We're smart enough to do better. Thank you [REDACTED]

Ble

TSA ADHOC Query Results

MsgID: 591362

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *PS*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:51:52 PM

FromDateTime: 1/18/2010 4:34:41 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 1:57:02 PM

ReceivedDateTime:

To_TSOC:

From_TSOC: *PS*

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 1:56:24 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Body Scans

MsgBody: To Whom It May Concern: It has come to the attention of many Americans that you intend to implement the use of full body scans of international travelers in the interest of "safety" in the wake of recent terrorist attacks. This is an outrage and unnecessary invasion of privacy. If you do this, then I can only imagine that strip searching will be next. Shame on all of you! BOMB SNIFFING DOGS CAN PERFORM THE SAME TASK---and much more effectively. I hope you will reconsider using these horrendous 'body scans.' Sincerely, [REDACTED] *PS*

TSA ADHOC Query Results

MsgID: 591467

CustName: [REDACTED] B36

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:53:17 PM

FromDateTime: 1/18/2010 7:20:33 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 5:17:57 PM

ReceivedDateTime:

To_TSOC: B36

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:17:01 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full Body Scans In our Airports

MsgBody: Dear TSA, I am writing to adamantly protest the implementation of full body scans in our nation's airports. As an American citizen and member of the traveling public, I resent this intrusion into my privacy! I do not believe that your efforts have made us safer, they have merely inconvenienced us! I chose to drive to California this past week, rather than fly and undergo your overzealous scrutiny! Benjamin Franklin said, "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." Give us our liberty (and privacy) back! [REDACTED] B36

TSA ADHOC Query Results

MsgID: 591509

CustName: [REDACTED] *B6*

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:14:12 PM

FromDate: 1/19/2010 11:18:26 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 5:00:23 PM *B6*

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:59:50 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Body Scans

MsgBody: I detest having Body Scans to travel by plane. This invades our privacy and still lets the terrorist go by. It will not help. why don't the question tyhosr that fit the description of a terrorist

TSA ADHOC Query Results

MsgID: 591530
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

B6

HoldDateTime:
ProcessedDateTime:
TalsmaDateTime: 1/19/2010 12:14:30 PM
FromDateTime: 1/19/2010 10:24:08 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: IAH
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 6:33:14 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: IAH Houston, TX, USA - Houston Intercontinental,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 6:26:33 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

B6

AdditionalNotes: Merged 2 or more responses and edited as needed

MsgSubject: Full-body scans at nation's airports?

MsgBody: TSA Officials, You have no right according to the Constitution of the United States to invade my personal privacy (especially my body) by the use of enhanced scanning to the point of removing my clothes so you can look at my genitals! It is ridiculous that you refuse to body SEARCH Middle-Eastern Men & Women when they come through security check points at the Airports yet have no problem searching AMERICANS! Who is it that CRASHED Commercial Airliners into the World Trade Center on 9/11 2001? Have you forgotten? Was it Americans or Middle Eastern Men between the ages of 18 to 45? You and the ACLU need to rethink your position when it comes to PROFILING period!!! When I went to Iraq in November 2004 (Serving my country - two tours - a total of 26 months in that Hell-Hole) as I prepared to go through Security (TSA) at IAH (George Bush International Airport) in my BDU's (Battle Dress Uniform) with the rest of my company, one of your TSA employees told me that I had to be hand searched...yet, in front of me were three men in Middle-Eastern full-length attire were wisked right through security without being searched. I AM

TSA ADHOC Query Results

an AMERICAN with Military ID, in UNIFORM, going to IRAQ, and your IGNORANT employee wants to SEARCH me instead of Searching THREE Middle-Eastern Men in Full-Length attire because he isn't allowed to PROFILE? That's exactly what your TSA employee told me....he wasn't allowed to PROFILE. You people NEED to have your HEADS EXAMINED!!! Just like your boss: Janet Napolitano, calling us VETERANS who have DEFENDED and SACRIFICED for our Country, a THREAT to our Country! You people DISGUST me along with the MAJORITY of TRUE AMERICANS who are NOT AFRAID to tell you so....May God have Mercy on your PATHETIC souls for your UN-AMERICAN behavior and POLITICAL-Correctness! Don't ask a VETERAN or ACTIVE Military Service member to PROTECT your CHICKEN - SHIT ass.....when the TERROISTS strike this country again because of your Inability to do the RIGHT THING! Signed: [REDACTED]

TSA ADHOC Query Results

MsgID: 591543

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED] B4

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:14:39 PM

FromDate: 1/19/2010 10:06:14 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 12:43:32 PM B4

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 12:43:11 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: please read

MsgBody: To TSA: I implore you to not invade our privacies by using machines that would see everyone naked. There is no reason why you would need to use these devices to secure a plane. I have no problem with racial profiling either. I am sure that we can keep airplanes safe without intrusive measures to the people who work hard here in America to help make it a better place. Thank you, [REDACTED] B6

TSA ADHOC Query Results

MsgID: 591601
CustName: Unknown Unkown
CustAdd:
EmailAddress: [REDACTED]
Telephone:
Fax: *BL*

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/19/2010 12:15:27 PM
FromDate: 1/19/2010 8:15:21 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/22/2010 12:30:00 PM
ReceivedDateTime:
To_TSOC: *TU*
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/22/2010 12:28:43 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: Backscatter scanning

MsgBody: The technology being proposed (backscatter and millimeter wave) is too intrusive. Why it is OK to view all of us naked but not to profile 20-ish middle eastern males is beyond comprehension. We, the American people, will not tolerate this abuse from our government. You work for us. We are not your subjects. Cease this intrusive nonsense and begin profiling the TERRORISTS. We all know who the terrorists are. Male, muslims in their 20s. May not be PC but it is true. Do your job. Keep them off the plane and stop trying to strip all of us in the airport

TSA ADHOC Query Results

MsgID: 591602

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] B6

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:15:28 PM

FromDate: 1/19/2010 8:15:22 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 12:30:51 PM

ReceivedDateTime:

To_TSOC: B6

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 12:30:30 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: Full Body Scans

MsgBody: To whom it may concern, I am an American citizen writing to you today to request that the implementation of full-body scans be stopped. These full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. Terrorists have already taken enough from us. Now, TSA wants to literally strip away the rest of our American pride and dignity. Sincerely, [REDACTED] B6

TSA ADHOC Query Results

MsgID: 591681

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *06*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:16:30 PM

FromDateTime: 1/18/2010 10:54:14 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED] *06*

ClosedDateTime: 1/22/2010 2:45:02 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:44:48 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Please End Full Body Scans And Invasion Of Privacy

MsgBody: I really don't appreciate your snooping at the undergarments of children, grandmothers and grandfathers. If the federal government had not stripped us of our natural rights to keep ourselves safe by keeping and bearing arms- 9/11 would never have happened. If you want to diminish the threat of terrorism and increase flight safety, then restore the Second Amendment, hand airline safety to the private sector and end the governments foreign intervention policy. Thank You [REDACTED]
CA

TSA ADHOC Query Results

MsgID: 591729

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *24*

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:17:11 PM

FromDateTime: 1/18/2010 9:03:29 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 3:04:02 PM *24*

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 3:03:52 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: Strip Searching Passengers is Wrong and Unconstitutional

MsgBody: TSA: I write you in disgust as I read about your latest plans to install more machines to see through the clothes of moms, children, and grandmas. Like your other plans to "keep us safe" you are taking away our freedoms while doing nothing to stop the real threats. I urge you to end plans to install more scanners and to remove the scanners you quietly have in place at various national airports. If you really want to keep us safe, let pilots have guns in the cockpit, and use the intelligence you are already capable of gathering more effectively. Stop taking away the little precious freedom we have left. [REDACTED]

Williamsburg, VA *24*

TSA ADHOC Query Results

MsgID: 591768

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] B6

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:17:44 PM

FromDateTime: 1/18/2010 7:52:12 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:46:20 AM

ReceivedDateTime:

To_TSOC: B6

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:46:10 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: To the CEO

MsgBody: Dear Sir/Madam: I'm a Mo. att'y. directly opposed to 'full body scans' at our airports. These are an invasion of privacy, and utterly unnecessary. Stop being politically correct and profile: You know, young Muslim men? By the way, that's NOT an invasion of privacy and quite constitutional. We do it every day when there's a bank robbery and we broadcast the destruction of the perp., you know, 'White, Red Hair, 5'8"-5'-10", slight build, moustache?' Sincerely, [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 591809

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *Bio*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 7:48:30 PM

FromDate: 1/19/2010 12:09:07 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:47:46 AM

ReceivedDateTime:

To_TSOC: *Bo*

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:47:33 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans are outrageous

MsgBody: Hello, I understand you are considering or pushing for full body scans for everyone based on the recent Nigerian attempted attack. This attack was a failure of our intelligence groups, not scanning. If less intrusive scanning were available then great use it, but to make everyone basically undress in front of strangers is more than I think we can stand, or should stand. Intelligence is the real way to protect ourselves. To make this the reason for full body scans for all Americans is way out of bounds at least for me and in my opinion. I have already stopped travelling because of the current intrusive and over burdensome nature of TSA security rules and checks at the airports. But now if I have to undergo a full body scan, I am not sure what to do. I feel this is so intrusive to my personal privacy and dignity that it makes me sick to think about. If I cannot avoid travel for some reason I'm not sure what I will do. At this point, I would rather take the miniscule risk of physical harm and go back to our free society, rather than to have to endure the ever increasing physical, psychological and emotional

TSA ADHOC Query Results

intrusions and harm we are being subjected to almost daily by our own government. The terrorists are winning... Even if they don't blow us up, they have gotten us all cowering to them and to our government security personel. Sincerely, [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 591844

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 7:48:56 PM

FromDate: 1/19/2010 12:50:18 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:48:28 AM

ReceivedDateTime:

To_TSOC: [REDACTED]

From_TSOC: [REDACTED]

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:48:17 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: To Whom it May Concern, I am writing to you to express my disgust over your latest plan to invade our privacy and erode our freedoms by implementing full body scans. This practice is a total assault against our freedom as Americans and I will support any legislation that strikes down this technology. Sincerely, [REDACTED] CA

B6

TSA ADHOC Query Results

MsgID: 591858

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 7:49:07 PM

FromDate: 1/19/2010 12:36:12 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:49:11 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:48:54 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: body scanners

MsgBody: Folks, As an US citizen, husband of 35 years, 6 children, 9 grandchildren, prior US Naval officer, educated and God-fearing, law abiding citizen, I must express my outrage, disgust and disdain for your agencies insistence on body scanners. These are neither necessary for "our safety" nor "security", those wonderful catch words to give our "government" further liberty to take from us our liberties. It is an insidious infringement upon on our privacy and liberties and you and your administration know this. We as citizens understand SO WELL what you and the "government" are really up to and it is not the welfare of US citizens. Furthermore, where does this all stop? Why do we not use the watch lists which already exist and profile more carefully those individuals whom are more likely to actually pose a threat to our country? Why criminalize our citizens while you and our administration are "citizenizing" the criminals. What about the radiation exposure, "low level" that it may be"? What is the next step, body cavity searching or higher level xrays and CT's? What about the security of the scans and

TSA ADHOC Query Results

privacy issues. I realize there are individuals within TSA who truly want to do what is right but as a citizen, along with millions of fellow citizens, we do not trust the overarching motives or goals of the TSA administration. We are not sheep. We are not unaware of your intents. We are not afraid to take a stand when the price of "safety" borders on totalitarianism and tyranny. These measures don't engender trust or a sense of well being or safety. Quite the opposite, our real threat and insecurity lie in the tyrannical usurpation of our rights, liberties and freedoms by federal agencies and their policies which have gone way beyond the bounds ever intended by the constitution. Please don't just dismiss this letter as our "representatives" in Congress do with either no reply or simply a form letter. I look forward to your reply to my concerns. Respectfully [REDACTED]

BC

TSA ADHOC Query Results

MsgID: 592177

CustName: [REDACTED]

CustAdd: [REDACTED] B6

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/20/2010 12:33:48 PM

FromDate: 1/19/2010 8:33:26 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:51:18 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:51:04 AM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: No To Body Scanners

MsgBody: Full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide and will not keep us safe. So far, it has been passengers and flight crew who have stopped such incidents. The terrorists will continue to circumvent any of these freedom-crushing "security" measures. Your approach to security has done more harm to the liberty this country stands for than the hijackers of 9/11 did. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 592682

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/20/2010 8:01:00 PM

FromDate: 1/20/2010 3:27:24 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 5:22:18 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:20:57 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full Body Scanners

MsgBody: As an American Citizen, I am appalled that the government would even consider implementing full body scanners in the name of "national security." Since 9/11, citizens and crew members have been the only body preventing terrorism on our soil, and our military troops abroad. I, as well as the American population, ask you do not equip airports with these privacy invaders

TSA ADHOC Query Results

MsgID: 592716

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/20/2010 8:01:24 PM

FromDateTime: 1/20/2010 4:18:01 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 4:47:02 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:44:01 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Airport body scans

MsgBody: It is time the American people stand up for their rights as guaranteed to us by the Constitution. Enough of having our rights taken away in the name of security! The last terrorist to board a flight was known to those in security. His OWN FATHER reported him and his proposed terroristic actions to the authorities. His Visa had expired 3 months earlier and an alert went out for him 30 minutes AFTER his flight took off! If that wasn't enough warnings and heads ups, then our security is a farce, which, of course, it is! No more of this crap and over reach of government! It's bad enough you can't take your own beverages on a plane but are force to buy them at price gouging prices. What a racket! Now we have so called security people who will be able to see us naked AGAINST our will, all in the name of SECURITY, which actually means we will be more vulnerable than ever and less secure than ever. Stop the insanity!

TSA ADHOC Query Results

MsgID: 592770

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *BS*

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/20/2010 8:02:22 PM

FromDate: 1/20/2010 5:03:41 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 5:23:50 PM

ReceivedDateTime:

To_TSOC:

From_TSOC: *TS*

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:22:44 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject:

MsgBody: I dont think it is nessassary to look at everyones undergarments to keep flying safe!!! American people taking away American Rights what is wrong with you??

TSA ADHOC Query Results

MsgID: 592994
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

BL

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/21/2010 11:45:30 AM
FromDate: 1/20/2010 11:04:07 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUse: [REDACTED]
ClosedDateTime: 1/21/2010 5:29:06 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

BO

Airline:
Incident_Date:
Contact_Date: 1/21/2010 5:27:50 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Whole Body Scanning

MsgBody: I have seen the images from whole body scanning and am deeply disturbed that you would want to impose this on all flight passengers. This is, in effect, a strip search - with large numbers of TSA employees having the authorization to view these photos. What will keep deviants from repeatedly scanning individuals they find "interesting" or from copying or keeping the images of their "naked"-bodies! This is an outrage and rest assured my RV will be tacking on more miles so that my family and I can avoid these intrusive searches in order to board an airplane!

[REDACTED] They came for the Communists, and I didn't object - For I wasn't a Communist; They came for the Socialists, and I didn't object - For I wasn't a Socialist; They came for the labor leaders, and I didn't object - For I wasn't a labor leader; They came for the Jews, and I didn't object - For I wasn't a Jew; Then they came for me - And there was no one left to object. - Martin Niemoller, German Protestant Pastor, 1892-1984

BL

TSA ADHOC Query Results

MsgID: 593078

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

736

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 11:46:48 AM

FromDateTime: 1/21/2010 8:45:26 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole-Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 5:32:09 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:31:13 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject:

MsgBody: To Whom It May Concern: I have recently read about your office's attempt to implement full body scans on all airline passengers. Please consider the constitutional violation that this would impose on all of the citizens of this "free" country, not to mention the huge cost on an already troubled economy. I urge you to please reconsider this as you will only play into the terrorists hands by continuing to cripple the economy and destroy the freedoms which we allegedly are hated for. Thank you for your time, [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 593136

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

T36

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 11:47:36 AM

FromDate: 1/21/2010 10:15:59 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 5:38:43 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

T36

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:37:48 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: These full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. Hand airline security back to the private sector, and end our government's policy of foreign interventionism

TSA ADHOC Query Results

MsgID: 593139

CustName: [REDACTED] B6

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 11:47:38 AM

FromDate: 1/21/2010 10:22:28 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] B6

ClosedDateTime: 1/21/2010 5:40:44 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:39:30 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: millimeter wave body scanners

MsgBody: To Whom It May Concern: I am opposed to millimeter wave body scanners. It is a gross invasion of privacy. Subjecting Americans to this type of search is humiliating and unnecessary. [REDACTED] B6

TSA ADHOC Query Results

MsgID: 593397

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 7:41:03 PM

FromDate: 1/21/2010 2:29:38 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/24/2010 11:53:28 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Rio

Airline:

Incident_Date:

Contact_Date: 1/24/2010 11:52:55 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Response to full body scans in airports

MsgBody: To the Office of Civil Rights, I can't believe you are advocating full body scans on airline passengers. This is an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. Shame on you, to cover your own ineffectiveness at keeping us safe you want to strip American citizens of their right to privacy and liberty. The terrorists will continue to circumvent any of your freedom-crushing "security" measures. Stringent profiling would be a lot more efficacious in identifying terrorists than wandering or scanning this body of a Third Generation Californian grandmother! This latest move of body scanning will not keep us safe but will take away more of our Constitutionally granted rights. No, no, no to full body scans; TSA has already made it enough of a nightmare to fly an airliner [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 593799

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/22/2010 1:16:37 PM

FromDate: 1/22/2010 7:05:32 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/25/2010 3:18:57 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/25/2010 3:18:34 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: All Other Inquiries

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml> ----- Remote Client [REDACTED] Date Time: [REDACTED]

B2

1/22/2010 7:05:32 AM

Name [REDACTED]

Brief Description of Inquiry: Passenger Security Search

Comments: Now a days a lot is being voiced on electronic and print media that Passengers of selected Muslims countries are totally deprived of their religious, cultural, ethical and so called Civil Right values by full Naked body search on arrival at any USA Airport ? What is the factual status?

B6

TSA ADHOC Query Results

MsgID: 593843

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime: 1/25/2010 5:13:05 PM

ProcessedDateTime:

TalismaDateTime: 1/22/2010 1:17:13 PM

FromDateTime: 1/22/2010 9:47:34 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUse: [REDACTED]

ClosedDateTime: 1/26/2010 12:16:49 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/25/2010 5:10:42 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Passenger and Traveler Information

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index>

Remote Client [REDACTED]

Time: 1/22/2010 9:47:34 AM

Inquiry for: My Question is Not Listed Here Name [REDACTED] Message: While I am not a fan of the idea of whole body imaging, I recognize the fact that the majority of people seem okay with this technology and that it was implented our safety in mind. I think one of my main issues with the technology is the invasion of privacy and the potential for abuse. I know it is standard for pat-downs to be conducted by a member of the same sex, but I see no such assurance on your website for what TSA officer would be viewing the images. As a female, even with my face blurred, I would not be comfortable with a male (even one who is remotely located) who is not my husband seeing that much detail on my naked body. Is

B6

B6

B2

B6

TSA ADHOC Query Results

there any kind of assurance that the officer seeing the images is of the same sex? If not, I see that to be a major violation of privacy. If it's already standard, thank you for taking added steps to assure passengers of the privacy and modesty

TSA ADHOC Query Results

MsgID: 588921

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime: 1/17/2010 3:29:17 PM

ProcessedDateTime: [REDACTED]

TalismaDateTime: 1/15/2010 7:56:16 PM

FromDate: 1/15/2010 1:00:13 PM

Flag:

Status: ONHOLD

Consumer_Issue: ISSUE

ResolutionSummary: TCC COMMENT REPLY

ResolutionSummary_Extended: TCC COMMENT REPLY

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:

NTUser: [REDACTED]

ClosedDateTime: [REDACTED]

ReceivedDateTime: [REDACTED]

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/17/2010 3:28:21 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CaseID:

AdditionalNotes:

MsgSubject: Airport Security Searches

MsgBody: What is the world coming to when full-body scans are needed at our nation's airports? Is the government really going to allow TSA personnel to virtually strip-search kids, moms, grandmothers, grandfathers and all other American passengers through their clothes? Who will be checking on the checkers? Will we be assured that these "checkers" are not child predators or sex offenders? Will background checks be done on anyone able to view these images? What happens to these images after they are viewed? I can't believe that they would be destroyed or not saved in some manner. I believe that the ability would exist to save and/or copy these images and who knows, even email them or put them on a website. (Nothing would surprise me anymore.) Die to the box cutters on 9/11 - no one was allowed to carry a nail file or nail clippers. Then there was the scare about liquid - no more carrying water or body wash. Then we had the shoe bomber - now we have to remove our shoes before going through security. Next, there's a guy who is stupid enough to put explosives in his underpants, and what does "Security" want to do, check our

TSA ADHOC Query Results

nated bodies (by body scan, of course). Get to the airport 2 hours before departure will be a thing of the past - you better be there 24 hours before take-off. This is so ridiculous and no one can see it! What happens the next time a would-be terrorist decides to shove something somewhere that is "not detectable" by the full-body scan? Will we all then be subject to undergo cavity searches before boarding? Holy God - Take a look around people. What is happening to this country???

1-5

TSA ADHOC Query Results

MsgID: 588989

CustName: [REDACTED]

CustAddr

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 7:57:11 PM

FromDateTime: 1/15/2010 1:09:09 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/18/2010 3:10:44 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/18/2010 3:10:14 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full Body Image Scanning

MsgBody: Are you seriously doing full body scans on people through airport checkpoints? I believe this is a violation of the fourth amendment catering towards "unreasonable searches". [REDACTED]

TSA ADHOC Query Results

MsgID: 589013

CustName: Unknown Unknown

CustAdd:

EmailAddress:

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 7:57:29 PM

FromDateTime: 1/15/2010 1:18:48 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: TCC COMMENT REPLY

ResolutionSummary_Extended: TCC COMMENT REPLY,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter-Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter-Wave, Suggestions,

Airport:

NTUser:

ClosedDateTime: 1/17/2010 3:57:50 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/17/2010 3:57:18 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Body Scanning

MsgBody: I would like to express my concern over the recent full body scanning initiative proposed by the TSA and others. Having reviewed several examples of body scanning images, it appears to be very similar to a nude photo. Taking nude photos of citizens and allowing TSA personnel access to these types of photos is an extreme violation of privacy. In addition, the effectiveness of such a strategy is very much in question. For example, simply storing a device inside of a body cavity is not detectable by the scanning system. What is being proposed is incredibly expensive and will only alter the means used by terrorists, but not diminish the threat. Thank you for your consideration.

TSA ADHOC Query Results

MsgID: 589029

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] TCC

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 7:57:42 PM

FromDateTime: 1/15/2010 1:22:12 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: TCC COMMENT REPLY

ResolutionSummary_Extended: TCC COMMENT REPLY

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: [REDACTED]

NTUser: [REDACTED] PLS

ClosedDateTime: 1/17/2010 12:11:57 PM

ReceivedDateTime:

To_TSQC:

From_TSQC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date

Contact_Date: 1/17/2010 12:11:23 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Very upset about "whole body scanning".

MsgBody: Dear Sir or Madam, I am horrified to hear of the planned use of "whole body scanning". It is not only disgusting but also an unacceptable and illegal breach of personal privacy. There is no need for security personnel to electronically strip search passing persons or take pictures of them. It is absolutely an "unreasonable search" as prohibited by the fourth amendment to our Constitution. Thank you for your time [REDACTED]

PLS

TSA ADHOC Query Results:

MsgID: 589030

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 7:57:48 PM

FromDateTime: 1/15/2010 12:54:15 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/17/2010 12:23:38 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/17/2010 12:22:44 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full-body Scans

MsgBody: To whom it may concern at the Transportation Security Administration, As a freedom-loving citizen of the United States, I am appalled at the TSA's plan to implement full-body scans and full-body imaging as part of airport security across the nation. I believe agencies such as the TSA are using the fear and paranoia generated by recent security failures (failures resulting from TSA incompetence) to further erode American citizens' constitutional rights to privacy. Despite your agency's misinformation and government propaganda, these measures will not make Americans safer during air travel. Instead, they will only ensure the further erosion of this country's Constitutional protections against government encroachment into its citizens' lives. This kind of unconstitutional violation of individual rights will not stand up to a serious challenge in the U.S. court system, a challenge that will surely follow should such an insidious measure be put into place at America's airports. Concerned Citizen, [REDACTED] Hotmail! Free, trusted and rich email service: Get it now. <<http://ck.atdmt>>

T/10

com/GBJ90/196390708/direct01/

TSA ADHOC Query Results

TSA ADHOC Query Results

MsgID: 589405
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 8:02:32 PM
FromDateTime: 1/15/2010 3:17:05 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions.

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 12:29:37 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/17/2010 12:20:45 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Have you read the Constitution?
MsgBody: Body scans are an invasion of personal privacy and disparage public decency. It's bad enough to be treated like a criminal because one has an artificial knee, etc., or uses prescribed injectable medication, or has a one-way ticket, or just happens to appear nervous. Now, while those who truly are threats are one step ahead of our attempts to deter them, the rest of us are expected to behave like docile sheep in order to exercise freedoms guaranteed us by the Constitution. Read it; you might find it enlightening. It's shameful and we object. [REDACTED]

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TSA ADHOC Query Results

MsgID: S89489
CustName: All Unknown
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 8:03:19 PM
FromDateTime: 1/15/2010 3:44:52 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/19/2010 11:42:00 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/19/2010 11:41:32 AM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:
MsgSubject: Full Body Scanners
MsgBody: I am a wife and mother and I am adamantly against putting Full Body Scanners into airports. There is no proof that it would protect us from terrorists any better than now, but it would be a huge infringement on our right to privacy. The idea of having strangers doing body scans on my children just to ride a plane is abhorrent. The possibility of people using the scanners for nefarious purposes is much more likely than the possibility of scanners preventing a terrorist. I would urge you to drop this ridiculous idea. Sincerely, [REDACTED] Powerful Free email with security by Microsoft. Get it now.
<<http://dx.admt.com/GBI/go/196390/10/direct/01/>>

123

TSA ADHOC Query Results

MsgID: S89473

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TollismaDateTime: 1/15/2010 8:03:23 PM

FromDateTime: 1/15/2010 3:47:52 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 12:07:15 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date:

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: regarding full body scanners

MsgBody: TSA: I am writing to explain why your push to further invade privacy of American Citizens by full body scans is ill-conceived and will ultimately be ineffective. There are several reasons why TSA has been highly ineffective and why your activities are morally unacceptable. First and foremost is the illegal nature of your activities: the US Constitution explicitly prohibits, in the 4th Amendment of the Bill of Rights, such illegal and unreasonable searches and seizures. That amendment reads: "The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized." There is no basis or probable cause for ordinary American Citizens to be subjected regularly to such unreasonable searches as you presently do. It is a violation of natural rights and not in your authority or the authority of the government to search Americans who have not

TSA ADHOC Query Results

committed crimes prior to boarding flights. You are illegally punishing Americans for bad acts committed by foreigners against our fellow citizens by your draconian measures which altogether have proven repeatedly ineffective. Your attempts to scan and screen all airline passengers are ineffective, at best, and are an extremely burdensome tax liability that has no place in the private airline industry. The most efficient method of making airlines safe would be to let the individual airlines who know their business better than government bureaucracy to manage the safety of their passengers. The airlines who meet the needs of the free market, providing the right combination of safety, price, and comfort to their customers are in the best position to efficiently provide for the safety of their passengers. Those airlines who would be free to care for their own security and who gain the best reputation in the free market for such would gain the most passengers and customers who would use their service. Government employees and contractors hired by the government are subject to fatigue, and had they been effective at monitoring the computerized scanners of luggage, they would not have permitted terrorists from sneaking weapons and explosives on the airplanes. The TSA and its policies are a large part of the blame for the successful attacks by the 9/11 attackers, that has been an excuse for tyranny of US Citizens by the government. Had ordinary citizens not been deprived of their 2nd amendment right to bear arms and carry means of defending themselves, there is not one doubt whatsoever that the twin towers would still be standing and many fewer lives would have been lost, for capable US citizen passengers would have had the means to defend themselves, the crew, and the flight from the attack of the foreigners, drastically mitigating the intentions of the 9/11 terrorists. The x-raying intended by the full body scanning, besides being morally repugnant, is a health hazard that will expose individuals to unnecessary radiation and damage to their person. I have read nothing comparing the health costs and anticipated premature deaths incurred by damaging the citizenry with invasive, dangerous xrays versus the probability of untimely death from the next security breach that WILL occur despite the ubiquitous use of full body xrays, for the same reasons security breaches occur today. In conclusion, it is my recommendation that TSA be completely removed from the airline security business, and instead switch to being a rating organization, at most, of how effectively individual, private airlines provide for security of their passengers, permitting potential passengers to choose their airline by safety and security performance. TSA's activities are in direct violation of the Bill of Right and without legal authority, directly or indirectly from the US Constitution, punish US citizens for atrocities and acts committed by foreigners, potentially will cause serious health issues for passengers if it's full body scanners are implemented, is an ineffective tax burden on the American people, and contributes to the success of terrorism by inhibiting American's ability to protect themselves from nefarious individuals, most of whom are foreigners. Regards,

B6

TSA ADHOC Query Results

MsgID: 589478
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TaltimaDateTime: 1/15/2010 8:03:27 PM
FromDateTime: 1/15/2010 3:49:20 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave,
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/19/2010 11:40:33 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/19/2010 11:37:29 AM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
Called:

AdditionalNotes: Merged two or more responses.

MsgSubject: Full Body Scan at Airport.

MsgBody: I am absolutely disgusted that you are considering Full Body Scanners at the airports. I, for one, WILL NOT ALLOW IT and if this requires someone to then "pat me down", I can promise you that I will sue you. I have the money and the means to do this so do not consider this a "threat" because it's a promise! I find it a total intrusion into the privacy of my life to go through a Body Scanner! I am asking you strongly to reconsider! Sincerely, An AMERICAN that is sick and tired of government BS! [REDACTED] when the people fear their government there is tyranny; when the government fears the people, there is liberty. -- Thomas Jefferson

Be

Be

Be

TSA ADHOC Query Results

MsgID: 589483

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TollsmDateTIme 1/15/2010 8:03:51 PM

FromDateTime 1/15/2010 3:53:30 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE, ISSUE

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response, WHOLE BODY IMAGING RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 12:05:09 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact Date: 1/19/2010 12:04:40 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes: Merged two or more responses.

MsgSubject: no full body scans

MsgBody: To whom it may concern: I am a law abiding citizen. Most Americans are law abiding citizens. It is not necessary for a government agency to invade my privacy to secure an airplane--the past has shown us that courageous and cautious individuals, flight attendants, and pilots have done more to ensure safety than privacy-invasive policy. Do not begin scanning and searching at will. It's wrong. It's unconstitutional, and I will refuse to fly if that will be the course of action--as will many other Americans. I will not tolerate that kind of policy. It will only serve to hurt America further. Sincerely, [REDACTED]
Birmingham, AL

TSA ADHOC Query Results

MsgID: 589486

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

7/16

HoldDateTime:

ProcessedDateTime:

TakenDateTime: 1/15/2010 8:03:33 PM

FromDateTime: 1/15/2010 3:55:27 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE.

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave.

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 12:03:36 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

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Airline:

Incident_Date

Contact_Date: 1/19/2010 12:03:16 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: They are an invasion of privacy, and shame and a disgrace. [REDACTED]

(3/4)

TSA ADHOC Query Results

MsgID: 589487
CustName: Unknown Unknown
CustAddr:
EmailAddress: [REDACTED] *AS*
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 8:03:33 PM
FromDateTime: 1/15/2010 3:55:24 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NYUser:
ClosedDateTime: 1/19/2010 11:49:16 AM *AS*
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/19/2010 11:48:30 AM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
Called:

AdditionalNotes:
MsgSubject: Full body scans
MsgBody: Your plan for full-body imaging is a peeping tom's dream and a nightmare for those of us who believe in the great American principles of liberty, restrained government, and privacy. These full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. The American people and the freedom movement will not sit idly by in this fight. Don't do it! _____ Hotmail: Trusted email with powerful SPAM protection. Sign up now. <http
[REDACTED]

TSA ADHOC Query Results

MsgID: S89556
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] *CL*
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TailnumDateTime: 1/15/2010 8:04:26 PM
FromDateTime: 1/15/2010 4:32:08 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser:
ClosedDateTime: 1/19/2010 12:28:18 PM *B/L*
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/19/2010 12:27:55 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:
MsgSubject: NO full body imaging scans
MsgBody: Please adhere to the constitution. Do not ignore my rights. Full body imaging scans are immoral and wrong

TSA ADHOC Query Results

MsgID: 589557
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] *o/s*
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalksmoDateTime: 1/15/2010 8:04:27 PM
FromDateTime: 1/15/2010 4:31:12 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/19/2010 1:11:24 PM *o/s*
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date
Contact_Date: 1/19/2010 1:10:59 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:
MsgSubject: naked body scanners
MsgBody: I will not be subjected to this type of privacy invasion even if it means I never fly again. This is going too far.

TSA ADHOC Query Results

MsgID: 589666
CustName: [REDACTED]
CustAddr: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 8:04:33 PM
FromDateTime: 1/15/2010 4:35:11 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response, WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser:
ClosedDateTime: 1/19/2010 12:47:15 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/19/2010 12:46:44 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Merged two or more responses.
MsgSubject: No to full-body scans!!
MsgBody: If this is implemented, I will refuse to fly anywhere!! This potential move has even altered my potential jobs because I do not wish to be treated in such a manner. I value my privacy. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 589567

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalkmaDateTime: 1/15/2010 8:04:34 PM

FromDateTime: 1/15/2010 4:35:32 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 12:45:47 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline

Incident_Date

Contact_Date: 1/19/2010 12:45:28 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: No Imagers

MsgBody: I am opposed to the invasion of privacy that the full body imaging imposes on citizens. Thanks [REDACTED]

736

TSA ADHOC Query Results

MsgID: 589569
CustName: [REDACTED] *ll*
CustAdd: [REDACTED]
EmailAddress: [REDACTED] *plks*
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 8:04:35 PM
FromDateTime: 1/15/2010 4:10:04 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave.

Airport: [REDACTED]
NFUser: [REDACTED]
ClosedDateTime: 1/19/2010 1:04:44 PM *B6*
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/19/2010 1:04:11 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CollID:

AdditionalNotes:
MsgSubject: Stop invading our privacy
MsgBody: I am disgusted with the idea of new airline scanners that will allow TSA officials to look at any person as if they were naked. This is a terrible infringement on mine, my mothers, and everyone's privacy. If some retard wants to try to get on a plane with a bomb shoved up his butt all the more power to him, but we should not have to pay the price for him with more regulations and infringements on our personal rights. Please do the right things and do not allow full body scanners. In accordance with the Campaign for Liberty, [REDACTED] *B6*

TSA ADHOC Query Results

MsgID: 589570
CustName: [REDACTED]
CustAddr:
EmailAddress: [REDACTED]
Telephone:
Fax:

T.G.
P.L.

HoldDateTime:
ProcessedDateTime:
TallsmaDateTime: 1/15/2010 8:04:36 PM
FromDateTime: 1/15/2010 4:40:52 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NYUser:
ClosedDateTime: 1/19/2010 1:15:32 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B.G.

Airline:
Incident_Date:
Contact_Date: 1/19/2010 1:11:44 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID

AdditionalNotes:
MsgSubject: problem with airport security
MsgBody: Hey. For whatever my voice counts for I'm sending this to you in case I can make a difference. I just heard about the push for the use of technology that "digitally strip searches" all airplane passengers. I've been aware of this technology for a while but I'm strongly apposed to it being used. In fact- I won't let my family board an airplane if it comes to this. Plain and simple. Me and my wife are law abiding citizens and I won't allow her to be treated and viewed, even digitally without details. Indecently just to transport ourselves around a free country. What will this new measure accomplish? Well ... my family and I won't be aboard any flights, thats one thing it will do. Don't do it. You'll hear that from just about every American. please listen. [REDACTED]

B.G.

TSA ADHOC Query Results

MsgID: 589699
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

P20
P20

HoldDataTime:
ProcessedDateTime: 1/15/2010 8:06:23 PM
TalismaDateTime: 1/15/2010 6:25:53 PM
FromDateTime: 1/15/2010 6:25:53 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/19/2010 1:33:05 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

P20

Airline:
Incident_Date:
Contact_Date: 1/19/2010 1:29:18 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:
MsgSubject:

MsgBody: I strongly oppose strip search at the airports! It will not improve security! I dont want to be seen naked by some people! The whole idea is ridiculous. mark betka
Windows Live: Friends get your Flickr, Yelp, and Digg updates when they e-mail you.

P20

TSA-ADHOC Query Results

MsgID: 589708
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 8:06:30 PM
FromDateTime: 1/15/2010 6:35:55 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/19/2010 1:36:27 PM
ReceivedDateTime:
To: TSOC,
From: TSOC,
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/19/2010 1:36:05 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:
MsgSubject: Full body scans intrusion of privacy
MsgBody: I am against the use of these scanners as they violate the privacy of every individual that flies in a manner that not even criminals are treated. Time and again history has shown that more intervention from government is not the answer. I urge you to stop this assault on our liberties. Sincerely, [REDACTED] Sent from my iPhone

BoCo

TSA ADHOC Query Results

MsgID: 589926

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TelmaDateTime: 1/16/2010 1:09:44 PM

FromDateTime: 1/15/2010 11:15:42 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/17/2010 1:06:15 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/17/2010 1:04:50 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CaseID:

AdditionalNotes:

MsgSubject: airline security?

MsgBody: Just for your information, you will NEVER use body cameras on me or my wife and you WILL NEVER Strip search either of us. Also you WILL never have the "OPPORTUNITY" to get your rocks off by taking full nude body xrays or pictures of us. We WILL BOYCOTT ALL Commercial flying, for the rest of our lives, AND I HOPE YOU AND YOUR INDUSTRY GO BANKRUPT!! [REDACTED]

BC

TSA ADHOC Query Results

MsgID: 589976

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/16/2010 3:10:26 PM

FromDateTime: 1/16/2010 1:00:32 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 12:29:53 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contract_Date: 1/20/2010 12:28:47 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Airport Security

MsgBody: To whom it may concern: I am all for airport security and I appreciate the job that you are doing as having been in law enforcement, I know how difficult it can be. However, I think your full body scanners are too invasive and unnecessary as pilots now have firearms on aircraft, cockpit doors are much more secure, passengers have show their willingness to stop terrorist acts and I do not need some TSA officer peering at my wife through her clothing. I would rather have full patdowns. Other methods can detect explosives without being so invasive. This is unconstitutional as it is a search of my body without consent or probable cause. [REDACTED]

TSA ADHOC Query Results

MsgID: 590053
CustName: [REDACTED] P.6
CustAddr: [REDACTED]
EmailAddress: [REDACTED] P.2
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/16/2010 1:11:24 PM
FromDateTime: 1/16/2010 10:18:18 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUsed: [REDACTED] P.6
ClosedDateTime: 1/17/2010 1:13:47 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/17/2010 1:13:10 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: Airport Security
MsgBody: Full body scans at airports are a disgusting invasion of privacy and completely unnecessary for the safety of air travel. If this procedure continues, the terrorists will have won a victory because people who value their privacy will not fly. This will further damage an already weak economy and the airline industry. It is imperative that you discontinue this practice immediately. [REDACTED] Sierra Vista, AZ.
P.6

TSA ADHOC Query Results

MsgID: 590083
CustName: [REDACTED] TSC
CustAddr: [REDACTED]
EmailAddress: [REDACTED].com TSC
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/16/2010 1:11:48 PM
FromDateTime: 1/16/2010 10:50:11 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]
NTUser: [REDACTED] TSC
ClosedDateTime: 1/20/2010 12:56:02 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 12:54:47 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA
MsgBody: Dear TSA, I am writing you to urge you not to push for full body scans in our airports. It is a direct violation of our privacy. The TSA has no right to look at an image of our bodies. [REDACTED] Trusted email with powerful SPAM protection. Sign up now. <<http://clk.atdmt.com/GBL/go/196390707/direct/01/>> TSC

TSA ADHOC Query Results

MsgID: 590114

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TollsmDateTime: 1/16/2010 1 12 13 PM

FromDateTime: 1/16/2010 11:34 57 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 11:47:58 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 11:47:43 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: It is nobody's right to look at pictures of our naked body.

MsgBody: Please do not install body scanners in airports around the United States. They are bound to be mis-used. It is nobody's right to look at pictures of our naked body.

TSA ADHOC Query Results

MsgID: 590125

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

66
Plo

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/16/2010 1:12:22 PM

FromDateTime: 1/16/2010 11:51:18 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 1:31:19 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

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Airline:

Incident_Date:

Contact_Date: 1/20/2010 1:30:59 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: FULL BODY SCANS

MsgBody: I LOUDLY PROTEST THE ABOVE USE AT OUR NATION'S AIRPORTS! WHAT AN INVASION OF PRIVACY! READ THIS... As Judge [REDACTED]

explained, "Airline travel is safer today because pilots have guns, cockpit doors are like bank vaults, and the passengers have become courageous. All this was done by individuals in the private sector, not by the government."

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TSA ADHOC Query Results

MsgID: 590140
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/16/2010 1:12:34 PM
FromDateTime: 1/16/2010 12:13:32 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE;
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE;
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE;
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave;

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 1:53:03 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 1:52:51 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Stop Unconstitutional Body Scans and the Invasion of my privacy.

MsgBody: I am forwarding this to your organization as a show of support for stopping the gross invasion of my rights as a citizen of The Great Republic of the United States of America. Regards: [REDACTED] please scroll down: <ht

January 15, 201

Dear C4L Member, After a lone Nigerian would-be terrorist tried to detonate explosives in his underclothes Christmas Day on a flight from Amsterdam to Detroit, TSA immediately grabbed for even more invasive power over American citizens. Most disturbingly, the Transportation Security Administration (TSA) wants to implement full-body scans at the nation's airports—allowing unelected bureaucrats to virtually strip-search and gawk at kids, moms, grandmothers, grandfathers— you and all other American passengers— through your clothes. Predictably, misinformation on the graphic nature of the images and ability of TSA personnel to copy, photo, and save the images poured forth from TSA flaks. I have included direct contact

TSA ADHOC Query Results

information for the TSA at the end of this email. Call them today and let them know how disgusted you are with their latest plan to invade our privacy. It's a peeping tom's dream, and a nightmare for those of us who believe in the great American principles of liberty, restrained government, and privacy. Unless we stop this outrage, TSA agents will be snooping at the undergarments of such "threats" as American kids, grandmothers, and grandfathers. And if you or they refuse? You will be physically searched by TSA employees just like a criminal after being arrested. The TSA's dirty little secret is the agency <http://www.tsa.gov> has been pushing

full-body imaging since 2002 and even introduced the technology at a handful of airports in 2007—without ensuring that passengers knew they were being watched in this manner. As Congressman Jason Chaffetz (R-UT) said, "Nobody needs to see my wife and kids naked to secure an airplane." Despite self-serving assurances from the TSA, these full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide. Last year, Campaign for Liberty Director of Development Steve Bierfeldt sued the TSA for detaining him for carrying cash. Because Steve so strongly stood up to them, the TSA backed down from its unconstitutional searches of passengers' non-terrorism-related property. But such victories for liberty are rare in today's America and must be fought for by a vigilant public jealous of its liberty. We now risk losing the gains we have made against the surveillance state, all because of the "systemic failure" of the federal government—as Obama himself called it. Now the TSA wants to know far more about us than just the amount of cash we're carrying. Use the numbers below to contact them today as we show the TSA that the freedom movement will not sit idly by in this fight. Just as Big Brother advocates jumped on the intelligence failure of 9/11 to nationalize airport security, they once again want to use their own failure as an excuse for more power. But we know that this latest move will not keep us safe. So far, it has been passengers and flight crew who have stopped such incidents as this and the attempted "shoebombing" of December 2001. They can keep stripping away our privacy and liberty, all to foil the last attack, but the terrorists will continue to circumvent any of their freedom-crushing "security" measures. As Judge Andrew Napolitano

has explained, "Airline travel is safer today because pilots have guns, cockpit doors are like bank vaults, and the passengers have become courageous. All this was done by individuals in the private sector, not by the government. I've said it before and I'll say it again, if the feds had not stripped us of our natural rights to keep ourselves safe—by keeping and bearing arms—9/11 would never have happened." If we want to diminish the threat of terrorism and fly more safely, we can restore the Second Amendment, hand airline security back to the private sector, and end our government's policy of foreign interventionism. Contact the TSA's "Office of Civil Rights" by phone toll free at 1-877-EEO-4-TSA (1-877-336-4872) or (800) 877-8339 (TTY) and by email at <http://us.mc449.mail.yahoo.com/mc/compose?to=TSA-ContactCenter@dhs.gov> TSA-ContactCenter@dhs.gov. Benjamin Franklin said, "Those who give up essential liberty to purchase a little temporary safety, deserve neither liberty nor safety." Let us do our part to show Washington and the TSA that Americans not only deserve and want both, but that we will not stop until our privacy and all our other freedoms are secure. In Liberty, <http://www.civilrights.tsa.gov>

President P.S. Pull down the shades on Big Brother and stand up for your privacy. Call the TSA today!

TSA ADHOC Query Results

MsgID: 590146

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:13:13 PM

FromDateTime: 1/16/2010 12:22:38 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport:

NTUSIP: [REDACTED]

ClosedDateTime: 1/20/2010 1:56:45 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 1:56:23 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Airline Security

MsgBody: Hey, Guys, why don't you learn from Israel? START AGGRESSIVE PROFILING!! And whatever else you can learn from them. Invasion of kid's and grandma's privacy is both too expensive, time-consuming and distracts from the real threat. Be smarter!

[REDACTED]

TSA ADHOC Query Results

MsgID: 590148

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6
P6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 11:13:18 PM

FromDateTime: 1/16/2010 12:32:26 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:07:02 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:06:08 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Body Scanning Complaint

MsgBody: To whom it may concern, I am taking some time out of my busy schedule because I feel what I have to say is important. Please take some time out of your busy schedule to read this. I am a born and bred American, I love our country, my family has a history of serving this nation, including my brother who is currently serving in Iraq. But as I see the power grabbing going on in our country, it makes me totally despise those who have been put in power, and using that power to coat their own pockets at the expense of the hard working, honest, good people of America. Robbing us of our liberties, our rights, and our own constitution, under the pretense of security. The most secure country we could have is if our government would allow us to exercise our right to the second amendment of our constitution which states "A well regulated militia, being necessary to the SECURITY of a FREE state, the right of the PEOPLE to keep and bear arms, SHALL NOT BE INFRINGED." This current proposal to place these body scanners in our airports, is totally and completely absurd. Just because some Nigerian waco tried to blow up his

TSA ADHOC Query Results

underwear, doesn't mean that we all need to be strip searched in airports. I mean the whole thing of taking off our shoes and coats is bad enough. It is common knowledge that Michael Chertoff is deeply involved in the production of these scanners, and using a failed attempt of a suicide bomber, to promote his equipment. Wouldn't we all love it if we could get a law passed that requires people to use our manufactured goods. Oh wait, that happens all the time in Washington. I forget. Okay so go ahead look at my mom naked, look at my girlfriend naked, what are you guys thinking... Please rephrase the second amendment, and all this bull crap will be over. Every great nation that has fallen has fallen from within...

1/2/0

TSA ADHOC Query Results

MsgID: 590150

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

EG

TSB

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:13:20 PM

FromDateTime: 1/16/2010 12:34:30 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave.

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:08:24 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

33C

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:08:07 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full-body scan

MsgBody: To whom it may concern, I am disgusted with the Transportation Security Administration latest plan to invade our privacy. Nobody needs see anyone naked to secure an airplane. If we want to diminish the threat of terrorism and fly more safely, we can restore the Second Admendment, hand airline security back to the private sector, and end our government's policy of foreign interventionism.

TSA ADHOC Query Results

MsgID: 590155
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:13:24 PM
FromDateTime: 1/16/2010 12:37:19 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 2:30:16 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 2:29:48 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Full Body Scanning is WRONG
MsgBody: TSA, The proposal to use full body scanning to look through the clothing of me, my wife, children and parents/grandparents is a major invasion of our privacy and a further erosion of our civil liberties. One Nigerian made it through third world and Amsterdam security despite the fact that you knew he was coming and was even reported by his own father, and you are going to use that as an excuse to virtually strip search all American Citizens forever - I think not! This perpetrator was practically gift wrapped for you and a conspiracy minded person might even argue that you let this happen so you could further your agenda and implement this grossly invasive technology. You should all be ashamed of this invasive and disgusting power grab. Full-body scans are an unconstitutional, unacceptable intrusion into the privacy of American passengers nationwide and must not be implemented. Shame on you and I will be forwarding this same message to my Senators and Congressmen.

136

TSA ADHOC Query Results

MsgID: 590169
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:13:37 PM
FromDateTime: 1/16/2010 12:54:29 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 3:09:31 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 3:09:16 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CAIRO

AdditionalNotes:
MsgSubject: A concerned citizen
MsgBody: To Whom It May Concern, With the recent underwear bombing scare, I understand that the TSA has come under much scrutiny. With this breach of security, it is understandable that the TSA is concerned that its tactics may need to be more intense, however, it is not worth the invasion of privacy that a full body scan would permit. It is absolutely unacceptable that this type of technology is being proposed to deal with an issue that could be resolved in less invasive ways. When congress receives an email, they are to regard it as actually 30,000 people speaking up about a topic because they assume that one out of every 30,000 people will take the time to write them, and that this is a reflection of those 30,000 that could not find the time to write. Draconian tactics are not the solution to preventing terrorist attacks, and I hope you will regard this fact. Furthermore, I know of many people who would flat out refuse to fly if the full body scans are implemented, so surely the scans can't be economically beneficial to the airline industry nor the TSA because less business means less jobs. With the current

TSA ADHOC Query Results

economic situation, everyone is in dire need of jobs, and this proposal will not help, not to mention it is a threat to personal safety and our fourth amendment right to privacy. I hope you will consider the wishes of as 30,000+ of us. Thank you

TSA

TSA ADHOC Query Results

MsgID: 590171
CustName: Unknown Unknown
CustAddr:
EmailAddress: [REDACTED]
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TallamaDateTime: 1/17/2010 1:13:39 PM
FromDateTime: 1/16/2010 12:58:50 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport:
NTUser:
ClosedDateTime: 1/20/2010 3:11:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 3:11:19 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID

AdditionalNotes:

MsgSubject: video strip-search

MsgBody: I insist on there being no body scans such as the "underwear" scans you propose. I fly quite a bit. many of my associates are frequent flyers. None of us will fly if the invasive techniques proposed are implemented. I will go to China by boat if necessary to avoid such privacy invasion. My friends and associates feel the same way. This big-brother bs is exactly that. You are idiots if you think seeing me nude is going to prevent terrorism. Returning freedom and 2nd ammendment rights to citizens will do a much better job of securing our nation from terrorists. After all, it is only through the intervention of ordinary citizens has any terrorist attempt on an airplane ever been stopped. Had those Marines on the airplane that was taken down on its way to the pentagon on 9-11 been armed, all those people wouldn't have died. I blame the untimely demise of the people on that plane totally on the government because of the loss of 2nd ammendment rights. The goodie-two-shoes ignorant liberals of this country are killing us. If they continue to be successful in their destruction of our civil rights, we will

TSA ADHOC Query Results

have destroyed themselves ... we haven't worry about terrorists. Domestic criminals and crazies will do their job for them. You and your unconstitutional actions are to blame for all these deaths

File

TSA ADHOC Query Results

MsgID: 590172

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalsinaDateTime: 1/17/2010 1:13:39 PM

FromDateTime: 1/16/2010 1:02:26 PM

Flag

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSL

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave;

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:20:51 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:20:21 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID

AdditionalNotes:

MsgSubject: full body scans

MsgBody: I do not want my privacy and rights invaded and removed by having full body scans at the airports become law. Private citizens have made the greatest advancement in preventing terrorist attacks on planes and in airports. Not the government!!! We need control of our air travel safety put back into the hands of the private sector. The government just uses these attacks as fodder for more control of citizens rights. How about removing the rights of the terrorists! I SAY NO TO FULL BODY SCANS.

TSA ADHOC Query Results

MsgID: 590176

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone

Fax

HoldDateTime

ProcessedDateTime

TalismaDateTime: 1/17/2010 1:13:42 PM

FromDateTime: 1/16/2010 1:04:09 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE.

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave.

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:22:01 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:21:27 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: body scans at airports

MsgBody: It is not necessary to use these types of scans for security(?) reasons. Quit invading our privacy and quit taking our freedoms away. This is not Nazi Germany, this is AMERICA!!!

TSA AOHOC Query Results

MsgID: 590182

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:13:47 PM

FromDateTime: 1/16/2010 1:15:49 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:25:19 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:24:38 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: I am writing to express my disgust at the TSA's desire to use full body scans at our nation's airports. This is a direct breach of privacy and frankly will not make us safer. Sincerely, [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 590186

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:13:50 PM

FromDateTime: 1/16/2010 1:22:30 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUF, ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:26:41 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:25:56 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans are unconstitutional

MsgBody: To whom it may concern, I am appalled at the possibility of the TSA forcing passengers through a full body scan in order to board a plane. It is completely unnecessary to violate the rights of everyone to "enhance safety" while flying. A full body scan where security personnel can see everything is completely absurd and unconstitutional. I am completely against this outrageous plot of the US Government to strip citizens of even more rights. If the TSA were to turn airport security back over to private companies we would all be a lot safer. I DO NOT SUPPORT FULL BODY SCANS AT AIRPORTS! American Citizen & Tax Payer.

PC

PC

TSA ADHOC Query Results

MsgID: 590193
CustName: [REDACTED]
CustAddr: [REDACTED]
EmailAddress: [REDACTED] B6
Telephone:
Fax:

HoldDateTime
ProcessedDateTime
TollismaDateTime: 1/17/2010 1:13:57 PM
FromDate: 1/16/2010 1:30:56 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave;

Airport: [REDACTED] E6
NTUser:
ClosedDateTime: 1/19/2010 6:09:34 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/19/2010 6:09:15 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Full body scans
MsgBody: To whom it may concern, I am writing to say that I disagree with the use of full-body scans in our airports as a security measure. Not only is this an obvious invasion of an individual's right to privacy, and a quite disturbing one, there is no guarantee it will make anyone safer. We must implement only necessary and respectful processes in handling these matters. If we are willing to sacrifice all of our rights, what are protecting anymore? Thank you for considering these thoughts. I hope they are helpful in the decision making process. [REDACTED] P6

TSA ADHOC Query Results

MsgID: 590194

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:13 57 PM

FromDateTime: 1/16/2010 1:33 42 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUse: [REDACTED]

ClosedDateTime: 1/20/2010 3:41 48 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended: El Al Israel Airlines, American Airlines

Airline: El Al Israel Airlines

Incident_Date:

Contact_Date: 1/20/2010 3:41 17 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Re: Full body scans

MsgBody: TSA has a tough job and we appreciate the work that is being done to keep us safe when we travel, but fully body scanning would be an imposition on the civil liberties of Americans. Implementing this type of scanning would also be extremely costly. In 1970, we flew on Israel's El Al Airline which has not experienced security encroachments like many other American airlines have experienced. They employ a variety of techniques that we understand they are willing to share with us. We recommend that you consider taking them up on their offer. We believe that among other things they use is profiling and the use of trained people to speak to passengers before going through security (they did that in 1970 when we traveled on El Al). Please pass along our concerns to the TSA executive management. Thank you, Mr. & Mrs. [REDACTED]

TSA ADHOC Query Results

MsgID: 590200
CustName: [REDACTED]
CustAddr: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

Et
Bi

HoldDateTime:
ProcessedDateTime:
TalkTimeDateTime: 1/17/2010 1:14 03 PM
FromDateTime: 1/16/2010 1:39:42 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE.
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE;
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave.

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 2:31 35 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Aidline_Extended:

Bob

Airline:
Incident_Date:
Contact_Date: 1/20/2010 2:30:52 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject:
MsgBody: I am disgusted by what I have learned about the full-body image security screening the TSA is now pushing for. This blatant violation of the inalienable right of the individual to privacy is entirely unacceptable. As a government entity your responsibility is to protect the American people. If you, then, become the aggressors you have failed in your responsibilities and must be removed [REDACTED]

Bob

TSA ADHOC Query Results

MsgID: 590236
CustName: [REDACTED]
CustAdd:
EmailAddress: [REDACTED].net
Telephone:
Fax:

B6
B6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 11:14:34 PM
FromDate: 1/16/2010 2:34:26 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 5:56:08 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B6

Airline:
Incident_Date:
Contact_Date:
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: Full Body Scans are an OUTRAGE!
MsgBody: Full-body scans are an unconscionable, unacceptible intrusion into the privacy of American passengers nationwide. Also, I understand that if anyone refuses your unlawful search they will be subjected to a physical body search, just like an arrested criminal! Are you guys nuts??? As a retired airline employee, and probably the least threat to anyone, I must register my complete disgust with your proposal. Instead of this idiotic plan, how about replacing the minimally trained and educated staff currently POSING as security checkers wth trained profiling experts, just like El Al and all foreign customs agents. Earn your pay, dammit!!! I'm paying you -- I expect an effective security program, not more of this Kabul you've been performing since 2001. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 590251

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

26
B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:14:47 PM

FromDate: 1/16/2010 3:04:22 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:03:32 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

26

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:03:20 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: New Invasions

MsgBody: Your new plan is invasive and abominable to the public privacy and SAFETY! Please abandon this plan

TSA ADHOC Query Results

MsgID: 590255
CustName: [REDACTED]
CustAddr: [REDACTED] *BSG*
EmailAddress: [REDACTED]@all.com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:14:50 PM
FromDateTime: 1/16/2010 3:19:01 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE,
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave.

Airport: [REDACTED] *BSG*
NTUser:
ClosedDateTime: 1/20/2010 4:45:39 PM
ReceivedDateTime:
In_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 4:45:16 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Body Scans
MsgBody: The more ridiculous is what you all chose to use to get a grip on security. I am a 70 year old woman who flew to Florida for a church conference and when I was stripped of shoes, belt and etc the bell kept going off, I told them that I had an artificial knee. Did they believe me NO!! They made me spread eagle and I was pat searched and had the electronic wand navigated over my entire body. I was standing there in mortal fear because I had recently undergone treatment for breast cancer and was wearing a breast Prophylaxis and I thought they were going to strip search me right on the spot. Why am I a grandmother being profiled???? You seem to think that all these people who come from other countries have all the rights I do not want to have a full body scan except at my Doctors order. I have worked in prison and am well aware of the sexual implications that will occur when full body scans are the norm. Even in Prison only women are permitted to search women. Men tend to get out of order in this area. Why do you think we are stupid?? Please reconsider your plans. [REDACTED] *BSG*

TSA ADHOC Query Results

MsgID: S90279

CustName: [REDACTED]

CustAdd: [REDACTED]

FmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 11:15:09 PM

FromDateTime: 1/16/2010 3:56:43 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:37:50 PM

ReceivedDateTime

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:37:15 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full body scan

MsgBody: I object to the imposition of full body scans. What will be the next invasion of privacy allegedly in the name of security [REDACTED]

TSA ADHOC Query Results

MsgID: 590283

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:15:12 PM

FromDateTime: 1/16/2010 3:59:38 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:04:13 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:03:50 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: strip search

MsgBody: To: TSA-Contact Center: I object to being X-rayed by un-authorized personnel at the airport. Come on now. If you people would just follow up on leads you are given by family members atleast, as in the case of this last fellow who had explosives in his underwear, the invasion of our privacy wouldn't be necessary. The airport's lack of personnel seriousness and attention to what they are supposed to be doing is what this is all about. Yes, most people are not a risk to our safety but there are some that are and at the very least, attention to following up on this lead would have led to NOT letting this man on board. Goetz His own father called in to report him as a danger and nothing was followed up on. [REDACTED]

[Handwritten mark]

TSA ADHOC Query Results

MsgID: 590290
CustName: unknown unknown
CustAddr: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

7/6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:15:18 PM
FromDateTime: 1/16/2010 4:14:52 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 2:39:27 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

P/6

Airline:
Incident_Date:
Contact_Date: 1/20/2010 2:38:41 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: x-ray search
MsgBody: You do not have a right to x-ray my body or anyone else's body unless you have substantial reason to suspect terrorism. I object to this type of searching as intrusive and a violation of my privacy. You will never persuade me that someone is not looking and even storing these images. Much more effective would be profiling. We don't have to be TSA agents to know who the culprits are. Just look at them and search all who are of their nationality. Their own kind will then rise up and stop them because no one wants to be x-rayed

TSA ADHOC Query Results

MsgID: 590291
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
ToltsmbDateTime: 1/17/2010 4:15:19 PM
FromDate: 1/16/2010 4:16:37 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 5:06:36 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 5:06:20 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: Whole body scanning
MsgBody: Knock this nonsense off. Invading everyone's privacy by a bunch of unprofessional, soon to be unionized and even more unprofessional TSA workers will not solve the problem. Start Profiling and clamping down on the already established no-fly list and other communication and information gathering and sharing networks. Unbelievable. It's the citizens flying that have done more to protect themselves!

TSA ADHOC Query Results

MsgID: 590294
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

B6
B6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:15:21 PM
FromDateTime: 1/16/2010 4:18:10 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser:
ClosedDateTime: 1/20/2010 4:25:49 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B6

Airline:
Incident_Date:
Contact_Date: 1/20/2010 4:25:17 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: proposed search rules
MsgBody: Dear TSA Administrators: I strongly resent the premise that we are all suspected terrorists every time we travel. This obscene and absurd proposal to use full body scans of all travelers is an insult to our intelligence. We all know that mischief can be done in myriad ways, and that nothing will ever make us 100% safe. The invasion of our civil rights should be shelved: bad idea under any circumstances. Yours truly, [REDACTED] :: Senators Diane Feinstein, Barbara Boxer, Rep. Nancy Pelosi

B6

TSA ADHOC Query Results

MsgID: 590306
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

B6
B6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:15:31 PM
FromDateTime: 1/16/2010 4:49:53 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE;
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 2:45:00 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B6

Airline:
Incident_Date:
Contact_Date: 1/20/2010 2:43:56 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: BODY SCANS
MsgBody: HOW DARE YOU VIOLATE MY PRIVACY WITH A BODY SCAN THAT DOES NOTHING TO MAKE THE PASSENGERS SAFER. IT IS NOTHING B ANOTHER POWER GRAB. EVERYBODY IS FINDING OUT THAT YOU PEOPLE HAVE BEEN TRYING TO DO THIS SINCE 2002. IF YOU WANT TO BANKR AIRLINES BY DOING THIS, THEN GO AHEAD STUPID, MY FAMILY AND MYSELF WILL NEVER FLY AGAIN. YOUR A BUNCH OF JERKS PLAYING BIG BROTHER. GO PISS OFF

TSA ADHOC Query Results

MsgID: 590312

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

76
Pp

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:15:36 PM

FromDateTime: 1/16/2010 5:08:13 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:08:13 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

76

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:07:48 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Invasion of Privacy - Unite people Don't Divide them

MsgBody: New measures to have body scan machines in airports along with other thoughtless policies at airport security are a violation of the 4th amendment of our US Constitution: "The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized." These are fear tactics and reduce if not eliminate the freedoms and liberty that our forefathers have given to us and died for. It is Orwellian and must be stopped or we have already lost the soul of our nation. That soul is liberty. Please end such thoughtless "big brother" patches and address the underlying causes of terrorist acts. Fix the system. Lack of opportunity, marginalisation of poor countries and people, lack of education, etc... These are civil fires and non-violent. Build schools, provide security, promote human rights, elect just and accountable leaders. Unite people don't divide them. Thank

TSA ADHOC Query Results

you



2/2

TSA ADHOC Query Results

MsgID: S90314

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:15:39 PM

FromDate: 1/16/2010 5:09:50 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

WTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:05:52 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:05:33 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full Body Scan

MsgBody: As usual the liberal led fed. gov. is willing to invade and violate the rights of law abiding citizens because it lacks the will to take necessary actions in identifying those group(s) that should be the primary target. Failure of the beaureaucy to perform an intelligence is to be used to inappropriately punish everyone. The only result that your intended actions will have is that of further reducing income of the airline industry. [REDACTED]

TBI

TSA ADHOC Query Results

MsgID: 590318

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

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B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 11:15:42 PM

FromDateTime: 1/16/2010 5:23:25 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 6:20:47 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/20/2010 6:20:34 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Body scanners a tool for the NEW WORLD ORDER

B6
MsgBody: [REDACTED] venice florida Jan 16 2010 Hey TSA NEW WORLD ORDER PORN JOCKS I got my action alert from campaign for liberty.org and that the PHONEY YES PHONEY set up of the CIA/FBI paid terrorist on the Christmas day underwear bomber that this government wants to scare the american people to go through PORN SCANNERS and looking at little Children is Sick It violates Child porn laws but this sicko government doesnt care and believes that babys are terrorist. That s a laugh I laugh in your face TSA and dept of homeland security. I have taken action I have contacted US Air/ united airlines / American airlines southwest/ delta as well as sarasota bradenton Airport here in sarasota florida. And the dept of homeland security That scumbag Janet napolitano. And the white house and as all the Florida Sentors and my congressman Vern buchanan to protest the NEW WORLD ORDER BODY SCANNERS that was waiting for a moment like this to be put in 200 airports across the nation and waiting to hire hire hire Sex pervers in jails to give them a job. Tho all the while they have ad criminal backgrounds to sex robbery killings etc. And

TSA ADHOC Query Results

now looking at nude Photos of nude children, and many other people. I have said to all these people that I will NEVER FLY AGAIN and if there are Petitions I will Sign them, and send them out to all I can send them to. The dec 25 bomber was an a set up cause you all need a incident to bring the body scanners in to rob peoples rights and coward to a Police state a HITLERISH STATE kiss the feet of your masters you scumbag public You WILL get naked for us or we will take you and your kids and beat the hell out of them. Well NEW WORLD ORDER I wont kiss your butt for nothing .BEN FRANKLIN SAID THOSE WHO GIVE UP ESSENTAL LIBERTY TO PURCHASE A LITTLE TEMPORY SAFTEY DESERVE NEITHER LIBERTY NOR SAFTEY. NO TO THE NEW WORLD ORDER AND NO TO CHILD PORN SCAN. THIS GOVERNMENT THAT LOVES A POLICE STATE AND HITLERISM [REDACTED]

americanfreepress.net, i wil be whiting back thank

T.C

TSA ADHOC Query Results

MsgID: 590325
CustName: unknown unknown
CustAdd:
EmailAddress: [REDACTED]
Telephone:
Fax:

B6

HoldDateTime:
ProcessedDateTime:
TallmaDateTime: 1/17/2010 1:15:47 PM
FromDateTime: 1/16/2010 5:33:10 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 2:47:06 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B6

Airline:
Incident_Date:
Contact_Date: 1/20/2010 2:46:34 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: full body scanning is WRONG!

MsgBody: I am a 53 year old mother/ grandmother and want my voice to be heard saying this. This extreme invasion of privacy would be an outrage! It will not solve the problem of terrorism. Getting rid of the terrorists will [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 590329

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

Vx
P/B

HoldDateTime:

ProcessedDateTime:

TalksmaDateTime: 1/17/2010 1:15:49 PM

FromDateTime: 1/16/2010 5:41:40 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:49:04 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

P/B

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:48:08 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject:

MsgBody: Dear TSA, Your measures to "protect" us violate our Constitutional Rights! TSA has become a "peep show" and should not be looking at men and women's nude bodies, for God sakes!!! Are you trying to destroy air flights in this country? I certainly won't be flying until you and your agents stop being Peeping Toms!!! I would certainly change your policy and quickly before some one sues you for violating our Constitutional Rights. Sincerely [REDACTED]

P/B

TSA ADHOC Query Results

MsgID 990337

CustName: [REDACTED] PK

CustAdd: [REDACTED]

EmailAddress: [REDACTED] P36

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:15:56 PM

FromDateTime: 1/16/2010 5:48:20 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport:

NTUser: [REDACTED] BE

ClosedDateTime: 1/20/2010 6:24:11 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 6:23:23 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: I'd like to quickly make a preemptive complaint. You have recently been pushing for full-body image scans and frankly, I find this appalling. Forget constitutionality, as it seems the government clearly will make up some ridiculous excuse to this abuse, and just think to yourselves how embarrassing this can be. Forcing people to reveal what is beneath their clothing is atrocious and would be considered sexual harassment in private business. I absolutely abhor the idea of my girlfriend, my mother, my little brother or any children I may have entering this booth. I don't want sick, perverted workers gawking at my family and friends, and especially children. You are inviting a dangerous workforce of people looking to get their kicks by looking at body scan images. It sickens me to think about it. And you are opening the door to it. For once, I'd like to see the Department of Homeland Security do something that actually helps Americans. Ripping away all of their liberty at their own expense, both in time and taxes, in an attempt to stop something that is quite nearly unstoppable...sounds like trouble. I'm

TSA ADHOC Query Results

tired of having my money wasted on further intrusions of my privacy and property. So I urge you not to invoke this policy. Do not further dilute the liberties of the American people because of the incompetence of some of your employees. We don't deserve to be treated like prisoners. Thank you. Hotmail: Trusted email with Microsoft's powerful SPAM protection. Sign up now <http://

TSA ADHOC Query Results

MsgID: 590338
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

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B3b

HoldDateTime:
ProcessedDateTime:
TalemaDateTime: 1/17/2010 1:15:57 PM
FromDateTime: 1/16/2010 5:51:53 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser:
ClosedDateTime: 1/20/2010 5:40:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B3b

Airline:
Incident_Date:
Contact_Date: 1/20/2010 5:40:19 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Decency and Privacy for Airline Travelers
MsgBody: To Whom it May Concern: We as Americans should be concerned as to our loss of freedom. I intend to stand up for my rights and the rights of others. We believe that the TSA is going too far being able to view passengers naked, particularly since they have gone to extremes in every way to check our person and belongings and to restrict liquids and luggage and make all sorts of rules so as to make air travel impossibly inconvenient and not fun. If the airlines personnel had to be subject to the same inspection, things would change. I can see that that is the weakness in the system. I have two metal hips and have been subjected to all sorts of embarrassing scrutiny, even though I have proper documentation. I am also a senior citizen and feel this kind of search is totally out of place and indecent. I have seen the pictures that are being taken and am horrified that this is what our nation has been reduced to. Based upon the information gathered about the people who have brought bombs aboard or have in some way threatened the airlines, I would use profiling if certain profiles are showing up repeatedly. We may not be

TSA ADHOC Query Results

able to catch all of the persons responsible, but we need to use common sense. Viewing people raised does not fit into this plan.
Yours truly,

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TSA ADHOC Query Results

MsgID: 300135726520090828
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 8/28/2009 4:13:07 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to report what she felt to have been unnecessary excessive screening during a secondary screening process after going through the whole body imaging machine at IAH.

ResolutionSummary: Advised caller that this information will be forwarded to the CSM who oversees the screening operation for further investigation.

ResolutionSummary_Extended: Advised caller that this information will be forwarded to the CSM who oversees the screening operation for further investigation.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: IAH

NTUser: [REDACTED]

ClosedDateTime: 8/28/2009 4:28:51 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

CSM_Flight: 1420

CSM_Terminal_Gate: E

CSM_Check_In_Incident_Date_Time: 8/27/2009 9:00:00 AM

CSM_Description: Caller wants to file a complaint regarding the screening process at the security checkpoint at IAH. Caller stated that she was subjected for additional screening after going through the whole body imaging machine. During the secondary screener, caller stated that she felt unease due to the fact that the screener felt under her bra, when she didn't have on an underwire bra, went through her paperwork that was in her hand, and felt her backside when she did not have any back pockets. Caller stated that this new screening process caused the lines to back up. Caller wants an explanation as to why she had to be secondarily screened in such a way if the imaging machine gives clear indication as to what the passenger is carrying, if anything. Caller chose not to provide any contact information stating that she only wanted to register a complaint and have this matter looked further into.

Return_Comment:

Airport_Extended: IAH Houston, TX, USA - Houston Intercontinental,

Airline_Extended: Continental Airlines (present) ^a,

AdditionalNotes: Caller declined to provide name and call back number

MsgSubject:

MsgBody:

Airline: Continental Airlines (present) ^a

Incident_Date: 8/27/2009 9:00:00 AM

Contact_Date: 8/28/2009 4:13:07 PM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID:

CSM_Baggage_Carryon_Or_Checked: CARRY ON

CSM_Baggage_Tag_Number: Not Applicable

TSA ADHOC Query Results

MsgID: 100101182620091231
CustName: [REDACTED] b6
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/31/2009 5:16:42 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging scanner (he believes the scanner may cause cancer)
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Also advised concerns would ne noted.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Also advised concerns would ne noted.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED] b6
ClosedDateTime: 12/31/2009 5:17:33 PM
RecelvedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 12/31/2009 5:16:42 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller believes the machine has too much radiation and may cause cancer.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100102883520100104

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/4/2010 1:13:32 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller has questions and concerns about Whole Body Imaging, Millimeter wave or Backscatter technology.,
ResolutionSummary: Advised caller that the Whole Body Imaging system only takes dimensional images of ones body and the backscatter produces a puff of air but the passenger can file a Civil Rights complaint or they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller that the Whole Body imaging system only takes dimensional images of ones body and the backscatter produces a puff of air but the passenger can file a Civil Rights complaint or they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Advised caller that the Whole Body imaging system only takes dimensional images of ones body and the backscatter produces a puff of air but the passenger can file a Civil Rights complaint or they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Civil Rights- Perceived Racial Profiling,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/4/2010 1:30:41 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date: 1/4/2010 1:13:00 PM

Contact_Date: 1/4/2010 1:13:32 PM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

AdditionalNotes: Caller states that she calling on behalf of a patient who flew from Isreal and was screened at LAX airport by the Whole Body Imaging, Millimeter wave or Backscatter technology which gave an allegeric reaction on the passengers skin. Caller states that the passenger may not want to file a Civil Rights Complaint.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100103559420100105
CustName: [REDACTED] *bb*
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/5/2010 11:07:53 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wants to voice his opinion in regards to the body scanners within the airport. Caller stated that the american people are to stupid to realize that the whole body scanners are more so a danger to passengers. Caller stated that these are x-ray machines that are damaging to the human race. Caller stated that he would rather persons be profiled and go through additional screening then to be required to go through the whole body imaging machine. Caller feels as though the american people are being harassed.

ResolutionSummary: Advised caller that his information will be noted. Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller that his information will be noted. Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: [REDACTED] *bb*
NTUser: [REDACTED]
ClosedDateTime: 1/5/2010 11:05:09 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/5/2010 11:07:53 AM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller declined to provide call back number
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100104891620100106
CustName: [REDACTED] b6
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/6/2010 8:48:54 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has questions and concerns about Whole Body Imaging, Millimeter wave or Backscatter technology Caller stated tha the full body scanners are extremely invasive and have to much radiation. Caller asked about an alternative method for screening. Caller then asked about the pat down process, for instance, if they will touch the genitals or chest area of a woman. ResolutionSummary: Caller was advised that it does ivlove a full body pat down. Caller began to curse and restate that he wantd to know if it included his geitals and his wife chest area being felt. Caller was then transferred to supervisor, [REDACTED] b6
Supervisor then advised that thwy will use a wand to perform along with the pat down and reinerated the secondary screening process.

ResolutionSummary_Extended: Caller was advised that It does ivlove a full body pat down. Caller began to curse and restate that he wantd to know if it included his geltals and his wife chest area being felt. Caller was then transferred to supervisor, [REDACTED] b6
Supervisor then advised that thwy will use a wand to perform along with the pat down and reinerated the secondary screening process.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Airline- Check In/Regulations,

Airport: [REDACTED] b6
NTUser: [REDACTED]
ClosedDateTime: 1/6/2010 8:49:11 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended: American Airlines a,

Airline: American Airlines a
Incident_Date:
Contact_Date: 1/6/2010 8:48:54 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller asked how early should passengers arrive at airport, Advised caller to arrive 2-3 hours prior to flight departure,
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100104957920100107

CustName: [REDACTED] *bo*

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/7/2010 12:00:16 AM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: [REDACTED] stated that he went through the body image machine and his blood pressure went up and felt dizzy.
ResolutionSummary: Advised caller the body image has been tested and is safe, however if he feels that the machine caused him health problems he can file a claim with TSA for injury.

ResolutionSummary_Extended: Advised caller the body image has been tested and is safe, however if he feels that the machine caused him health problems he can file a claim with TSA for injury.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: ABQ

NTUser: [REDACTED] *bo*

ClosedDateTime: 1/7/2010 12:11:02 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: ABQ Albuquerque, NM, USA - Albuquerque International Airport,

Airline_Extended: Southwest Airlines,

Airline: Southwest Airlines

Incident_Date: 1/6/2010 6:00:00 PM

Contact_Date: 1/7/2010 12:00:16 AM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID: [REDACTED] *bo*

AdditionalNotes: Walked caller through TSA web to search for the body image information. Claim: Told caller to make copies of: Boarding pass stub Purchase receipt or estimate When the claim form is sent caller will received an acknowledgment letter within 2-3 weeks with a claim number. In case caller wants to check status.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100106180120100108
CustName: Mr. unknown unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/8/2010 5:23:48 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to get information on the screening technology. Caller was curious to know if TSA is aware that the waves of radiation tears apart the DNA. Caller said he received an email from a scientific rsearch company advising that the waves of radiation unzlp strands in the DNA. Caller also asked if there is an alternative way of screening.
ResolutionSummary: Advised caller that the information has been documented and forwarded to the appropriate department.
ResolutionSummary_Extended: Advised caller that the information has been documented and forwarded to the appropriate department.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/8/2010 5:33:21 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/8/2010 5:23:48 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: No contact information was given.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109924620100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:43:37 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to express his concerns about the scanning process. Caller stated that the machine is a violation of his rights and privacy and that the machine has significant health issues. The flight crew should fly armed with FAMS. Caller also mentioned that the Obama admin. should be more proactive instead of a knee-jerk reaction. He further mentioned that the bathroom times should be monitored, and that he would like to have his concerns documented.

ResolutionSummary: Advised caller his concerns have been recorded.

ResolutionSummary_Extended: Advised caller his concerns have been recorded.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:52:07 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:43:37 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110024020100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:22:23 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller said that he is against the new full body image scanners at the airport. Caller feels its a violation of privacy and a risk to our health because it subject people to x-ray radiation. Caller also asked about his custom made ski boots. Caller also asked about the luggage size.

ResolutionSummary: Advsiel caller that his comment is taken and that he could also send a comment or concern through our website at TSA.gov

ResolutionSummary_Extended: Advsiel caller that his comment is taken and that he could also send a comment or concern through our website at TSA.gov

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Allowance of Acceptable Items-Permitted/Prohibited, Airlines- Baggage Size Req.,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:23:16 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended: United Airlines a,

b6

Airline: United Airlines a
Incident_Date:
Contact_Date: 1/15/2010 2:22:23 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Refused to leave call back number. Also infirmed caller about the new screening machines at the airports. Advised caller to contact airline carrier regarding size and weight restrictions for luggage. Provided caller to contact airline carrier.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110183520100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 5:19:07 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging because she is pregnant.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 5:19:36 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 5:19:07 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110675320100117
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 5:04:43 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging, Millimeter wave or Backscatter technology, feels that radiation will affect passengers and will show nude photos of passenger. Caller just wants his concern heard.

ResolutionSummary: Advised caller his call will be documented

ResolutionSummary_Extended: Advised caller his call will be documented

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 5:07:10 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date: 1/17/2010 5:04:00 AM
Contact_Date: 1/17/2010 5:04:43 AM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

b6

AdditionalNotes: Caller did not give a name or number
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300151129920090929
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 9/29/2009 1:28:12 PM
FromDateTime:
Flag:
Status: CLOSED

b6

Consumer_Issue: Caller asked about the affects of the whole body imaging machine because she is pregnant was told to go through the imaging machine,
ResolutionSummary: Advised caller in the future to make the screeners aware she is pregnant and she will experience a pat down or wandering but advised her suggestions and concerns are noted.
ResolutionSummary_Extended: Advised caller in the future to make the screeners aware she is pregnant and she will experience a pat down or wandering but advised her suggestions and concerns are noted.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 9/29/2009 1:38:39 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 9/29/2009 1:28:12 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

b6

AdditionalNotes: Caller stated she went through the metal detector and sounded the alarm at which point the TSO told her to step into the Whole Body Imaging machine. Caller stated she was not told what the machine was and was just told to step through. Caller stated tyhat was unfair because she is 10 weeks pregnant and had she known what it was she would not have step through. Caller also mentioned she didnt advise the TSO she was pregnat becuae she didnt know what the machine was. Caller would like to suggest that the airport have signs located neat the imaging machine advising what it is because they are fairly new and no one is aware of it.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300180577120091124
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 11/24/2009 6:27:22 PM
FromDate: [REDACTED]
Flag:
Status: CLOSED

Consumer_Issue: Caller wants to report that her pregnant daughter in law was asked by a screener to go through full body scanner @ CVG.

ResolutionSummary: Advised caller a CSM complaint will be sent.

ResolutionSummary_Extended: Advised caller a CSM complaint will be sent. Advised caller a CSM can be sent. Advised a CSM can be sent.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: CVG
NTUser: [REDACTED]
ClosedDateTime: 11/24/2009 6:27:47 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
CSM_Flight: 8701

Airline: Air France ^a
Incident_Date: 11/24/2009 5:00:00 PM
Contact_Date: 11/24/2009 6:27:22 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:
CSM_Baggage_Carryon_Or_Checked: NOT APPLICABLE
CSM_Baggage_Tag_Number: Not Applicable

CSM_Terminal_Gate: Not Applicable
CSM_Check_In_Incident_Date_Time: 11/24/2009 5:00:00 PM

CSM_Description: [REDACTED] wants to report that her pregnant daughter in law was asked by a screener to go through a full body scanner @CVG. When she and her husband [REDACTED] came to the checkpoint, her husband informed the screeners that he had concerns about his wife going through the scanner. One screener advised [REDACTED] daughter in law that she should not go through the scanner and gave her the option of a pat down inspection. The screener went away and later another screener motioned for her to go through the scanner and she did. [REDACTED] would like a call back regarding this issue.

Return_Comment:

Airport_Extended: CVG Cincinnati, OH, USA - Greater Cincinnati Intl Airport, CDG Paris, France - Charles De Gaulle,

Airline_Extended: Air France ^a,

AdditionalNotes: Caller's son name is [REDACTED]

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 300180649120090523
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/23/2009 10:50:57 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller asked if there was any alternative to the whole body imaging.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Sent a complaint to the CSM on her behalf.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Sent a complaint to the CSM on her behalf.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SLC
NTUser: [REDACTED]
ClosedDateTime: 5/23/2009 10:51:18 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:

bb

Airline: Delta Air
Incident_Date: 5/23/2009 4:30:00 AM
Contact_Date: 5/23/2009 10:50:57 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:
CSM_Baggage_Carryon_Or_Checked: NOT APPLICABLE
CSM_Baggage_Tag_Number: Not Applicable

CSM_Flight: Not Applicable
CSM_Terminal_Gate: Not Applicable
CSM_Check_In_Incident_Date_Time: 5/23/2009 4:30:00 AM

bb

CSM_Description: [REDACTED] speaking for her husband who flew this morning. He had to go through the whole body imaging and she is asking what alternative screening methods are. I informed her that the whole body imaging is optional and she stated that the entire line he was in was forced to go through. She is very concerned and repeatedly stated that he was being x-rayed and this will cause cancer. Please call her to speak about the whole body imaging and other screening procedures.

Return_Comment:
Airport_Extended: SLC Salt Lake City, UT, USA - Salt Lake City International Arpt,
Airline_Extended: Delta Air,

AdditionalNotes: Caller did not give a phone number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300199815120091229
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/29/2009 11:43:12 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has questions/concerns about Whole Body Imaging, Millimeter wave or Backscatter technology., for a pregnant women
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: RDU
NTUser: [REDACTED]
ClosedDateTime: 12/29/2009 11:43:50 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: RDU Raleigh/Durham, NC, USA - Raleigh Durham International Arpt,
Airline_Extended:

b6

Airline:
Incident_Date: 12/29/2009 11:42:00 PM
Contact_Date: 12/29/2009 11:43:12 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes: Advised caller that he can asked for a secondary screening
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 7427579

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress:

Telephone:

Fax:

b6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/5/2010 10:08:08 AM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller stated that she is 10 weeks pregnant was concerned about going through any whole body imaging machine due to radiation and the fear of harming the pregnancy.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, walk-thru metal detector at the airport screening checkpoint. Advised caller that she is not required to walk through the whole body imaging machine.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, walk-thru metal detector at the airport screening checkpoint. Advised caller that she is not required to walk through the whole body imaging machine.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/5/2010 10:08:10 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

b6

Airline:

Incident_Date: 1/5/2010 10:08:08 AM

Contact_Date: 1/5/2010 10:08:08 AM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

AdditionalNotes:

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 538658
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@verizon.net
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 10/8/2009 3:41:19 PM
FromDate: 10/7/2009 9:37:12 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Forward to CSM Response
ResolutionSummary_Extended: Forward to CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: JFK
NTUser: [REDACTED]
ClosedDateTime: 10/9/2009 2:37:14 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: JFK New York, NY, USA - John F Kennedy Intl Airport, MCO Orlando, FL, USA - Orlando International Airport,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 10/9/2009 2:36:02 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Forward response to JFK and MCO CSMs
MsgSubject: Re: Customer complaint - CastScope

MsgBody: This reply is a simply a statement of policy. You have not addressed a single one of my concerns. You say whole body screening is voluntary. I did not volunteer. I was forced to undergo this screening against my clearly stated objections. [REDACTED]
----- Original Message ----- From: TSA-ContactCenter <mailto:TSA-ContactCenter@dhs.gov> To: [REDACTED]@verizon.net
Sent: Friday, October 02, 2009 10:32 AM Subject: Re: Customer complaint - CastScope <<#382504-495202#>> Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the

TSA ADHOC Query Results

traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. You may wish to submit future feedback to the TSA Blog, "Evolution of Security," which can be found at www.tsa.gov/blog. The purpose of this blog is to facilitate an ongoing dialogue on innovations in security, technology, and the checkpoint screening process. We encourage you to visit our website at www.tsa.gov <<http://www.tsa.gov>> for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: [REDACTED] <[REDACTED]@verizon.net> Received: 9/29/09 1:24:57 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: Customer complaint - CastScope On 9/24/2009 I flew on JetBlue Airways from JFK to Orlando, returning from Orlando to JFK on 9/26/2009. I am an amputee and fly frequently, however I have never been subjected to the indignity or rudeness of your personnel operating the CastScope. I understand the need to ensure the safety of passengers and also for thorough inspections, but the CastScope is a humiliating experience. At JFK I questioned the level of radiation and number of scans. I also asked for the protection of a lead apron. The response was "either take the scan or be escorted from the building". At Orlando it was no better, except the process took much longer (about 20 minutes) and the private screening room was unbearably hot. I have names, times, gate numbers, etc. The bottom line is that you have made this inspection mandatory without giving any reasonable assurances to consumers. It might be helpful to have an official explanatory leaflet detailing the levels of radiation, rather than poorly trained personnel with no compassion or understanding of medical issues. Unfortunately, commercial air travel today has become a miserable experience, but better training and education of CastScope operators might perhaps make it less so. [REDACTED] TCC Control Number: -----

<<#382504-495202#>>

b6
b6

TSA ADHOC Query Results

MsgID: 549277
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].org
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 11/1/2009 11:59:37 AM
FromDateTime: 10/31/2009 9:20:57 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 11/2/2009 12:12:45 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 11/2/2009 12:11:45 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

----- Remote Client [REDACTED] Date

b2

b6
Time: 10/31/2009 10:20:57 PM
----- Name: [REDACTED] Email: [REDACTED].org
Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: About a year ago I was put thru the millimeter wave machine randomly for screening before I was told what it was... it concerns me now that the device rips DNA apart. Your people should post warnings about this since you do HAVE a choice and I didn't know till it was too late. I already have health problems I just don't want them complicated more by usage of a machine that can destroy/unzip double strand DNA

TSA ADHOC Query Results

MsgID: 576116
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]hotmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/29/2009 7:40:33 PM
FromDateTime: 12/29/2009 3:53:01 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Screening-Millimeter Wave Portal
ResolutionSummary_Extended: Screening-Millimeter Wave Portal,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/5/2010 12:11:59 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/5/2010 12:08:35 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Edited response as needed.
MsgSubject: TSA Contact Us: Security Issues

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----
----- Remote Client IP: [REDACTED] Date Time: 12/29/2009 3:53:01 PM -----

b2

----- Security IssuesAll Other Security Issues Name: [REDACTED] Email: [REDACTED]hotmail.com Message: I
wanted to discuss a problem with this new body scan at airports are going to cause. Radiation is number one. The public wants to
know how much radiation and how much is to much. Also in the medical field you must have a Dr. perscription for the x-ray. And a
certified Radiologist must read it. And a radiology technologist trained in radiation of patients must perform the X-ray. You
are going to have alot of hoopla to contend with. I work in a radiology career field and I do not want to be exposed more then I
have to. Also there has to be alot of radiation protection and safety measures taken in consideration. What is good for the

b6

TSA ADHOC Query Results

medical field is good for the Transportation Security Administration

TSA ADHOC Query Results

MsgID: 577509
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TallsmaDateTime: 12/31/2009 3:51:09 PM
FromDate: 12/31/2009 7:55:10 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/6/2010 4:11:36 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/6/2010 4:10:41 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

b6

----- Remote Client IP: [REDACTED] Date

b2

Time: 12/31/2009 7:55:10 AM
----- Name [REDACTED] Email: [REDACTED].com
Complaints: My Complaint is Not Listed Here Flight Info
(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: Generally the TSA security and screening personnel do a credible job but I believe that full body scans which are in fact X-Rays, can cause cancer. The Federal Government admitted so in the "Biological Effects of Ionizing Radiation (BEIR) VII," report. Thus the TSA cannot dispute this. Therefore I object to any full body scan and will not subject myself to one. As I allow extra time when going to an airport for security screening I will only allow a body pat down or even grant a request to open or remove clothing, but not an X-Ray body scan

TSA ADHOC Query Results

MsgID: 577940
CustName: [REDACTED] Unknown
CustAdd:
EmailAddress: [REDACTED]hotmail.com
Telephone:
Fax:

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/1/2010 4:17:38 PM
FromDateTime: 12/31/2009 8:25:17 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/7/2010 3:40:35 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bc

Airline:
Incident_Date:
Contact_Date: 1/7/2010 3:39:44 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: Full body Scans

MsgBody: Dear Sir/Madam, I strongly oppose being subjected to a full body scan by ionic radiation. It has been demonstrated that the rate of breast cancer has increased by 328% since the introduction of the mamogram. http://www.naturalnews.com/010886_cancer_brst_cancer_mammography.html And mamograms occur only once a year. If one were to travel more than once a year, then the rates of cancer could increase. The health implications of this machine have not been tested and just like big tobacco, the government could potentially see a large law suit on it's hands. Please reconsider the choice of equipment used to protect this country. Please think of the health of those you love travelling home for the holidays as this choice is made.

Wishing you a Happy New Year, [REDACTED] Hotmail: Trusted email with Microsoft's powerful SPAM protection. Sign up now. <http://clk.atdmt.com/GBL/go/177141664/direct/01/> Hotmail: Trusted email with powerful SPAM protection. Sign up now. <http://clk.atdmt.com/GBL/go/177141665/direct/01/>

bb

TSA ADHOC Query Results

MsgID: 578442
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@verizon.net
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/2/2010 11:14:54 AM
FromDateTime: 1/2/2010 6:45:10 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/8/2010 11:40:30 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/8/2010 11:39:56 AM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----
----- Remote Client IP: [REDACTED] Date
Time: 1/2/2010 6:45:10 AM -----

b2

Subject: Suggestions Name: [REDACTED] Email: [REDACTED]@verizon.net Comments: Dear Sirs, I applaud your efforts in keeping the traveling public safe; however I am concerned about the use of full body scanners. I believe that the radiation exposure is harmful. I would not consent to go through such a scanner because of the radiation dangers. As an alternative, I would consent to a physical strip search to avoid the harmful radiation. I suggest you offer this alternative to those of us who do not want the extra radiation exposure. I realize that flying exposes one to high levels of radiation in itself, but why add to the radiation risks by going through these scanners? Sincerely yours, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 585429
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED] aol.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/11/2010 12:40:20 PM
FromDateTime: 1/11/2010 9:09:23 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/13/2010 11:31:43 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/13/2010 11:31:22 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: RE: NO naked body airport scanners for air travellers
MsgBody: Hi, I am urging you to not implement or use the new naked body scanners at U.S. airports b/c they violate my privacy and also would expose all travellers such as myself to excessive lethal dosages of gamma rays. And they cannot detect plastic explosives on possible suspects; therefore, I am requesting that these new highly invasive body scanners be shelved and not be used on air travellers. Thank you. yours truly, [REDACTED] US Navy

b6

TSA ADHOC Query Results

MsgID: 587047
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TallsmaDateTime: 1/13/2010 12:55:10 PM
FromDateTime: 1/12/2010 11:58:53 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/13/2010 10:45:07 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/13/2010 10:43:26 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

b2

Time: 1/12/2010 11:58:53 PM Remote Client ID [REDACTED]

b6

Name [REDACTED] Email: [REDACTED]@gmail.com Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: Hello, I am EXTREMELY CONCERNED about the new cancer-causing and DNA-damaging scanners that you have started installing at airports across the country, as discussed in this article: <http://tinyurl.com/y9jst3d> How can I OPT OUT of being scanned by these scanners?! I do not mind being hand searched or walking through the old X-Ray machines, but I do NOT WANT TO WALK THROUGH these new whole body imaging devices. How can I board a plane but NOT walk through these terrible terrible devices? Thank you, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 587284
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@hotmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/13/2010 12:58:33 PM
FromDate: 1/13/2010 12:02:00 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: TLV
NTUser: [REDACTED]
ClosedDateTime: 1/14/2010 10:59:20 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: TLV Tel Aviv Yafo, Israel - Ben-Gurion International,
Airline_Extended: Continental Airlines (present) ^a,

b6

Airline: Continental Airlines (present) ^a
Incident_Date:
Contact_Date: 1/14/2010 10:58:39 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

b2

Time: 1/13/2010 12:02:00 PM -----

Remote Client IP: [REDACTED] Date

Name: [REDACTED] Email: [REDACTED]@hotmail.com Complaints: My Complaint is Not Listed Here Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: [REDACTED] for a major carrier. I have concerns regarding the new body screening machines. The articles I have read indicate that there is a potential cancer risk for those who are exposed to these machines on a regular basis. (i.e. flight attendants, airport employees, as well as, frequent flyers). I am wondering how you are going to handle these issues? I am concerned about my health and do not want to be scanned on a regular basis due to radiation risks. I also love my job and do not want to give it up. I appreciate everything your are

b6

TSA ADHOC Query Results

attempting to do to keep flying safe. Just a thought.... I fly to Tel Aviv on a regular basis and am wondering if consulting with Israeli security to learn from them might be a good idea? Their security is top notch. One flight, we had a large amount of U.S. police officers that were in Israel to learn about deterring suicide bombers. I don't mean to tell you what to do. Would you kindly respond to my concern by e-mail? My address is [REDACTED]@hotmail.com Thank you and Best regards, [REDACTED]

b6

b6

TSA ADHOC Query Results

MsgID: 587581
CustName: w Unknown
CustAdd:
EmailAddress: [REDACTED] b6
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/13/2010 7:22:45 PM
FromDateTime: 1/13/2010 6:14:36 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED] b6
ClosedDateTime: 1/14/2010 3:52:01 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/14/2010 3:51:42 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

Remote Client IP: [REDACTED] Date b2

Time: 1/13/2010 6:14:36 PM -----

b6 Name:w Email:[REDACTED] Complaints:My Complaint is Not Listed Here Flight Info (If applicable.
Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:It the USA persuis with the full body scan machine,and give no other option to check out passengers, i will not enter the USA, as the scans are NOT by research deemed safe, even though some one sais they are safe, they are too refined for the human body to handle without changes in the DNA structure

TSA ADHOC Query Results

MsgID: 587647

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/14/2010 11:34:17 AM

FromDateTime: 1/13/2010 12:03:57 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/14/2010 4:47:28 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/14/2010 4:18:37 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: danger of full body scanners

MsgBody: I am ALL for safety. BUT, I am very, deeply concerned about you using full body scanners. There is NO amount of radiation that is safe. And I do not want myself or anyone in my family to be exposed to any form of unnecessary radiation. Do you know that by using those scanners YOU will be responsible for the even more dramatic increase of cancer, that will eventually follow because those scanners will contribute to DNA damage?!? Can you live with that guild? Especially those who travel a lot for business are at high risk. Are you sure you want to make innocent children go through the pain of losing their father or mother because their job requires frequent travel? PLEASE don't do that! It's legalized murder. And that is wrong

TSA ADHOC Query Results

MsgID: 587723
CustName: ██████ Unknown
CustAdd: ██████
EmailAddress: ██████@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TafismaDateTime: 1/14/2010 11:35:23 AM
FromDate: 1/14/2010 12:25:54 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: ████████████████████
ClosedDateTime: 1/14/2010 5:04:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/14/2010 5:04:25 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: I think you misunderstood my email... I am not concerned about my privacy, I am concerned about the HEALTH-DAMAGING AND CANCER-CAUSING EFFECTS that these whole body imaging devices cause to humans. Are you saying that I may BYPASS the whole body imaging devices at the airport, and opt for a manual pat-down inspection instead? Thanks, ██████ From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov> Date: Wed, 13 Jan 2010 22:45:24 -0500 To: ██████@gmail.com Subject: Re: TSA Contact Us: Complaints <<#425329-544534#>> Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens

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TSA ADHOC Query Results

against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at www.tsa.gov <<http://www.tsa.gov>> for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: [REDACTED]@gmail.com> Received: 1/13/10 12:55:09 PM EST To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

----- Remote Client IP: [REDACTED] Date Time: 1/12/2010 11:58:53 PM ----- Name: [REDACTED]

b6 [REDACTED] Email: [REDACTED]@gmail.com Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: Hello, I am EXTREMELY CONCERNED about the new cancer-causing and DNA-damaging scanners that you have started installing at airports across the country, as discussed in this article: <http://tinyurl.com/y9jst3d> How can I OPT OUT of being scanned by these scanners?! I do not mind being hand searched or walking through the old X-Ray machines, but I do NOT WANT TO WALK THROUGH these new whole body imaging devices. How can I board a plane but NOT walk through these terrible terrible devices? Thank you, [REDACTED] ----- TCC Control Number: ----- >

b6

TSA ADHOC Query Results

MsgID: 587882
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/14/2010 11:47:21 AM
FromDate: 1/14/2010 10:34:42 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/14/2010 11:15:05 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/14/2010 11:14:05 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm> -----
----- Remote Client IP: [REDACTED] Date
Time: 1/14/2010 10:34:42 AM -----

b2

----- Name: [REDACTED] Email: [REDACTED]@gmail.com Complaints:Inappropriate Screening/Pat
Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:I am most concerned by
the pending implementation of full body scanners by the TSA. Not only is there the fact that it would be like stripping naked
before strangers, but worse, the unknown impact on the health of millions of people all over the world. These machines have been
reported to alter the human DNA, and the frequency of radiation emitted, is more severe than that of cell phones, for one.
Cancer is increasing globally, and yet we cast caution to the wind when taking decisions that can expose so many innocent people

b6

TSA ADHOC Query Results

to damaging effects, and that to perhaps catch the few that have ill intent. There must be another way. At least, let's make certain of the potential dangers before deciding to implement this decision as compulsory to all

TSA ADHOC Query Results

MsgID: 588847
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:55:19 PM
FromDate: 1/15/2010 12:36:24 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/18/2010 11:49:57 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/18/2010 11:49:33 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Objection to TSA Plan to Utilize Full Body Scans for Airline Passengers

MsgBody: Dear TSA Representative, As a frequent air traveler here in the U.S. I must strongly oppose your plan to implement the use of full body scanners in the interest of safety. Besides being an intrusion of privacy and having the potential for serious misuse by your employees, there is too little scientific data on what the long term effects from these scans might be for an individual's health. Even the current baggage scanners have the potential to disrupt DNA in humans, so I'm sure that scans developed for people could end up causing much greater damage. But my primary objection is this unnecessary invasion of privacy. I don't think you will make anyone safer by scanning children and grandmothers, much less myself. As [REDACTED]

b6

[REDACTED]
explained, "Airline travel is safer today because pilots have guns, cockpit doors are like bank vaults, and the passengers have become courageous. All this was done by individuals in the private sector, not by the government. I've said it before and I'll

TSA ADHOC Query Results

say it again, if the feds had not stripped us of our natural rights to keep ourselves safe-by keeping and bearing arms-9/11 would never have happened." Please register my comment in your database as a vehement "No!" to TSA's push to adopt these scanners. Thank you, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 590391
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] B6
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 1:16:40 PM
FromDate: 1/16/2010 7:40:02 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED] B6
ClosedDateTime: 1/20/2010 3:24:42 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 3:24:10 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: full body scans

MsgBody: please do not scan elderly men, women and small children with these scanners. exposure effects have not been established on children yet and unnecessary exposure is a potential catastrophe-waiting-to-happen to them. as for the elderly, a physical exam will suffice. thank you

TSA ADHOC Query Results

MsgID: 590424

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *PSB*

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:17:07 PM

FromDateTime: 1/16/2010 8:58:43 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 9:48:13 AM

ReceivedDateTime:

To_TSOC:

From_TSOC: *PSB*

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 9:47:52 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Gonna Boycott You.

MsgBody: your cancer causing machines arent going to help bring any security to this country, when you cant even get the peoples bags on the proper planes. at what point are your airline companles gonna step up and do something for the american person. instead of taking something away. next you will charge to scan and increase odds of cancer, so that very person can be considered safe? so where are you gonna be when we are going seventy miles an hour down the highway next to a 18 wheeler, to keep us safe? or when we are on a ocean liner that is traveling through icebergs? the fact is if the border is wide open, you are wasting your time taking away our freedoms in the name of freedom. you eventually wont have anyone flying your airlines. Not that you would seem interested in that at all ever since 9/11. We see whats going on, how long do you think people are going to buy this scam? as long as people are out there informing other people on your plan, and what you ACTUALLY are doing, we will keep people aware. so when the straw finally breaks the camels back, every single one of us will remember you people and what

TSA ADHOC Query Results

you were up to, so remember we have the numbers when you continue this tyrannical implimentation you are engaging in!

TSA ADHOC Query Results

MsgID: 590824
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] (b)
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 2:23:08 PM
FromDate: 1/17/2010 7:49:30 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/21/2010 2:36:32 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/21/2010 2:35:58 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Merged two or more responses.

MsgSubject: full body scanners

MsgBody: To Whom It May Concern, I am writing to air the indignation and frustration that my entire family and myself feels after learning of your decision to install those body scanners in airports. What makes you people believe that seeing and recording citizens' naked bodies (including elderly and children) is going to keep everybody safer? That is only one concern, there are other issues such as, health issues that should alarm any one who cares; receiving radiation on your full body regularly is not a very smart thing to do. Haven't you heard that radiation causes cancer? Really, what are you guys thinking. Is this all about the money and control (at \$150,000 per machine)? Well, I assume it has to be because it is everything but our safety you seem to be interested in. I really hope people wake up and say "enough with all this nonsense hysteria" Every person who cares about his or her rights should stop flying and using international flights for the shipment of their products until these issues are resolved. Perhaps that will solve the problem; if only terrorists fly, it will make it so much easier for you to do your "job".

TSA ADHOC Query Results

P.S. You are aware that Congress has already voted against a bill concerning the use of these types of security measures, and that as an instrumentality of the federal government your agency is obligated to uphold our National Bill of Rights (unlawful search and seizures), correct?

TSA ADHOC Query Results

MsgID: 590863
CustName: unknown unknown
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax:

HoldDateTime: 1/21/2010 2:26:52 PM
ProcessedDateTime:
TalismaDateTime: 1/18/2010 2:23:58 PM
FromDateTime: 1/17/2010 9:16:28 PM
Flag:
Status: ONHOLD

Consumer_Issue: ISSUE,
ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only
ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime:
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/21/2010 2:25:46 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: BODY SCANNERS

MsgBody: I AM PLANNING A FLIGHT TO SOUTH AMERICA FROM TAMPA. WILL I BE REQUIRED TO USE A BODY SCANNER AT THE TAMPA AIRPORT . WHEN I ARRIVE BACK STOPPING OVER AT THE MIAMI AIRPORT? I BELIEVE THE TECHNOLOGY IS HARMFUL TO MY HEALTH AND I DO NOT AGREE IT... DO PASSENGERS HAVE A CHOICE OF A PATDOWN. THAT WILL BE THE ONLY ACCEPTABLE WAY TO FLY WITHOUT MY RIGHTS BEING ABUSED. WOULD APPRECIATE A REPLY. THANK YOU

TSA ADHOC Query Results

MsgID: 590935

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:25:48 PM

FromDate: 1/18/2010 12:43:57 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 3:23:14 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/21/2010 3:21:37 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Invasion of American citizens rights- Full Body Scans

MsgBody: To Whom It May Concern: I would think that the USA should have more qualified TSA personnel to monitor / profile the type of individuals that would potentially want to harm us. Full Body Scans create additional & unnecessary radiation exposure to anyone who flies as well as a major financial burden on the United States & it's citizens. If the Israeli's can have safe airports w/o the invasion of everyone's privacy, then one would think America should be smart enough to figure a less reactionary method to keep us safe. Remember the shoe bomber- again reactionary. Thank you. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 591666

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] B4

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:16:19 PM

FromDate: 1/18/2010 11:40:30 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:

NTUser: [REDACTED] B6

ClosedDateTime: 1/22/2010 2:48:15 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:47:54 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: full body scans

MsgBody: Hello, I'm writing to state my opposition to full body scans. Not only for the fact that they can be revealing and an invasion of privacy but also because the radio waves/radiation that they emit has not been proven safe. The magnetic scanning is enough already. How many more freedoms will be required to give up "by force" just because we as business people or as common citizens need or want to travel. I know I already take trains when I can to avoid the hassle at the airport. I feel this is starting to cripple travel and slow business progress. Again, taking away freedoms by making us submit to useless testing/scanning is something I don't feel we should have to do just to travel. In today's world, post 9/11, people, average citizens, will come to the aid in preventing disasters. Planes will not be taken hostage, nor will the passengers sit idle if something were to occur. Times have changed and the TSA needs to back down on this issue or you'll cripple the already toppling travel industry. Thank you, [REDACTED] Hotmail: Trusted email with Microsoft's powerful SPAM protection.

B6

TSA ADHOC Query Results

Sign up now. <



Page

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MsgID: 593614
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/21/2010 7:43:42 PM
FromDate: 1/21/2010 6:58:58 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/24/2010 2:54:40 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/24/2010 2:53:15 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

----- Remote Client [REDACTED] -----
1/21/2010 6:58:58 PM --- [REDACTED]
----- Name: [REDACTED] -----
Complaints: My Complaint is Not Listed Here Flight Info
(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: I object to the use of full body scanners to be used in airports/public buildings. These devices are a blatant violation of my privacy and as an american citizen I will refuse to fly or enter buildings with such devices. It is a health concern as well as these machines use harmful radiation that could cause cancer particularly in frequent users. Just because one crazy man was trying to blow his junk to hell doesn't mean that we all are. Please recognize that this is one more inconvenience with no perceptible security increase

B2

TSL

TSA ADHOC Query Results

MsgID: 593621

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

BC

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 7:43:46 PM

FromDate: 1/21/2010 7:07:05 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/25/2010 1:32:15 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

BC

Airline:

Incident_Date:

Contact_Date: 1/25/2010 1:30:43 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Re: full body imaging

MsgBody: Your reply mention nothing about full-body imaging which is what my letter was about. WE feel this is an intrusion on our privacy, and also unnecessary exposure which the AMA has mentioned in reports as a possible cancer-causing risk. Please read the short letter I wrote! [REDACTED] Thank you for your email message concerning your questions about > traveling with

medications. > > > TSA encourages passengers to ensure medications are in their original > packaging, with professionally printed labels or pharmaceutical > labels. This is a recommendation to assist travelers with the > screening process; however, this is not a requirement. > > > You should always notify your air carrier of any special needs before > you arrive at the airport and request their assistance with these > needs. This should include any assistance you will need with > connecting flights. You can report problems encountered while > traveling by calling the TSA Contact Center, toll free at > 1-866-289-9673. > > > For your convenience we are including information from our website > about traveling with medications. We hope this

BC

TSA ADHOC Query Results

information is helpful. > > · The limit of one carry-on and one personal item (purse > briefcase or computer case) does not apply to medical supplies, > equipment, mobility aids, and/or assistive devices carried by and/or > used by a person with a disability. > > · If you have medical documentation regarding your medical > condition or disability, you can present this information to the > screener to help inform him of your situation. This documentation is > not required and will not exempt you from the security screening process. > > · Pack your medications in a separate pouch/bag to facilitate > the inspection process. Ensure that containers holding medications > are not too densely filled, and that all medication is clearly > identified. Large amounts of medications that are not for immediate > use should be put in checked baggage. > > · Medications in daily dosage containers are allowed through > the checkpoint once they have been screened. > > · Any medication and/or associated supplies that cannot be > cleared visually must be submitted for x-ray screening. If you > refuse, you will not be permitted to carry your medications and > related supplies into the sterile area. > > · Medication and related supplies that are carried through a > checkpoint are normally x-rayed. However, as a customer service, TSA > now allows you the option of requesting a visual inspection of your > medication and associated supplies. > > · You must request a visual inspection before the screening > process begins; otherwise your medications and supplies will undergo > x-ray inspection. > > · If you would like to take advantage of this option, please > have your medication and associated supplies separated from your other > property and in a separate pouch/bag when you approach the screener at > the walk-through metal detector. Request the visual inspection and > hand your medication bag to the screener. > > · In order to prevent contamination or damage to medication and > associated supplies and/or fragile medical materials, you will be > asked at the security checkpoint to display, handle, and repack your > own medication and associated supplies during the visual inspection. > > > Please visit our website at www.tsa.gov <<http://www.tsa.gov>> for > additional information about TSA. We continue to add new information > and encourage you to check the website frequently for updated > information. > > > TSA Contact Center > > > > Thank you for your e-mail. > > > On August 10, 2006, British authorities arrested a number of > extremists engaged in a plot to destroy multiple passenger aircraft > flying from the United Kingdom to the United States. Currently, there > is no indication of plotting within the United States. We believe that > these arrests have significantly disrupted the threat, but we cannot > be sure that the threat has been entirely eliminated or the plot > completely thwarted. For that reason, the United States Government > has raised the Nation's threat level to High, or Orange, for all > commercial aviation operating in or destined for the United States. > > > TSA continues to allow laptop computers, cell phones, and other > electronic items as carry-on items. > > In addition to already prohibited items, due to the nature of the > threat revealed by the U.K. investigation, on August 10, 2006, TSA > banned all liquids, gels and aerosols at airport screening checkpoints > and carried onboard aircraft. This ban has now been modified. > > > There are two major changes: > > 1. Travelers may now carry through security checkpoints travel-size > toiletries (3 ounces or less) that fit comfortably in ONE, QUART-SIZE, > clear plastic, zip-top bag. > > 2. After clearing security, travelers can now bring beverages and > other items purchased in the secure boarding area on-board aircraft. > > > At the checkpoint, travelers will be asked to remove the zip-top bag > of liquids and place it on the conveyor belt. X-raying separately > will allow TSA security officers to more easily examine the declared > items. > > > In addition, amounts larger than 3 oz. of prescription liquid > medications, baby formula, breast milk, and diabetic glucose > treatments must be declared at the checkpoint for additional > screening. If the passenger fails to make this declaration, the item > will likely be removed barring extenuating circumstances. > > > Passengers should only carry-on medications that are required to be > available during their itinerary. This includes items like gel filled > freezer packs or non-prescription liquid or gel medications, such as > saline solution or KY-Jelly, required for medical necessity. > > > It is unlikely that additional changes in the liquid, aerosol and gel > policy will be made in the near future. > > This security regime will apply to all domestic and international > flights departing U.S. airports. Travelers should, however, check > with transportation security authorities in their country-of-origin > for information about security regimes at non-U.S. airports. > > > Travel tips to make TSA screening

TSA ADHOC Query Results

hassle-free: > > * De-clutter your carry-on bag. This lets our transportation > security officers get a clear, uncomplicated X-ray image of your > carry-on. > * When possible, keep packing liquids in checked baggage. You will > get through security faster. > * Limit quantities to what is needed for the duration of the flight. > * Items purchased in the secure boarding area for use on the > immediate flight. If you must leave the secure boarding area > and re-enter through the screening checkpoint, items exceeding 3 > ounces that are not in the zip-top bag will again be prohibited. > > The ban on liquids, aerosols and gels was implemented on August 10 > after a terrorist plot was foiled. Since then, experts from around > the government, including the FBI and our national labs, analyzed the > information we now have and conducted extensive explosives testing to > get a better understanding of this specific threat. These changes are > intended to enhance security and balance human needs because we have a > better understanding of the threat and security risks associated with > liquids, aerosols, and gels. > > > TSA will also be enhancing security measures throughout the airport > environment - more random screening of employees, additional canine > patrols, stronger air cargo security measures, more rigorous identity > verification, deploying more trained security officers in bomb > appraisal, and screening by observation technique. > > > With that said, every flying passenger has the responsibility to be > alert and report suspicious activity to authorities. TSA employees at > airports across the Nation are dedicated to the mission of protecting > aviation security - one of the fundamental freedoms in our Nation. > The American public should have confidence in, and patience with, our > highly trained security staff during this time of elevated threat. > > > Please visit our website at www.tsa.gov <<http://www.tsa.gov>> for > additional information about TSA. We continue to add new information > and encourage you to check the website frequently for updated > information. > > > Sincerely, > > > TSA Contact Center > > > --- Original Message --- > From: [REDACTED] > Received: 1/18/10 2:25:26 PM EST > To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> > Subject: full body imaging > > It is deplorable that TSA is pushing for full body scanning. 1--there > are medical reports surfacing through the AMA of the dangers of cancer > resulting from too much exposure to these x-rays, this might also > included security personnel. 2 -- There is the matter of privacy and > respect for the American people. We are being treating like criminals > and it must stop. [REDACTED] ----- TCC Control Number: ----- > <<#428655-548236#>>

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MsgID: 593743

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/22/2010 1:15:51 PM

FromDate: 1/21/2010 11:49:03 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: TUL

NTUse: [REDACTED]

ClosedDateTime: 1/24/2010 1:24:08 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: TUL Tulsa, OK, USA - Tulsa International,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/24/2010 1:23:43 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: Complaint About Full Body Scanners

MsgBody: Hello, I am a private citizen who recently flew out of Tulsa airport and noticed new large scanner devices. Luckily, there was one of the old style scanners still there and this is the one I passed through. After doing some research, I found out the large scanners are a new scanner being rolled out all over America and they are full body scanners that xray under your clothes like is done for luggage. I find this extremely offensive from a privacy, religious, and health standpoint. I do not want to have to enter these devices ever, and I need to fly for work purposes. I am outraged that the xray waves will be entering my body and compromising my health by making me more susceptible to terminal illnesses. I am also outraged that any security person will now be able to see my full naked body in surprising detail, breasts, genitalia, and all. In addition to all of the above, if that wasn't bad enough, I then found out that the cost of these devices is over ten times the cost for the old scanners. HOW CAN AMERICA AFFORD THAT? We can't. Any possible increase in our security (which would be ever so slight anyway) is

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grossly offset by the negative aspects I mentioned above, including the cost, and the fact that it will further slow things down for airport passengers is not acceptable. I refuse to be treated like a piece of luggage. We prevented the Dec. 25th attempted attack without these machines (same goes for the shoe bomber before we had to remove our shoes) and installing the full body scanners will do nothing because anyone who is attempting to hurt people is always one step ahead anyway (as has been proven with the attempted shoe bomber and now the underwear bomber). The fact that it MIGHT save some lives is NO REASON to install them, after all, cars and highways kill people every day and we don't shut down the roads, same with guns, knives, etc. etc. The nanny state must be stopped before we are all forced to be treated like infants and inmates. I am NOT going to submit to what amounts to a strip search in order to travel in this country. Although people argue that this doesn't violate our 4th amendment right to be free from unreasonable search (searches without probable cause) because air travel is voluntary, I disagree, especially for those who travel for work, and regardless, the Constitution protects the citizen's right to travel freely, particularly within our borders. I would like to know your response to my concerns. Thank you. Sincerely, [REDACTED]

BC

TSA ADHOC Query Results

MsgID: 589235

CustName: [REDACTED]

CustAddr: [REDACTED]

EmplAddress: [REDACTED]

Telephone

Fax

HoldDateTime: 1/18/2010 6:07:22 PM

ProcessedDateTime

TalismaDateTime: 1/15/2010 6:00:18 PM

FromDateTime: 1/15/2010 2:15:49 PM

Flag

Status: ONHOLD

Consumer_Issue: ISSUE

ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only

ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime

ReceivedDateTime

To_TSOC

From_TSOC

Return_Comment

Airport_Extended

Airline_Extended

Airline:

Incident_Date

Contact_Date: 1/18/2010 6:06:29 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CaseID:

AdditionalNotes:

MsgSubject: Questions

MsgBody: To Whom It May Concern: We have refused carcinogenic diagnostic x-rays for years. Now, our family feels threatened by TSA plans to attack our entire bodies with ionizing radiation. Scientific research acknowledges the dangers of "low level" radiation. We also feel threatened and horrified that we would be visually strip-searched if we choose to fly. I have questions: 1. Is there a way of being cleared with a complete FBI background check prior to flying so that airport security knows we are not a threat to anyone and, thereby, be able to avoid radiation? 2. If the passenger refuses radiation exposure, would the passenger receive a pat down or a body cavity search like a common criminal? 3. What occurs with a pat down procedure? I never thought we'd have to ask such questions in a FREE society. Perhaps TSA should focus on people of Muslim heritage instead of threatening decent Americans with a loss of constitutional rights and liberties. Thank you for the information. Sincerely,
[REDACTED]

TSA ADHOC Query Results

MsgID: 589624

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 8:05 17 PM

FromDateTime: 1/15/2010 5:23:07 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WHOLE BODY IMAGING RESPONSE

ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 1:26:46 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/19/2010 1:24:53 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: full body imaging

MsgBody: Dear TSA, I am concerned about the requirements for full-body imaging because of the HEALTH risks associated with the device. I avoid x-rays whenever possible, and now I am reading that the full body scanner uses waves that can damage DNA. As a frequent flier, I am concerned about the CUMULATIVE effects this may have, especially on children or pregnant women. I would like the option to be available to request a "pat & frisk" type, instead of stepping into the body scan. Will this be possible? Will there be available agents trained to this? Sincerely [REDACTED]

P. G.

TSA ADHOC Query Results

MsgID: 590147

CustName: [REDACTED] *706*

CustAddr: [REDACTED]

EmailAddress: [REDACTED] *130*

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime: [REDACTED]

ProcessedDateTime: [REDACTED]

TalismaDateTime: 1/17/2010 1:13:17 PM

FromDateTime: 1/16/2010 12:31:23 PM

Flag: [REDACTED]

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED] *706*

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:02:38 PM

ReceivedDateTime: [REDACTED]

To_TSOC: [REDACTED]

From_TSOC: [REDACTED]

Return_Comment: [REDACTED]

Airport_Extended: [REDACTED]

Airline_Extended: [REDACTED]

Airline: [REDACTED]

Incident_Date: [REDACTED]

Contact_Date: 1/20/2010 2:02:07 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID: [REDACTED]

AdditionalNotes

MsgSubject:

MsgBody: Your so called Full-Body Scan sucks! I have had pancreatic cancer & do not need to be exposed to anymore radiation from xrays, USA is not China, NKorea, Cuba, Russia from the Cold War, Old Germany from WWII, or any other controlled country. It is a Free Country or suppose to be. Whatever happened to our Rights to bear arms & Freedom? We are NOT a police controlled country but a Free country! Give the power Back to the People & get it out of the Governments control. When President Obama produces his american born certified birth certificate than maybe I will believe that he is president & not a wannabe president. My belief in the american government has been broken. The government has taken so much away from the people like: Parent's Rights to disciplin their own children, Rights to bear arms, etc. As far as I knew Hitler & Stalin died but I am starting to wonder now. Don't get me wrong but I do believe that the USA can find a way to fix the problems but not the way the government is going now. Tax the Rich, Put a Freeze on Government wages for a long time, Impose Stiff Taxes for Companies that leave the Country for

TSA ADHOC Query Results

checkboxes, etc. Give the Airport Security back to the Private Sector & quit trying to be Big Brother with a Peeping Tom Attitude. That is Invasion of Privacy & if I had an attorney than I would be bringing TSA up on CSC Charges for the full Body Scans. I am totally against the full body scans. Thank You [REDACTED] <mailto: [REDACTED]>

PKC

TSA ADHOC Query Results

MsgID: 590332

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B36

B36

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:15:52 PM

FromDateTime: 1/16/2010 5:44:22 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 6:24:56 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B36

Airline:

Incident_Date:

Contact_Date: 1/20/2010 6:24:46 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: Dear Staff; NO to cancer causing body scans. I have a right to protect my health and you have no right to expose me to radiation. The Christmas bomber was put on the plane by unknown agent to cleared the way for the poor dupe. No body scan would have picked him up: he was shepherded around security. Stop the madness. Regards, [REDACTED]

B36

TSA ADHOC Query Results

MsgID: 553769
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b2

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 11/12/2009 2:26:26 PM
FromDate: 11/11/2009 10:24:48 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: MIA
NTUser: [REDACTED]
ClosedDateTime: 11/13/2009 1:54:31 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: MIA Miami, FL, USA - Miami International Airport,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 11/13/2009 1:53:17 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----

----- Remote Client IP: [REDACTED] Date

b2

Time: 11/11/2009 10:24:48 PM -----
----- Name: [REDACTED] Email: [REDACTED]@gmail.com Complaints:Inappropriate Screening/Pat Down
Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Miami International Airport Comments:As
a frequent flyer, I entered the priority screening line at Miami International Airport. The priority line was moving at half the
speed of the regular line due to the millimeter wave screening process used exclusively for this line. This was the first time I
have tried the method and I don't like it. First of all, there was no indication that this process was being used until I
arrived at the machine. There were options to have a pat-down, but I thought I would give it a try. Besides the fact that I felt

b2

TSA ADHOC Query Results

the images displayed on the information sheet were too revealing for humans to have to accept as "security," I felt that the system itself is less effective than the metal detector and pat down. I was instructed to remove EVERYTHING from my pockets, implying that this scanner cannot discern a wallet from a contraband. If this is the case, when you add the extra time, the extra burden, and the system being more invasive to one's privacy than traditional means, it seems to me that it is a waste of resources. Please discontinue use of the millimeter wave scanner



Transportation Security Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box, to a TSA supervisor or manager or by mail.

Date: 4/17/09 Time: 6:10 Airport: Albuquerque

Date/Time of Travel: _____ Airline & flight number: _____

Checkpoint/area of airport: _____ TSA Employee(if known): _____

COMPLIMENT/COMPLAINT(summarize):

WBT way too inefficient, no clear direction on procedure.
remove baby but not watch?? How would I know that

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsacclaims.org or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 114(e), & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA, 004 Correspondence and Matters Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1451-0030, which expires 9/31/2008.



Transportation
Security
Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box, to a TSA supervisor or manager or by mail.

Date: 4/14 Time: 5:00 pm Airport: Allog, NM

Date/Time of Travel: 4/14/09 Airline & flight number: Southwest 2890

Checkpoint/area of airport: TSA TSA Employee(if known): _____

COMPLIMENT/COMPLAINT(summarize):

The back scanner wld need to be improved significantly to accommodate busier airports. With Allog, N.M. being a secondary market, it would be fine. Bigger airports — NO WAY!

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsac/claims.org or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 114(c) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 004 Correspondence and Matters Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1632-0030, which expires 6/31/2009.



Transportation Security Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box, to a TSA supervisor or manager or by mail.

Date: 3/1/09 Time: 6 pm Airport: ABQ

Date/Time of Travel: 3/1/09 7:05 pm Airline & flight number: Southwest 267

Checkpoint/area of airport: Security TSA Employee(if known): _____

COMPLIMENT/COMPLAINT(summarize): _____

The new Provision machines make a mockery of security. They're slowing down lines + making passengers act like they're felons — with our hands up, wallets out, belts off. International travel has no problem making passing thru security a breeze.

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsacclaims.org or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DEB/TSA 006 Correspondence and Matters Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1522-0040, which expires 8/31/2011.

Also, TSA employees seem to be standing around, idle & inefficient.



Transportation
Security
Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box, to a TSA supervisor or manager or by mail.

Date: 3/1/09 Time: 6:00pm Airport: ABQ

Date/Time of Travel: 3/1/09 Airline & flight number: Southwest 267

Checkpoint/area of airport: Security TSA Employee (if known): _____

COMPLIMENT/COMPLAINT (summarize):

New Scan machine extremely slow! Not a good
use of our tax dollars. Int'l machines are
much more efficient. Added 10 minutes compared
to another line. Customer Service could use some
improvement as well.

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsacta/ms.org or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 114(g) & (h). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1552-0050, which expires 2/3/2008.



Transportation Security Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box or to a TSA supervisor or manager.

Date: 3-20-09 Time: ~ 12:00pm Airport: ABQ NM

Date/Time of Travel: 3-20-09 ~ 12:00pm Airline & flight number: SW

Checkpoint/area of airport: Security Screening TSA Employee (if known): _____

COMPLIMENT/COMPLAINT (summarize):

I was separated from ^{my} screened items for several minutes (3-4) waiting in a line to go through Pre-Vision Scanner. The scanner was taking people from both (2) lines and the wait was long. I could not see my items on the belt and a lot of people were picking up

Passenger's Name: (optional, so we can follow-up with you) _____

(Optional) Phone number _____ e-mail: _____

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsa.gov or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 016 Correspondence and Matters Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1432-0036, which expires 10/31/2012. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA/601 S. 12th Street, Arlington, VA 22202, ATTN: PRA, 1642-0034.

b6

items from the belt post screening, so I could not see my items. Most importantly my work computer was in a separate tray visible to all & easily picked up by anyone.

www.tsa.gov
(OVER)

[REDACTED] b6

From: GotFeedback [Gotfeedback@dhs.gov]
Sent: Tuesday, March 31, 2009 9:20 AM
To: [REDACTED]
Subject: FW: Got Feedback : Albuquerque International Sunport Airport (ABQ)

-----Original Message-----

From: [REDACTED] com [mailto:[REDACTED].com] b6
Sent: Monday, March 30, 2009 9:56 PM
To: GotFeedback
Subject: Got Feedback : Albuquerque International Sunport Airport (ABQ)

Current Date/Time: 3/30/2009 9:56:21 PM
Airport: Albuquerque International Sunport Airport (ABQ) Date/Time of
Travel: 3/30/2009 1:30 PM Airline & Flight Number: Continental 2771
Checkpoint/Area of Airport: Security screening TSA Employee: (If Known):

Compliment/Complaint: Today I had the benefit of going through the
"new" Millimeter Wave device. Just when I thought the Post
Office was the icon of governmental inefficiency, along comes the
Millimeter Wave. The TSA has taken what was once only a slow process
and moved it to glacial speed. Formerly, I could measure my waiting
time with a calendar, now, geologic time may be needed. If the
"Millimeter" is the new "Wave", I can't wait for
national health care!

Would you like a response?: Yes

Passenger's Name: [REDACTED]
Phone Number: [REDACTED]
Email: [REDACTED] com

b6



Transportation Security Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box or to a TSA supervisor or manager.

Date: 4/4/09 Time: 0645 Airport: ABQ

Date/Time of Travel: 4/4/09 0830 Airline & flight number: NW 1484

Checkpoint/area of airport: MICROWAVE SEARCH TSA Employee(if known): _____

COMPLIMENT/COMPLAINT(summary): DELAY

TRAVELING ALMOST EVERY WEEK I FIND US AT THE NEW BODY SCANNER
MUCH SLOWER AS EVERYONE I SAW PASS THRU IT REQUIRED A PAT DOWN
CARRY ON BAGGAGE IT DELAYED GOING THRU THE XRAY UNIT WHICH IN THE
ENDING TO BE PATTED DOWN.

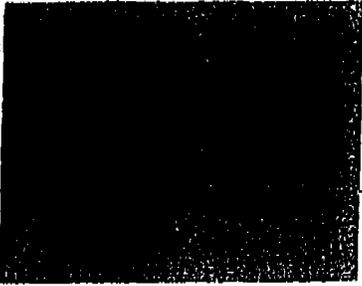
Passenger's Name: (optional, so we can follow-up with you) _____

(Optional) Phone number _____ e-mail: _____

b6

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsa.gov or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TEA 006 Correspondence and Matter Tracking Records. It will take no more than 5 minutes to complete this form. An agency may not contact or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0038, which expires 10/31/2012. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA/ 601 S. 12th Street, Arlington, VA 22202. ATTN: PRA 1652-0038.



-----Original Message-----

From: [REDACTED].com [mailto:[REDACTED].com]

b6

Sent: Monday, April 06, 2009 3:48 PM

To: GotFeedback.

Subject: Got Feedback : Salt Lake City International (SLC)

Current Date/Time: 4/6/2009 3:47:36 PM

Airport: Salt Lake City International (SLC) Date/Time of Travel: 4/6/2009

1:30 PM Airline & Flight Number: Delta 4903 Checkpoint/Area of Airport:

Terminal 2 TSA Employee: (If Known):

Compliment/Complaint: I travel weekly out of the Salt Lake Airport and today had the misfortune to have to go through the new imaging system for the first time. The first issue is that I normally do not have to remove my belt as I go through the Metal Detector, but I am guessing that new system requires it. The TSA agent simple told me that I had to remove my belt, when I tried to explain that I didn't need to as it makes it through, rather then being polite and informing me that it is a requirement for the new system, he simple restated that "Remove your belt". Next it appears that the new system requires extra personal as rather then the one person at the Metal Detector there was two waiting after the imaging device. Finally because I moved while the image was being taken I had to return and take the image again. So were I can normally make it through the Metal Detector in about 30 sec, it took about 5 minutes with the new system. So as I can see it, the TSA agent was rude, and the process is slow and unfriendly. I can not even think about trying to use this process when traveling with a family if simple moving your head during the process requires that it you have to step back in. Please take this into account before moving forward with the new system. Also please try to have the agents be a little less rude and provide additional instuctions prior to arriving at a rude TSA agent.

Would you like a response?: Yes

Passenger's Name: [REDACTED]

Phone Number: [REDACTED]

b6

Email: [REDACTED]

*✓ Speedy
service
2/11/12 9/14*



Transportation
Security
Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box or to a TSA supervisor or manager.

Date: 4/9/09 Time: 1:45 pm Airport: T-Is-Ok

Date/Time of Travel: _____ Airline & flight number: SWA 2321

Checkpoint/area of airport: _____ TSA Employee(s) (if known): _____

COMPLIMENT/COMPLAINT (summarize): _____

The new body scan machines are slow, cumbersome
and intrusive. First we had to remove shoes with
this machine it is shoes, belt, and everything in
your pocket. It is ridiculous!

Passenger's Name: (optional, so we can follow-up with you) _____

(Optional) Phone number _____ e-mail: _____

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsacclaims.org or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 1146(g) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TEA 006 Correspondence and Mailing Tracking Records. It will take an average of 3 minutes to complete this form. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1803-0030, which expires 1/31/2012. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden to TSA/601 S, 12th Street, Arlington, VA 22202. ATTN: PRA 1803-0030.

b6



Transportation Security Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box or to a TSA supervisor or manager.

Date: 4/10/09 Time: 1pm Airport: TUC

Date/Time of Travel: 4/10/09 Airline & flight number: AA

Checkpoint/area of airport: _____ TSA Employee(if known): _____

COMPLIMENT/COMPLAINT(summarize):

The new body scanners are too slow - lines will be too long when busy!

Passenger's Name: (optional, so we can follow-up with you) _____

(Optional) Phone number _____ e-mail: _____

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsacclaims.org or through the TSA Contact Center at 1-866-289-9673.

Collection of this information is made under 49 U.S.C. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators, airlines, and Master Tracking Records. It will take no more than 5 minutes to complete this form. An agency...

b6



Transportation Security Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box or to a TSA supervisor or manager.

Date: 4/28/09 Time: 16:00 Airport: TUL

Date/Time of Travel: same Airline & flight number: DL 4551

Checkpoint/area of airport: Security TSA Employee (if known): N/A

COMPLIMENT/COMPLAINT (summarize):

This "scan" is WAY too slow of a process. And it wasn't that busy today. I can't imagine being here in early am business traffic! What a joke!

Passenger's Name: (optional, so we can follow-up with you) _____

(Optional) Phone number _____ e-mail: _____

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsaclaims.org or through the TSA Contact Center at 1-866-289-9673.

b6

18



Transportation Security Administration

Help us improve our customer service by completing and returning this card to a TSA drop-box or to a TSA supervisor or manager.

Date: 4/03/09 Time: 3:15 Airport: TULSA

Date/Time of Travel: SEE ABOVE Airline & flight number: NWA 2262

Checkpoint/area of airport: _____ TSA Employee (if known): _____

COMPLIMENT/COMPLAINT (summarize): NEW SCREENING PROCESS (FULL BODY SCAN)

WHICH I BELIEVE WAS INTENDED TO SPEED UP THE SCREENING PROCESS WITH
IMPROVED SCREENING CAPABILITIES, ACTUALLY SLOWED THE PROCESS DOWN
DURING A LOW VOLUME PERIOD. WHAT WILL HAPPEN DURING "PEAK"
SCREENING HOURS. ALSO THERE WAS NO SIGNAGE STATING THE OPTION
FOR A "KAT DOWN" SCREENING UNTIL YOU WERE RIGHT AT THE BORTH. (OVER)

Passenger's Name: (optional, so we can follow-up with you) _____

(Optional) Phone number _____ e-mail: _____

NOTE: If you wish to seek payment from TSA for damaged or missing items, you must file a claim on-line at www.tsacclaims.org or through the TSA Contact Center at 1-866-289-8673.

Collection of this information is made under 49 U.S.C. 114(e) & (f). Providing this information is voluntary. TSA will use the information to improve customer service and may share it with airport operators for this purpose. For more information, please contact DHS/TSA OIG Correspondence and Matters Tracking Request. It will take no more than 15 minutes to complete this form. An agency may not contact or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0033, which expires 3/31/2012. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to TSA/DOI, 17th Street, Arlington, VA 22202, ATTN: PRA 1652-0033.

FOR YOUR INFORMATION:

THE OPTION FOR ALTERNATIVE SCREENING SHOULD BE PRIOR TO
GOING THROUGH THE CLEARING PROCESS (REMOVING ITEMS) www.tsa.gov
AND THE SIGNS SHOULD BE IN FULL VIEW OF ALL PASSENGERS. (OVER)
ALL FEMALES IN THE SCREENING LINE WERE VERY UNCOMFORTABLE WITH THE
WHOLE PROCESS, VERY DEMANDING TO KNOW SOMEONE IS

TSA ADHOC Query Results

MsgID: 100101360320100101

CustName: [REDACTED] b6

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/1/2010 10:12:46 AM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller stated that she wasn't given an option not to go through the body scanner screening.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: MIA

NTUser: [REDACTED] b6

ClosedDateTime: 1/1/2010 10:12:52 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

CSM_Flight: 1820

CSM_Terminal_Gate: Concourse J

CSM_Check_In_Incident_Date_Time: 12/31/2009 6:30:00 AM

CSM_Description: [REDACTED] stated that she wasn't given an option not to go through the body scanner screening. She was very upset because she felt like she was violated. I explained to [REDACTED] that she can request for a patdown inspection or opt to go through the metal detectors for future travel. She stated that she had no idea what the body scanning machine was for and they directed her to go inside. [REDACTED] would like for someone to give her a call immediately in regards to this incident. b6

She can be reached at [REDACTED]

Return_Comment:

Airport_Extended: MIA Miami, FL, USA - Miami International Airport, JFK New York, NY, USA - John F Kennedy Intl Airport,

Airline_Extended: Delta Air Lines ^a,

AdditionalNotes: Flight #1820 Concourse J. Advised caller that a message will be sent to the CSM at MIA informing them of this incident.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100102781620100104
CustName: [REDACTED] b6
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/4/2010 11:49:29 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wants to file a complaint because she had to go through the body scanning screening.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Advised caller that a message will be sent to the CSM in regards to this incident.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Advised caller that a message will be sent to the CSM in regards to this incident.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: DEN
NTUser: [REDACTED] b6
ClosedDateTime: 1/4/2010 11:49:32 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:

Airline: United Airlines a
Incident_Date: 1/4/2010 6:00:00 PM
Contact_Date: 1/4/2010 11:49:29 AM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED] b6
CSM_Baggage_Carryon_Or_Checked: CARRY ON
CSM_Baggage_Tag_Number: Not Applicable

CSM_Flight: Not Applicable
CSM_Terminal_Gate: Not Applicable
CSM_Check_In_Incident_Date_Time: 1/4/2010 6:00:00 PM
CSM_Description: [REDACTED] stated that she wasn't give an option not to go through the body scanning machine. She stated that she feels violated and she wanted to file a complaint. [REDACTED] also stated that the screeners told her the reason she had to go through the body scanning machine was because she had too many articles of clothing on. She wanted to inform someone of her terrible screening experience. b6

Return_Comment:
Airport_Extended: DEN Denver, CO, USA - Denver International,
Airline_Extended: United Airlines a,

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100107701920100111
CustName: [REDACTED] b6
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/11/2010 9:56:50 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to file a complaint about not being provided with the option of secondary screening vs. going through the Whole Body Imaging machine,
ResolutionSummary: Apologized to the caller and advised that a message will be sent to CSM.
ResolutionSummary_Extended: Apologized to the caller and advised that a message will be sent to CSM.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Discourteous- Rude Employee,

Airport: ORD
NTUser: [REDACTED] b6
ClosedDateTime: 1/11/2010 9:57:24 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
CSM_Flight: 4039
CSM_Terminal/Gate: Ter
CSM_Check_In_Incident Date Time: 1/11/2010 9:56:00 PM
CSM_Description: [REDACTED] was denied a pat-down inspection, from the Whole Body Imaging / Backscatter / Millimeter Wave, and would like to know why he was denied and would like a call back on this issue. Your assistance would be greatly appreciated. b6
Return_Comment:
Airport_Extended: ORD Chicago, IL, USA - O'hare International Airport,
Airline_Extended: American Airlines a,

Airline: American Airlines a
Incident_Date: 1/11/2010 9:56:00 PM
Contact_Date: 1/11/2010 9:56:50 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:
CSM_Baggage_Carryon_Or_Checked: CARRY ON
CSM_Baggage_Tag_Number: Not Applicable

b6
AdditionalNotes: Apologized to the caller and advised that a message will be sent to CSM. -----Original Message----- From: [REDACTED]@tsacc.sysintegration.com [mailto:[REDACTED]@tsacc.sysintegration.com] Sent: Monday, January 11, 2010 10:05 PM
To: CSM Complaints Subject: Complaint: [REDACTED] The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumer's issue. Brief Description: [REDACTED]
[REDACTED] was denied a pat-down inspection, and was forced to go through the Whole Body Imaging / Backscatter / Millimeter Wave. And he would like to know why he was denied and would like a call back on this issue. Your assistance would be greatly appreciated. Date of Incident: 1/11/2010 9:56:00 PM Customer Name: [REDACTED] Customer Contact Information: [REDACTED] b6
Airport: ORD Airline: American Airlines a Flight #: 4039 Terminal/Gate: Ter Check In/Incident Date/Time: 1/11/2010 9:56:00 PM
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109918020100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:36:49 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has oppositions about Whole Body Imaging, Millimeter wave or Backscatter technology and feels as though it is set up to not be optional and will ultimately be non-optional in the future.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:38:00 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:36:49 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller declined to provide a call back number. Advised caller that his concern has been notated and advised caller that he can also express his concern at TSA blog on TSA.gov.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300159943220091016
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 10/16/2009 7:06:26 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that his wife was forced to undergo screening in the backscatter device after requesting a pat down due to her being pregnant,
ResolutionSummary: Informed caller that travelers are given an option to undergo that screening from that device and informed him that a CSM will be sent out on his behalf concerning the incident,
ResolutionSummary_Extended: Informed caller that travelers are given an option to undergo that screening from that device and informed him that a CSM will be sent out on his behalf concerning the incident,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 10/16/2009 7:22:42 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
CSM_Flight: 63
CSM_Terminal_Gate: A-5
CSM_Check_In_Incident Date Time: 10/16/2009 10:00:00 AM

Airline:
Incident_Date: 10/16/2009 10:00:00 AM
Contact_Date: 10/16/2009 7:06:26 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:
CSM_Baggage_Carryon_Or_Checked: NOT APPLICABLE
CSM_Baggage_Tag_Number: Not Applicable

CSM_Description: [REDACTED] stated that his wife was forced to undergo screening in the backscatter machine after requesting a pat down due to her being pregnant, [REDACTED] noted that his wife was told that she will have an option to endure that screening but instead TSA agents disregarded the fact that she requested a pat down due to her pregnancy and put her through the backscatter. [REDACTED] requested information concerning the situation so I informed him that a CSM Complaint will be sent out on his behalf, so that he can be contacted and informed of the screening options travelers are given.

Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended:

AdditionalNotes: Calling on behalf of his wife, Caller stated that his wife informed the screeners that she was pregnant but they insisted and forced her to get in the backscatter machine for a full body image,
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300162003220091021
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TallsmaDateTime: 10/21/2009 6:09:21 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller asked if he is obligated to pass through the body imaging scanner or if he is able to request a pat down and wand inspection.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint. Informed caller that body imaging is completely optional.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 10/21/2009 6:26:50 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 10/21/2009 6:09:21 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Caller did not provide a call back number. Caller stated that his wife was made to walk through the body imaging machine by screeners and was not given the option of another inspection. Caller stated that his wife stated that the screeners(male) seemed to have only women walk through the body imaging machine. Advised caller that I can send a message to the CSM @ the airport. Caller stated that he was unsure at what airport the incident occurred, and stated that he would allow his wife to call and file a complaint if she wished to do so.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300178808620090601
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TailismaDateTime: 6/1/2009 5:46:56 PM
FromDateTime:
Flag:
Status: CLOSED

b6
Consumer_Issue: Caller has complaints about Whole Body Imaging due to the fact that she was not given the option of a pat down and was subjected to the additional screening even though she did not set off the metal detector. She also feels as though the screener [REDACTED] was a pervert and did this for incorrect reasons due to the fact that only she and her girlfriend were subjected to this screening.

ResolutionSummary: Apologized to caller due to the fact that she was not given the option of a pat down and advised caller that I would forward her complaint over to the CSM whom oversees all screening operations at TPA.

ResolutionSummary_Extended: Apologized to caller due to the fact that she was not given the option of a pat down and advised caller that I would forward her complaint over to the CSM whom oversees all screening operations at TPA. Apologized to caller due to the fact that she was not given the option of a pat down and advised caller that I would forward her complaint over to the CSM whom oversees all screening operations at TPA.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: TPA
NTUser: [REDACTED]
ClosedDateTime: 6/1/2009 5:47:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
CSM_Flight: 128
CSM_Terminal_Gate: A-17
CSM_Check_In_Incident_Date_Time: 6/1/2009 5:25:00 PM

Airline: AirTran Airways
Incident_Date: 6/1/2009 5:25:00 PM
Contact_Date: 6/1/2009 5:46:56 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:
CSM_Baggage_Carryon_Or_Checked: NOT APPLICABLE
CSM_Baggage_Tag_Number: Not Applicable

b6
CSM_Description: [REDACTED] and her friend [REDACTED] have complaints about Whole Body Imaging due to the fact that she was not given the option of a pat down and was subjected to this additional screening even though she did not set off the metal detector. She also feels as though the screener [REDACTED] was a pervert and did this for incorrect reasons due to the fact that only she and her girlfriend were subjected to this screening.

Return_Comment:

Airport_Extended: TPA Tampa, FL, USA - Tampa International,
Airline_Extended: AirTran Airways,

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 451304
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 4/20/2009 8:06:15 PM
FromDateTime: 4/20/2009 9:32:53 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 4/27/2009 11:00:27 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended: United Airlines ^a,

b6

Airline: United Airlines ^a
Incident_Date:
Contact_Date:
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: - Placed the airport code for (BWI) into the Consumer Complaint BCC/CSM Response and BCC: ([REDACTED]@dhs.gov) the CSM of the (BWI) airport.

MsgSubject: FW: TSA Contact Us: Complaints
MsgBody: For your information. _____ From: [REDACTED] [mailto:[REDACTED].com] Sent: Saturday, April 18, 2009 10:22 AM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET
CONTACT US ----- Remote
Client IP: [REDACTED] Date Time: 4/18/2009 10:21:32 AM -----

b2

b6

Name: [REDACTED] Email: [REDACTED].com Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): airport BWI United flight gate D11 4/18 9:30AM Comments: I just flew out of the BWI airport. I was screened with the metal detector and passed as I made sure I had no metal on me. I was then forced to be screened with your new Millimeter scanner even after I protested to the TSA agent. This is contrary to the policy on your website. I do not consent to being electronically stripped searched. This new system is exactly

TSA ADHOC Query Results

that. Why else do you not display the images right their, it's because it intrusive and is no different than having me strip to my skin. I have seen the images myself and even on TV they blurred the pictures. May I remind you: "The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized." What is next after this cavity searches? How will you justify that? Will it be ok if you do it randomly? How about if you cavity search everyone? Will that make it okay? I demand to be treated with respect and my privacy respected. I expect the policies on your website to be followed by your agents. I expect a explanation on this incident and apology. I will also like to know how to formally protest the use of this new machine

TSA ADHOC Query Results

MsgID: 452842

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED].net

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 4/23/2009 11:48:33 AM

FromDateTime: 4/21/2009 4:46:01 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Consumer Complaint BCC/CSM Response

ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: ABQ

NTUser: [REDACTED]

ClosedDateTime: 4/27/2009 4:16:57 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: ABQ Albuquerque, NM, USA - Albuquerque International Airport, DEN Denver, CO, USA - Denver International,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date:

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes: Placed the airport code for (ABQ) into the Consumer Complaint BCC/CSM Response and BCC: [REDACTED]

[REDACTED]@dhs.gov).the CSM of the (ABQ) airport.

MsgSubject: FW: Civil rights violation at Albuquerque

MsgBody: -----Original Message----- From: [REDACTED] [mailto:[REDACTED]@net] Sent: Sunday, April 19, 2009 3:42 PM To:

OCR-externalcompliance, tsa Subject: Civil rights violation at Albuquerque Dear Sir or Ma'am: On Friday, April 17, 2009 I was a passenger on Flight 338 from Albuquerque to Denver with a departure time of approximately 5:00 PM. The flight was delayed one hour and fifteen minutes and so departed at approximately 6:15 PM. I passed through the security checkpoint between 3:15 and 3:30 PM. After complying with all the regulations, I was directed to a camera that photographed my body through my clothes. I was clearly very upset at this procedure and objected, but was not given any alternative. I did not feel that this was in any way a security issue. I did not set off any red flags. I was just sent through the camera. I am so upset that I have developed a real fear of flying anywhere again. I feel as though I have been brutally violated. In talking about this, I have compared this to going to the authorities to escape a rapist, only to be raped by the authorities. I object to this treatment in the strongest

TSA ADHOC Query Results

b6

terms. I hope you will find a solution to spare us from such inhumane treatment in future. Sincerely,

[REDACTED]

[REDACTED]

TSA ADHOC Query Results

MsgID: 457612
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/4/2009 12:19:51 PM
FromDate: 5/3/2009 11:25:22 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Forward to CSM Response
ResolutionSummary_Extended: Forward to CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: DEN
NTUser: [REDACTED]
ClosedDateTime: 5/5/2009 4:52:45 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: DEN Denver, CO, USA - Denver International,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/5/2009 4:46:44 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: FWD'd email to the CSM at DEN, [REDACTED]

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: So does that mean I will get a response from the CSM/FSD? Will they provide answers to the questions I asked? Based on what I have mentioned; did the screeners at DEN follow the TSA principles/processes? On Sun, May 3, 2009 at 1:26 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: Thank you for providing us with the name of the airport you traveled through. Because your complaint concerns the conduct of security screeners at DEN, we have forwarded a copy of your email to the Customer Service Manager (CSM)/Federal Security Director (FSD) at that airport. The CSM/FSD is responsible for ensuring that the screener work force adheres to TSA principles for professional processing. Please understand that we monitor the number and nature of complaints TSA receives in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. If you need further information

TSA ADHOC Query Results

or assistance please let us know. TSA Contact Center --- Original Message --- From: [REDACTED] Received: 4/30/09 8:13:19 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: Re: TSA Contact Us: Complaints Thanks for your reply: It was at DIA (Denver); West side security; United Airlines Flight; Approx. 6:30pm on 4/24/09. Looking forward to getting these questions answered. Thanks again, [REDACTED] On Thu, Apr 30, 2009 at 1:11 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: Thank you for your e-mail message. We appreciate that you took the time to share this information with us. So that we may forward your e-mail to the appropriate office for action, please provide us with the following specific details: *Specific name of the airport where the incident occurred *Date and time of incident *Airline *Contact number if one is available. You can also provide us with this information by calling the TSA Contact Center, toll-free at (866) 289-9673. If you are outside the United States and cannot use the toll-free number, please call us at (571) 227-2900. TSA monitors the number and nature of complaints it receives to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We hope this information is helpful. TSA Contact Center --- Original Message --- From: [REDACTED]@gmail.com> Received: 4/28/09 7:45:42 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

----- Remote Client [REDACTED] Date Time: 4/28/2009 6:16:20 PM -----

Name: [REDACTED] Email: [REDACTED]@gmail.com

Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments: Why do the TSA agents not mention the alternative pat down to the millimeter wave scan? Why is there not a pamphlet or poster showing in detail what the image scan will look like for those who are asked to be subjected to a scan? Why is there not a female and male agent that would review these images based on gender(similar to the pat down procedure)? Why is there not a good example of the detail that these scanners provide on your website? This millimeter wave system seems to have great potential, but is being implemented horribly. ----- TCC Control Number: ----- <<#318953-422447#>> ----- TCC Control Number: ----- <<#318953-422447#>>

TSA ADHOC Query Results

MsgID: 462149
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@yahoo.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/12/2009 7:24:26 PM
FromDateTime: 5/12/2009 11:24:45 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: ATL
NTUser: [REDACTED]
ClosedDateTime: 5/14/2009 4:17:55 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: ATL Atlanta, GA, USA - Hartsfield International, PIT Pittsburgh, PA, USA - Greater Pit Intl Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/14/2009 4:12:44 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns. BCC ATL CSM Marshall Smith at Marshall.Smith@dhs.gov.

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----

----- Remote Client [REDACTED] Date Time: 5/12/2009

b2

11:24:45 AM -----
Name: [REDACTED] Email: [REDACTED]@yahoo.com Complaints:Inappropriate Screening/Pat Down Screening Flight Info
(If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:While traveling from Atlanta to Pittsburg on May 11th, I was selected for secondary screening using one of the Pro-Vision Whole Body Image producers. I was not told I had a choice whether to step in or have a manual screen. After doing a little research, I've found that the whole body screening took a nude 3D photo of me. This is unacceptable protocol and a total violation of my rights as a US citizen

b6

TSA ADHOC Query Results

MsgID: 465653
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/18/2009 7:53:51 PM
FromDate: 5/18/2009 2:26:16 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: CRG
NTUser: [REDACTED]
ClosedDateTime: 5/21/2009 4:44:13 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:

b6

Airline: Southwest Airlines
Incident_Date:
Contact_Date: 5/21/2009 4:43:01 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

Airport_Extended: CRG Jacksonville, Florida, USA - Craig Municipal Airport, TPA Tampa, FL, USA - Tampa International,
Airline_Extended: Southwest Airlines,

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----

----- Remote Client IP: [REDACTED] Date Time: 5/18/2009

b2

2:26:16 PM -----

Name [REDACTED] Email: [REDACTED]@gmail.com Complaints:Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jacksonville, FL Southwest Airlines February 10, 2009 6:10 pm flight to Tampa, FL Comments:I recently read a piece of legislation in which a Utah congressman is attempting to introduce regarding the whole body image scanners in airports. I was shocked to read information regarding this new type of airport scanner as I recently went through one in a Florida airport in February. I did not set off the metal detector nor have to declare liquids. Despite what TSA claims happens regarding the process, I was not given information regarding the nature of the

b6

TSA ADHOC Query Results

Images that were retrieved from the machine, nor was I given an alternate option of screening as TSA claims happens. As a single young female passenger I feel that my privacy rights were beyond violated as was TSA protocol disregarded. I expect a response back from TSA with an explanation as to why this happened

TSA ADHOC Query Results

MsgID: 465693
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]comcast.net
Telephone: [REDACTED]
Fax: [REDACTED]

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/18/2009 7:54:21 PM
FromDate: 5/18/2009 3:00:33 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 5/21/2009 6:04:07 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended:

bb

Airline:
Incident_Date:
Contact_Date: 5/21/2009 5:57:56 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Whole Body Imaging

MsgBody: I am extremely disturbed by an article I read on CNN.com today (<http://www.cnn.com/2009/TRAVEL/05/18/airport.security.body.scans/index.html>). I traveled recently from BWI and was asked to step inside one of these "booths" as part of a random selection, however I was completely unaware of the pictures being taken of me. There was no explanation of what this machine did either by TSA personnel or a posted sign. Had I known, I would have refused and opted to be patted down, assuming that is an option. In my opinion I feel that my personal rights were completely taken from me without my knowledge. I have copied the ACLU in this matter because I believe this is an invasion of my civil rights and I am appalled. What I would like to know, is if the next time I travel, I am randomly selected for this type of screening, can I refuse and ask to be patted down without any repercussions? Thank you, [REDACTED]

bb

TSA ADHOC Query Results

MsgID: 467585
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/21/2009 7:45:50 PM
FromDate: 5/21/2009 9:54:42 AM
Flag: R
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: LAS
NTUser: [REDACTED]
ClosedDateTime: 5/26/2009 11:22:30 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: LAS Las Vegas, NV, USA - Mccarran International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/26/2009 11:21:06 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Placed the airport code for (LAS) into the Consumer Complaint BCC/CSM Response and BCC: [REDACTED]@dhs.gov
the CSQIM of the (LAS) airport.

b6

MsgSubject: FW: TSA Contact Us: Complaints
MsgBody: For your information. From: [REDACTED]@yahoo.com [mailto:[REDACTED]@yahoo.com] Sent: Wednesday, May 20, 2009
6:07 PM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP:

b2

[REDACTED] Date Time: 5/20/2009 6:07:24 PM
Name: [REDACTED] Email: [REDACTED]@yahoo.com Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Las Vegas Airport Comments: When traveling through the Las Vegas airport earlier this year, I was instructed to go through the new "Whole Body Imager" scanner. I was not given any option as to whether or not I wanted to go through it, and did not realize until afterwards how the scanner functioned. It was early in the morning, and there were no long lines or other reasonable explanation for the TSA agent not letting me know that I would be

b6

TSA ADHOC Query Results

viewed without clothing or that I had a choice not to use the device. This is a clear violation of people's rights, and the TSA screeners are apparently not being properly trained. It doesn't matter that the person's face is supposed to be blurred. I do not want images of my body taken without my knowledge or consent. I would rather not fly than to be put through that again

TSA ADHOC Query Results

MsgID: 467904
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

bc

HoldDateTime: 5/26/2009 2:21:36 PM
ProcessedDateTime:
TalismaDateTime: 5/21/2009 7:50:04 PM
FromDate: 5/21/2009 5:22:52 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Fwd to Appropriate Office Response
ResolutionSummary_Extended: Fwd to Appropriate Office Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: JAX
NTUser: [REDACTED]
ClosedDateTime: 6/17/2009 5:58:15 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: JAX Jacksonville, FL, USA - Jacksonville International Airport,
Airline_Extended:

bc

Airline:
Incident_Date:
Contact_Date: 5/26/2009 2:20:07 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: I'm sorry, but the automated response below was not nearly sufficient in regards to my original question. My issue was not what the Supreme Court does or does not deem appropriate in the airport. My problem is that the TSA official pulled me out of line and told me to stand in a machine without explaining to me that it generated nude images, I was not given an option of alternate screening or a chance to refuse, as I would have knowing what I now know. Disclosure protocol is NOT being followed in the JAX airport that that is where constitutional rights are being violated. Do you have a justification for this as well? On Thu, May 21, 2009 at 3:44 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special

TSA ADHOC Query Results

needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at www.tsa.gov <<http://www.tsa.gov>> for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: [REDACTED]@gmail.com > Received: 5/18/09 7:53:49 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT L
----- Remote Client IP:

62 [REDACTED] Date Time: 5/18/2009 2:26:16 PM -----

Name: [REDACTED] Email: [REDACTED]@gmail.com Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jacksonville, FL Southwest Airlines February 10, 2009 6:10 pm flight to Tampa, FL Comments: I recently read a piece of legislation in which a Utah congressman is attempting to introduce regarding the whole body image scanners in airports. I was shocked to read information regarding this new type of airport scanner as I recently went through one in a Florida airport in February. I did not set off the metal detector nor have to declare liquids. Despite what TSA claims happens regarding the process, I was not given information regarding the nature of the images that were retrieved from the machine, nor was I given an alternate option of screening as TSA claims happens. As a single young female passenger I feel that my privacy rights were beyond violated as was TSA protocol disregarded. I expect a response back from TSA with an explanation as to why this happened. ----- TCC Control Number: ----- <<#327328-432065#>>

66

TSA ADHOC Query Results

MsgID: 473486
CustName: [REDACTED]
CustAdd: [REDACTED] *bc*
EmailAddress: [REDACTED].com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 6/2/2009 12:41:00 PM
FromDate: 6/1/2009 10:45:52 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: TUL
NTUser: [REDACTED] *li*
ClosedDateTime: 6/5/2009 11:38:38 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: TUL Tulsa, OK, USA - Tulsa International,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 6/5/2009 11:36:51 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Placed the airport code for (TUL) into the Consumer Complaint BCC/CSM Response and BCC: [REDACTED]@dhs.gov) the CSQIM of the (TUL) airport.

MsgSubject: total body scanners

MsgBody: I flew through Tulsa, OK airport on Tuesday, May 26 and was subjected to an involuntary, virtual strip search, also known as whole body image scanner. I object strenuously to the use of the whole body image scanners in use at this airport. It is a huge invasion of my privacy. Your statements on your web page about whole body screening are not true. I was not given an option to use the whole body screening device. Neither was anyone else. It appeared that everyone was being required to go through the devices, even children. I also received no explanation from an agent about what the scanners were. I knew about them because my sister had told me they were in use. But again, I was not given an option, nor was I informed to give my consent. I have an ileostomy and wear an ileostomy bag. I was then subjected to additional screening (patting down my abdomen in full view of everyone) and when asked what that was, I had to tell the agent twice. Not only do I not want my body being seen under my clothes, by anyone, I object that I have to explain my ostomy bag to anyone. It appears that your screeners are not adequately

TSA ADHOC Query Results

trained to even recognize something as recognizable as an ostomy bag. Again, this is an invasion of my privacy and one I don't believe is necessary. There is other technology available that will do the same thing while maintaining the traveler's humanity and privacy. [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 479534

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED] yahoo.com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 6/13/2009 3:33:51 PM

FromDateTime: 6/12/2009 7:20:15 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Consumer Complaint BCC/CSM Response

ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: MSP

NTUser: [REDACTED]

ClosedDateTime: 6/16/2009 1:36:16 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: MSP Minneapolis, MN, USA - Minneapolis/St Paul Intl Airport,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 6/16/2009 1:29:31 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes: BCC MSP CSM [REDACTED] at [REDACTED]@dhs.gov

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: You seem to not read my questions. I understand the need for pat downs etc. I go through them everytime I go through an airport. I am concerned about the additional requirement for XRAYS. I was told in the Minneapolis Airport I had to also be xrayed by the new machine they had. I do not like being xrayed. I was told at the Airport that it was a requirement since they had the machine. I was given no option. I checked your website and it does not indicate it is a requirement. A clarification of my original question: Was the Xray a requirement to board as I was told? In addition, the american with disabilities act requires reasonable accomodation. If I chose to remove my leg for screening, why would that not be reasonable accomodation? If you do not answer my direct question, I will forward the next response along with all the other emails to my congressman and senators, maybe they can get a resoponse. --- On Wed, 6/10/09, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov> Subject: Re: TSA Contact Us: Complaints <<#334211-439785#>> To: [REDACTED] yahoo.com

TSA ADHOC Query Results

Date: Wednesday, June 10, 2009, 11:33 AM Thank you for your e-mail. We apologize if our previous response did not address your specific concerns. The Transportation Security Administration (TSA) seeks to ensure that Transportation Security Officers (TSOs) consistently provide professional and courteous checkpoint processing while maintaining a high level of security. When we receive reports to the contrary, we take appropriate action, which may include additional training and disciplinary action. One screening procedure that causes concern is the use of pat-down searches. TSA considered passenger feedback when we developed the procedure. However, when a passenger alarms the walk-through metal detector, TSOs must conduct additional screening, including a pat-down, to locate and resolve the source of the alarm. Because metal implants and prosthetic devices regularly alarm the walk-through metal detector, the following special considerations are given for these screenings: *The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs have received training to offer passengers a private screening before proceeding with a pat-down inspection. Also, a passenger may ask for and receive a private screening at any time during their screening. Private screenings are conducted in a room or in an area away from other passengers. If a passenger does not permit the search, he or she will not be permitted to board an aircraft. *Screening prosthetic devices involves a physical and visual inspection, as well as explosives trace detection (ETD) sampling. Passengers should not remove their prosthetic devices during screening, and TSOs should not require passengers to remove the device. The TSO should offer a private screening if clothing must be lifted or raised to obtain the ETD sample. However, passengers should not be required to remove any clothing during the process nor remove or display the belt that holds their prosthetic device to their body. We understand the frustration of passengers routinely undergoing secondary screening because of metal implants and prosthetic devices, and regret the discomfort and inconvenience experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with the Assistant Federal Security Director for Screening at that airport to address any concerns. For more information regarding the pat-down procedures, please visit TSA's website at <<http://www.tsa.gov/>> www.tsa.gov. TSA Contact Center --- Original Message --- From: [REDACTED]@yahoo.com> Received: 6/8/09 2:49:22 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: Re: TSA Contact Us: Complaints This in no way addressed the concerns I mentioned in my email. --- On Fri, 6/5/09, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov> Subject: Re: TSA Contact Us: Complaints <<#334211-439785#>> To: [REDACTED]@yahoo.com Date: Friday, June 5, 2009, 4:50 PM Thank you for your email message. The Transportation Security Administration (TSA) has begun testing millimeter wave passenger imaging technology at Phoenix Sky Harbor Airport (PHX) as a voluntary alternative to a pat-down during secondary screening. In a matter of seconds and without physical contact, this technology can detect weapons, explosives and other threat items concealed under layers of clothing. A Transportation Security Officer (TSO) guides passengers through the process, which involves stepping into the machine and remaining still for a matter of seconds, in two different positions, while the technology creates a three-dimensional image of the passenger from two antennas that simultaneously rotate around the body. The passenger then steps through the opposite side of the millimeter wave portal. To ensure privacy, TSOs view the system's images from a remote location. This way, the TSO cannot ascertain the identity of the passenger, either visually or otherwise, but can communicate with a fellow officer at the checkpoint if the passenger presents a potential threat. A security algorithm will be applied to the image to mask the face of each passenger, further protecting privacy. Millimeter wave imaging uses electromagnetic waves to generate an image based on the energy reflected from the body. Active millimeter wave technology passes harmless electromagnetic waves over the human body to create an image that looks much like a fuzzy photo negative. It is safe and the energy emitted by millimeter wave technology is 10,000 times less than a cell phone. Passenger imaging is a valuable alternative for individuals who would prefer not to submit to a physical pat-down during secondary screening. TSA began piloting backscatter, another passenger imaging technology, at Phoenix in February. To date, 79 percent of the public that received secondary screening opted

bb

TSA ADHOC Query Results

to try backscatter over the traditional pat-down. TSA plans to test these technologies further at New York's JFK and LAX in Los Angeles in the coming months. TSA will purchase eight millimeter wave units at a cost of \$1.7 million to be used in additional test programs. Millimeter wave imaging is currently in use or under evaluation in several international transportation settings including in the United Kingdom, Netherlands, Japan and Thailand. For more information about passenger imaging, please visit our website at www.tsa.gov <<http://www.tsa.gov>> . TSA Contact Center --- Original Message --- From: [REDACTED]@yahoo.com> Received: 6/2/09 7:39:02 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

----- Remote Client IP: [REDACTED] Date Time: 6/2/2009 5:12:06 PM

Name: [REDACTED]

Email: [REDACTED]@yahoo.com Complaints: Inconsistent Screening (Different Practices between Airports) Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Minneapolis airport - Cast scanning device Comments: I have an artificial leg and go through screening everytime I go through security. That is not a problem. My problem -- In Minneapolis, I was required to also go through a cast scan process. I was told this was required because they had the equipment. Your website does not indicate that the screening is mandatory. Even though the level of radiation is low I do not want any additional radiation. Please tell me whether the xray screening was mandatory or whether I was misinformed. Also, I volunteered to remove the leg and have it scanned separately and that was not an option. If I volunteer to have my artificial leg scanned rather than being xrayed myself it seems I should have that choice. I was told this was a public perception issue. Personally I would rather have the public see my leg, than be xrayed. I am not sure why them seeing something they might not like is worse than me being subjected to the xrays everytime I fly. ----- TCC Control Number: ----- <<#334211-439785#>> ----- TCC Control Number: ----- <<#334211-439785#>>

TSA ADHOC Query Results

MsgID: 499113
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 7/20/2009 1:00:28 PM
FromDate: 7/20/2009 9:34:10 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 7/21/2009 5:57:03 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International, AUS Austin, TX, USA - Robert Mueller Municipal Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 7/21/2009 5:54:43 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Question from [REDACTED]
MsgBody: Hello, I traveled at BWI yesterday from BWI to Austin Texas and I was asked to step into some capsule to be further screened by some new technology. I was not asked or offered the alternative of being patted down until after I was zapped two times by this mysterious machine — actually I just saw a sign after it was all over. It was extremely troubling to me and I would like you to send me some information about just what procedure was done and what technology was used. I feel that my rights were violated and I want to know exactly what happened. Please send me this information as soon as possible. — [REDACTED]
[REDACTED] If you need to mail something, you can mail it to me at [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 501841
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 7/24/2009 6:07:49 PM
FromDate: 7/24/2009 2:03:16 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Screener Inattentive to Duties- Lax Security,
Secondary Screening - General,

Airport: SLC
NTUser: [REDACTED]
ClosedDateTime: 7/27/2009 1:47:51 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: SLC Salt Lake City, UT, USA - Salt Lake City International Arpt,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 7/27/2009 1:43:24 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: BCC SLC SHM/CSQIM [REDACTED] at [REDACTED]@dhs.gov.

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----
----- Remote Client IP: [REDACTED] Date Time: 7/24/2009
2:03:16 PM -----

b2

b6

Name: [REDACTED] Email: [REDACTED].com Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 10:30AM 7/24/09 at security across from the rental car returns at SLC. Comments: Hello, I just went through security at SLC (10:30AM, at security across from the Hertz rental return) and had a rather disturbing screening process. As ID's were checked, the TSA agent checking IDs was directing people into security lines at what seemed like a 50/50 split between the two. One of the lines had the standard magnetometer and the other had the MMW scanner. Once my ID was checked, I was told to go to the line with the MMW scanner. I did not want to go through the scanner and

TSA ADHOC Query Results

would have much preferred the magnetometer. The line with the MMW scanner also had a standard magnetometer that I could have gone through. I told the TSA agent in front of the MMW scanner that I did not wish to go through the MMW scanner. Since I was not given the choice of which line to go to in the first place, I didn't even have the option to avoid the line with the MMW. The TSA agent in front of the scanner told me I was then randomly selected for secondary screening and thus could opt out for a pat down. My main problem with this is that at no point did I actually have the choice to go through the magnetometer. If someone doesn't want to go through the MMW, they are automatically selected for secondary screening. This means the MMW is neither optional or random. The defacto result is that 1/2 of the fliers have to go through the MMW scanner without any choice. This is against every TSA guideline I have ever seen and must be fixed at SLC. Since I had no other option, I took the pat down. At this point I was directed to the standard secondary screening line and forced to wait for several minutes as the group of 3 male tsa agents talked while others went through the MMW scanner. Eventually, out of the 7 available male agents I saw standing around, the original agent that told me I was selected for secondary screening came over and gave me the pat down. After the pat down I asked for a complaint form and was told there were none available. The TSA agent gave me the card for SLCcustomerservice@dhs.gov and said a manager was available if I wanted to talk to him. I voiced my complaint to the manager and he agreed that this was improper and said he would inform the agents. The manager then went over to the agents and spent about 15 seconds talking to them and then went back to joking around. As far as I can tell, nothing was changed after my complaint and this is a serious breach of TSA regulations. 1/2 of the screening should not be forced to go through the MMW scanners. Selecting everyone who opts to go through the magnetometer instead of 'random' secondary screening does NOT make screening random. I have flown ~150,000 miles domestically so far this year and at no point in any other airport have I been treated this way. Please make sure your agents are properly retrained. Thank You, [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 523783
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@aol.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 9/7/2009 2:52:39 PM
FromDate: 9/7/2009 10:03:03 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: IND
NTUser: [REDACTED]
ClosedDateTime: 9/8/2009 9:26:28 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: IND Indianapolis, IN, USA - Indianapolis International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 9/8/2009 9:25:39 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm> -----
----- Remote Client IP: [REDACTED] Date

b2

b6

Time: 9/7/2009 10:03:03 AM -----
----- Name: [REDACTED] Email: [REDACTED]@aol.com Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Indianapolis International Airport Security
Checkpoint B Comments: I have travelled 4 times in the past 6 months out of Indianapolis International. 4 times, I have been
asked to go through the whole body imaging screening. At no time did I have any metal on my person. What are my rights? Can I
ask for alternative screening? What is the alternative screening? Can I be detained and miss my flight? It has been brought to
my attention that those images can be stored. I want to be safe just like everyone else. I want TSA to do their job. I feel like

TSA ADHOC Query Results

they are enjoying their job a little too much when an attractive female goes through security

TSA ADHOC Query Results

MsgID: 535488

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED]hotmail.com

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 10/1/2009 3:34:30 PM

FromDateTime: 10/1/2009 11:37:35 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Consumer Complaint BCC/CSM Response

ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: BWI

NTUser: [REDACTED]

ClosedDateTime: 10/2/2009 1:20:49 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 10/2/2009 1:16:53 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes: BCC BWI CSQIM [REDACTED] at [REDACTED]@dhs.gov.

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: [REDACTED] Date Time:

10/1/2009 11:37:35 AM

Name [REDACTED] Email: [REDACTED]hotmail.com Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):BWI Comments:While going through screening at BWI I was scanned in one on the new scanners. I was not asked and there were no signs explaining the new scanners. I was simply politely told to get and put my arms up. Then I was scanned. I didn't know I had a choice whether or not to be scanned and when a TSA officer is telling you to do something everyone knows that you cannot question them. Please make sure that there are clear explanations of what is going on and what passengers are required/or not required to comply with

TSA ADHOC Query Results

MsgID: 546368
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED] aol.com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 10/26/2009 11:43:35 AM
FromDateTime: 10/25/2009 3:55:31 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Fwd to Appropriate Office Response
ResolutionSummary_Extended: Fwd to Appropriate Office Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: BWI
NTUser: [REDACTED]
ClosedDateTime: 10/27/2009 1:21:36 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: BWI Baltimore, MD, USA - Baltimore-Washington International,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 10/27/2009 1:20:44 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes: Fwd'd the email to the CSM at the BWI airport. [REDACTED]@dhs.gov

MsgSubject: Re: need some feedback

MsgBody: In a message dated 10/25/2009 2:46:28 P.M. Central Daylight Time, TSA-ContactCenter@dhs.gov writes: To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. MY POINT EXACTLY!! I WAS NOT GIVEN THAT OPTION, NOR ANY EXPLANATION OF WHAT I WAS BEING SUSPECTED TO!!! I VALUE SECURITY ALSO.... BUT MY RIGHT TO CHOOSE WAS NEVER OFFERED TO ME, NOR WAS ANY EXPLANATION GIVEN AS TO WHY I NEEDED TO BE EITHER PUT INTO A BODY SCAN OR HA DOWN

TSA ADHOC Query Results

MsgID: 548431
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 10/29/2009 8:02:15 PM
FromDate: 10/29/2009 1:28:59 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 10/30/2009 1:01:09 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 10/30/2009 12:58:42 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: BCC BWI CSQIM [REDACTED] at [REDACTED]@dhs.gov.

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: Yes, I do understand the concept. You have not addressed my complaints. My complaints are that: (a) I was not given the alternative of a physical pat-down. The TSA's website clearly states that "Use of whole body imaging technology is always 100 percent optional to all passengers." (quoted directly from http://www.tsa.gov/approach/tech/imaging_technology.shtm). I was not given an option. (b) there was no information (verbal or written) at the screening location about either privacy (the fact that my body would be visible to security personnel), or about potential health risks to me and my fetus. I would appreciate it if someone took the time to read my complaint and respond rather than just sending a form letter that does not address my specific concerns. Both are included below (my original complaint and the form letter) [REDACTED] On 28/10/09 3:10 PM, "TSA-ContactCenter" <TSA-ContactCenter@dhs.gov> wrote: Thank you for your email message. The Transportation Security Administration (TSA) has begun testing millimeter wave passenger imaging technology at Phoenix Sky Harbor Airport (PHX) as a

TSA ADHOC Query Results

voluntary alternative to a pat-down during secondary screening. In a matter of seconds and without physical contact, this technology can detect weapons, explosives and other threat items concealed under layers of clothing. A Transportation Security Officer (TSO) guides passengers through the process, which involves stepping into the machine and remaining still for a matter of seconds, in two different positions, while the technology creates a three-dimensional image of the passenger from two antennas that simultaneously rotate around the body. The passenger then steps through the opposite side of the millimeter wave portal. To ensure privacy, TSOs view the system's images from a remote location. This way, the TSO cannot ascertain the identity of the passenger, either visually or otherwise, but can communicate with a fellow officer at the checkpoint if the passenger presents a potential threat. A security algorithm will be applied to the image to mask the face of each passenger, further protecting privacy. Millimeter wave imaging uses electromagnetic waves to generate an image based on the energy reflected from the body. Active millimeter wave technology passes harmless electromagnetic waves over the human body to create an image that looks much like a fuzzy photo negative. It is safe and the energy emitted by millimeter wave technology is 10,000 times less than a cell phone. Passenger imaging is a valuable alternative for individuals who would prefer not to submit to a physical pat-down during secondary screening. TSA began piloting backscatter, another passenger imaging technology, at Phoenix in February. To date, 79 percent of the public that received secondary screening opted to try backscatter over the traditional pat-down. TSA plans to test these technologies further at New York's JFK and LAX in Los Angeles in the coming months. TSA will purchase eight millimeter wave units at a cost of \$1.7 million to be used in additional test programs. Millimeter wave imaging is currently in use or under evaluation in several international transportation settings including in the United Kingdom, Netherlands, Japan and Thailand. For more information about passenger imaging, please visit our website at www.tsa.gov <<http://www.tsa.gov>> . TSA Contact Center -- Original Message --- From: [REDACTED]@gmail.com> Received: 10/26/09 7:40:50 PM EDT To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

----- Remote Client IP: [REDACTED] Date Time: 10/26/2009 2:34:13 PM

Name: Emily Bickell

bl
Email: [REDACTED]@gmail.com Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines flight #3794 from Baltimore Washington International Airport to Buffalo, Oct 25th 7pm, gate A2 Comments: I was randomly selected to be scanned in the whole-body imaging booth. I was not told by the security personnel what it was, what it did, nor given an option to have a physical pat-down instead, which I certainly would have chosen. I have since read about it and am extremely uncomfortable that this happened to me and that I was not given the choice of a physical pat-down. I am very unhappy with the idea of both the ultra high frequency radio waves and the unknown risk to me and my unborn child as I am pregnant. I am also very uncomfortable with the fact that an image of my body was viewed by security personnel. I read that faces are blurred and no images are recorded, but honestly I have no way of knowing that's true. I am very disappointed with my experience and feel that this has ruined an otherwise pleasant trip and flight experience with Southwest Airlines. ----- TCC Control Number: ----- >

TSA ADHOC Query Results

MsgID: 554092
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].edu
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 11/12/2009 8:23:29 PM
FromDate: 11/12/2009 4:02:58 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Fwd to Appropriate Office Response
ResolutionSummary_Extended: Fwd to Appropriate Office Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: DTW
NTUser: [REDACTED]
ClosedDateTime: 11/14/2009 8:25:15 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: DTW Detroit, MI, USA - Detroit Metropolitan Airport,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 11/14/2009 8:24:28 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Forward response to DTW CSM at [REDACTED]@dhs.gov

MsgSubject: Re: TSA Contact Us: Complaints

MsgBody: To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. I WASN'T GIVEN THIS OPTION. I WAS DIRECTED THAT I HAD TO DO IT. THAT IS WHY I AM ANGRY. The little research I am have done has proved to me that I am not the only one unhappy with the new way you are invading and violating us. I have not seen any reason for this. I am going to add my cry of Invasion of our person rights to all the others and writing my representatives to help put a stop to this. thanks for your form letter. I look foreword to more in the future. Charles Boyer On Nov 12, 2009, at 3:39 PM, TSA-ContactCenter wrote: Thank you for your email message concerning the

TSA ADHOC Query Results

Transportation Security Administration's (TSA) deployment of whole body imaging technology. TSA and its employees take their responsibility of securing our Nation's transportation systems very seriously. We are constantly working hard to improve security. Incrementally, TSA worked to meet its mandates and at the same time provide an increased level of customer service. As changes and enhancements to aviation security were implemented, TSA publicized Traveler Tips to aid travelers with the enhanced screening process. In addition, TSA introduced suggestions that may assist travelers with the new procedures. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. Furthermore, we encourage you to visit our website at <<http://www.tsa.gov/>> www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center From: [REDACTED].edu [mailto:[REDACTED].edu] Sent: Thursday, November 12, 2009 1:18 PM To: Civilrights, TSA Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

----- Remote Client IP: [REDACTED] Date Time: 11/12/2009 1:17:34 PM -----

Name: [REDACTED] Email: [REDACTED]

[REDACTED].edu Complaints: Civil Rights Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Wed, Nov 11, 2009 Depart 8:50 AM Arrive 11:22 AM Northwest Airlines #2382 Detroit Wayne County Metropolitan Airport (DTW) San Francisco International Airport (SFO) (Operated by Northwest Airlines) Check in with Northwest Airlines Departs from E.H. McNamara Terminal Coach Comments: flew out of Detroit michigan on Wednesday morning Nov 11 at 9:10am on NWA to SF. I went through security and was ask to step into a machine, I was not given a choice and they didn't tell me what it was about. I notice it wasn't the puff of air that I have experience in the past. This time I was scanned. I noticed the name on the scanner and looked it up. It was a Provision Scanner. After I found that out I felt violated and very angry. I was not told what the machine was or told of my rights. I did NOT consent to a strip search. I thought people were to be given the option of a pant down version my privacy being invaded. HOW dare you all. I fully support laws now to stop such Invasion of my privacy. This prove to me that

TSA ADHOC Query Results

you, the TSA can not be entrusted. There was no signs telling or informing us what that machine is all about. You just took away our rights. What you hope we weren't notice? or it went unnoticed? I am will sending other letters too to my senators and representers too to stop this at once. I would have felt better if I was at least given the option. ----- TCC Control Number: <<#38072-513392#>>

TSA ADHOC Query Results

MsgID: 576898
CustName: [redacted] Unknown
CustAdd:
EmailAddress: [redacted].net
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 12/30/2009 7:42:17 PM
FromDateTime: 12/30/2009 1:09:04 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response, WHOLE BODY IMAGING RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: LAS
NTUser: [redacted]
ClosedDateTime: 1/6/2010 10:47:03 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: LAS Las Vegas, NV, USA - McCarran International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/6/2010 10:41:11 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns. BCC LAS CSQIM [redacted] at [redacted]@dhs.gov.

b6

MsgSubject: TSA Contact Us: All Other Inquiries

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm> -----

Remote Client IP: [redacted] Date Time: b2

12/30/2009 1:09:04 PM -----

b6

Name: [redacted] Email: [redacted].net Brief Description of Inquiry: Body scan at airport Comments: I recently passed through Las Vegas airport and saw a sign informing me the electronic body scan security check was optional. When I asked to go through the traditional metal detector I was told "no, you have to go through the scanner." Is the scanner optional or not? I had no idea what I was stepping into. It could have been a high dose xray machine! More upfront information should have been available and an earlier warning somewhere in the security process

TSA ADHOC Query Results

MsgID: 586692
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/12/2010 7:19:22 PM
FromDateTime: 1/12/2010 3:19:45 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WHOLE BODY IMAGING RESPONSE
ResolutionSummary_Extended: WHOLE BODY IMAGING RESPONSE, Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: SFO
NTUser: [REDACTED]
ClosedDateTime: 1/13/2010 3:12:26 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:

b6

Airline: Virgin America
Incident_Date:
Contact_Date: 1/13/2010 3:06:40 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

Airport_Extended: SFO San Francisco, CA, USA - San Francisco Intl Airport, LAX Los Angeles, CA, USA - Los Angeles Intl Airport,
Airline_Extended: Virgin America ,

AdditionalNotes: Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns. BCC SFO CSQIM [REDACTED] at [REDACTED]@dhs.gov.

b6

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.s>

Remote Client IP [REDACTED]

b2

Time: 1/12/2010 3:19:45 PM

b6

Name [REDACTED] Email: [REDACTED]@gmail.com Complaints: Inappropriate Screening/Pat Down
Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jan. 2, 2010/Virgin America/SFO to LAX/8:30 PM departure/SFO Airport/International Terminal Comments: Why was I not given the opportunity to avoid the full-body imaging scanner at SFO? I am now reading (from reliable sources) that these machines may not be safe, that they may effect DNA in humans, that they have never been properly tested by the federal government or approved by agencies such as the FDA. Why is something that could negatively effect my health being used on me without my consent? (Other than to enrich the companies who

TSA ADHOC Query Results

build these machines and allow politicians to boast about airport safety and security.) At no time did any TSA personnel inform me that I had an option to avoid the full body scanner (if such an option even exists) and I did not see any posted information prior to entering the security line stating that the full-body imaging was optional. This option seems to be a carefully guarded secret in order to keep the security lines flowing. The TSA personnel at SFO were courteous, efficient, top-notch. They did a great job. However, I am really upset that untested, unproven and possibly dangerous imaging equipment was used on me without my consent. The TSA should be doing a much better job of informing airline passengers that these full-body imaging systems are unproven in terms of potential health risks and possibly dangerous to a person's health. They should also be informing passengers that these machines are incredibly intrusive - providing naked images of scanned passengers with no information about how the images are used, where the images are stored, how the privacy and dignity of passengers is protected. The TSA should ALWAYS offer passengers the option of not undergoing the full body scan and inform passengers about the potential risks to their health if they choose to do so. I think questions should also be raised by TSA employees about the potential health risks to the TSA personnel who operate these machines. What are they being subjected to when using these devices? What was I subjected to when I unknowingly walked through the imaging device at SFO? In any event, I'd really like to know why I was not given the option of avoiding the full-body scanning machine. The TSA never indicated that it was "optional." Thanks for your time

TSA ADHOC Query Results

MsgID: 587460
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED]@gmail.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/13/2010 7:21:05 PM
FromDate: 1/13/2010 3:41:19 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Fwd to Appropriate Office Response
ResolutionSummary_Extended: Fwd to Appropriate Office Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SFO
NTUser: [REDACTED]
ClosedDateTime: 1/14/2010 2:35:56 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: SFO San Francisco, CA, USA - San Francisco Intl Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/14/2010 2:34:14 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: BCC SFO TSA CSM at [REDACTED]@dhs.gov
MsgSubject: Re: TSA Contact Us: Complaints

b6

MsgBody: All of this is wonderful information, but it still does not answer my question about why I was not given the OPTION of the pat down search at SFO instead of having to enter an unproven piece of technology (i.e., the full body imaging device) that could negatively effect my health. Please point to any scientific data that says these machines have been tested on humans and have been found not to adversely effect the health of humans. Just because the TSA says they are safe does not make it so. On Wed, Jan 13, 2010 at 12:11 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote: Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they

TSA ADHOC Query Results

appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. Furthermore, because your complaint is regarding screening at SFO, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at <<http://www.tsa.gov/>> www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: [REDACTED]@gmail.com> Received: 1/12/10 7:20:02 PM EST To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: TSA Contact Us: Complaints THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

----- Remote Client IP: [REDACTED] Date Time: 1/12/2010 3:19:45 PM

Name: [REDACTED]

[REDACTED] Email: [REDACTED]@gmail.com Complaints: Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jan. 2, 2010/Virgin America/SFO to LAX/8:30 PM departure/SFO Airport/International Terminal Comments: Why was I not given the opportunity to avoid the full-body imaging scanner at SFO? I am now reading (from reliable sources) that these machines may not be safe, that they may effect DNA in humans, that they have never been properly tested by the federal government or approved by agencies such as the FDA. Why is something that could negatively effect my health being used on me without my consent? (Other than to enrich the companies who build these machines and allow politicians to boast about airport safety and security.) At no time did any TSA personnel inform me that I had an option to avoid the full body scanner (if such an option even exists) and I did not see any posted information prior to entering the security line stating that the full-body imaging was optional. This option seems to be a carefully guarded secret in order to keep the security lines flowing. The TSA personnel at SFO were courteous, efficient, top-notch. They did a great job. However, I am really upset that untested, unproven and possibly dangerous imaging equipment was used on me without my consent. The TSA should be doing a much better job of informing airline passengers that these full-body imaging systems are unproven in terms of potential health risks and possibly dangerous to a person's health. They should also be informing passengers that these machines are incredibly intrusive - providing naked images of scanned passengers with no information about how the images are used, where the images are stored, how the privacy and dignity of passengers is protected. The TSA should ALWAYS offer passengers the option

TSA ADHOC Query Results

of not undergoing the full body scan and inform passengers about the potential risks to their health if they choose to do so. I think questions should also be raised by TSA employees about the potential health risks to the TSA personnel who operate these machines. What are they being subjected to when using these devices? What was I subjected to when I unknowingly walked through the imaging device at SFO? In any event, I'd really like to know why I was not given the option of avoiding the full-body scanning machine. The TSA never indicated that it was "optional." Thanks for your time. ----- TCC Control Number: -----
<<#425045-544212#>>

TSA ADHOC Query Results

MsgID: 588890
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:55:53 PM
FromDate: 1/15/2010 12:54:51 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 3:21:26 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/17/2010 3:20:56 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: Full Body Scans....

MsgBody: I've been reading about your full body scans. I understand your statements about not being able to identify private body parts in detail but who is to say that your staff won't adjust the equipment to see whatever they like? I think that it is a mistake for you to force passengers to walk through this machine and I hope you will reconsider your desire to use these things. I suggest that if you must use this equipment, that you also allow the flying public to view the screens to assure that individual privacy and dignity remains in tack. If you are concerned that viewing the screens will allow the public to see too much, then you should not use this equipment.

b6

[REDACTED] Locations: Grand Rapids, Michigan... [REDACTED] Kalamazoo,
Michigan..... [REDACTED] St. Joseph, Michigan..... [REDACTED] South Bend, Indiana..... [REDACTED]

TSA ADHOC Query Results

MsgID: 590687
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

B4

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 2:21:20 PM
FromDate: 1/17/2010 2:34:06 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/21/2010 1:23:12 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B4

Airline:
Incident_Date:
Contact_Date: 1/21/2010 1:22:52 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Security Issues

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/Index.shtm>

Remote Client IP: [REDACTED] Date

Time: 1/17/2010 2:34:06 PM

Security IssuesAll Other Security Issues Name: [REDACTED]

Message: I am opposed to compulsory full body scans at airport security checkpoints; I believe that the current screening is working. I feel that, if people want a full body scan, they can opt to take part in it

B2

B4

TSA ADHOC Query Results

MsgID: 592861
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

B6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/20/2010 8:03:23 PM
FromDateTIme: 1/20/2010 6:38:40 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Consumer Complaint BCC/CSM Response
ResolutionSummary_Extended: Consumer Complaint BCC/CSM Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General,

Airport: ATL
NTUser: [REDACTED]
ClosedDateTime: 1/23/2010 2:28:09 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: ATL Atlanta, GA, USA - Hartsfield International, CUN Cancun, Mexico,
Airline_Extended: Delta Air Lines ^a,

B6

Airline: Delta Air Lines ^a
Incident_Date:
Contact_Date: 1/23/2010 2:24:58 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: BCC ATL [REDACTED]
MsgSubject: TSA Contact Us: Complaints
MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.s>

B6

Remote Client IP [REDACTED] Date Time:

B2

1/20/2010 6:38:40 PM

Name [REDACTED] Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 534/Delta/Atlanta Comments: I was on Delta 534 from Cancun to Atlanta. Upon arrival in Atlanta, I was selected for secondary screening. I was basically herded into the full body scanner and was not told I had the option of a pat down. I was being scanned before I knew what was happening. I feel my privacy was violated, and if I had been given the choice AS I WAS SUPPOSED TO BE according to TSA's guidelines, I would have chosen not to be scanned. It is even worse given that I had just arrived home and was not going anywhere else so it certainly

B6

TSA ADHOC Query Results

did not make anyone on any flight safer. TSA should have followed its guidelines and given me a choice. I object to how I was treated



b2, b6

b6

Pax was returned to WBI and not given option by TSO. Complaint of no option - did WBI has a CRISDM

7/2/2008
1:46:00 PM

Other

N/A

N/A

N/A

had 5

Line 1

2:08

Other

Complaint

Closed

7/10/2008

Sent per info on WBI

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TSA ADHOC Query Results

MsgID: 100100806920091231

CustName: [REDACTED]

CustAdd:

EmailAddress:

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 12/31/2009 10:38:58 AM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller wanted to express her concern about the Whole Body Imaging Machine,
ResolutionSummary: Advised caller her concerns are noted and documented and also advised of the secondary screening process.
ResolutionSummary_Extended: Advised caller her concerns are noted and documented and also advised of the secondary screening process.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 12/31/2009 10:39:26 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 12/31/2009 10:38:58 AM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes: No callback number left. Caller stated both she and her family will no longer travel if the machines are placed at the airports. Caller advised that TSA uses methods of profiling to stop terrorists. Advised caller that her concerns would be documented.

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100102648420100104
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/4/2010 9:57:39 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that she goes against the idea of the whole body imaging machine. Caller feels as though TSA has failed and should not send all americans through the machine. Caller stated that she will never fly again, and she will encourage others not to fly again.

ResolutionSummary: Advised caller that her call is being recorded and her concern is being noted.

ResolutionSummary_Extended: Advised caller that her call is being recorded and her concern is being noted.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/4/2010 9:57:41 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

66

Airline:
Incident_Date:
Contact_Date: 1/4/2010 9:57:39 AM
Type: TELEPHONE
Interaction Type: COMPLAINT
CallID: [REDACTED]

66

AdditionalNotes: Caller declined to provide her name
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100103243220100104
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/4/2010 6:07:06 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to make a statement that she does not like the backscatter machines and the new machines that may be deployed in airports.
ResolutionSummary: Advised caller that the screening machines are an option for passengers to go through and that if she does not like the machine she can ask for other screening procedures.
ResolutionSummary_Extended: Advised caller that the screening machines are an option for passengers to go through and that if she does not like the machine she can ask for other screening procedures.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/4/2010 6:07:09 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/4/2010 6:07:06 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100105170720100107
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: sip:anonymous@anonymousinvalid:5060
Fax:

HoldDateTime:
ProcessedDateTime:
TailismaDateTime: 1/7/2010 11:58:19 AM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller inquired about if children are required to go through the full body scanning technology.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/7/2010 11:58:49 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/7/2010 11:58:19 AM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

b6

AdditionalNotes: Caller declined to provide call back number Caller then stated that taking nude pictures of children violates state pornographic laws. Caller expressed his concern about his children being viewed naked or felt-up by TSA. Caller then asked if he has a right to refuse a pat down, or going through the body scanning device.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100106248720100108
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/8/2010 7:21:00 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has comments about Whole Body Imaging, Millimeter wave or Backscatter technology.,
ResolutionSummary: Advised caller concerns would be notated
ResolutionSummary_Extended: Advised caller concerns would be notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/8/2010 7:21:23 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/8/2010 7:21:00 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes: Caller indicated that he disagrees with the process and that his family will not be flying. He also believes that there has to be another way; such as to perform a background investigation on all travelers prior to flying.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109906720100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:27:21 PM
FromDateTIme:
Flag:
Status: CLOSED

Consumer_Issue: Caller inquired about how he would file a formal complaint about the full body imaging scanner. Caller then asked if the machines are located at all airports.
ResolutionSummary: Referred caller to the TSA.GOV website and advised caller to click on the "contact us" button. Advised caller that the machines are not located at all airports, however passengers do have the option to undergo the secondary screening process rather than going the through the whole body imaging machine.
ResolutionSummary_Extended: Referred caller to the TSA.GOV website and advised caller to click on the "contact us" button. Advised caller that the machines are not located at all airports, however passengers do have the option to undergo the secondary screening process rather than going the through the whole body imaging machine.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:29:32 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

AdditionalNotes:
MsgSubject:
MsgBody:

Airline:
Incident_Date: 1/15/2010 12:26:00 AM
Contact_Date: 1/15/2010 12:27:21 PM
Type: TELEPHONE
Interaction Type: COMPLAINT
CallID: [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 100109931420100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:49:20 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller is against the whole body imaging and wants his concern recorded and documented due to the recent Christmas incident.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, RED BALL,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:49:27 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:49:20 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109935120100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

bl

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 12:54:27 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging. Wanted to inform us that he is against the body scanner.
ResolutionSummary: Advised caller that I would note his complaint.
ResolutionSummary_Extended: Advised caller that I would note his complaint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 12:55:09 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bl

Airline:
Incident_Date:
Contact_Date: 1/15/2010 12:54:27 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller did not wish to provide a contact number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109953920100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:13:17 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he feels that TSA should not have full body imaging at airports
ResolutionSummary: Informed caller that their suggestions have been notated
ResolutionSummary_Extended: Informed caller that their suggestions have been notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: SAN
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:17:40 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: SAN San Diego, CA, USA - Lindbergh International Airport,
Airline_Extended:

bb

Airline:
Incident_Date: 1/15/2010 1:16:00 PM
Contact_Date: 1/15/2010 1:13:17 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109957020100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:17:11 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated she does not want to go through the machine.
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: DAL
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:17:14 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: DAL Dallas, TX, USA - Love Field, LAS Las Vegas, NV, USA - Mccarran International Airport,
Airline_Extended: Southwest Airlines,

Airline: Southwest Airlines
Incident_Date:
Contact_Date: 1/15/2010 1:17:11 PM
Type: TELEPHONE
Interaction Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Refused to leave call back number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109964520100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone:
Fax:

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:23:15 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to express her concern with TSA implimenting the use of body scanners. Caller wanted to protest the implementation of the wole body imaging machine.
ResolutionSummary: Advised caller that I would note her complaint.
ResolutionSummary_Extended: Advised caller that I would note her complaint.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:24:06 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

plc

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:23:15 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller did not wish to provide a contact number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109968120100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress:
Telephone: [REDACTED]
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:26:45 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller has concerns that she would like to address due to the regulation regarding the Whole Body Imaging. Caller wanted to advise that the people in Japan are making underwear that can read through infared. Caller stated that 15 to 35 or 40 year old muslim men should be profiled rather than little old ladies. Caller stated the TSA whould rather let Americans die, rather than profile people that are terrorist.

ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:26:47 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:26:45 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes: Caller declined to provide a call back number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109975520100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:34:03 PM
FromDateTime:
Flag:
Status: CLOSED

bb

Consumer_Issue: Caller said that he is not a fan of the new scanning features and he wants TSA to be informed of it.
ResolutionSummary: Thanked caller for the call and told him that his opinion has been noted.
ResolutionSummary_Extended: Thanked caller for the call and told him that his opinion has been noted.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:34:16 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:34:03 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

bb

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100109999420100115
CustName: [REDACTED]
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:51:47 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he feels the whole body machines are a waste of government time and money.
ResolutionSummary: Advised caller that he could give and comments or suggestions though our website TSA.gov.
ResolutionSummary_Extended: Advised caller that he could give and comments or suggestions though our website TSA.gov.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 1:52:09 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 1:51:47 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Refused to leave call back number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110004020100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 1:58:27 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he is against full body imaging
ResolutionSummary: Informed caller that their suggestions have been notated
ResolutionSummary_Extended: Informed caller that their suggestions have been notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:01:04 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date: 1/15/2010 2:00:00 PM
Contact_Date: 1/15/2010 1:58:27 PM
Type: TELEPHONE
Interaction Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110011120100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:07:03 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller called in stating that he is against the full body scanner
ResolutionSummary: Informed caller that their suggestions have been notated
ResolutionSummary_Extended: Informed caller that their suggestions have been notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:09:46 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date: 1/15/2010 2:08:00 PM
Contact_Date: 1/15/2010 2:07:03 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110014820100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

bb

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:12:45 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to express his dis-satisfaction for the new scanning process.
ResolutionSummary: Advised caller that his concerns have been heard.
ResolutionSummary_Extended: Advised caller that his concerns have been heard.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:21:53 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

bb

Airline:
Incident_Date:
Contact_Date: 1/15/2010 2:12:45 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110021620100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:19:09 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller feels as though sexually active screeners can use this technology (whole body imaging) Inappropriately.
ResolutionSummary: Advised caller that her concern has been notated.
ResolutionSummary_Extended: Advised caller that her concern has been notated.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Secondary Screening - General, Allowance of Acceptable Items- Knitting/Crochet Hooks, Allowance of Acceptable Items- Food/Beverages,

Airport: TPA
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:19:27 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: TPA
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 2:19:09 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Also caller asked if she would be able to video record while going through checkpoint. Also caller asked about carrying crochet hooks. Also caller asked what is TSA's policy for travelling with food. Advised caller that prior to date of travel to contact TCC to obtain clearance from CSM in order to be able to video record while going through checkpoint. Explained that crochet hooks are permitted in carry-on. Provided caller with 3-1-1 information for traveling with food and advised caller that solid food will be permitted through the checkpoint.

MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110034920100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 2:33:11 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he does not agree with the body imaging machine
ResolutionSummary: Informed caller that his concerns have been notated
ResolutionSummary_Extended: Informed caller that his concerns have been notated
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 2:39:12 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date: 1/15/2010 2:38:00 PM
Contact_Date: 1/15/2010 2:33:11 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110077720100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 3:08:57 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller called into TCC to voice his opinion about the Whole Body Imaging, Millimeter wave or Backscatter technology. Caller stated that the full body technology is an infringement on his personal rights.
ResolutionSummary: Advised caller that his comments will be noted.
ResolutionSummary_Extended: Advised caller that his comments will be noted.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 3:09:29 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 3:08:57 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller suggested for there to be security by the airline and not TSA.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110101620100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TallismaDateTime: 1/15/2010 3:41:16 PM
FromDateTime:
Flag:
Status: CLOSED

b6

Consumer_Issue: Caller stated that she oppose the full body scanner and she hung up.
ResolutionSummary: No further data was captured.
ResolutionSummary_Extended: No further data was captured.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 3:41:18 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 3:41:16 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

b6

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110116220100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 3:57:10 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wants to object to the full body scanners.
ResolutionSummary: Explained to caller that she can request for a pat down inspection or to walk thru the metal detectors if she doesn't feel comfortable with going through the body scanner.
ResolutionSummary_Extended: Explained to caller that she can request for a pat down inspection or to walk thru the metal detectors if she doesn't feel comfortable with going through the body scanner.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Allowance of Acceptable Items-Permitted/Prohibited,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 3:57:13 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 3:57:10 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes: Caller wants to know if a nail clipper is allowed in carry on. Told caller that a nail clipper is allowed in carry on.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110164120100115
CustName: [REDACTED]
CustAdd:
EmailAddress:
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 4:48:36 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller wanted to let us know he objected to the body scanners.
ResolutionSummary: Informed caller that his complaint will be noted.
ResolutionSummary_Extended: Informed caller that his complaint will be noted.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 4:49:27 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/15/2010 4:48:36 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes: Caller did not wish to provide a contact number.
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110193620100115
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 5:32:27 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated he will never fly again if this full body scanner is implemented,
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/15/2010 5:33:24 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 5:32:27 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110230520100115
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 6:25:17 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated it is ridiculous that TSA wants to implement the full body scanners,
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or electronic wandng. Please contact representatives if she doesnt want it passed into legislation
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or electronic wandng. Please contact representatives if she doesnt want it passed into legislation
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser:
ClosedDateTime: 1/15/2010 6:28:31 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/15/2010 6:25:17 PM
Type: TELEPHONE
Interaction_Type: INFORMATION REQUEST
CallID:

66

AdditionalNotes: Customer declined contact information
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100110245120100115

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 6:53:23 PM

FromDateTime:

Flag:

Status: CLOSED

b6

Consumer_Issue: Caller wanted to protest the whole body scanning machine,
ResolutionSummary: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.
ResolutionSummary_Extended: Advised caller they have the option to choose a pat-down inspection, or if available, walk-thru metal detector at the airport screening checkpoint.,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/15/2010 6:55:55 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

AdditionalNotes:

MsgSubject:

MsgBody:

Airline:

Incident_Date: 1/15/2010 6:53:00 PM

Contact_Date: 1/15/2010 6:53:23 PM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 100110818520100117

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TallsmaDateTime: 1/17/2010 2:46:43 PM

FromDateTime:

Flag:

Status: CLOSED

b6

Consumer_Issue: Caller wanted to express his disagreement about the whole body imaging machine,
ResolutionSummary: Informed caller that their suggestions have been notated and will be forwarded to the appropriate dept. Also advised caller to go to the TSA website under business opportunites and they could also email in their suggestions.
ResolutionSummary_Extended: Informed caller that their suggestions have been notated and will be forwarded to the appropriate dept. Also advised caller to go to the TSA website under business opportunites and they could also email in their suggestions.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: AUS

NTUser: [REDACTED]

ClosedDateTime: 1/17/2010 2:50:30 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended: AUS Austin, TX, USA - Robert Mueller Municipal Airport,

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/17/2010 2:46:43 PM

Type: TELEPHONE

Interaction_Type: COMPLAINT

CallID: [REDACTED]

AdditionalNotes:

MsgSubject:

MsgBody:

TSA ADHOC Query Results

MsgID: 100111185020100118
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime:
TallismaDateTime: 1/18/2010 1:52:14 PM
FromDateTime:
Flag:
Status: CLOSED

b6

Consumer_Issue: Caller wanted to report that she disapprove of the whole body imaging machine and to eliminated the agency.
ResolutionSummary: Advised caller that I will note her comments and concerns.
ResolutionSummary_Extended: Advised caller that I will note her comments and concerns.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/18/2010 1:52:56 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/18/2010 1:52:14 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

b6

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 100111325920100118
CustName: Unknown Unknown
CustAdd:
EmailAddress:
Telephone: [REDACTED]
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 5:08:42 PM
FromDateTime:
Flag:
Status: CLOSED

Consumer_Issue: Caller stated that he is digusted about the whole body imaging machine and feels that TSA should cease using the body imagers.

ResolutionSummary: Listened to callers concers, caller disconnected call after stating his concerns.

ResolutionSummary_Extended: Listened to callers concers, caller disconnected call after stating his concerns.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/18/2010 5:11:10 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/18/2010 5:08:42 PM
Type: TELEPHONE
Interaction_Type: COMPLAINT
CallID: [REDACTED]

AdditionalNotes:
MsgSubject:
MsgBody:

TSA ADHOC Query Results

MsgID: 300198339120091228

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 12/28/2009 1:17:16 PM

FromDateTime:

Flag:

Status: CLOSED

Consumer_Issue: Caller has concerns about Whole Body Imaging and its inability to see in body cavaties.

ResolutionSummary: Informed caller of the backscatter imaging process and advise caller that his concern has been noted.

ResolutionSummary_Extended: Informed caller of the backscatter imaging process and advise caller that his concern has been noted.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 12/28/2009 1:21:16 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

AdditionalNotes:

MsgSubject:

MsgBody:

Airline:

Incident_Date:

Contact_Date: 12/28/2009 1:17:16 PM

Type: TELEPHONE

Interaction_Type: INFORMATION REQUEST

CallID:

TSA ADHOC Query Results

MsgID: 588820
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]@yahoo.com
Telephone:
Fax:

b6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/15/2010 7:54:58 PM
FromDateTime: 1/15/2010 12:34:28 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport:
NTUser: [REDACTED]
ClosedDateTime: 1/17/2010 12:05:44 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 1/17/2010 12:05:26 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: No full body scans
MsgBody: We as a family will NEVER travel an airline again if we are to be scanned via full body scanners. Please stop this craziness. [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 590416

CustName: [REDACTED]

CustAdd: [REDACTED] *136*

EmailAddress: [REDACTED] *ret*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:16:59 PM

FromDateTime: 1/16/2010 8:33:23 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED] *136*

ClosedDateTime: 1/20/2010 3:38:01 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:37:41 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: how dare you!!

MsgBody: How DUMB do you think we are. You will hear from the American people. Go see through the clothes of the ones who are IMPORTING the bombs. Name one airliner bomber that came from the U.S. to blow up something in the U.S. or another country. All came from outside the United States! But of course you know this

TSA ADHOC Query Results

MsgID: 590458

CustName: [REDACTED] B6

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:17:32 PM

FromDate: 1/16/2010 11:18:02 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED] B6

ClosedDateTime: 1/20/2010 5:48:54 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 5:48:43 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject:

MsgBody: I am a 67-year old white female, born in the United States -- 6 generations American -- and I fly frequently, and I have found airport security to be more-than-invasive enough, including one instance in which even my wallet was searched. I am absolutely, positively against the invasive full-body scans being considered by your agency in the name of "national security". I urge you to focus on those most apt to commit acts of terrorism, rather than the millions of innocent Americans who fly to/from everyday places for various everyday reasons. Subject those flying from Yemen or Iraq or similar terrorist-breeding ground places, like the "underwear bomber", to full-body scans -- I give you my blessings to do so. [REDACTED] B6

TSA ADHOC Query Results

MsgID: 590809

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:22:57 PM

FromDateTime: 1/17/2010 7:14:07 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 4:43:19 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 4:40:43 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: X-RAYING PEOPLE

MsgBody: PLEASE DO NOT PUT PEOPLE UNDER THE X-RAY MACHINE TO SEE IF THEY ARE CARRYING A BOMB. I WOULD THINK GOING THROUGH PROCEDURES YOU HAVE NOW WOULD GIVE YOU ENOUGH INFO. PERHAPS YOU SHOULD CHECK WITH ISRAEL AND FIND OUT WHAT THEY DO - T
PROCEDURES ARE VERY GOOD AND THEY REALLY KNOW HOW TO CHECK PEOPLE OUT. [REDACTED]

b6

TSA ADHOC Query Results

MsgID: 590888

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *136*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:24:18 PM

FromDateTime: 1/17/2010 10:19:26 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED] *136*

ClosedDateTime: 1/21/2010 3:28:51 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 3:27:44 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full body scans

MsgBody: I am most definitely against full body scans because flying is something I have to do to see my family but mostly because there are many other ways, just ask EL AL Airlines. Hey if you can't get it done, don't hesitate to ask someone who is and much better!

TSA ADHOC Query Results

MsgID: 590986

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 2:26:39 PM

FromDate: 1/18/2010 7:50:11 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 5:02:21 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:01:35 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full body scans

MsgBody: I don't agree with your approach in checking for dangerous items prior to flights of airlines with full body scans. I agree with what Benjamin Franklin said, "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." Use common sense in checking for contraband can go a long way towards safety. Sincerely, [REDACTED]

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TSA ADHOC Query Results

MsgID: 591027

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

Consumer_Issue: ISSUE,

ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only

ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: [REDACTED]

ReceivedDateTime: [REDACTED]

To_TSOC: [REDACTED]

From_TSOC: [REDACTED]

Return_Comment: [REDACTED]

Airport_Extended: [REDACTED]

Airline_Extended: [REDACTED]

AdditionalNotes:

MsgSubject: RE: New regulations for airport screening

MsgBody: Thank you for your reply. However, I am still very uncomfortable with this procedure, including "pat downs." Your comment about the imaging being voluntary is a stretch of the definition of voluntary. It's either screening, pat down, or no air travel. I think there will be many more people that will choose other means of transportation just because of this and it will hurt the airline and travel industries and affect our freedom to travel by air. In your 5th paragraph regarding the whole body screening, you state that: "The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened." If images are deleted as you indicated, what happens to the image if and when someone carrying an explosive or other suspicious items "including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing" (your paragraph 3) are observed???? [REDACTED] From: TSA-ContactCenter [mailto:TSA-ContactCenter@dhs.gov] Sent: Sunday, January 17, 2010 11:22 AM To: [REDACTED] Subject: Re: New regulations for

HoldDateTime: 1/21/2010 3:26:41 PM

ProcessedDateTime: [REDACTED]

TalismaDateTime: 1/18/2010 2:27:11 PM

FromDateTime: 1/18/2010 9:41:16 AM

Flag: [REDACTED]

Status: ONHOLD

Airline: [REDACTED]

Incident_Date: [REDACTED]

Contact_Date: 1/21/2010 3:26:24 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID: [REDACTED]

136

TSA ADHOC Query Results

airport screening <<#427013-546449#>> Thank you for your email message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology. Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or "special needs") searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology. To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public. TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened. We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting. We encourage you to visit our website at <<http://www.tsa.gov/>> www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. TSA Contact Center --- Original Message --- From: [REDACTED]

Received: 1/15/10 7:58:15 PM EST To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov> Subject: New regulations for airport screening I am appalled at the ridiculous plans for full body screening that invades our bodily privacy, as well as the "pat down" searching to be implemented that is targeting the routine business and vacationing travelers. It would make more sense to be cautious and observant of suspicious characters, most especially those without proper I.D., one-way bookings, no luggage whether U.S. citizens or foreigners and to keep track of those that are or should be on any "watch lists." Head and face coverings simply should not be allowed. This would certainly save time, money and effort and allow for proper screening of questionable persons to take place. Benjamin Franklin said, "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." Americans demand our privacy and all our other freedoms be secured and protected. I firmly believe the government should not be handling the screenings and it be turned over to a private entity.

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TSA ADHOC Query Results

MsgID: 591197
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

B6

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/18/2010 7:49:43 PM
FromDate: 1/18/2010 1:32:34 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/21/2010 4:40:59 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

B6

Airline:
Incident_Date:
Contact_Date: 1/21/2010 4:40:06 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: Body scanners invasive

MsgBody: I am angry about the ever increasing methods the TSA is using at the airports to harass passengers. Whenever someone tries some new way to kill us, the TSA comes up with an impressive list of new ways to embarrass and harass the passengers. Here is an analogy: Two three year olds are looking for Easter egg. One finds one, so the other one looks in the same place the first child found one. But the first child keeps finding eggs in NEW places. Get it? Someone tries to blow up passengers with explosive underwear, so the TSA is now checking all our underwear.... STUPIDI You can't catch them. They will always come up with something NEW. Stop this nonsense which has ruined travel for Americans. [REDACTED] CA

B6

TSA ADHOC Query Results

MsgID: 591282

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *elo*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:50:49 PM

FromDateTime: 1/18/2010 3:14:23 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 4:57:45 PM

ReceivedDateTime:

To_TSOC:

From_TSOC: *Bo*

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:57:31 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: No to body Scanners

MsgBody: We absolutely do not under any circumstances want body scanners to be part of screening to fly. Please look to profiling as is done in Israel

TSA ADHOC Query Results

MsgID: 591338

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

BL

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:51:33 PM

FromDateTime: 1/18/2010 4:18:38 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 4:58:20 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

BL

Airline:

Incident_Date:

Contact_Date: 1/21/2010 4:58:06 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: No to full body scanners!

MsgBody: Full body scanners are stripping us of our liberties. Reconsider!! Benjamin Franklin said, "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety."

TSA ADHOC Query Results

MsgID: 591354

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone:

Fax:

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 6:00:09 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

AdditionalNotes:

MsgSubject: Anti-Terrorism Efforts

MsgBody: Please Concentrate Your Anti- Terrorism Efforts Towards Obvious Risk Hazards! Stop Harassing US Citizens, Grandmas & Children! Although "Politically Incorrect" A Little "Racial Profiling" Would Go A Long Way Here! As For Us We Will Not Be Flying Anytime Soon!!

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:51:45 PM

FromDateTime: 1/18/2010 4:30:43 PM

Flag:

Status: CLOSED

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:59:42 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

B6

TSA ADHOC Query Results

MsgID: 591389

CustName: [REDACTED]

CustAdd: [REDACTED] *36*

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/18/2010 7:52:14 PM

FromDate: 1/18/2010 5:15:40 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 5:15:08 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:14:24 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full-Body Scanners

MsgBody: Dear DHS, Please take these new full-body scanners out of commission immediately. Thanks, [REDACTED] *36*

TSA ADHOC Query Results

MsgID: 591750

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *BL*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:17:29 PM

FromDateTime: 1/18/2010 8:33:49 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:45:30 AM

ReceivedDateTime:

To_TSOC:

From_TSOC: *BL*

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:45:12 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Comment...

MsgBody: If you think Americans will use airplanes for travel after you implement this full bodied x-ray BS, you all are a bunch of idiots and you got another thing comin'. DON'T DO IT!!! _____ Hotmail: Free, trusted and rich email service. Get it now.

[REDACTED]

BL

TSA ADHOC Query Results

MsgID: 591771

CustName: [REDACTED] (B6)

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 12:17:47 PM

FromDate: 1/18/2010 7:47:47 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/21/2010 1:23:00 PM

ReceivedDateTime:

To_TSOC: (B6)

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/21/2010 1:22:24 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: Concerned Citizens

MsgBody: Dear TSA, As a law-abiding American Citizen, I'd like to express my disgust with your latest pushes for violating new security limits at airports. It is unjust, uncouth, uncivilized and unconstitutional for your agency to be pushing such measures to make up for your own failures. If my opinion counts for anything to you, I'd like to respectfully voice my disagreement with your new security policies. Thank you, [REDACTED] (B6)

TSA ADHOC Query Results

MsgID: 591803

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 7:48:26 PM

FromDate: 1/19/2010 11:58:40 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:46:49 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:46:38 AM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: full body scanners

MsgBody: I am against the use of full body scanners for the general flying public. It would serve no purpose other than harassing the law abiding flying public. Most of the new rules being suggested are crazy. We need to profile the people getting on our aircraft who fit the description of the terrorist who have caused havoc in the past, not old people and families on vacation.

Thank you, [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 591894

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED] T36

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/19/2010 7:49:36 PM

FromDateTime: 1/19/2010 1:45:57 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 2:50:45 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 2:50:24 AM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Big Brother Body Body Scans

MsgBody: As a private citizen who flies frequently I oppose the intrusion of my right to fly with this new proposed protocol to body search in addition to the other things we must do to get on a plane. Flying is no longer a pleasure and is the only option because I live so far away from my destinations. Americans are compliant in general but I believe if this new procedure is challenged in court, it will be found to be unconstitutional because the majority of the people flying are not suspicious characters and there continue to be other ways that security can be maintained. If every flight we take is with the anticipation of a terrorist attack, then many people will opt to stay home as is already evidenced by lower numbers of people flying and the financial difficulties the airline industry is having. Today I feel less secure flying than twenty years ago and it is mainly because of the harassment, however subtle, I must endure in order to get where I need to go. Also I pray that by writing this letter as an expression of my concern that I will not be put on a risk list which will further slow my processing at the

TSA ADHOC Query Results

airport



BY

TSA ADHOC Query Results

MsgID: 592344
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] *BU*
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/20/2010 12:36:09 PM
FromDateTime: 1/20/2010 9:32:28 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport [REDACTED]
NTUser [REDACTED] *BU*
ClosedDateime: 1/20/2010 5:12:39 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 5:12:16 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: no body scans /bad Idea/ to costly for reward
MsgBody: the terrorist will get around this too. Better to connect the dots and don't allow these folks to fly. Don't give them a visa. Put the money into intellegence and profile and use dogs.

TSA ADHOC Query Results

MsgID: 592401

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/20/2010 12:36:51 PM

FromDate: 1/20/2010 10:59:19 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUse: [REDACTED]

ClosedDateTime: 1/21/2010 5:19:46 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/21/2010 5:18:46 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: AIRPORT SECURITY

MsgBody: DEAR SIR/ MADAM BODY SCANNERS ARE DISGUSTING POLICY FOR THE DECENT PEOPLE OF USA AND ABOARD, DO YOUR JOB DLIG WHEN GIVING BOARDING CARD AND ISSUEING TICKETS, NOT THROUGH BODY SCANNERS. ITS ALSO INEFFECTIVE. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 592978

CustName: [REDACTED] *Bl*

CustAdd:

EmailAddress: [REDACTED]

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 11:45:16 AM

FromDate: 1/20/2010 10:23:08 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/22/2010 1:18:00 AM *Bl*

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/22/2010 1:14:35 AM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: We don't need no steinking full-body scanners!

MsgBody: Dear Sir or Madam: Trying to get all airline passengers to go through a full-body scanner, be they 80-year-old grandmothers or 8-year-old kids, is an extremist measure. As Congressman Jason Chaffetz said on FOX News Channel, this extreme measure can be saved for people who send up red flags with the other security measures. Profile every 8-year-old kid with these machines, and every kid-diddler will be signing up for your job openings. How about letting the passengers be armed for a change, so that anybody who tries to set his underwear on fire ends up with a hole in his head (gun) or a gaping mouth in his neck (knife) instead of in a Federal courthouse. Those movie scenarios of some dumb passenger blowing out the cabin pressure with one shot through the wall of the plane are overrated and inaccurate. To prevent some idiot from shooting innocent fellow passengers half-cocked, how about lobbying Congress to provide for arming and disciplining the militia (that is, us), so that more people can handle firearms competently. Sincerely, [REDACTED] MD

Bl

TSA ADHOC Query Results

MsgID: 593082
CustName: Unknown Unknown
CustAdd: [REDACTED]
EmailAddress: [REDACTED] B6
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/21/2010 11:46:51 AM
FromDate: 1/21/2010 8:53:31 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/23/2010 2:50:20 PM
ReceivedDateTime:
To_TSOC: B6
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/23/2010 2:49:43 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: body scanners
MsgBody: If you people are going to use thesed machines, you had better combine a policy of specific profiling. This should not be used randomly just to appease liberals and a minority population

TSA ADHOC Query Results

MsgID: 593373

CustName: [REDACTED]

CustAdd:

EmailAddress: [REDACTED] B6

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/21/2010 7:40:45 PM

FromDateTime: 1/15/2010 3:18:05 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED] B6

ClosedDateTime: 1/25/2010 6:44:16 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/25/2010 6:43:51 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: re: full body scanners

MsgBody: You lied again! You said the scans would not be stored and the machines did not have the capability to send the pictures. Untrue the manufacturer said they have storage capability and you will send. Its the ole camel in the tent story. Give a man an inch and he will take a mile. This is just another scam to sell machines to airports which will be closed down the road anyway. Airlines are already suffering and this will put them out of business. TSA are stupid they don't know what they are doing. A man with a crotch bomb can get on a plane and a old lady in a wheel chair or a baby is patted down here. Its a joke and quite indigative that Security everywhere is out of touch with reality. These are planned executed false flags to get an agenda going. There are no terrorists only people in governments that need to create a problem to get a reaction to get to the solution. The real terrorists are those who have the power to create them say CIA, ALCIA QUIDA, MI 6, MOSSAD ETC. We do not believe anymore so many lies in fact 99% lies have been told to us and we finally woke up and found out that we do not need to

TSA ADHOC Query Results

fear anymore we are enlightened and expect our stupid government to pull another pearl harbor (false flag event soon) for they are losing credibility and are scared silly of how to keep control over us. The NWO will fail, globalization will fall (as soon as nations really feel the pain, the EU will fall apart and will go back to their own currencies, the U.S will not form a North American Union. Canadians and U.S. citizens will not go there, Mexico is so dumbed down they probably don't even know about the plan but those that do don't want it either. Our power is growing and will continue to grow so watch out we are watching

TSA ADHOC Query Results

MsgID: 589065

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

B6

HoldDateTime:

ProcessedDateTime:

YalimaDateTime: 1/15/2010 7:58:08 PM

FromDateTime: 1/15/2010 1:29:17 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport:

NTUser: [REDACTED]

ClosedDateTime: 1/18/2010 3:42:17 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment

Airport_Extended:

Airline_Extended:

B6

Airline:

Incident_Date:

Contact_Date: 1/16/2010 3:42:03 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: I am all for body scan at airports...

MsgBody: For safety's sake I, and my family are all for body scan of any type. Anyone who would object to this must not fly!

Thank you: [REDACTED]@net

B6

TSA ADHOC Query Results

MsgID: 589465

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalkTimeDateTime: 1/15/2010 8:03:16 PM

FromDateTime: 1/15/2010 3:42:59 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE.

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response.

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave.

Airport: [REDACTED]

NTLUser: [REDACTED]

ClosedDateTime: 1/19/2010 11:37:01 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/19/2010 11:35:57 AM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID

AdditionalNotes:

MsgSubject: Disappointed

MsgBody: To whom it May Concern: I am very disappointed at your decision to initiate full body scans at airports. All the silly security measures you have taken up until now have only made traveling difficult for most of us, but you have not been able to stop the real terrorists. You will not stop the terrorists with full body scans either. But you will invade our privacy, for the sole reason of creating a jobs for yourselves. Shame on you. I will support any and all organizations with my money who fill fight you. Regards, [REDACTED] Chicago, IL

30

TSA ADHOC Query Results

MsgID: 589467

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/15/2010 8:03:17 PM

FromDateTime: 1/15/2010 3:43:11 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE, ISSUE, ISSUE.

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response, WHOLE BODY IMAGING RESPONSE, PWD Shoe Screening Response,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions, Shoe Screening Policy,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 11:43:56 AM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/19/2010 11:43:14 AM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes: Merged two or more responses.

MsgSubject: Full body scans

MsgBody: Dear TSA, I object strongly to the following procedures at airport screening: Scans by electronic device to produce a visual images of a persons nude body, Shoe removal. These are two procedures that I particularly object to. Please cease from these practices. Please do not implement them further. I have additional grievance with the manner in which the federal government has involved itself in security matters at civilian airports. There is not substantial constitutional basis that gives any branch of federal government this mandate or authority. AS SUCH, I do not support any further actions by TSA airport screeners in the manner conducted post 9/11. I actively caution my elected officials to change TSA policy and procedure. I lodge this complaint with you, appealing directly to your capacity for self direction in your future actions, that you may adhere to the moral purpose of the US Constitution and all just law, both in word and tradition. Thank you, [REDACTED] San Diego, California

TSA ADHOC Query Results

MsgID: SA9562

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

2/10/10

HoldDateTime:

ProcessedDateTime:

TolismaDateTime: 1/15/2010 8:04:31 PM

FromDateTime: 1/15/2010 4:33:50 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Suggestions.

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/19/2010 12:15:02 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

2/10/10

Airline:

Incident_Date:

Contact_Date: 1/19/2010 12:14:36 PM

Type: EMAIL

Interaction_Type: INFORMATION REQUEST

CallID:

AdditionalNotes:

MsgSubject: Full Body Scans

MsgBody: I am a voter and tax payer. My husband is a frequent business flyer. I adamantly oppose the use of the full body scan in airports. I believe there is much room for abuse with this technology with little payback. A major loss of my civil liberty with out a great gain in safety. I believe what Benjamin Franklin said is true "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." Sincerely, [REDACTED]

2/10/10

TSA ADHOC Query Results

MsgID: 589507
CustName: [REDACTED]
CustAddr: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

Bo
Bo

HoldDateTime:
ProcessedDateTime:
TakenDateTime: 1/15/2010 8:04:53 PM
FromDateTime: 1/15/2010 4:54:34 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: Thank You Response
ResolutionSummary_Extended: Thank You Response,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/19/2010 1:16:30 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Bo

Airline:
Incident_Date:
Contact_Date: 1/19/2010 1:16:17 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: stupid
MsgBody: Full body searches, talk about stupid, what next? How about letting us good citizens that have concealed hand gun permits take our guns on board, guaranteed that would end this crap. Why is it that after something like this happens we come up with these stupid searches, the terrorist will just come up with a new way. We need profiling now [REDACTED]

TSC

TSA ADHOC Query Results

MsgID: 590126

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/16/2010 1:17:23 PM

FromDateTime: 1/16/2010 11:55:31 AM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 1:32:47 PM

ReceivedDateTime:

To: TSOC

From: TSOC

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 1:32:14 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes

MsgSubject: Re: full body scan

MsgBody: I highly resent the continued invasive nature of TSA's efforts to combat terrorism. Resources are limited. The politically correct assumption that everyone is a potential terrorist and that limited resources will be applied to screen everyone is absurd and will cost lives. PROFILE, PROFILE, PROFILE! Why TSA has refused to utilize this resource saving technique for fear of offending someone defies all reason. I have witnessed pat-downs and random pulling of people who, at a glance--elderly anglo men and women, anglo women with small children, etc., etc--are NOT potential terrorists. The continued diversion of resources to such things as full body scans for all travelers is, again a waste of limited resources. PROFILE, PROFILE, PROFILE! Political correctness has absolutely no place with the dangers that are presented and will be the undoing of this nation. [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 590149

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalkTimeDateTime: 1/17/2010 1:13:19 PM

FromDateTime: 1/16/2010 12:33:37 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:11:04 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:10:51 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CAID:

AdditionalNotes

MsgSubject: full body scan

MsgBody: Just want to express my opposition to the body scan system purposed by some. You must find a better way [REDACTED]

Sisters Or

TSA ADHOC Query Results

MsgID: 590152
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED]
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalkmaDateTime: 1/17/2010 1:13:22 PM
FromDateTime: 1/16/2010 12:34:24 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE, ISSUE,
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: whole Body Imaging / Backscatter / Millimeter Wave,

Airport:
NTUser:
ClosedDateTime: 1/20/2010 2:19:26 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date:
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:
MsgSubject: full body scans
MsgBody: I am against full body scans, we already have enough measures in place to minimize the risk. If I want to totally eliminate the risk, I would take a bus

TSA ADHOC Query Results

MsgID: 590161

CustName: [REDACTED] *110*

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *112*

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalimaDateTime: 1/17/2010 1:13:29 PM

FromDateTime: 1/16/2010 12:39:30 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE.

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED] *110*

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:06:43 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:06:12 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Virtual "peeping toms" in the "name" of national security

MsgBody: To whom it may concern: What are you thinking?! Where is the proof that viewing people in your proposed manner would stop terrorists? People might just curtail their flying. What would that do to the airline industry and all related industries including your job? Oh yes, you are union. There's another subject. You are stamping on our constitutional rights without any proof that what you propose would work. Why don't you use dogs? Why don't you profile the ethnic people who actually do these murders. Americans who have participated have changed their names to that ethnicity. The world is laughing at the USA. The world is laughing at you. Everyone knows we have the most inconvenient yet the most ineffective security system in the world. Get a clue!! [REDACTED]

110

TSA ADHOC Query Results

MsgID: 590165

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:13:32 PM

FromDateTime: 1/16/2010 12:47:09 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE,

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE,

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:08:45 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:08:17 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Full Body Scan

MsgBody: DONT DO IT!!! Profile the middle east looking, and make them strip while facing guns or waterboard them until certain they are not a risk. Doesn't the TSA remember the ethnic group who are destroying our contry. Other than the democrat congress, I mean

TSA ADHOC Query Results

MsgID: 590188

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TelmsaDateTime: 1/17/2010 1:13:53 PM

FromDateTime: 1/16/2010 1:26:14 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 3:18:06 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 3:17:42 PM

Type: EMAIL

Interaction Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: Body Scanning is not the answer

MsgBody: I write in protest of the newly introduced full body scanners. As is obvious to anyone with a brain, the underwear bomber was a CIA plant and CIA accompanied, and was timed to the last minute to somehow make us accept this body scanning. Since the body scan would not likely have caught this man, anyway, there is no relation. This is just another step in Global Domination and loss of personal freedom. We have a Constitution and you are part of its destruction with this practice. STOP bending to pressure from the administration to push its one world agenda through. There are many of us who completely disagree with that whole Zionist plot, and you have no earthly (or otherwise) right to keep full body naked scans of people. And please, quit picking on the elderly. I have seen too many examples of ill-educated TSA employees of color enjoying their demoralization of older whites. American citizens are NOT the terrorists, despite what the NSA or the white house's puppeteers might think. The terrorists are our present leaders. Stop fighting against our country's sovereignty. This will bury the already eroded tourism

TSA ADHOC Query Results

that used to flourish here and support many industries. This is not the way to keep us safe. PLEASE RECONSIDER!!! Thank you very much. Sincerely, [REDACTED]

TSA ADHOC Query Results

MsgID: 590100
CustName: Unknown Unknown
CustAddr: [REDACTED]
EmailAddress: [REDACTED]
Telephone: [REDACTED]
Fax: [REDACTED]

HoldDateTime:
ProcessedDateTime
TalkTimeDateTime: 1/17/2010 1:13:54 PM
FromDateTime: 1/16/2010 1:28:35 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]
NTUser: [REDACTED]
ClosedDateTime: 1/20/2010 3:38:56 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 3:37:46 PM
Type: EMAIL
Interaction_Type: INFORMATION REQUEST
CallID:

AdditionalNotes:

MsgSubject: Scanning at Airports
MsgBody: I am not in agreement with TSA having the authority to scan individuals that in turn shows their bodies in order to be able to board an airplane. This is carrying things too far. I know that you can come up with a better idea!

TSA ADHOC Query Results

MsgID: 590227
CustName: Unknown Unknown
CustAdd:
EmailAddress: [REDACTED] *B6*
Telephone
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 1/17/2010 3:14:27 PM
FromDateTime: 1/16/2010 2:20:25 PM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE
ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE
ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE.
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave.

Airport:
NTUser: [REDACTED] *B10*
ClosedDateTime: 1/20/2010 3:02:54 PM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended:
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 1/20/2010 3:02:27 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: Scanners
MsgBody: Hello please do not implement these scanners there are better ways. I am doing my best not to give up on this country please help reverse the decision making process that puts profit first. I am going to do my part I believe that we all can turn this around but we must do it together. Let's make a new way! Let's bring back honor and love for our jobs. Let's say no to the things that would degrade us. I hope whoever is reading this will hear me if not only for your own life. Know there are people out there who still believe a new way of doing things is possible. Thank you Sent via BlackBerry from T-Mobile

TSA ADHOC Query Results

MsgID: 590246

CustName: [REDACTED] *CL*

CustAdd: [REDACTED]

EmailAddress: [REDACTED] *PL*

Telephone:

Fax:

HoldDateTime:

ProcessedDateTime:

TelmsaDateTime: 1/17/2010 1:14:42 PM

FromDateTime: 1/16/2010 2:50:42 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport:

NTUser: [REDACTED] *PL*

ClosedDateTime: 1/20/2010 2:16:41 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:36:02 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject

MsgBody: I am against full body scans for passengers. Please profile male Muslims and scan them if they are acting suspicious. There was plenty of reasons to profile the latest terrorist and he had plenty of red flags that should have made him a suspect without the full body scan

TSA ADHOC Query Results

MsgID: 590250

CustName: [REDACTED]

CustAddr: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

r: 6

P: 6

HoldDateTime:

ProcessedDateTime:

TalksmDateTime: 1/17/2010 1:14:46 PM

FromDateTime: 1/16/2010 3:03:08 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE, ISSUE;

ResolutionSummary: Thank You Response

ResolutionSummary_Extended: Thank You Response

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / millimeter Wave, Thank You

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 4:43:51 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

B: 6

Airline:

Incident_Date:

Contact_Date: 1/20/2010 4:03:24 PM

Type: EMAIL

Interaction_Type: COMPLIMENT

CallID:

AdditionalNotes:

MsgSubject: re: naked body search

MsgBody: Jan 16 2010 I have seen a body scan that shows blocked body heat which would happen if you had something under clothing that blocked body heat, but does NOT show naked body!!!! Seems like a better idea to me, and am told it costs less!!! thank you

P: 6

TSA ADHOC Query Results

MsgID: 590275

CustName: [REDACTED]

CustAid: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:15:06 PM

FromDateTime: 1/16/2010 3:50:07 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 4:50:07 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 4:49:27 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: In Re: Naked Body Scans

MsgBody: As Congressman Jason Chaffetz (R-UT) said, "Nobody needs to see my wife and kids naked to secure an airplane." I agree with Judge Napolitano: "Airline travel is safer today because pilots have guns, cockpit doors are like bank vaults, and the passengers have become courageous. All this was done by individuals in the private sector, not by the government. I've said it before and I'll say it again, if the feds had not stripped us of our natural rights to keep ourselves safe by keeping and bearing arms 9/11 would never have happened." And Ron Paul: "If we want to diminish the threat of terrorism and fly more safely, we can restore the Second Amendment, hand airline security back to the private sector, and end our government's policy of foreign interventionism." And especially Benjamin Franklin: "Those who give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety."

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TSA ADHOC Query Results

MsgID: 590303

CustName: [REDACTED]

CustAdd: [REDACTED]

EmailAddress: [REDACTED]

Telephone: [REDACTED]

Fax: [REDACTED]

HoldDateTime:

ProcessedDateTime:

TalismaDateTime: 1/17/2010 1:15:29 PM

FromDateTime: 1/16/2010 4:43:19 PM

Flag:

Status: CLOSED

Consumer_Issue: ISSUE

ResolutionSummary: WRITE-IN CAMPAIGN RESPONSE

ResolutionSummary_Extended: WRITE-IN CAMPAIGN RESPONSE

SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave

SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave

Airport: [REDACTED]

NTUser: [REDACTED]

ClosedDateTime: 1/20/2010 2:43:22 PM

ReceivedDateTime:

To_TSOC:

From_TSOC:

Return_Comment:

Airport_Extended:

Airline_Extended:

Airline:

Incident_Date:

Contact_Date: 1/20/2010 2:42:36 PM

Type: EMAIL

Interaction_Type: COMPLAINT

CallID:

AdditionalNotes:

MsgSubject: full body scans at airports

MsgBody: Dear TSA, I think that full body scans at airports are invasive, expensive and ineffective at stopping terrorists.

Please look at how Israeli airports conduct security. They have the safest airports in the most dangerous country in the world and they do not use full body scans but common sense. You are wasting tax payers money, customers are being subjected to needless search missions. Target the Islamic terrorists not the American citizens. Yours truly, [REDACTED]

B6

TSA ADHOC Query Results

MsgID: 458951
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED].com
Telephone:
Fax:

HoldDateTime:
ProcessedDateTime:
TalismaDateTime: 5/6/2009 12:51:08 PM
FromDate: 5/6/2009 10:29:07 AM
Flag:
Status: CLOSED

Consumer_Issue: ISSUE,
ResolutionSummary: TCC COMMENT REPLY
ResolutionSummary_Extended: TCC COMMENT REPLY,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave, Lengthy Wait- Long Lines,

Airport: TUL
NTUser: [REDACTED]
ClosedDateTime: 5/8/2009 11:54:19 AM
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: TUL Tulsa, OK, USA - Tulsa International,
Airline_Extended:

Airline:
Incident_Date:
Contact_Date: 5/8/2009 11:53:04 AM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Compliments or Suggestions

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----
Remote Client IP: [REDACTED] Date Time: 5/6/2009

10:29:07 AM -----

Subject: Suggestions Name: [REDACTED] Email: [REDACTED].com Comments: On MAY 1, 2009 i had my first experience with the full body scan at the Tulsa airport. I am a professional traveler and have some observations which you might be interested in. The process takes significantly longer than the current method and the lines were longer and slower. I was asked to remove my belt and put my wallet as well through the x ray. My wallet was out of my sight for many minutes as i successfully completed the body scan. Process adjustments are obviously required so that individuals personal belongings such as a wallet remain secure during this process. [REDACTED]

TSA ADHOC Query Results

MsgID: 466287
CustName: [REDACTED]
CustAdd: [REDACTED]
EmailAddress: [REDACTED] com
Telephone:
Fax:

b6

HoldDateTime: 5/22/2009 5:51:43 PM
ProcessedDateTime:
TalsmaDateTime: 5/19/2009 7:34:38 PM
FromDateTime: 5/19/2009 11:29:49 AM
Flag:
Status: ONHOLD

Consumer_Issue: ISSUE,
ResolutionSummary: Transfer to Responses Needed Mailbox-Email Only
ResolutionSummary_Extended: Transfer to Responses Needed Mailbox-Email Only,
SubjectCategory: Whole Body Imaging / Backscatter / Millimeter Wave
SubjectCategory_Extended: Whole Body Imaging / Backscatter / Millimeter Wave,

Airport: LAS
NTUser: [REDACTED]
ClosedDateime:
ReceivedDateTime:
To_TSOC:
From_TSOC:
Return_Comment:
Airport_Extended: LAS Las Vegas, NV, USA - Mccarran International Airport,
Airline_Extended:

b6

Airline:
Incident_Date:
Contact_Date: 5/22/2009 5:50:37 PM
Type: EMAIL
Interaction_Type: COMPLAINT
CallID:

AdditionalNotes:

MsgSubject: TSA Contact Us: Complaints

MsgBody: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US -----

Remote Client IP: [REDACTED] Date Time: 5/19/2009

b2

11:29:49 AM -----

Name: [REDACTED] Email: [REDACTED] com Complaints: My Complaint is Not Listed Here Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAS Terminal 2 Comments: I had my first time with the new full body scan yesterday at Terminal 2 LAS. I don't have a problem with the scan itself but with the time it take to get throught and and the fact the your carry-ons are left were anyone could pick them up. Your bags are out of your sight for a long time. Anyone could pick up a item and walk off with it. I don't like my bags out of sight at any time. I think this is a VERY poor system as it is now setup. Thank you

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