Date Added	Airport	Contact Details
		Caller flew Sunday from JFK and on Wednesday from RSW and in both cases she went throught the AIT and was waived out of it someone patted her hair. She said she filed a complaint in mid summer 2014 and TSA investigated and sent her some information that the agent was in the wrong and they are reviewing policy but that is all it said. She stated she is 36 and she feels she is being racial profiled by the extra screening of her hair and she wants to file another discrimination complaint as well. Caller wants a packet so she can file a complaint again for racial profiling and she wants to file a screening complaint on both airports and the hair screening rule itself. COMPLAINT # 1: At JFK someone patted her hair with no warning after waiving her out of the AIT. DETAILS: 01-25-15 JFK at 10:45 top 10:50 AM at JetBlue Terminal 5 (Flight 1129) She exited the AIT and the TSO waived her thorough and then she witout warning patted down her hair. She was a tall african american with cinnamon colored complexion and her long dark brown hair with orange roots was pulled pulled back in a pony tail She was at the AIT to the immediate right of the Supervisors desk and she spoke to the Mgr. Lisa Marie. Caller stated she wants to file a complaint because it was like being attacked by a stranger on the street to have someone pat her hair without warning. COMPLAINT #2: At RSW the agent did warn her that she needed to pat her hair down and initially she declined it and they refused to let her fly unless she allowed the patdown of her hair. She did have some bobby pins but could not remove them without messing up her hair but it was clear to see what the issue was. They called a supervisor and she just rolled her eyes around at her and they called a Manager who said they get into trouble if they do not do their jobs and the AIT showed as an anomoly It was 5:30 AM and she ended up in tears before it was over. DETAILS:
1/30/2015 12:15:30 PM	JFK	1-28-15 she flew from RSW on a 6 am flight from Terminal (did not know) on Jet Blue Flight 130 She was at the checkpoitn around

Caller flew last year 2 times and both times after the AIT she got additional screening; the first time they search her hair and the second time they searched her breasts. Also, she got specifically and solely asked to show an ID before even getting to the ID check counter. She felt uncomfortable and felt racially profiled. Transferred to MB.

BNicholson Notes:

Caller feels she was racially profiled on a November 10th, 2014 flight from LAX aboard Virgin American #878 which departed at 12:00PM.

2/28/2015 10:43:53 AM LAX

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

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Remote Client IP: (b)(6)
Date Time: 3/18/2015 6:53:45 PM

Name: [redacted]
Email [redacted]
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL409, JFK terminal 4, TSA screening
Comments:After going through the xray, there were 4 TSA agents, two women and two men. One man told me to wait until the xray said I was cleared. Then, from behind one woman tapped the top of my head without asking my permission. When I ducked and turned toward her to find out what was going on, as it frightened me and freaked me out, the other woman patted my head as well. I told them to ask before touching me and the first woman apologized. They did thus as it turned out because I was wearing a clip in my hair. It is a common thing to be wearing and should not have provoked either woman to touch me without asking. Not only does this violate my civil rights, but it is extremely unhygienic as they have been using those same gloves to pat down innumerable other passengers and travel items. Also, as I had just passed through the xray with no issues, I fail to see the urgency with which these two women attacked me because that is what it felt like. They should have asked me to remove the clip on my own and I gladlly would have done so. The TSA people claim all the power in these situations and it is not right. I am even uncomfortable submitting this complaint for fear of some type of backlash but I would like to know how you are going to handle this situation. It may seem minor to you, but in my view my rights and my

3/18/2015 8:03:31 PM JFK person were violated and I am extremely uncomfortable with this situation.

Submitted on Monday, May 4, 2015 - 03:59 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Race \ Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name [redacted]
Last Name [redacted]
Primary Phone: Cell Phone
Phone Number: [redacted]
PO Box or Street Address: [redacted]
City: [redacted]
State: [redacted]
Zip Code (Post Code): [redacted]
Other:
Email: [redacted]

==Incident Information==
When did this happen? 05\03\2015
Where did this happen? CALIFORNIA - LAX - Los Angeles
International
What happened? On Sunday, May 3, 2015 at 11:36 pm I was going
through the TSA security checkpoint with my partner. I was
wearing a brown and black sweater with brown buttons on it, blue
jeans, and gray sneakers that had a light green color on the
side with purple shoe laces. I had a tan pocket book, blue
suitcase, and blue garment bag. My hair was styled in flat twists
and my scalp was exposed. After I walked through the full body

5/4/2015 8:33:31 AM LAX scanner the TSA agent walked over to me and pat my head a few

Submitted on Thursday, May 7, 2015 - 00:22 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Profiling Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: [redacted]
Last Name: [redacted]
Primary Phone: Cell Phone
Phone Number: [redacted]
PO Box or Street Address: [redacted]
City: [redacted]
State: [redacted]
Zip Code (Post Code): [redacted]
Other:
Email: [redacted]

==Incident Information==
When did this happen? 05\04\2015
Where did this happen? CALIFORNIA - LAX - Los Angeles
International
What happened?
I was singled out for a hair search by TSA agents. I have
naturally curly hair and am East Indian but uneducated people
often mistake me for African-American. I had a extensive search
of my hair by a TSA employee despite TSA s claims that they would
no longer search single out black women for hair searches. When I
pointed this out to your employee their told me I could be
dangerous. I am not even 5 ft tall, barely over 100 pounds,
mother of two small children. I often get mistaken for a high
schooler. How I am I a threat to national security?

5/7/2015 8:21:29 AM LAX

Submitted on Tuesday, June 16, 2015 - 08:54 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Illinois
Airport: ILLINOIS - ORD - Chicago-O'Hare International
Date of Travel: 06/16/2015
Time of Travel: 8:55 am
Airline & Flight Number: UA5931
Checkpoint / Area of Airport:
TSA Employee: (b)(6)

==Complaints==

Complaint Feedback: Civil Rights / Civil Liberties

Complaint: As I was going through the security screening the TSA agent (b)(6) informed me that she had to check my hair for any anomalies, I am African American and on this day I wore my hair in an Afro. Now I have been traveling for a very long time and I have gone through countless security screenings without ANYONE sticking their hands in my hair. Not only is this embarrassing but it is uncalled for. I had to ask her to remove her gloves and get new ones since I didn't want anyone else's DNA, then she processes to grab my hair. I have read the response on the TSAs change in policy in regards to checking the hair of passengers but it seems as if this policy has not been implemented throughout the nation. I would appreciate it very much if the O'hare TSA agents would get the same training so that it doesn't happen to anyone else. I will continue to travel but each and every time this happens I will file a complaint with this agency as well as the ACLU. Thank you

Would you like a response? Yes, I would like a response.

6/16/2015 9:25:22 AM ORD

==Passenger Info==

Hello Tsa,

My name is [redacted] I am 68 years old, I am an American Black women , I live in Harlem, NYC, who have been wearing my hair in natural Locks for 25 years. I have also been wearing scarfs around my head for 50 years. Why do I have to be treated like an Terrorist every time I fly? August 17th and August 18th 2015, both days at terminal 2 at O'Hara airport, my hair was patted down, than security went down my back. Why are my LOCKS being touch and no-one else's head? Why am I being single out and made to feel like I'm on a terrorist list? My ancestors were Slaves and have been here for 400 years, this is pure discrimination, we didn't blow up any planes. We Salves have never blown up our Hair so why am I being single out. If Black ladies whose ancestors were Salves, are on a terrorist list I need to know before I travel again, because this have become a habit and the Media and Al Sharpton etc needs to know.

Thank you

[redacted]

8/24/2015 2:42:07 PM ORD

Caller had her hair patted down even though the there were no alarms. She had her hair down and there were no hairpins in her hair. The TSA agents were very rude when she asked why they had to pat her hair down.

Date Time: 9-13-15 11:30am
Terminal Gate: Gate 2, Terminal B55
Airport: JFK
Airline: Air France
Flight #: 9618

9/13/2015 11:49:30 AM JFK

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Remote Client IP: (b)(6)
Date Time: 9/29/2015 3:27:55 PM

Name: [redacted]
Email [redacted]
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JFK airport, September 18, 2015
Comments:At the security screening I was pat down on the head by a TSA agent. Besides my horror at being singled out in front of hundreds of people, I was floored at how the United States government could be so vile to racially profile black women travelers. Thousand of other women have long hair, wigs or hair extensions. Why were they not stopped and searched?! This has got to stop.

9/29/2015 6:00:29 PM JFK http://blackgirllonghair.com/2015/03/tsa-officers-will-no-longer-stop-black-women-to-conduct-hair-searches-in-the-airport/

From: [redacted]
Sent: Friday, October 02, 2015 6:19 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 10/2/2015 6:19:07 PM

Name:

[redacted]

Email:

HYPERLINK "mailto:[redacted]

Complaints:

Civil Rights

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

10/2/2015 8:02:39 PM ORD LH 0437/Lufthansa/Terminal 1/OHARE/ B16/25/8/16

Submitted on Sunday, October 11, 2015 - 18:14 Submitted by anonymous user: (b)(6) Submitted values are:

Categories: Professionalism/Customer Service
Where did this happen? NEW YORK - LGA - LaGuardia
Date: 2015-10-11
Approximate Time: 17:30
Airline & Flight Number: American Airlines 3227 Checkpoint/Area of Airport: TB-CHK-C2 Name of TSA employee (if known) (b)(6) (b)(6) Please provide a description of your inquiry/comment.:
Today I passed through LaGuardia Airport in route to Northwest Arkansas.
During my screening an anomaly appeared in the system in the region of my head/hair. As the agent approached me to check my head I inquired regarding several articles related to searching black women's hair during the process and that I thought that they were no longer searching women's hair. The agent pressed/grasped my head with unnecessary force/pressure to clear the anomaly (I did not get the female agents name). But when I shared my concern
she became abrupt and called the supervisor. In addition, the male agent
noted above continued to be mouthy and rude even as I carried on a conversation with the Supervisor on duty - (b)(6) The male officer spoke rudely and assumed that I was accusing TSA of racial profiling (his specific words) when I was just inquiring based on several articles I had read as well as experiences when an anomaly would appear in my hair/head and my head was not touched be a TSA agent. I know the agents should take their jobs seriously; however, they should not become defensive, rude, and abrupt with customers when inquiring. Not every customer is a threat to national security; however, TSA treats most customers like they are a threat to National Security. I will admit the supervisor had a pleasant attitude and was easy to communicate with but the other two officers are a piece of work and could probably use some additional training in customer service.

In the end would you please establish some clarity regarding TSA's policy regarding searching people's hair. I will admit in my case this as been inconsistently applied. Also, please explain the trained process that agents should follow so that my experiences will be consistent. At a minimum I think they should be required to clear with the customer the procedures they are about to perform before they go touching their body parts.
==Passenger Information==

Name: [redacted]
Email: [redacted]
Phone: [redacted]

10/11/2015 7:05:44 PM LGA

Submitted on Wednesday, October 14, 2015 - 11:36 Submitted by anonymous user: (b)(6) Submitted values are:

Categories: Screening
Where did this happen? ILLINOIS - MDW - Chicago Midway
Date: 2015-10-13
Approximate Time: 06:00
Airline & Flight Number: Southwest, 1752 Checkpoint/Area of Airport: Security Screening Name of TSA employee (if known): Unknown Please provide a description of your inquiry/comment.: I would like to lodge a complaint regarding a TSA screener when I was processing through the security line. I am a black female with natural hair. On the day in question, my hair was pulled into a small pony tail. I had nothing metal in my hair, such as an accessory. My hair was secured with a rubber headband. Before reaching the body scanner, one TSA screener announced several times that jewelry and belts could remain on your person. I had removed my belt, however, I kept my jewelry on. Once I went through the body scanner, I was asked to wait while they checked the monitor. After a brief pause, a white, female TSA screener patted my hair quickly and told me I could move on. From what I understood, TSA screeners were no longer allowed to touch black female's natural hair. If, however, there was a metal accessory in my hair, I would possibly consider it justified, however, that was not the case. I was highly offended, however, to avoid a scene, I did not respond to this incident at that time. I believe that more training needs to be done when screening African American passengers. I have friends who have long braids and have never been touched when they traveled. I am highly offended that this screener felt it necessary to touch my hair for whatever reason. It was totally unwarranted.

==Passenger Information==

Name: [redacted]
Email [redacted]
Phone:

The results of this submission may be viewed at:
https://www.tsa.gov/node/2257/submission/(b)(

10/14/2015 12:01:17 PM MDW

From: [redacted]
Sent: Thursday, October 22, 2015 7:58 AM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

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Remote Client IP: (b)(6)
Date Time: 10/22/2015 7:58:16 AM

Name:

[redacted]

Email:

HYPERLINK "mailto [redacted]

Complaints:

Civil Rights

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

10/22/2015 10:17:25 AM	ORD	Chicago-O'Hare
11/30/2015 4:32:22 PM	MDW	Caller said that every time she goes through the checkpoint she is given a patdown because of her hair. She is African American. She said that she thinks it is racial profiling. She will be flying on Thursday. She does not want anyone touching her hair. She asked to speak with someone else. She did not want to provide a phone number or an email address.

Submitted on Monday, November 30, 2015 - 16:57 Submitted by anonymous user: [redacted] Submitted values are:

What is your complaint about? Profiling
Where did this happen? CALIFORNIA - LAX - Los Angeles International
Date: Tue, 2015-11-17
Approximate Time: 22:00
Please provide a description of the issue.: My daughter [redacted] flew out of LAC on 11\17\2015 and returned on 11\26\2015. Both times her hair was searched; my daughter says no alarm was triggered. She was told her hair was searched because of an anomaly but the TSA agent refused to specify what that anomaly was. We have been reading the ACLU and TSA administration have reached an agreement that this type of search was not to be routinely conducted; we feel if hair is considered a smuggling device then all persons with head coverings, religious or otherwise, persons with thick hair should also be searched. This is the 3rd time she has been subjected to this search in LAX. I searched this website for information regarding hair searches and could not find any or your procedure manual which instructions this type of search. I would like to know where I may find information or guidelines outlining this search specifically. [redacted] List any witnesses:
Name of TSA employee (if known):
Are you filing this form for yourself? No
Relationship: Child
==Contact Information==
Name: [redacted]
Address: [redacted]
City: [redacted]
State [redacted]
Zip Code: [redacted]
Phone:
Email: [redacted]

Preferred Language to Respond: English
Preferred Time to be contacted: 3:00 pm - 5:00 pm
Consent: Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

11/30/2015 6:17:52 PM LAX

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Remote Client IP: (b)(6)
Date Time: 12/8/2015 10:42:38 PM

Name: [redacted]
Email: [redacted]
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue Flight 925 from New York to Tampa on Wednesday, December 2, 2015 JFK Airport
Comments: I was stopped for a pat down. The female agent told me she would touch my back. She barked at me to put my arms out. Then she suddenly and aggressively grabbed the back of my head. I am a black woman who was wearing her hair in twists, that were pinned to the back of my head. Maybe she thought I wouldn't feel it so much if she practically hit the back of my head without warning, but I flinched, and when I did, she yelled at me, "I have to search your hair m'am!" and then grabbed my head again, without warning. She then glared past me and said "Have a nice day." I was very shaken and humiliated by the treatment. I complained to the manager, whose last name was (b)(6) He said he would speak to the agent.

12/9/2015 9:01:33 AM JFK

From [redacted]
Sent: Wednesday, December 16, 2015 5:19 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 12/16/2015 5:18:46 PM

Name:

[redacted]

Email:

HYPERLINK "mailto:[redacted]n

Complaints:

Civil Rights

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

12/16/2015 8:07:41 PM DCA JetBlue/Charleston Airport and Washington National Airport

Withheld pursuant to exemption

Duplicate

of the Freedom of Information and Privacy Act

Withheld pursuant to exemption

Duplicate

of the Freedom of Information and Privacy Act

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Withheld pursuant to exemption

Duplicate

of the Freedom of Information and Privacy Act

Date Added	Airport	Contact Details
1/15/2016 9:12:23 AM	LGA	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm ---------- Remote Client IP: (b)(6) Date Time: 1/15/2016 12:22:06 AM ---------- Name:(b)(6) Email:(b)(6) Complaints:Inconsistent Screening (Different Practices between Airports) Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Spirit airlines/Laguardia airport B6 Comments:As I walked through security, I was told that my hair had to be patted down. I am an African Amrican woman, and I felt insulted. I wear extensions and I've never had a problem while traveling. This was the first time I was told that I had to have my hair patted down. It was a very uncomfortable and upsetting experience. How is that okay?

From: (b)(6)
Sent: Sunday, January 17, 2016 9:58 AM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

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Remote Client IP: (b)(6)
Date Time: 1/17/2016 9:57:57 AM

Name:
(b)(6)

Email:
HYPERLINK "mailto (b)(6)
Complaints:
Civil Rights
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
JFK - Terminal 5 - Jet Blue 1129

Comments:

The TSA officer patted my hair down. I don't have a weave so nothing obstructing the X-ray. Why as an African American is this still happening. When I asked why I was told this is still policy. The white woman in front of me clearly wearing clip ins was not patted down

1/19/2016 8:21:34 PM JFK

2/4/2016 1:10:06 PM	ORD	The caller claimed that TSAs procedure of patting down hair is discriminatory in general. The caller is a black female who went through the AIT at ORD, but when she stepped out, a black female TSO with red dreadlocks had to patdown her hair. The passenger did not believe there was any anomaly in the AIT that caused this to happen. She also stated that she does not feel that the TSO was being discriminatory; only the procedure. Date: 2-4-16 Time: 1:00pm Airport: ORD Terminal: E
2/10/2016 10:40:48 AM	JFK	Good Morning, I am an African American woman who wears my hair in a natural style. I was subjected to an unnecessary hair pat down at the JetBlue terminal today at JFK International Airport in New York City. I was told that the body scan machine displayed some type of abnormality and therefore my hair needed to be pat down. I informed her that what she was doing was potentially unconstitutional. She proceeded to talk over me and ignore what I was saying. I did not resist the search, I simply told her that she and her colleagues needed to be aware that this practice was problematic, particularly since a Latina who was in front of me, with long thick black hair, was not subject to a hair pat down search. I complained to the two officers at the supervisory desk. These two officers were unaware of the recent settlement reached with TSA and the ACLU regarding this issue. I trust TSA will address this issue promptly. Thank you. (b)(6)

What is your complaint about? Race\Ethnicity

Where did this happen? NEW YORK - JFK - John F. Kennedy International

Date: Wed, 2016-02-10

Approximate Time: 07:30

Please provide a description of the issue.: I was going through the body scanning machine. I was wearing jeans and a white top. My hair is worn in a curly protective style so it is full around my face. I walked through the machine, was scanned and upon stepping out of the machine I was told I needed to beach physically scanned. I believed it was due to the two bracelets on my right wrist. After the agent pattedy wrist, she then told me that she ahd to pat my hair because the machine found an anomaly. I told the agent that what ahe was doing was potentially unconstitutional, as several white women with longer straighter hair were not having their hair patted down. I told the agent that I am not refusong the pat down only o formibg her that it is a problematic serach as it targets black women dsiproportionately and was potentially an unconstitutional search of my person. The agent became agitated, refiaed to liaten to waht i was saying, talked over me and yelled for a supervisor, bit one never came. She repeatesly said I dont have time for this, maam, I m just doing my job...it s the machine I don t care if go by what the machine says. The whole altercation would have ended sooner had the agent not dismissed my concerns and talked over me. She grabbed my hair all around my head and then told me to go. I felt singled out and embarrassed. I went to complain to the two officers at the desk behind the checkpoint. They listen to my complaint, but told me that it s what the machine showed. I said that these searches are problematic as they seem to single out black women for hair pat downs and is potentially unconstitutional and that theIran had recently been a ruling other a settlement agent TSA for this practice, of which they should be aware.

List any witnesses: None

Name of TSA employee (if known): I did not get the name of the agents Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name:

Address: (b)(6)

City: (b)(6)

State: (b)(6)

Zip Code: (b)(6)

Phone: (b)(6)

Email: (b)(6)

2/11/2016 9:04:38 AM JFK

Caller stated on Saturday March 26th she proceeded to go through the screening checkpoint at Terminal 8 @ ORD. Caller said the agent patted her hair down and was then given the ETD testing. The results of the EDT test dame back positive. She stated she was advised by the agent that her hands tested positive for explosives. Caller said the agents did not seemed concerned at all that she may miss her flight. She stated they then took her to a private room for additional screening, where she said, she may as well been raped or paid for an exam. Caller said the entire experience has ruined her entire vacation. She feels like she was most certainly racially profiled. She also stated she will be contacting all social media outlets as well as new stations to let them know what TSA does to black women.

ORD
Time of Incident: 5:30pm
Terminal 8
American Airlines
Flight Number 1483

3/28/2016 9:53:49 AM ORD

Hello TSA,

I just came through the security lanes at LGA airport and my hair happens to be in braids. I am an African American professional and the style they are in is in a large bun on the top of my head. As I went through the full body screener the tall Hispanic agent told me I had to step to the side for a pat down. She procceded to perform a body pat down then she grabbed my hair bun and began to squeeze it. I said to her she is not supposed to do that. She said look it up on line. I then went to the desk where there were 2 agents and told an older white woman about my experience. She said well maybe there was an alarm that went off for your hair. I said no there was not because I looked at the screen and there was no yellow box I indicating my hair was an area that needed to be checked. She then said well she is going above and beyond for security. I said no she is not she is executing a discriminatory practice. The woman then said you think that s discrimination? I said no your agency ruled it was and she is in violation. She then gave me a card and said call them and tell them. I can only assume she meant this division of TSA.

As has been well documented, TSA promised to retrain their agents on proper and appropriate search procedures that do not target any one person. This was a humiliating experience.

I anticipate some type of communication from you acknowledging this complaint flowed up by some active measures that will assure this does not happen again.

I look forward to hearing from you soon.

(b)(6)

4/7/2016 6:30:40 PM LGA

Categories: Screening

==Complaint Detail==

Where did this happen? NEW YORK - JFK - John F. Kennedy

International

Date: Tue, 2016-04-19

Approximate Time: 05:00

Name of TSA employee (if known):

Airline & Flight Number: jet blue 1403

Checkpoint/Area of Airport: tsa security screening after xray machine

Please provide a description of your inquiry/comment.: A white woman with a bun in her hair was let through after the xray screen. I, of black and Spanish descent, with the same amount of hair and in a bun,went through the screening and was stopped saying that the agent needed to check my back. She slide her hand down my back and proceeded to squeeze my bun. I was not informed that she was going to inspect my hair, and she squeezed my bun with the same dirty gloves she had on from screenin g other passengers. To say the least, I was violate, but even worst the fact the white woman just before was not even looked, nor screened for her "back" and she didn't have her bun checked. This is racial profiling. I asked both agents present why the white female passenger was not screened the same way, the female agent ignored me and the male agent just smiled nervously. I told them that it was incorrect of them not informing me what the agent was doing, and that they didn't screen the white female passenger. Only in terminal 5 tsa have I encountered this situation before,and I've let it go. I know that if I where my hair curly in a bun vs straight in a bun, my hair will be checked, which is still racial profiling and a violation. However, this morning was the last time I will resort to humiliation and violation in that terminal and by TSA in JFK. I had just arrive from Japan, and not once was my hair checked with the same hairstyle coming and going,but this was of course at a different terminal. Racial proiling by a government agency is not allowed and should not be tolerated no longer, especially in a terminal and airline where most people of color travel through. I was disgusted and embarassed my while flight, to the point my vacation has been spoiled. This will keep me from booking any more flights that go through JFK terminal 5.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone: (b)(6)

4/19/2016 2:24:59 PM JFK

Categories: Civil Rights and Liberties
==Civil Rights and Liberties Detail==
What is your complaint about? Unreasonable Search and Seizure
Where did this happen? NEW YORK - JFK - John F. Kennedy International
Date: Mon, 2016-04-25
Approximate Time: 05:00
Please provide a description of the issue.:
After having been subjected to having my afro textured hair searched multiple times in airports I was happy to learn that the ACLU and TSA had come to an agreement on the unnecessary search of black women's hair.
I decided to leave my hair up in a puff (afro ponytail) while traveling yesterday when again I was told that my hair would have to be searched.
I told the agent that they were not supposed to be doing this anymore because an agreement was made with the ACLU and I was told that the screen showed "an abnormality" around my hair. As I continued to question this the second TSA employee there walked away. I was the told that if I did not want my hair searched that I would have to have a full body pat down in order to pass through.
I was embarrassed and livid as the employee took my hair in two hands and completely squeezed my hair three times in three different directions. As my boyfriend exited the scanner saying "You all are not supposed to do that!" He was completely ignored.

When the hair "search" was done with the employee said "You can go." As I collected my belongs the other employees just stared.

4/26/2016 2:15:46 PM JFK

Submitted on Monday, May 9, 2016 - 16:46 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? ILLINOIS - MDW - Chicago Midway

Date: Sat, 2016-05-07

Approximate Time: 07:00

Name of TSA employee (if known):

Airline & Flight Number: Southwest Airlines

Checkpoint/Area of Airport: Screening

Please provide a description of your inquiry/comment.: I wear braids in my hair. I went through screening and was told that I would have to get my hair patted down. The security person pat down my hair but allowed other women to just loft their. I was humiliated. I am aware of the ACLU lawsuit about hair pat downs and racial profiling. I will be contacting the ACLU

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone:

5/9/2016 6:24:04 PM MDW

Categories: Civil Rights and Liberties

What is your complaint about? Profiling

Where did this happen? CALIFORNIA - LAX - Los Angeles International

Date: Thu, 2016-05-12

Approximate Time: 11:00

Please provide a description of the issue.: My issue is the hair pat down. I am a black woman and do not like being singled out for hair pat downs. Having big curly, kinky hair means that Im a threat??? It feels disgusting! After going through thescanner, a female TSA agent says that she needs to pat my hair. Ireplied, I thought that you had to request permission to look into my hair? She said, not when the image machine has a mark on it. She then proceeded to pat in my hair. This is not hygienic in the least. God knows who elses hair her fingers were in before she placed her hands in my hair. Furthermore, who knows how many people in general she patted down after touching my hair?? After I passed through security I saw another black woman with dreads getting patted down. Just next to her a black man with a very thin white shirt , bald head, and simple pant receiving an overly extensive pat down. I could see by his motions and facial expressions that he was very bothered by his own pat down. I know that the cameras will be viewed from this complaint that I am making. Please review even more, maybe just a few minutes after I passed through security to see all that I am referring to. From my perspective, this did not look good and it certainly did not feel good. I am not an animal and do not need a pat or rub on the head. If this is a procedure, it needs to be listed in TSA.gov and have FULL details in regards to this particular procedure. Also, the agents need to have fresh gloves on before touching an individuals hair. Scalp fungus, lice, etc... dont need it.

List any witnesses:

Name of TSA employee (if known): (b)(6)

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name:

Address: (b)(6)

City: (b)(6)

State: (b)(6)

Zip Code: (b)(6)

Phone: (b)(6)

Email: (b)(6)

5/12/2016 4:24:48 PM LAX

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Profiling

Where did this happen? ILLINOIS - ORD - Chicago-O'Hare International

Date: Fri, 2016-04-29

Approximate Time: 15:00

Please provide a description of the issue.: I have curly hair and my hair was patted down. I noticed a Caucasian lady ahead of me with curly hair and she was not patted down. Now normally I wouldnt take offense but every time I go through Ohare this takes place. Yet returning I have never experienced the random pat down.

List any witnesses:

Name of TSA employee (if known):

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name:

Address:

City:

State:

Zip Code:

Phone:

Email: (b)(6)

Preferred Language to Respond: English

Preferred Time to be contacted: 09:00 am - 11:00 am

Consent: Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

5/20/2016 8:16:59 PM ORD

Categories: Civil Rights and Liberties

What is your complaint about? Profiling

Where did this happen? NORTH CAROLINA - CLT - Charlotte Douglas International

Date: Sat, 2015-06-27

Approximate Time:

Please provide a description of the issue.:

I have been singled out, discriminated against and embarrassed by poorly trained TSA personnel every single time I travel.

In June 2015 after leaving the Federal Law Enforcement Training Center in Charleston, South Carolina, a TSA female chose to dig into my braided hair with a used pair of gloves on her hands. She never asked me any questions but just assumed I was a threat.

On May 9, 2016 while returning home to Los Angeles, Ca from Las Vegas, NV after an emergency trip to visit my 80 year old father who had a stroke, the TSA person at terminal one examined my earrings, a thin necklace and my watch. Again she never asked me any questions. Just chose to delay me for no reason at all.

On May 21, 2016 when leaving Los Angeles World Airways to Las Vegas to visit my father again, the TSA person wanted to search my bun which was pinned to the top of my head. I asked her to please put on a clean pair gloves. I also asked her before you attempt to destroy my hair style please ask me some questions. Interview me to assess the situation to determine if I am a threat or not. Ask me where am I going, who am I going to see, what are my plans, where do you work, where do you live? Then you can make a calculated decision as to if you should put your hands on me, especially in my hair.

Had she asked me I would have told her that I have worked for DHS Customs and Border Protection for 21 years, have never been written up, served a a union steward, lived though 3 LAX shootings, 911, a torn ACL which occured on duty and government sequestration. Do you still want to belittle and disrespect me, because Im African-American and traveling. Ive always been polite and respectful but enough is enough. I can enclose pictures of the my bun, the earrings, necklace and watch that I was wearing when I was stopped. It will show that there was another motive that encouraged the search.

I understand the role of TSA however poorly trained people are the reason for constant flight delays and unwarranted searches in the airport. They are rude, disrespectful and have their own personal agenda. Please contact me if you need additional information. (b)(6) Thank you for your time.

5/24/2016 6:13:35 PM LAX List any witnesses:

To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5/27/2016 7:56:59 PM

Name:
(b)(6)
Email:
HYPERLINK (b)(6)
Complaints:
Civil Rights
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Chicago O'Hare
Reagan National Airport
Laguardia Airport

Comments:

Hello,
I am an black woman who frequently travels via airplanes. When I don't have my hair straightened (i.e. I wear my hair either in its natural curly state or with braids) I have my hair patted down and searched. This is highly embarrassing and presents the TSA as having racial bias as black women's hair is most frequently searched than women of other ethnicities. The full body scanner incorrectly and unfortunately assumes that black women's hair is abnormal. I am aware that a complaint from the Northern California ACLU has been brought against the TSA in 2014 and the LAX and Minneapolis airports have began cultural training due to the numerous complaints about this issue. I would like for this cultural training to be instituted in all the major airports. I will also be filing a complaint with the Illinois ACLU.

5/31/2016 2:26:33 PM ORD

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Other

Other: Unreasonable and invasive public pat down

Where did this happen? CALIFORNIA - LAX - Los Angeles

International

Date: Thu, 2016-06-30

Approximate Time: 04:00

Please provide a description of the issue.: After going through the scanner, I was asked to step aside to be checked further by a TSA agent as my long hair is apparently considered an abnormality. I travel often both intercontinentally and internationally, so I understand the process - usually I'm asked to move my hair, the agent will touch it, run their hands down my back. The whole thing is annoying, but I know the drill. What I do not understand is why hair down my back would warrant anyone placing their hands inside my pants or run their hands up my legs to my crotch for all to see. It's unnecessary, disrespectful and embarrassing. I am very aware of what is going on in the world right now, but it helps nothing to molest those just trying to make a flight (which they caused me to miss). Also, on a holiday weekend, maybe get more people to work...keep the lines moving. List any witnesses: The other agent present as well as others going through security.

Name of TSA employee (if known):

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name:

Address:

City:

State:

Zip Code:

Phone:

Email: (b)(6)

6/30/2016 10:07:22 PM LAX Preferred Language to Respond: English

Submitted on Friday, July 1, 2016 - 11:16 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? VIRGINIA - DCA - Washington Reagan National

Date: Thu, 2016-06-30

Approximate Time: 06:00

Name of TSA employee (if known):

Airline & Flight Number: Jet Blue

Checkpoint/Area of Airport: Security area for gate 32

Please provide a description of your inquiry/comment.: My straight hair was patted down for no reason. My hair is not thick nor was it puffy. The TSA agent patting my hair down is disgusting. The woman does not put on clean gloves and racial profiling. Black women have not caused any terrorist acts, but we are being terrorized.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone: (b)(6)

7/1/2016 12:07:56 PM DCA

Caller wants to make a complaint. She felt harassed going through the TSA Check Point. She was going through screening at LaGuardia and had just gone through the AIT machine. As soon as she came out of the AIT she was told by a Female TSA agent to wait right there because she had to pat her hair down. It was a female agent and the complaint is not against her but against the procedure. She thinks this is because she had thick curly hair. She thinks this is racist. This her hair was curly but not real full. And other people did not have to have their hair patted down and she did not show an alarm on the AIT.

Date Time ..... July 3 going through screening around 10:00 AM
Gate Terminal..... Terminal D
Airport..... LaGuardia
Airline..... Delta
Flight #..... ?? Going to Atlanta GA

7/6/2016 12:59:35 PM LGA

Categories: Prohibited Items

==Complaint Detail==

Where did this happen? NEW YORK - JFK - John F. Kennedy

International

Date:

Approximate Time: 16:30

Name of TSA employee (if known):

Airline & Flight Number: American Airlines

Checkpoint/Area of Airport: American Airlines

Please provide a description of your inquiry/comment.:

Concerning your TSA requirements for liquids allowed on carry ons. This is completely unfair to African Americans with very thick hair where going to a place that is predominately Anglo Saxon white with straight hair. I require more product use in my hair and can not use store bought products because they dry out my hair. I was traveling for work and as per require by my boss was not allowed to pack a carry on. A 1oz bottle for my hair would be used in 1 wash.

So are people of color with thick curly hair must check in baggage? That is completely unfair because the texture of my hair requires different care and use than that of Anglo hair that you just wash and go with a quarter sized amount of product. I'm sure nothing will happen however this is a problem and I will continue to email this complaint. Because it is unfair because I have different hair and require MORE product because it is bigger and am a working professional who is not allowed to check in baggage.

It was 50 dollars in product as well. So thank you for helping me lose money! I'm sure your yearly salary is great for you and your family where you losing 50 dollars of product would not harm you.

Angrily curly Afro

Unfair for my hair.

==Passenger Information==

First Name (b)(6)

Last Name (b)(6)

Email: (b)(6)

Phone: (b)(6)

7/12/2016 6:15:06 PM JFK

Categories: Civil Rights and Liberties
==Civil Rights and Liberties Detail==
What is your complaint about? Profiling
Where did this happen? NEW YORK - JFK - John F. Kennedy International
Date: Fri, 2016-07-01
Approximate Time: 07:30
Please provide a description of the issue.: After I went through the full body scanner a TSA agent pat the back of my hair. This is a typical move done to black women while going through airport screening in the states. This is the 2nd time this has happened to me and I am LIVID. It's demeaning and degrading. As if I am being jailed instead spending nearly 1,000 dollars to fly elsewhere. All women should have their hair checked if I am to be subject to this kind of treatment. Additionally, it was done be a young black female officer who has not been briefed that it is this in not procedure.
List any witnesses: I complained to the manager while going through the screening. I did not take his name.
Name of TSA employee (if known): (b)(6)
Are you filing this form for yourself? Yes
==Contact Information==
First Name: (b)(6)
Last Name:
Address: (b)(6)
City: (b)(6)
State: (b)(6)
Zip Code: (b)(6)
Phone: (b)(6)
Email: (b)(6)

Preferred Language to Respond: English
7/15/2016 4:32:27 PM JFK Preferred Time to be contacted: 11:00 am - 1:00 pm

Categories: Screening

==Complaint Detail==

Where did this happen? CALIFORNIA - LAX - Los Angeles

International

Date: Fri, 2016-07-15

Approximate Time: 03:00

Name of TSA employee (if known):

Airline & Flight Number: SOUTHWEST AIRLINES #2179

Checkpoint/Area of Airport: Southwest TSA checkpoint terminal 1

Please provide a description of your inquiry/comment.: I went through the X-ray screening and a non-black TSA female worker told me she needed to check my hair (short, curly). She patted my hair down as if there was something stashed inside of my hair. This is very uncalled for and I don't appreciate having my hair tampered with as if I am a potential criminal. This is degrading and I don't like how I feel about this procedure. This should no longer be a part of the screening process. I feel absolutely violated for having the hair that I was originally born with. I didn't see women of other races getting their hair tampered with. What's done to one should be done to all passengers.

==Passenger Information==

First Name: (b)(6)

Last Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

7/15/2016 8:16:23 PM LAX

Submitted on Tuesday, August 2, 2016 - 16:47 Submitted by user: Anonymous Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? NEW YORK - LGA - LaGuardia

Date: Tue, 2016-08-02

Approximate Time: 04:30

Name of TSA employee (if known): (b)(6)

Airline & Flight Number: AA 1140

Checkpoint/Area of Airport: Terminal B

Please provide a description of your inquiry/comment.: Had my hair patted down. I am a Black woman with locs in my hair. Whenever I pass through security I am arbitrarily stopped so TSA can pat my hair. You can see my scalp through my hair. There is nothing to find in my hair. It was my understanding that TSA was suspending its systematic harassment of Black women and their natural hair.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone: (b)(6)

8/2/2016 6:23:05 PM LGA

Submitted values are:
Categories: Civil Rights and Liberties
==Civil Rights and Liberties Detail==
What is your complaint about? Race/Ethnicity
Where did this happen? NEW YORK - LGA - LaGuardia
Date: Mon, 2016-08-08
Approximate Time: 19:30
Please provide a description of the issue.: I am concerned that I was discriminated against on the basis of my race and gender. An officer checked my hair without providing any explanation. I am a black woman with locked hair. I did not see any other people getting their hair checked. I had to ask her to change her gloves before touching my hair as those same gloves are worn to touch other passengers. I am even more concerned that TSA provides warning that people will be screened and patted down, but does not provide warning that their hair may also be patted down. I am aware pf the agreement a couple of years ago stating that TSA would improve their practices. This is not an improvement and is actually a continuation of discriminatory practices.
List any witnesses:
Name of TSA employee (if known): Officer (b)(6) black female)
Are you filing this form for yourself? Yes
==Contact Information==
First Name: (b)(6)
Last Name: (b)(6)
Address: (b)(6)
City: (b)(6)
State: (b)(6)
Zip Code: (b)(6)
Phone:
Email: (b)(6)

8/8/2016 9:09:24 PM LGA

Caller said her daughter gets her hair checked because she has a lot of hair and is checked every time. Caller is frustrated that this happens and if it happens again she may go to jail. This happened again today and she said there were several women in front of her and she feels like they are profiling her daughter. Caller is extremely nervous that this will happen again and she wants to know what she can do to make this process fair and that that every one be screening the same.

Date Time: 8 15 16 @ 9 am
Gate Terminal:
Airport: ORD
Airline: Untied Airlines
Flight #: 588

8/15/2016 9:19:39 AM ORD

Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Unreasonable Search and Seizure

Where did this happen? NEW YORK - JFK - John F. Kennedy

International

Date: Mon, 2016-08-15

Approximate Time: 06:00

Please provide a description of the issue.: Today when I was going through security in the Delta terminal a TSA agent began patting my hair, head, and checking through my curls. I had already gone through the detector successfully so I saw this action by the TSA agent as an added unnecessary pre-caution- all on account of my ethnic hair. I have curly hair, but there was nothing unusual in it. It was in a big bun. Not only did the TSA agent fail to request the search, but she stuck her gloved hands (which have probably touched a ton of other items) onto my person (head) and through my hair as if I were some sort of pet monkey. It was absolutely absurd and I am livid and disgusted by this type of profiling. When she started patting my head without requesting I commented "Seriously?" at the intrusion. Her response was a sarcastic "seriously" back. I'd like to see the documentation for the TSA policy regarding profiling based on the curliness of hair. I am absolutely sure this is a civil rights violation.

List any witnesses:

Name of TSA employee (if known):

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name:

Address:

City:

State:

Zip Code:

Phone:

Email: (b)(6)

8/15/2016 12:39:14 PM JFK

Submitted on Tuesday, August 16, 2016 - 15:48 Submitted by user:
Submitted values are:

Categories: Screening
==Complaint Detail==
Where did this happen? NEW YORK - LGA - LaGuardia
Date: Tue, 2016-08-16
Approximate Time: 10:00
Name of TSA employee (if known):
Airline & Flight Number: Southwest 2947
Checkpoint/Area of Airport: Gate B screening
Please provide a description of your inquiry/comment.: I found it very offensive that my hair received a pat down. I thought you had resolved these issues with Black women. By the same token, on my trip to NYC from Oakland I didn't have this done. So obviously there is no set standard as to how you choose to pat down or why.

==Passenger Information==
First Name: (b)(6)
Last Name:
Email: (b)(6)
Phone:

8/16/2016 6:18:19 PM LGA

Submitted on Sunday, August 21, 2016 - 16:51 Submitted by user:
Submitted values are:

Categories: Screening
==Complaint Detail==
Where did this happen? NEW YORK - JFK - John F. Kennedy International
Date: Sun, 2016-08-21
Approximate Time: 04:00
Name of TSA employee (if known):
Airline & Flight Number: Virgin America VX29
Checkpoint/Area of Airport: Security screening checkpoint in Terminal 4
Please provide a description of your inquiry/comment.: My long hair was grabbed by a TSA agent. Then, the top of my head was patted down with her pushing her fingers down into my scalp. I asked another TSA why MY hair was examined and was told that hair like mine (I have natural hair/locs) shows up as an ANOMALY.
==Passenger Information==
First Name: (b)(6)
Last Name: (b)(6)
Email: (b)(6)
Phone: (b)(6)

8/21/2016 6:04:40 PM JFK

Submitted values are:

Categories: Professionalism/Customer Service

==Complaint Detail==

Where did this happen? NEW YORK - LGA - LaGuardia

Date:

Approximate Time: 08:00

Name of TSA employee (if known):

Airline & Flight Number: Spirit #NK 847

Checkpoint/Area of Airport: Heading to gate B6

Please provide a description of your inquiry/comment.: Young brown skin woman with a bun on her head was training a lighter skin Hispanic looking woman. Around 8:20 am I walked through the security port and then they had to pay my hair. I was fine and didn't say anything. I have natura hair and it was out in big curls with braids under. The girl with the bun shook her head and loudly said, "They always acting like it's a life and death situation when you touch their hair!" She said that to the employee she was training!!!! That's upsetting. You're training someone to commit micro aggressive racial acts towards clients and that's not okay. I didn't say anything to her to prompt that response or be treated that way. When I spoke up and told her she was being rude she yelled at me and I yelled back. THATS BOT OKAY. An African American TSA agent with blond braided hair style came over and apologized to me to me after finding out what happened.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone: (b)(6)

9/20/2016 10:42:22 AM LGA

Submitted values are:
Categories: Civil Rights and Liberties
==Civil Rights and Liberties Detail==
What is your complaint about? Race/Ethnicity
Where did this happen? CALIFORNIA - LAX - Los Angeles
International
Date: Mon, 2016-10-03
Approximate Time: 03:00
Please provide a description of the issue.:
I waited about 15 minutes as an opt-out (I wanted to avoid the
scanneers). After waiting and it seeming like a pat-down waasn't
gonna happen, I went through the scanner. When I stepped out, I
was detained and told that my hair also needed to be patted down.
Several female TSA agents walked by and one woman looked at me
several times, asked if I was an opt-out and then walked by me. I
fly several time (perhaps 15 a year) and I have never had to wait
this long. I was also really surprised that they wanted to check
my hair after the whole thing with ACLU last year. I usually have
no problems but this was not okay.
List any witnesses:
Name of TSA employee (if known):
Are you filing this form for yourself? Yes
==Contact Information==
First Name: (b)(6)
Last Name:
Address:
City:
State:
Zip Code:
Phone:
Email: (b)(6)

10/3/2016 8:23:18 PM LAX

Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Race/Ethnicity

Where did this happen? ILLINOIS - ORD - Chicago-O'Hare International

Date: Thu, 2016-10-13

Approximate Time: 05:00

Please provide a description of the issue.: After passing through the x-ray machine, a TSA agent stated that she needed to "pat down my hair" while simultaneously reaching toward and touching my hair. As a knee-jerk reaction, I retracted from her reach but she patted my hair, anyway. My hair is very curly and I am an African American woman. The experience was infuriating and annoying as I did not see women with updos and bouffants patted down.

List any witnesses:

Name of TSA employee (if known):

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name:

Address:

City:

State: (b)(6)

Zip Code:

Phone:

Email: (b)(6)

10/13/2016 9:03:47 AM ORD Preferred Language to Respond: English

Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Profiling

Where did this happen? NEW YORK - JFK - John F. Kennedy International

Date: Fri, 2016-10-14

Approximate Time: 09:00

Please provide a description of the issue.: During the security clearance a female TSA agent at termin 7 touched my hair after I asked her not to. It wasn't even an actual search she took two rubber gloved fingers and poked the front of my hair. She did not inform me of what she was doing or why. She touched me like I was a foreign object. It was dehumanizing and violent. I did not see her do the same to the white women who passed through. I thought this practice was ended. Please train your agents properly.

List any witnesses:

Name of TSA employee (if known):

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name: (b)(6)

Address: (b)(6)

City: (b)(6)

State: (b)(6)

Zip Code: (b)(6)

Phone: (b)(6)

Email: (b)(6)

10/14/2016 10:29:22 AM JFK Preferred Language to Respond: English

Hello,

I recently traveled through Chicago s O Hare Airport and was subjected to an overly thorough examination of my dreadlocs. I have this experience almost EVERY time I fly but I was under the impression that simply having natural African American hair was no longer a reason for extra examination because of the article below. While the agent was otherwise courteous and professional, being singled out in this fashion nearly every time you fly is not. I find it incredibly humiliating. Also, it seems like these searches have gotten more aggressive and frequent rather than less as the article suggests would happen. Could you clarify for me why African American women s hair raises particular security concerns and why this does not profiling is not a violation of civil rights protections? Also, what would be the consequences for refusing to submit to such searches in the future?

Thank you,

(b)(6)

http:\\www.huffingtonpost.com\2015\04\03\tsa-hair-pat-downs_n_6996790.html

http:\\www.huffingtonpost.com\2015\04\03\tsa-hair-pat-downs_n_6996790.html
HYPERLINK http:\\www.huffingtonpost.com\2015\04\03\tsa-hair-pat-downs_n_6996790.html \nRoots Of America s Black Hair Problem
www.huffingtonpost.com
No, you cannot touch my hair -- but it isn't as if the woman had asked for my permission. An agent of the Transportation Security Administration is r...

12/6/2016 4:13:04 PM ORD

Submitted values are:

Categories: Civil Rights and Liberties
==Civil Rights and Liberties Detail==
What is your complaint about? Profiling
Where did this happen? ILLINOIS - ORD - Chicago-O'Hare International
Date: Wed, 2016-12-14
Approximate Time: 12:30
Please provide a description of the issue.: As a black woman, I am constantly having my head searched due to my hair. I do not see any other than african american women being seatched in this manner. I remember that there was a promise that TSA would get additional training and stop searching and singleing our black women for wearing braids, locs and weaves. Something needs to be done to not make us as women and people feel so violated when we need to fly.
List any witnesses:
Name of TSA employee (if known):
Are you filing this form for yourself? Yes
==Contact Information==
First Name: (b)(6)
Last Name:
Address:
City:
State:
Zip Code:
Phone:
Email: (b)(6)

12/14/2016 4:11:05 PM ORD Preferred Language to Respond: English

Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Profiling

Where did this happen? CALIFORNIA - LAX - Los Angeles

International

Date: Mon, 2016-12-19

Approximate Time: 20:30

Please provide a description of the issue.: I wore a shirt with asequined "Temple" across chest in Philadelphia airport so black lady at TSa reasonably patted my chest Friday 12/16. However tonight the hispanic/white TSA agent, and I was wearing the same outfit..decided to pat my breasts then also touch and feel my hair. It was obvious she wanted to just feel a black woman's hair which is degrading. My hair was out and had a very thin black scarf like a ponytail. I did not see her touch any white women's hair with buns. This was racially targeted and I do not appreciate it. It was degrading especially when my head did not set anything off on the body scan. She was being unprofessional and a disgrace. You just touch my hair which is personal and it was not warranted. She did not ask to search my private area which would be easier to hide things, yet you touch my head because you can get away with it?! And I had no clips or anything in my hair so please do not try to tell me I set off the body scan

List any witnesses: cameras

Name of TSA employee (if known):

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name:

Address:

City: (b)(6)

State: (b)(6)

Zip Code:

Phone:

Email: (b)(6)

12/20/2016 8:30:36 AM LAX

Submitted values are:

Categories: Civil Rights and Liberties

==Civil Rights and Liberties Detail==

What is your complaint about? Race/Ethnicity

Where did this happen? VIRGINIA - DCA - Washington Reagan National

Date: Mon, 2016-12-26

Approximate Time: 07:00

Please provide a description of the issue.: After I walked through the scanner my hair was then pat down. Despite the scanner not lighting up on my hair (it did light up on my shoulder and wrist- both of which were not checked), my hair being completely visible (I wore a ponytail), not having any metal in my hair, and I wore the exact same hair style at a different airport without issue less than a weak earlier.

Therefore, I believe I was profiled due to being black and wearing my hair without chemical straightening.

List any witnesses: Myself, person behind me in line, elderly woman ahead of me

Name of TSA employee (if known): Unknown, woman with black hair, about 5'1, 150-180 lbs

Are you filing this form for yourself? Yes

==Contact Information==

First Name: (b)(6)

Last Name:

Address:

City:

State:

Zip Code:

Phone:

Email: (b)(6)

12/26/2016 9:29:55 AM DCA Preferred Language to Respond: English

Submitted values are:

Categories: Screening

==Complaint Detail==

Where did this happen? CALIFORNIA - LAX - Los Angeles International

Date: Wed, 2016-12-28

Approximate Time: 23:00

Name of TSA employee (if known):

Airline & Flight Number: Frontier 1693

Checkpoint/Area of Airport: Security screening

Please provide a description of your inquiry/comment.: Hello, I was traveling with my family and I was subjected to a pat down because of the clips in my hair. The experience was humiliating!! I'm a law abiding citizen, but I felt like a criminal. When I asked about the process prior to the start, I wasn't informed that she'd be putting her fingers in my pants and when it happened, I felt violated. I travel several times per year, each time with my hair clipped and I've never gone through this before. It's embarrassing to be fondled and felt up by a stranger when you've done nothing wrong. I hope that you can find a better security solution.

==Passenger Information==

First Name: (b)(6)

Last Name:

Email: (b)(6)

Phone: (b)(6)

12/29/2016 8:48:08 AM LAX

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Withheld pursuant to exemption

Non Responsive Record

of the Freedom of Information and Privacy Act

Revision: 11
Release Date: October 5, 2015
Implementation Date: November 6, 2015

Transportation Security Administration

Aviation Security

SCREENING CHECKPOINT

STANDARD OPERATING PROCEDURES (SOP)

The Transportation Security Administration (TSA) personnel and contractors must use and implement these standard operating procedures in carrying out their functions related to security screening of passengers, accessible property, and checked baggage. Nothing in these procedures is intended to create any substantive or procedural rights, privileges, or benefits enforceable in any administrative, civil, or criminal matter by prospective or actual witnesses or parties. See United States v. Caceres, 440 U.S. 741 (1979)

SENSITIVE SECURITY INFORMATION

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b(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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Transportation Security Administration

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(b)(3) 49 U.S.C. § 114(r)

[redacted]

(b)(3) 49 U.S.C. § 114(r)

[redacted]

Revision: 11
Release Date: October 5, 2015
Implementation Date: November 6, 2015

(b)(3) 49 U.S.C. § 114(r)

[redacted]

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(b)(3) 49 U.S.C. § 114(r)

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5. Unpredictable Screening Process (USP)

(b)(3) 49 U.S.C. § 114(r)

[redacted]

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b(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3)49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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Transportation Security Administration

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3)(49 U.S.C. § 114(r))

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3):49 U.S.C. § 114(r)

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Transportation Security Administration

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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[b(3)(49 U.S.C. § 114(r))]

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(b)(3) 49 U.S.C. § 114(r)

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Transportation Security Administration

AVIATION SECURITY

SCREENING CHECKPOINT

STANDARD OPERATING PROCEDURES (SOP)

The Transportation Security Administration (TSA) personnel and contractors must use and implement these standard operating procedures in carrying out their functions related to security screening of passengers, accessible property, and checked baggage. Nothing in these procedures is intended to create any substantive or procedural rights, privileges, or benefits enforceable in any administrative, civil, or criminal matter by prospective or actual witnesses or parties. See United States v. Caceres, 440 U.S. 741 (1979)

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[b)(3) 49 U.S.C. § 114(r)]

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b(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

[redacted]

Figure 3: WTMD Screening Process/Alarm Resolution Flowchart

(b)(3) 49 U.S.C. §114(r)

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[redacted]

SENSITIVE SECURITY INFORMATION

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(b)(3) 49 U.S.C. § 114(r)

[redacted]

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

[redacted]

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(b)(3)/49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

[redacted]

b(3) 49 U.S.C. § 114(r)

[redacted]

(b)(3)49 U.S.C. § 114(r)

[redacted]

(b)(3) 49 U.S.C. § 114(r)

[redacted]

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(b)(5) 49 U.S.C. § 114(r)

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(b)(3)49 U.S.C. §114(r)

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(b)(3)(49 U.S.C. § 114(r))

[redacted]

(b)(3)49 U.S.C. § 114(r)

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b(3)(49 U.S.C. § 114(r))

[redacted]

(b)(3)(49 U.S.C. § 114(r))

[redacted]

(b)(3) 49 U.S.C. § 114(r)

[redacted]

(b)(3) 49 U.S.C. § 114(r)

[redacted]

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3)49 U.S.C. § 114(r)

[redacted]

[redacted]

(b)(3) 49 U.S.C. § 114(r)

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(b)(3)(49 U.S.C. § 114(r))

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3)49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3)49 U.S.C. §114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

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(b)(3):49 U.S.C. § 114(r)

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(b)(3) 49 U.S.C. § 114(r)

[redacted]

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[redacted]

(b)(3) 49 U.S.C. § 114(r)

[redacted]

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(b)(3) 49 U.S.C. § 114(r)

[redacted]

(b)(3) 49 U.S.C. § 114(r)

[redacted]

b(3) 49 U.S.C. § 114(r)

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b(3)-49 U.S.C. § 114(r)

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~~FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.~~

[redacted]

SENSITIVE SECURITY INFORMATION

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(b)(3) 49 U.S.C. § 114(r)

[redacted]

[redacted]

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(b)(3) 49 U.S.C. § 114(r)

[redacted]

Rispoli, Gladys

From: Bailey, Charlene
Sent: Tuesday, April 18, 2017 11:29 AM
To: Rispoli, Gladys
Cc: Bailey, Charlene
Subject: HAIR COMPLAINTS

Hello Gladys,

Here is the information you requested for the FOIA request. Please let me know if additional information is needed.

Charlene Bailey
JFK Department of Homeland Security
Transportation Security Administration
230-59 Rockaway Blvd, suite 210
Jamaica, NY 11413

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>

Complaints received for 2015.

(b)(6) [redacted]
Submitted on Friday May 8 2015 - 16:35
Civil Rights & Liberties
What is the basis of your allegation? Race & Ethnicity
John F. Kennedy International
When did this happen? 05-02-2015
Incident Information== At about 1030 am at the united terminal after I went through the scanner the TSA staffer held me aside and patted my head and shoulders underneath my dreadlocks. this happens at almost every airport I fly out of. Who treated you unfairly? TSA screener TSA policies.

(b)(6) [redacted]
Submitted on March 18th 2015 – 6:53PM
Inappropriate Screening & Pat Down
Flight: DL409
JFK terminal 4
TSA screening Comments: After going through the x-ray there were 4 TSA agents two women and two men. One man told me to wait until the x-ray said I was cleared. Then from behind one woman tapped the top of my head without asking my permission. When I ducked and turned toward her to find out what was going on as it frightened me and freaked me out the other woman patted my head as well. I told them to ask before touching me and the first woman apologized. They did thus as it turned out because I was wearing a clip in my hair. It is a common thing to be wearing and should not have provoked either woman to touch me without

asking. Not only does this violate my civil rights but it is extremely unhygienic as they have been using those same gloves to pat down innumerable other passengers and travel items. Also as I had just passed through the x-ray with no issues I fail to see the urgency with which these two women attacked me because that is what it felt like. They should have asked me to remove the clip on my own and I gladly would have done so. The TSA people claim all the power in these situations and it is not right. I am even uncomfortable submitting this complaint for fear of some type of backlash but I would like to know how you are going to handle this situation. It may seem minor to you but in my view my rights and my person were violated and I am extremely uncomfortable with this situation.

Complaints received for 2016

[redacted]
Submitted on Thursday February 11 2016 - 08:30
What is your complaint about? Race & Ethnicity
John F. Kennedy International
Date: Wed 2016-02-10 Approximate Time: 07:30AM
Please provide a description of the issue: I was going through the body scanning machine. I was wearing jeans and a white top. My hair is worn in a curly protective style so it is full around my face. I walked through the machine was scanned and upon stepping out of the machine I was told I needed to beach physically scanned. I believed it was due to the two bracelets on my right wrist. After the agent patted wrist she then told me that she and to pat my hair because the machine found an anomaly. I told the agent that what she was doing was potentially unconstitutional as several white women with longer straighter hair were not having their hair patted down. I told the agent that I am not refusing the pat down only informing her that it is a problematic search as it targets black women disproportionately and was potentially an unconstitutional search of my person. The agent became agitated refused to listen to what I was saying talked over me and yelled for a supervisor bit one never came. She repeatedly said I don't have time for this ma'am I'm just doing my job...it's the machine I don t care if go by what the machine says. The whole altercation would have ended sooner had the agent not dismissed my concerns and talked over me. She grabbed my hair all around my head and then told me to go. I felt singled out and embarrassed. I went to complain to the two officers at the desk behind the checkpoint. They listen to my complaint but told me that it' s what the machine showed. I said that these searches are problematic as they seem to single out black women for hair pat downs and is potentially unconstitutional and that there had recently been a ruling other a settlement agent TSA for this practice of which they should be aware.

[redacted]
Submitted on Tuesday April 19 2016 - 12:25
Categories: Screening
John F. Kennedy International
Date: Tue 2016-04-19 Approximate Time: 05:00AM
Airline & Flight Number: Jet blue 1403 Checkpoint
Please provide a description of your comment.: A white woman with a bun in her hair was let through after the x-ray screen. I am of black and Spanish descent with the same amount of hair and in a bun went through the screening and was stopped saying that the agent needed to check my back. She slide her hand down my

back and proceeded to squeeze my bun. I was not informed that she was going to inspect my hair and she squeezed my bun with the same dirty gloves she had on from screening g other passengers. To say the least I was violate but even worst the fact the white woman just before was not even looked nor screened for her "back" and she didn't have her bun checked. This is racial profiling. I asked both agents present why the white female passenger was not screened the same way the female agent ignored me and the male agent just smiled nervously. I told them that it was incorrect of them not informing me what the agent was doing and that they didn't screen the white female passenger. Only in terminal 5 TSA have I encountered this situation before and I've let it go. I know that if I where my hair curly in a bun vs straight in a bun my hair will be checked which is still racial profiling and a violation. However this morning was the last time I will resort to humiliation and violation in that terminal and by TSA in JFK. I had just arrive from Japan and not once was my hair checked with the same hairstyle coming and going but this was of course at a different terminal. Racial profiling by a government agency is not allowed and should not be tolerated no longer especially in a terminal and airline where most people of color travel through. I was disgusted and embarrassed my while flight to the point my vacation has been spoiled. This will keep me from booking any more flights that go through JFK terminal 5.

[redacted]

Civil Rights and Liberties Detail
Unreasonable Search and Seizure
John F. Kennedy International Date:
Mon 2016-04-25 Approximate Time: 05:00 AM
Please provide a description of the issue: After having been subjected to having my afro textured hair searched multiple times in airports I was happy to learn that the ACLU and TSA had come to an agreement on the unnecessary search of black women's hair. I decided to leave my hair up in a puff (afro ponytail) while traveling yesterday when again I was told that my hair would have to be searched. I told the agent that they were not supposed to be doing this anymore because an agreement was made with the ACLU and I was told that the screen showed "an abnormality" around my hair. As I continued to question this the second TSA employee there walked away. I was the told that if I did not want my hair searched that I would have to have a full body pat down in order to pass through. I was embarrassed and livid as the employee took my hair in two hands and completely squeezed my hair three times in three different directions. As my boyfriend exited the scanner saying "You all are not supposed to do that!" He was completely ignored. When the hair "search" was done with the employee said "You can go." As I collected my belongs the other employees just stared. Per the agreement with the ACLU I know that these employees were to be trained on these matters and it does not seem to have happened at JFK. This experience has been happening to me for four years. I have been humiliated objectified and dehumanized as I attempt to travel in my own country. The TSA has not done enough to ensure that the rights of people like me are protected and respected like anyone else.

[redacted]

Civil Rights and Liberties
John F. Kennedy International Date:
Fri 2016-07-01 Approximate Time: 07:30AM
Please provide a description of the issue.: After I went through the full body scanner a TSA agent pat the back of my hair. This is a typical move done to black women while going through airport screening in the states. This is the 2nd time this has happened to me and I am LIVID. It's demeaning and degrading. As if I am being jailed instead spending nearly 1 000 dollars to fly elsewhere. All women should have their hair checked if I am to be subject to this kind of treatment. Additionally it was done be a young black female officer who has not

been briefed that it is this in not procedure. List any witnesses: I complained to the manager while going through the screening. I did not take his name.

[redacted]

Civil Rights and Liberties Detail
NEW YORK - JFK - John F. Kennedy International
Date: Fri 2016-10-14 Approximate Time: 09:00AM
Please provide a description of the issue.: During the security clearance a female TSA agent at terminal 7 touched my hair after I asked her not to. It wasn't even an actual search she took two rubber gloved fingers and poked the front of my hair. She did not inform me of what she was doing or why. She touched me like I was a foreign object. It was dehumanizing and violent. I did not see her do the same to the white women who passed through. I thought this practice was ended. Please train your agents properly.

From: [redacted]
Sent: Thursday, October 22, 2015 2:31 PM
To: Compston, John J
Subject: Re: Complaint at Chicago Midway International Airport

Good afternoon Mr. Compston,
The date this occurred was Oct. 13, 2015 at approximately 6 - 6:15a. I was wearing a white and black jersey top with black jeans. There were two TSAs, one male and one female. I was in the area to the far right that was not connected to the main part of security. The touch of my hair was quick, done by the female, however, as stated in my complaint, there were no metal clips or accessories in my hair and the TSA informed each passenger to keep all jewelry on.

I thank you in advance for your assistance and if you have further questions, please contact me.

-----Original Message-----
From: Compston, John J <[redacted]>
To [redacted]
Sent: Thu, Oct 22, 2015 1:30 pm
Subject: FW: Complaint at Chicago Midway International Airport

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From: Compston, John J
Sent: Thursday, October 15, 2015 3:34 PM
To: [redacted]
Subject: Complaint at Chicago Midway International Airport

My name is John Compston with the Transportation Security Administration at Chicago Midway International Airport. I received your complaint reference touching you found offensive.

The complaint that was forwarded to me does not indicate when this occurred. If you could be so kind as to provide the date and time and also what you were wearing I would like to find you on video so I can determine what happened. The better description that I can get of you and what you were wearing and maybe luggage that you had with you will aid me in finding you. Once I receive your information, I will find you on video and then I will get back with you to answer your questions.

Thanks
John Compston

Compston, John

From: [redacted]
Sent: Monday, April 18, 2016 9:01 PM
To: Compston, John
Subject: Re: Complaint at Chicago Midway International Airport

I apologize. I thought this email had gone out and apparently it did not.

Mr. Compston,
I appreciate the research you did to completely evaluate this situation that I found offensive. I understand that in this day and age, precautions are being taken to ensure the safety of all. However, I must defend the fact that there was absolutely nothing in my hair, except a rubber hair wrap, that would have warranted that touch. If you notice, the touch was so quick that I'm sure she could not have felt anything significant. I intentionally dressed in that fashion to avoid any hold up at the security process. I have since traveled WITH metal pins in my hair and have not been touch. I have worn my hair out of the pony tail holder and not been touched. I was offended by this and because of this, I feel that I have to go out of my way to dress 'differently" to avoid being singled out.

All I would like is for all of the TSA personnel to be more aware that differences in people do not always dictate they are hiding something. I understand that if I have a metal accessory in my hair for decoration, the likelihood that it will appear on a screen might warrant a touch,

-----Original Message-----
From: Compston, John J <(b)(6)
To: [redacted]
Sent: Sat, Dec 5, 2015 8:22 am
Subject: RE: Complaint at Chicago Midway International Airport

[redacted]

It appears that your major concern is that there is a policy within TSA that, and these are your words from the original complaint, TSA screeners were no longer allowed to touch black female's natural hair.

The description of the events as you provide them appear to be spot on. Even about the TSA officer in the front of the checkpoint making advisements that belts and jewelry being able to be kept on. The pause that you describe at the exit of the AIT (scanner) is for the monitor to let the know if there is something that the officer should check on the individual who just exited. In your case it must have been something on the top of your head. The slight touch by the officer was by policy the correct thing to do.

I have checked several places and there are some who faintly remember that there was some chatter about touching hair in the past. However, the policy for TSA screeners was never changed. TSA does not have a policy that a TSA screener is prohibited from touching a black female's natural hair. If you believe there is some printed material or some web site that is promoting this policy is incorrect, could you let me know so that we as an agency can make some clarification.

Our training department has not received any change in teaching methods as it relates to the touching of hair.

If you have further questions, please let me know.

Thanks
John Compston

View Customer Contact

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Customer Contact Detail Status CC Detail

Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Contact Date:	2015-10-14 11:01 AM CDT
Airport Where Incident Occurred:	Chicago Midway

Customer Name

First Name:	[redacted]
Middle Name:	
Last Name:	
Customer Daytime Phone Number:	(000) 000-0000
Customer Evening Phone Number:	
Customer Fax Number:	
Customer E-mail Address:	[redacted]

Customer Address

Street Address:	
Country:	
City or Town Name:	
Preferred Contact Method:	
Airline Flown:	Southwest Airlines Co.
Flight Number:	
Flight:	

Personally Identifiable Information Policy (PII)

Customer Notification of Personally Identifiable Information (PII) Policy:	

Edit Close

Ready

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Customer Contact Detail **Status** CC Detail

Issue Category

Issue Category:	Customer Service
Description of Issue:	TCC-2169705-Civil Rights
Additional Information:	Email to comp 10-15 and 10-22 Check all sources to see if the policy as stated by passenger was changed. No changes to policy. Email to comp 12-5
Incident Location:	

Incident Date

Incident Date:	2015-10-13 05:00 AM CDT
Actual/Approximate:	
Initial Information Given By:	
Initial Information Given To Passenger:	

Audit Information

Updated By:	network\john.compston
Updated Timestamp:	2015-12-05 08:22 AM CST
Tracking Number:	(b)(6)

Edit Close

Ready

View Customer Contact

Print This Form

Customer Contact Detail | Status | CC Detail

Contact Details:	Submitted on Wednesday October 14 2015 - 11:36 Submitted by anonymous user: [redacted] Submitted values are:Categories: ScreeningWhere did this happen? ILLINOIS - MDW - Chicago MidwayDate: 2015-10-13Approximate Time: 06:00Airline & Flight Number: Southwest 1752 Checkpoint/Area of Airport: Security Screening Name of TSA employee (if known): Unknown Please provide a description of your inquiry/comment.: I would like to lodge a complaint regarding a TSA screener when I was processing through the security line. I am a black female with natural hair. On the day in question my hair was pulled into a small pony tail. I had nothing metal in my hair such as an accessory. My hair was secured with a rubber headband. Before reaching the body scanner one TSA screener announced several times that jewelry and belts could remain on your person. I had removed my belt however I kept my jewelry on. Once I went through the body scanner I was asked to wait while they checked the monitor. After a brief pause a white female TSA screener patted my hair quickly and told me I could move on. From what I understood TSA screeners were no longer allowed to touch black female"s natural hair. If however there was a metal accessory in my hair I would possibly consider it justified however that was not the case. I was highly offended however to avoid a scene I did not respond to this incident at that time. I believe that more training needs to be done when screening African American passengers. I have friends who have long braids and have never been touched when they traveled. I am highly offended that this screener felt it necessary to touch my hair for whatever reason. It was totally unwarranted. ==Passenger Information==Name: [redacted] Email: [redacted] Phone:The results of this submission may be viewed at:https://www.tsa.gov/node/2257/submission&#47
Notes:	No Action required at this level until addressed by the Multicultural Branch.Sending to MB as a RED complaint - A Sizemore 10-14-15| Linked EIDs: || Airlines recorded via TCC: Southwest Airlines || Contact Fax recorded via TCC: || Contact Phone recorded via TCC: 0000000000 || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: |
Follow Up:	
Email Response:	None Sent

Edit Close

Ready

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Customer Contact Detail Status CC Detail

Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Contact Date:	2015-11-30 03:32 PM CST
Airport Where Incident Occurred:	Chicago Midway

Customer Name

First Name:	[redacted]
Middle Name:	
Last Name:	
Customer Daytime Phone Number:	[redacted]
Customer Evening Phone Number:	
Customer Fax Number:	
Customer E-mail Address:	

Customer Address

Street Address:	
Country:	
City or Town Name:	
Preferred Contact Method:	
Airline Flown:	
Flight Number:	
Flight:	

Personally Identifiable Information Policy (PII)

Customer Notification of Personally Identifiable Information (PII) Policy:	

Edit Close

Ready

View Customer Contact

Print This Form

Customer Contact Detail **Status** CC Detail

Issue Category

Issue Category:	Customer Service
Description of Issue:	TCC-2248343-Civil Rights
Additional Information:	LEFT VM 12-8 Spoke to comp at length, always touching of hair by TSA, hair is not in bun or tight and no jewelry or braids. Will call next time with detail to video
Incident Location:	

Incident Date

Incident Date:	2015-12-02 11:00 PM CST
Actual/Approximate:	
Initial Information Given By:	
Initial Information Given To Passenger:	

Audit Information

Updated By:	network\john.compston
Updated Timestamp:	2015-12-28 11:19 AM CST
Tracking Number:	MDW2015-00246734

Edit Close

Ready

View Customer Contact

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Customer Contact Detail | Status | CC Detail

Contact Details:	Caller said that every time she goes through the checkpoint she is given a patdown because of her hair. She is African American. She said that she thinks it is racial profiling. She will be flying on Thursday. She does not want anyone touching her hair. She asked to speak with someone else. She did not want to provide a phone number or an email address. ******Start Agent Notes******TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory.Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information: â€¢ Contact information â€" full name telephone number email address. â€¢ Detailed descriptiono Airport o Date and approximate time of the experienceo Description of the experience o Names or description of the TSA personnel involved or witnesses if available o Explanation as to how you believe this experience was discriminatory â€¢ If you are filing a complaint on behalf of a third party you must include a document showing express written permission from the third party to act on his\her behalf and to receive information concerning the experience. â€¢ For your convenience we have included the link to the TSA complaint form. You do not have to use this form but may choose to do so to ensure a complete submission. http:\\www.tsa.gov\contact-center\form\civil_rights_libertiesTSA"s Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally without regard to a person"s race color national origin gender religion age disability gender identity or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put â€œRFIâ€ in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to:Transportation Security AdministrationOCRL TSA-6601 12 Street SouthArlington VA 20598-6006I advised her that I can not guarantee that her hair will not be touched.******End Agent Notes*******
Notes:	mnelson took over call: Caller wanted to know if there was something that could be done on an upcoming flight so that she does not have the same experience. She stated her hair is patted down every time she flies because she is African American. I advised caller that I cannot predict her screening experience but if something happens to please call us. She did not want to provided any contact information for previous experience she stated she will complete the complaint online. I provided caller with number to the office of civil rights. Caller called back. I updated the contact information and the airports per Missy. Information from linked record (EID [redacted]:Caller is having a issue at the checkpoint. She is being racially profiled. Her hair is constantly receiving secondary screening. This happens at Midway Airport and Regan Airport in DC. People with straight hair does not receive secondary screening and neither does the men. No alarms have went off but she is constantly racial profiled. She will be traveling Thursday and does not want her hair touched.Sending to MB as an ORANGE and copying the CSM at MDW and DCA[(b)(6) [redacted]11/30/2015| Linked EIDs[redacted] || Incident date recorded via TCC: 12/3/2015 12:00:00 AM| Aiport State recorded via TCC: IL, VA || Contact Fax recorded via TCC: || Contact Phone recorded via TCC: [redacted] || Contact Alt Phone recorded via TCC: || Emails recorded via TCC: Not Provided. || Contact Country recorded via TCC: || [2NDAP]DCA[2NDAP] || || Aiport Code recorded via TCC: [ALLAPS]MDW, DCA[ALLAPS] |
Follow Up:	
Email Response:	None Sent

Edit Close

Ready

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Customer Contact Detail Status CC Detail

Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Contact Date:	2016-05-09 05:24 PM CDT
Airport Where Incident Occurred:	Chicago Midway

Customer Name

First Name:	[redacted]
Middle Name:	
Last Name:	
Customer Daytime Phone Number:	[redacted]
Customer Evening Phone Number:	
Customer Fax Number:	
Customer E-mail Address:	[redacted]

Customer Address

Street Address:	
Country:	
City or Town Name:	
Preferred Contact Method:	
Airline Flown:	Southwest Airlines Co.
Flight Number:	
Flight:	

Personally Identifiable Information Policy (PII)

Customer Notification of Personally Identifiable Information (PII) Policy:	

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Customer Contact Detail | Status | CC Detail

Contact Details:	Submitted on Monday May 9 2016 - 16:46 Submitted by user: Anonymous Submitted values are:Categories: Screening ==Complaint Detail== Where did this happen? ILLINOIS - MDW - Chicago Midway Date: Sat 2016-05-07 Approximate Time: 07:00 Name of TSA employee (if known): Airline & Flight Number: Southwest Airlines Checkpoint/Area of Airport: Screening Please provide a description of your inquiry/comment.: I wear braids in my hair. I went through screening and was told that I would have to get my hair patted down. The security person pat down my hair but allowed other women to just loft their. I was humiliated. I am aware of the ACLU lawsuit about hair pat downs and racial profiling. I will be contacting the ACLU ==Passenger Information== First Name: [redacted] Last Name: [redacted] Email: [redacted] Phone: [redacted]
Notes:	No Action required at this level until addressed by the Multicultural Branch.Came in the same time as EID [redacted] I sent them both as a red. [redacted] on May 10 2016.| Linked EIDs: [redacted] || Incident date recorded via TCC: 5/7/2016 7:00:00 AM| Airlines recorded via TCC: Southwest Airlines || Contact Fax recorded via TCC: || Contact Phone recorded via TCC: [redacted] || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: |
Follow Up:	Dear [redacted] Thank you for contacting the Transportation Security Administration (TSA). This letter is an acknowledgement that your correspondence dated May 10, 2016 was forwarded for review to TSA"s Multicultural Branch, a branch of the Office of
Email Response:	None Sent

Edit Close

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Customer Contact Detail **Status** CC Detail

Issue Category

Issue Category:	Customer Service
Description of Issue:	TCC-2550400-Civil Rights
Additional Information:	email to comp 5-11 and 5-18 CLOSED 5-28 with another email 5-28
Incident Location:	

Incident Date

Incident Date:	2016-05-11 07:28 AM CDT
Actual/Approximate:	
Initial Information Given By:	
Initial Information Given To Passenger:	

Audit Information

Updated By:	network\john.compston
Updated Timestamp:	2016-05-28 07:51 AM CDT
Tracking Number:	(b)(6)

Edit Close

Ready

View Customer Contact

Print This Form

Customer Contact Detail Status CC Detail

Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Contact Date:	2015-07-13 07:06 PM CDT
Airport Where Incident Occurred:	Chicago Midway

Customer Name

First Name:	[redacted]
Middle Name:	
Last Name:	

Customer Daytime Phone Number:	(000) 000-0000
Customer Evening Phone Number:	
Customer Fax Number:	
Customer E-mail Address:	[redacted]

Customer Address

Street Address:	
Country:	
City or Town Name:	

Preferred Contact Method:	
Airline Flown:	
Flight Number:	
Flight:	

Personally Identifiable Information Policy (PII)

Customer Notification of Personally Identifiable Information (PII) Policy:	

Edit Close

Ready

View Customer Contact

Print This Form

Customer Contact Detail **Status** CC Detail

Issue Category

Issue Category:	Customer Service
Description of Issue:	TCC-2016107-Customer Service
Additional Information:	Email sent to complainant 7-14 and 7-28. No response to either email. No info from original compl to identify complainant or officer involved.
Incident Location:	

Incident Date

Incident Date:	
Actual/Approximate:	
Initial Information Given By:	
Initial Information Given To Passenger:	

Audit Information

Updated By:	network\john.compston
Updated Timestamp:	2015-08-08 05:51 PM CDT
Tracking Number:	(b)(6)

Edit Close

Ready

View Customer Contact

Print This Form

Customer Contact Detail | Status | **CC Detail**

Contact Details:	My daughter was leaving MDW today to fly to TPA. The female TSA agent said her ponytail was triggering the alarm. She then preceded to stick her fingers (without asking) into my daughters hair!!!! This is wrong!!! I thought TSA had learned that searching a black woman"s hair was prohibited or the person should be asked before such a search. My daughter would have happily taken down or consented to the search if the agent had changed gloves.Â We both travel quite a bit and see that the agents search belongings and do not change gloves. Thus this agent put her used gloves into my daughters hair. Not right!!! I expect this behavior to stop. Question and inform the passenger of what and why. Do Not just precede as if the passenger has no right abot the search of their body. Thank You.[redacted]IYPERLINK ""mailto[redacted]Sent from Windows Mail
Notes:	| Linked EIDs: || Contact Fax recorded via TCC: || Contact Phone recorded via TCC: 0000000000 || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: |
Follow Up:	
Email Response:	From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com To: [redacted] Subject: In Response to your inquiry. Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center. We appreciate that you took the time to share your concern(s) with us. Since the described incident occurred at a security checkpoint, we have forwarded your e-mail to the Customer Service Manager at that airport. TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable 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 continue to add new information to our Web site and encourage you to visit www.tsa.gov for updates. Thank you. TSA Contact Center

Edit Close

Ready

TSA CONTACT CENTER RECORD

EID: (b)(6)
Contact Date: 5/4/2015 3:59:31 AM
Incident Date: 5/3/2015 11:36:00 PM
Medium: DMD Email

Contact Type: Normal/General
Contact Status: Closed
Linked Event IDs:

Passenger Contact Information:

Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Phone: (b)(6)
Contact Alt Phone:
Contact Fax:

Contact Address 1: (b)(6)
Contact Address2:
Contact City: (b)(6)
Contact State: (b)(6
Contact Zip: (b)(6)
Contact Country:
Contact Email: (b)(6)

Passenger Inquiry:

Subject: Civil Rights and\or Civil Liberties Complaint Form
Submitted on Monday, May 4, 2015 - 03:59
Submitted by anonymous user: (b)(6)
Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights / Liberties (Other)
What is the basis of your allegation?
- Race / Ethnicity
- Unreasonable Search & Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name:
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City:
State:
Zip Code (Post Code): (b)(6)
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 05/03/2015
Where did this happen? CALIFORNIA - LAX - Los Angeles International
What happened? On Sunday, May 3, 2015 at 11:36 pm I was going through the TSA security checkpoint with my partner. I was wearing a brown and black sweater with brown buttons on it, blue jeans, and gray sneakers that had a light green color on the side with purple shoe laces. I had a tan pocket book, blue suitcase, and blue garment bag. My hair was styled in flat twists and my scalp was exposed. After I walked through the full body scanner the TSA agent walked over to me and pat my head a few times For no reason. I did not see the TSA agents do this to any one who was white. When I flew into Los Angeles from Seattle on the same day and wearing the same outfit they did not pat my head. This airport violated my civil liberties when they targeted me and patted down my head for no reason. It was extremely embarrassing and made me feel like I was a suspect because I am black and have natural hair. I felt like I was singled out because of my race. The agent touched my head a few times it seems just for the sake of touching my head. She used a pair of gloves that she had used to touch other people. It was not sanitary for her to touch my head with the same gloves that she used to touch other people and she had no reason to do so.
Who treated you unfairly? The TSA agent
List anyone else who may have seen or heard what happened?
(b)(6)

Is there any other information you want us to know about or consider? I did not see any white people have their heads pat down.
How would you like for your concern(s) to be addressed? I would like a response from TSA
My desired remedy is: For the TSA to say their agents will be trained to no longer single out people based on ethnicity
Please read the following and check the corresponding box to signify your consent and authorization. You must check the box prior to submitting the form.: Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and/or civil liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined in this Form.

The results of this submission may be viewed at:
http://www.tsa.gov/node/2285/submission/18273

TCC Agent Response:

TCC Email Response Sent:

Notes:

Sending to MB as a RED complaint - A Sizemore 5-4-15

Record Data:

Response 1

Interaction Type: Complaint
Subject Category: Civil Rights - Racial Profiling or Discrimination
Template Name: Referrals
Airport: Los Angeles International[LAX]
Airline:
Referral: Multicultural Division (Red)

To TSOC Date:
Last Updated By: amber.sizemore
Opening Agent: rachel.benge
Fulfillment Sent:
From TSOC Date:
Last Update Date: 5/4/2015 9:52:14 AM
Opened Date: 5/4/2015 9:10:33 AM
Mail Return Date:

** - Indicates that the number was not received.*
*** - Indicates that the number is an international number. Should be found in the detail.*
**** - Indicates the Document Number*

End Record

From: TSALAXCSM
To: [redacted] TSA-CustomerSatisfaction
Cc: TSALAXCSM
Subject: RE: [redacted] - OTSSO-16- 0935
Date: Wednesday, June 15, 2016 4:33:00 PM

(b)(6)

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. All Transportation Security Officers (TSOs) are required to be courteous and respectful.
Travelers processed through TSA checkpoints may undergo additional screening of their clothing, hair, or headwear—where dangerous items are able to be hidden—but, TSA neither uses nor condones unlawful profiling in our security screening activities. All screening decisions are made based on the interests of aviation security and TSA's screening procedures are used on a wide section of the traveling population to ensure that all persons and their property undergo screening. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect and courtesy. Every person and item must be screened before entering each secured area and the manner in which the screening is conducted is important. Officers may ask passengers questions to help resolve alarms, however, physical screening must still be conducted in order to complete screening.

Passengers have the option to request security officers change their gloves prior to the security screening process. You may request to speak with a TSA supervisor at the security screening checkpoint if you are denied that option or if you have concerns regarding the security screening process.

TSA expects its personnel to treat all travelers with dignity, respect, and courtesy. If you do not feel that you received appropriate customer service during your screening, we apologize.

Thank you,

Danielle Bean
TSA - LAX

From: [redacted]
Sent: Wednesday, June 08, 2016 4:21 PM
To: TSA-CustomerSatisfaction
Cc: TSALAXCSM
Subject: [redacted] - OTSSO-16- 0935

To whom it may concern,

I have not receive a response from your office. I was encouraged by Senator Feinstein office to contact you again.

Thank you.

---------- Forwarded message ----------
From: [redacted]
Date: Wednesday, May 25, 2016
Subject: (b)(6)
To: "TSA-CRL@tsa.dhs.gov" <TSA-CRL@tsa.dhs.gov>

Subject: (b)(6)

To whom it may concern,

This is the full packet that I forwarded to Congresswoman Maxine Waters, Senator Dianne Feinstein, Senator Barbara Boxer and Congressman John Mica. Please see attached.

TSA-CRL@TSA.DHS.GOV.

From: TSALAXCSM
To: [redacted]
Subject: TSA - LAX complaint
Date: Monday, July 6, 2015 3:13:00 PM

[redacted]

TSA-LAX investigated a complaint you filed concerning the security screening you received at the terminal 5 security screening checkpoint on May 3, 2015.

The investigation revealed that at 11:31pm you entered the Advanced Imaging Technology (AIT), the AIT alarmed as an anomaly on the head area, the female officer working the AIT patted down your head to resolve the anomaly. While observing the video it was identified that the TSO could have visually inspected your hair due to the fact that your scalp was visible instead of physically patting it down.

Corrective action has been taken with the Officer involved and all officers at terminal 5 received a briefing regarding providing proper advisements to passengers before they are touched. Officers were also briefed that passengers have the option to request that gloves are changed prior to clearing an anomaly. Beginning May 2015, the TSA-LAX workforce received training that addressed screening of hair and using critical thinking skills when resolving an anomaly and the scalp is visible.

We appreciate that you took the time to share your concerns with us. Please advise if this is sufficient to satisfy your complaint.

Respectfully,

Danielle Bean
TSA – LAX

12/19/2016 8:30:00 PM - 05:00	I wore a shirt with asequined ""Temple"" across chest in Philadelphia airport so black lady at TSa reasonably patted my chest Friday 12/16. However tonight the hispanic/white TSA agent and I was wearing the same outfit..decided to pat my breasts then also touch and feel my hair. It was obvious she wanted to just feel a black woman"s hair which is degrading. My hair was out and had a very thin black scarf like a ponytail. I did not see her touch any white women"s hair with buns. This was racially targeted and I do not appreciate it. It was degrading especially when my head did not set anything off on the body scan. She was being unprofessional and a disgrace. You just touch my hair which is personal and it was not warranted. She did not ask to search my private area which would be easier to hide things yet you touch my head because you can get away with it?! And I had no clips or anything in my hair so please do not try to tell me I set off the body scan List any witnesses: cameras Name of TSA employee (if known): Are you filing this form for yourself? Yes ==Contact Information== First Name: [redacted] Last Name: [redacted] Address: City: (b)(6) State: (b)(6) Zip Code: Phone: Email: [redacted] Preferred Language to Respond: Preferred Time to be contacted: Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.
10/3/2016 3:00:00 AM - 04:00	I waited about 15 minutes as an opt-out (I wanted to avoid the scanneers). After waiting and it seeming like a pat-down waasn"t gonna happen I went through the scanner. When I stepped out I was detained and told that my hair also needed to be patted down. Several female TSA agents walked by and one woman looked at me several times asked if I was an opt-out and then walked by me. I fly several time (perhaps 15 a year) and I have never had to wait this long. I was also really surprised that they wanted to check my hair after the whole thing with ACLU last year. I usually have no problems but this was not okay. List any witnesses: Name of TSA employee (if known): Are you filing this form for yourself? Yes ==Contact Information== First Name: [redacted] Last Name: [redacted] Address: City: State: Zip Code: Phone: Email: [redacted] Preferred Language to Respond: English Preferred Time to be contacted: Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.
7/15/2016 3:00:00 AM - 04:00	I went through the X-ray screening and a non-black TSA female worker told me she needed to check my hair (short curly). She patted my hair down as if there was something stashed inside of my hair. This is very uncalled for and I don"t appreciate having my hair tampered with as if I am a potential criminal. This is degrading and I don"t like how I feel about this procedure. This should no longer be a part of the screening process. I feel absolutely violated for having the hair that I was originally born with. I didn"t see women of other races getting their hair tampered with. What"s done to one should be done to all passengers. ==Passenger Information== First Name: [redacted] Last Name: [redacted] Email: [redacted] Phone: [redacted]
6/30/2016 4:00:00 AM - 04:00	After going through the scanner I was asked to step aside to be checked further by a TSA agent as my long hair is apparently considered an abnormality. I travel often both intercontinentally and internationally so I understand the process - usually I"m asked to move my hair the agent will touch it run their hands down my back. The whole thing is annoying but I know the drill. What I do not understand is why hair down my back would warrant anyone placing their hands inside my pants or run their hands up my legs to my crotch for all to see. It"s unnecessary disrespectful and embarrassing. I am very aware of what is going on in the world right now but it helps nothing to molest those just trying to make a flight (which they caused me to miss). Also on a holiday weekend maybe get more people to work...keep the lines moving. List any witnesses: The other agent present as well as others going through security. Name of TSA employee (if known): Are you filing this form for yourself? Yes ==Contact Information== First Name: [redacted] Last Name: [redacted] Address: City: State: Zip Code: Phone: Email: [redacted] Preferred Language to Respond: English Preferred Time to be contacted: Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

5/21/2016 12:00:00 PM - 07:00	I have been singled out discriminated against and embarrassed by poorly trained TSA personnel every single time I travel. In June 2015 after leaving the Federal Law Enforcement Training Center in Charleston South Carolina a TSA female chose to dig into my braided hair with a used pair of gloves on her hands. She never asked me any questions but just assumed I was a threat. On May 9 2016 while returning home to Los Angeles Ca from Las Vegas NV after an emergency trip to visit my 80 year old father who had a stroke the TSA person at terminal one examined my earrings a thin necklace and my watch. Again she never asked me any questions. Just chose to delay me for no reason at all. On May 21 2016 when leaving Los Angeles World Airways to Las Vegas to visit my father again the TSA person wanted to search my bun which was pinned to the top of my head. I asked her to please put on a clean pair gloves. I also asked her before you attempt to destroy my hair style please ask me some questions. Interview me to assess the situation to determine if I am a threat or not. Ask me where am I going who am I going to see what are my plans where do you work where do you live? Then you can make a calculated decision as to if you should put your hands on me especially in my hair. Had she asked me I would have told her that I have worked for DHS Customs and Border Protection for 21 years have never been written up served a a union steward lived though 3 LAX shootings 911 a torn ACL which occured on duty and government sequestration. Do you still want to belittle and disrespect me because Im African-American and traveling. Ive always been polite and respectful but enough is enough. I can enclose pictures of the my bun the earrings necklace and watch that I was wearing when I was stopped. It will show that there was another motive that encouraged the search. I understand the role of TSA however poorly trained people are the reason for constant flight delays and unwarranted searches in the airport. They are rude disrespectful and have their own personal agenda. Please contact me if you need additional information. (b)(6) Thank you for your time. List any witnesses: Name of TSA employee (if known): Are you filing this form for yourself? Yes ==Contact Information== First Name: (b)(6) Last Name: (b)(6) Address: (b)(6) City: (b)(6) State: (b)(6) Zip Code: 90301 Phone: (b)(6) Email: (b)(6) Preferred Language to Respond: English Preferred Time to be contacted: 11:00 am - 1:00 pm Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below."
5/12/2016 11:00:00 AM - 04:00	My issue is the hair pat down. I am a black woman and do not like being singled out for hair pat downs. Having big curly kinky hair means that Im a threat??? It feels disgusting! After going through the scanner a female TSA agent says that she needs to pat my hair. I replied I thought that you had to request permission to look into my hair? She said not when the image machine has a mark on it. She then proceeded to pat in my hair. This is not hygienic in the least. God knows who elses hair her fingers were in before she placed her hands in my hair. Furthermore who knows how many people in general she patted down after touching my hair?? After I passed through security I saw another black woman with dreads getting patted down. Just next to her a black man with a very thin white shirt bald head and simple pant receiving an overly extensive pat down. I could see by his motions and facial expressions that he was very bothered by his own pat down. I know that the cameras will be viewed from this complaint that I am making. Please review even more maybe just a few minutes after I passed through security to see all that I am referring to. From my perspective this did not look good and it certainly did not feel good. I am not an animal and do not need a pat or rub on the head. If this is a procedure it needs to be listed in TSA.gov and have FULL details in regards to this particular procedure. Also the agents need to have fresh gloves on before touching an individuals hair. Scalp fungus lice etc... dont need it. List any witnesses: Name of TSA employee (if known): (b)(6) Are you filing this form for yourself? Yes ==Contact Information== First Name: (b)(6) Last Name: (b)(6) Address: (b)(6) (b)(6) City: (b)(6) State: (b)(6) Zip Code: (b)(6) Phone: (b)(6) Email: (b)(6) Preferred Language to Respond: English Preferred Time to be contacted: 09:00 am - 11:00 am Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

1/3/2016 10:30:00 AM - 05:00	I was attempting to go through security with a precheck ticket but was stopped due to an apple phone case in my suitcase. After (b)(6) identified the item and rescanned my bag it passed security however (b)(6) felt that at this point I SHOULD HAVE A PAT DOWN BY (b)(6) When she finally arrived she patted me down in front of all to see and took her leisurely time enjoying each feel. She required me to remove my shoes which I had not even had to do in precheck.She went through my hair with her hands at least four times and when I told her that was enough (b)(6) called the supervisor (b)(6) over . He told (b)(6) I was disruptive and uncooperative a complete lie as this charade had been going on for about fifteen minutes at this point with me playing the game the whole time. So with (b)(6) observing I had another pat down. The exact same one I had already had. Finally a supervisor (b)(6) was called over by someone and I was allowed to speak with her about the matter she told them to send me on. This whole event was escalated unnecessarily and uncalled for. I worked for the government for years my family is a military family we defend our country and I was violated at LAX and I demand reprimands for these unprofessional employees. I had a precheck ticket a passport a drivers license a gun permit a teacher ID a military ID ore IDS THAN PROBABLY AYONE ELSE IN THE AIRPORT. The really amazing thing is that the week before on the 29th of January I was going to LAX with the same suitcase and had such an easy time going through security that I wrote a comment card commending their TSA employees and filed this report. I have received an email from TSA in Nashville Tn thanking me for commending their employees and telling me the positive comments will be placed in their files . How can the same suitcase with the same items in it be treated so diffently week to week. The only explanation I have is that the TSA IN LAX are ramped up bullies that do not know their positions very well. They need removed before they hurt someone. I would like a call back concerning this matter . Thank You (b)(6) ==Passenger Information==Name: (b)(6) (b)(6) Email: (b)(6) Phone: (b)(6) The results of this submission may be viewed at:https://www.tsa.gov/node/2257/submission/41938

What is the basis of your allegation? Profiling Are you filling this form out for yourself? Yes I m filling this form out for myself, (b)(6) Primary Phone: Cell Phone Phone Number: (b)(6) What happened? I was singled out for a hair search by TSA agents. I have naturally curly hair and am East Indian but uneducated people often mistake me for African-American. I had a extensive search of my hair by a TSA employee despite TSA s claims that they would no longer search single out black women for hair searches. When I pointed this out to your employee their told me I could be dangerous. I am not even 5 ft tall barely over 100 pounds mother of two small children. I often get mistaken for a high schooler. How I am I a threat to national security? We arrived at the airport at around 3:15 p.m. for a 6:45 p.m. flight to MSP by Spirit Airlines. Our flight number was 424. We were waiting at gate 31 B after going through security. I was were a black tank top with black leggings and flip flops and a average size black purse. I was with my husband who is white 300 pounds and 6 2. He was not search and patted down at all. I on the other hand had my hair searched as well as my shoulders patted down despite wearing a tank top. Who treated you unfairly? TSA male security person List anyone else who may have seen or heard what happened? my husband Is there any other information you want us to know about or consider? Racial Profiling How would you like for your concern(s) to be addressed? I would like a response from TSA My desired remedy is: A apology in the form of a letter plus i would like you to talk to TSA agents at LAX.

GROUPING: Contact Log ID: (All)

Customer Contact Record for [redacted]

Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Contact Date:	8/16/2016 06:18PM
Airport Where Incident Occurred:	LGA:LaGuardia
Customer Name:	[redacted]
Customer Daytime Phone Number:	0000000000
Customer Evening Phone Number:	-
Customer Fax Number:	-
Customer Email Address:	[redacted]
Description of Issue:	TCC-2752450-Civil Rights
Additional Information:	-
Incident Location:	01
Incident Date:	8/16/2016 10:00AM
Actual/Approximate:	-
Initial Information Given By:	-:-
Initial Information Given To Passenger:	-
Contact Details:	Submitted on Tuesday August 16 2016 - 15:48 Submitted by user: Submitted values are:Categories: Screening ==Complaint Detail== Where did this happen? NEW YORK - LGA - LaGuardia Date: Tue 2016-08-16 Approximate Time: 10:00 Name of TSA employee (if known): Airline & Flight Number: Southwest 2947 Checkpoint/Area of Airport: Gate B screening Please provide a description of your inquiry/comment.: I found it very offensive that my hair received a pat down. I thought you had resolved these issues with Black women. By the same token on my trip to NYC from Oakland I didn"t have this done. So obviously there is no set standard as to how you choose to pat down or why. ==Passenger Information== First Name: [redacted] Last Name: [redacted] Email: [redacted] Phone:
Notes:	No Action required at this level until addressed by the Multicultural Branch.Sending to MB as a RED complaint - A Sizemore 8-17-16| Linked EIDs: || Incident date recorded via TCC: 8/16/2016

Complaint

Simmons, Veda

From: Simmons, Veda
Sent: Monday, November 14, 2016 8:59 AM
To: [redacted]
Subject: RE: Your Experience at LaGuardia Airport (LGA) on August 16, 2016

Good Morning Ms. [redacted]

Please let me know what additional concerns you have. Your correspondence only referenced your hair pat down. When I made the statement about "a nefarious person," it was not a description of you. It was the reason we are subjected to additional and or random screening. When passengers comment about screening procedures, I want to ensure I mention what the process entails.

If our Officer did not advise you of the reason why she was patting down your hair, if she did not give you advisements or offer you a private screening she was not following Standard Operating Procedures (SOP).

When there are concerns regarding the application of security screening SOP, I forward them to the Deputy Assistant Federal Security Director for Screening (DAFSD-S). The DAFSD-S is responsible for all Security Managers and All Security Screening Officers. He
will take appropriate action.

TSA security procedures are developed by security experts in response to actual threats. Whenever technology is developed to make the screening process less intrusive, the technology is tested and once it's available for use at our security screening checkpoints we obtain budget approval so we can obtain them for our checkpoints.

Please let me know of your other concern.

Sincerely,

Veda

-----Original Message-----
From: [redacted]
Sent: Monday, November 14, 2016 1:06 AM
To: Simmons, Veda
Subject: Re: Your Experience at LaGuardia Airport (LGA) on August 16, 2016

Hello Veda,

Thank you for the canned response which did not at all address my complaint.

I have 2 knee replacements which require extra screening, my hair does not.

As a citizen of the United States, I take exception to being lumped in the category of being a "nefarious person."

It's curious to me that in one airport a TSA officer opts to search my hair, while in another they don't. And, for the record, a black woman with bigger hair than mine did this search. She never told me she was going to do this, just said turn around. I didn't set off any alarms.

In other searches, I have been shown the area in "yellow" from the machine that scanned my body and was told that I was going to be searched. Such didn't happen in this occasion. This agent just started digging in my hair.

I'm not at all satisfied with this response.

Best regards,
[redacted]

Sent from my iPhone

> On Nov 13, 2016, at 7:38 PM, Simmons, Veda <[redacted]> wrote:
>
> Dear [redacted]
>
> I apologize for taking so long to respond to you. When Passengers
> contact the Transportation Security Administration (TSA) Contact Center (CC), the TSACC immediately responds and forwards your correspondence to the appropriate airport for awareness and handling.
>
> According to your correspondence you thought the TSA had resolved these issues with Black Women. While there may have been misleading news stories in the media, TSA procedures regarding additional screening did not change. One of the most important layers of security is the inconsistency and randomness with which the additional screening measures may be applied to prevent a nefarious person from taking advantage of the process.
>
> The Advanced Imaging Technology (AIT) Scanner, detects surface abnormalities (i.e. changes in surface plane, clothing embellishments, jewelry etc.). Some elaborate hair styles (i.e. dreadlocks, braids), accessories and form fitting headwear may also alarm the AIT. The density of your hair possibly may have registered an alarm. TSA Officers are required to clear all alarms with some form of pat-down.
>
> Our Officers are required to change their gloves prior to touching a passenger, and to give Passengers advisements regarding the pat-down procedure before and during the pat-down. You have the right to request a private screening. You may have a companion of your choice accompany you to the private screening room (which is located in the security screening checkpoint). A second TSA Officer will also accompany you to the private screening room.
>
> TSA does not profile or discriminate on the basis of race, color religion, gender, ethnicity, or national origin. We regret that our screening procedures caused you discomfort. When you are at the Security Screening Checkpoint, you have the right to ask for a Supervisor, Manager or a Passenger Support Specialist if you have concerns or questions regarding the screening procedures. You can also access screening information at this link for the TSA Website: WWW.TSA.GOV<http://WWW.TSA.GOV>
>
> Thank-you for taking the time to advise us of your experience. I hope my information was helpful. We appreciate Passenger Feedback, when positive or negative feedback is received, it gives us the opportunity to reinforce (the positive) or modify (the negative or incorrect) behaviors.
>
> Respectfully,
>
> Veda
>
>
> Veda L. Simmons
>

> Customer Support and Quality Improvement Manager Passenger Support
> Specialist and Wounded Warrior Program Manager Transportation Security
> Administration LaGuardia Airport (LGA) Westchester County Airport
> (HPN) Islip McArthur Airport (ISP) Stewart Airport (SWF) Flushing, New
> York 11371 Privileged, confidential, or sensitive information may be
> contained in this message. If you are not the addressee indicated in
> this message, or responsible for delivery of the message to such
> person, you may not copy or deliver this message to anyone. In such
> case, you should destroy this message and kindly notify the sender by
> reply mail. Please advise immediately if you or your employer do not
> consent to Internet e mail for messages of this kind. The views,
> opinions, and/or conclusions expressed in this message are those of
> the author only, and not of the United States government, Department
> of Homeland Security, or the Transportation Security Administration
>
>
>

Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement

U.S. Department of Homeland Security
601 South 12th Street
Arlington, VA 20598

Transportation Security Administration

[redacted]

REF: Correspondence [redacted]

Dear [redacted]

Thank you for contacting the Transportation Security Administration (TSA) about your screening experience at LaGuardia Airport (LGA) on July 10, 2016.

We understand that you believe your security screening was not appropriate. Specifically you believe that you were treated differently because of your race. However, the description of the screening procedures you provided in your correspondence appears to be consistent with TSA's standard operating procedures. Nonetheless, we have forwarded a copy of your concerns to the airport in question for their awareness with a request that they use the information to provide better service to future travelers.

As you mention that you have diabetes and were carrying the additional items based on your medical need, we are also referring that portion of your complaint to the Disability Branch for handling as appropriate.

To address your concerns about potentially being treated differently, please note that TSA adheres to the Department of Homeland Security's (DHS's) commitment to neutrality in our security screening programs. TSA must ensure that all persons and their accessible property passing through the security checkpoint undergo screening to protect against the introduction of weapons, explosives and incendiary devices into the sterile area of an airport and onboard an aircraft. The manner in which TSA screens travelers and their accessible property depends, in some cases, on how they present at the checkpoint. For example, different screening protocols are used on traveler carry on property based on their content, e.g., bags containing laptops versus purses. Travelers processed through TSA checkpoints may undergo additional screening of their clothing, hair, or headwear—where dangerous items are able to be hidden—but, TSA neither uses nor condones unlawful profiling in our security screening activities. Pursuant to TSA's Civil Rights Policy, Transportation Security Officers are prohibited from basing screening decisions on a traveler's protected status. Therefore, all screening decisions are made based on the interests of aviation security and TSA's screening procedures are used on a wide section of the traveling population to ensure that all persons and their property undergo screening.

Regardless, TSA expects its personnel to treat all travelers with dignity, respect, and courtesy. If you do not feel that you received appropriate customer service during your screening, we apologize. If you have concerns during a future screening, you can ask to speak with a supervisor or a Passenger Support Specialist at the checkpoint. In addition, TSA has customer service representatives who respond to concerns about screening experiences through Talk To TSA, https://apps.tsa.dhs.gov/talktotsa/, a web-based tool that allows passengers to reach out to a CSQIM directly by selecting "Complaint" and checking "Professionalism/Customer Service."

We hope this information is helpful and we appreciate that you took the time to contact TSA.

Thank you,

Multicultural Branch
Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

Simmons, Veda

From: CRL
Sent: Thursday, July 21, 2016 12:46 PM
To: [redacted]
Cc: Simmons, Veda
Subject: Response to Contact (b)(6)
Attachments: 2016 Final Response (1) (b)(6) pdf

Dear [redacted]:

Thank you for contacting the Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement. Kindly find the attached response letter with regard to your inquiry to TSA.

Thank you,

Multicultural Branch
Traveler Engagement Division
TSA

[redacted]

Customer Contact Record for [redacted]

Description of Issue:TCC-2484530-Civil Rights [redacted]

Additional Information:-

Incident Location:Incident Date:Actual/Approximate:01- --

Initial Information Given By:Initial Information Given To Passenger:-;--

Contact Details:Hello TSA I just came through the security lanes at LGA airport and my hair happens to be in braids. I am an African American professional and the style they are in is in a large bun on the top of my head. As I went through the full body screener the tall Hispanic agent told me I had to step to the side for a pat down. She procceded to perform a body pat down then she grabbed my hair bun and began to squeeze it. I said to her she is not supposed to do that. She said look it up on line. I then went to the desk where there were 2 agents and told an older white woman about my experience. She said well maybe there was an alarm that went off for your hair. I said no there was not because I looked at the screen and there was no yellow box I indicating my hair was an area that needed to be checked. She then said well she is goingÂ above and beyond for security. I said no she is not she is executing a discriminatory practice. The woman then said you think that s discrimination? I said no your agency ruled it was and she is in violation. She then gave me a card and said call them and tell them.Â I can only assume she meant this division of TSA. As has been well documented Â TSA promised to retrain their agents on proper and appropriate search procedures that do not target any one person. This was a humiliating experience. I anticipate some type of communication from you acknowledging this complaint flowed up by some active measures thatÂ will assure this does not happen again. I look forward to hearing from you soon. [redacted]

Notes:Sending to MB as an ORANGE and copying the CSM at LGA. Sent RFI E Vaisey 4.7.16| Linked EIDs: || Incident date recorded via TCC: | Contact Fax recorded via TCC: || Contact Phone recorded via TCC: 0000000000 || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: |

Follow Up:-

Email Response:From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com To: [redacted] Subject: In Response to your inquiry. Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center expressing concern regarding alleged discrimination during your recent travel experience. TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints, while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory. Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information: â€¢ Contact information â€" full name, telephone number, email address. â€¢ Detailed description o Airport o Date and approximate time of the experience o Description of the experience o Names or description of the TSA personnel involved or witnesses, if available o Explanation as to how you believe this experience was discriminatory â€¢ If you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his\her behalf and to receive information concerning the experience. â€¢ For your convenience, we have included the link to the TSA complaint form. You do not have to use this form, but may choose to do so to ensure a complete submission. http:\\www.tsa.gov\contact-center\form\civil_rights_liberties TSA"s Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally, without regard to a person"s race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put â€œRFIâ€ in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to: Transportation Security Administration OCRL, TSA-6 601 12 Street South Arlington, VA 20598-6006 Additional information may be found at http:\\www.tsa.gov\travel\passenger-support\civil-rights. We hope the information provided here is helpful. TSA Contact Center

(b)(6)

Customer Contact was successfully saved.

List Customer Contact

Add Customer Contact

Tracking Number	Customer Name	Incident Date	Issue Category	Description of Issue	Customer Service Status
(b)(6)	(b)(6)		Customer Service	TCC-2484530-Civil Rights	New Contact

View Contact Log

Print This Form

Contact Date: 2016-04-08 05:43 PM EDT

Person who contacted the customer: Veda Simmons (ID: (b)(6)

Contact Method: E-mail

Inbound/Outbound: Inbound

Information Communicated: TSACC spoke with Pax and requested additional information regarding her expereince

Page 1 of 1

Records 1 - 1 of 1

Add Contact Log

Close

Contact Date	Person who contacted the custo...	Contact Method	Inbound/Outbound	Information Communicated	Updated By
2016-04-08 05:43 PM EDT	Veda Simmons (ID: (b)(6)	E-mail	Inbound	TSACC spoke with Pax and requ...	network\veda.simmons

Page 1 of 1

View Customer Contact

Print This Form

Status

Issue Category

Issue Category:	Customer Service
Description of Issue:	TCC-2484530-Civil Rights
Additional Information:	
Incident Location:	01

Incident Date

Incident Date:	
Actual/Approximate:	
Initial Information Given By:	
Initial Information Given To Passenger:	

Audit Information

Updated By:	aim_network_id
Updated Timestamp:	2016-04-08 03:18 AM EDT
Tracking Number:	(b)(6)

Edit Close

Ready

Contact Details:
Hello TSA I just came through the security lanes at LGA airport and my hair happens to be in braids. I am an African American professional and the style they are in is in a large bun on the top of my head. As I went through the full body screener the tall Hispanic agent told me I had to step to the side for a pat down. She procceded to perform a body pat down then she grabbed my hair bun and began to squeeze it. I said to her she is not supposed to do that. She said look it up on line. I then went to the desk where there were 2 agents and told an older white woman about my experience. She said well maybe there was an alarm that went off for your hair. I said no there was not because I looked at the screen and there was no yellow box I indicating my hair was an area that needed to be checked. She then said well she is goingÂ above and beyond for security. I said no she is not she is executing a discriminatory practice. The woman then said you think that s discrimination? I said no your agency ruled it was and she is in violation. She then gave me a card and said call them and tell them.Â I can only assume she meant this division of TSA. As has been well documented Â TSA promised to retrain their agents on proper and appropriate search procedures that do not target any one person. This was a humiliating experience. I anticipate some type of communication from you acknowledging this complaint flowed up by some active measures thatÂ will assure this does not happen again. I look forward to hearing from you soon. [redacted]

Notes:

Sending to MB as an ORANGE and copying the CSM at LGA. Sent RFI E Vaisey 4.7.16| Linked EIDs: || Incident date recorded via TCC: | Contact Fax recorded via TCC: || Contact Phone recorded via TCC: 0000000000 || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: |

Follow-up E-mail Response

From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com To: [redacted] Subject: In Response to your inquiry. Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center expressing concern regarding alleged discrimination during your recent travel experience. TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints, while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory. Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information: â€¢ Contact information â€" full name, telephone number, email address. â€¢ Detailed description o Airport o Date and approximate time of the experience o Description of the experience o Names or description of the TSA personnel involved or witnesses, if available o Explanation as to how you believe this experience was discriminatory â€¢ If you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his\her behalf and to receive information concerning the experience. â€¢ For your convenience, we have included the link to the TSA complaint form. You do not have to use this form, but may choose to do so to ensure a complete submission. http:\\www.tsa.gov\contact-center\form\civil_rights_liberties TSA"s Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally, without regard to a person"s race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put â€œRFIâ€ in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to: Transportation Security Administration OCRL, TSA-6 601 12 Street South Arlington, VA 20598-6006 Additional information may be found at http:\\www.tsa.gov\travel\passenger-support\civil-rights. We hope the information provided here is helpful. TSA Contact Center

View Customer Contact

Print This Form

Customer Contact Detail

Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Contact Date:	2016-04-07 06:30 PM EDT
Airport Where Incident Occurred:	LaGuardia

Customer Name

First Name:	[redacted]
Middle Name:	
Last Name:	

Customer Daytime Phone Number:	(000) 000-0000
Customer Evening Phone Number:	
Customer Fax Number:	
Customer E-mail Address:	[redacted]

Customer Address

Street Address:	
Country:	
City or Town Name:	

Preferred Contact Method:	
Airline Flown:	
Flight Number:	
Flight:	

Personally Identifiable Information Policy (PII)

Customer Notification of Personally Identifiable Information (PII) Policy:	

Edit Close

Ready

TSA CONTACT CENTER RECORD

EID: (b)(6)
Contact Date: 1/15/2016 12:22:09 AM
Incident Date:
Medium: Email

Contact Type: Normal/General
Contact Status: Closed
Linked Event IDs:

Passenger Contact Information:

Contact Prefix:
Contact First Name: [redacted]
Contact Middle Initial:
Contact Last Name: [redacted]
Contact Suffix:
Contact Phone: (000) 000-0000 *
Contact Alt Phone:
Contact Fax:

Contact Address 1:
Contact Address2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Email: [redacted]

Passenger Inquiry:

Subject: TSA Contact Us: Complaints

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

---

Remote Client IP: (b)(6)
Date Time: 1/15/2016 12:22:06 AM

Name [redacted]
Email: [redacted]
Complaints: Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Spirit airlines/Laguardia airport B6
Comments: As I walked through security, I was told that my hair had to be patted down. I am an African Amrican woman, and I felt insulted. I wear extensions and I've never had a problem while traveling. This was the first time I was told that I had to have my hair patted down. It was a very uncomfortable and upsetting experience. How is that okay?

TCC Agent Response:

TCC Email Response Sent:

From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com
To: [redacted]
Subject: In Response to your inquiry.
Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center expressing concern regarding alleged discrimination during your recent travel experience.

TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints, while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory.
Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information:
• Contact information – full name, telephone number, email address.
• Detailed description
o Airport
o Date and approximate time of the experience
o Description of the experience
o Names or description of the TSA personnel involved or witnesses, if available
o Explanation as to how you believe this experience was discriminatory
• If you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third

party to act on his\her behalf and to receive information concerning the experience.
• For your convenience, we have included the link to the TSA complaint form. You do not have to use this form, but may choose to do so to ensure a complete submission. http:\\www.tsa.gov\contact-center\form\civil_rights_liberties
TSA's Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally, without regard to a person's race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put "RFI" in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to:
Transportation Security Administration
OCRL, TSA-6
601 12 Street South
Arlington, VA 20598-6006

Additional information may be found at http:\\www.tsa.gov\travel\passenger-support\civil-rights.

We hope the information provided here is helpful.

TSA Contact Center

Notes:

Sending to MB as an ORANGE, and copying the CSM at LGA. B. Creech 1/15/16

Record Data:

Response 1

Interaction Type: Complaint
Subject Category: Civil Rights - Racial Profiling or Discrimination
Template Name: Civil Rights Complaint and Discrimination— RFI [1800.30.04]
Contact:

Airport: LaGuardia[LGA]
Airline: Spirit Airlines
Referral: Multicultural Division (Orange)

To TSOC Date:
Last Updated By: brandon.creech
Opening Agent: jaylea.belcher
Fulfillment Sent:

From TSOC Date:
Last Update Date: 1/15/2016 12:08:35 PM
Opened Date: 1/15/2016 10:26:56 AM
Mail Return Date:

** - Indicates that the number was not received.*
*** - Indicates that the number is an international number. Should be found in the detail.*
**** - Indicates the Document Number*

End Record

Simmons, Veda L

From: (b)(6) [redacted]
Sent: Friday, January 15, 2016 12:22 AM
To: 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: (b)(6)
Date Time: 1/15/2016 12:22:06 AM

Name:	(b)(6) [redacted]
Email:	(b)(6) [redacted]
Complaints:	Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	Spirit airlines/Laguardia airport B6
Comments:	As I walked through security, I was told that my hair had to be patted down. I am an African Amrican woman, and I felt insulted. I wear extensions and I've never had a problem while traveling. This was the first time I was told that I had to have my hair patted down. It was a very uncomfortable and upsetting experience. How is that okay?

Simmons, Veda L

From: Simmons, Veda L
Sent: Friday, January 15, 2016 6:51 PM
To: [redacted]
Subject: Possible Civil Rights and Liberties Claim

Hello [redacted]

I just received the following PDF from the TSACC.

An African American Female Passenger has stated the Following:
Complaints: Inconsistent Screening (Different Practices between Airports)
Flight Info Airline/Terminal/Airport/Gate/Etc): Spirit airlines/LaGuardia airport B6
Comments: As I walked through security, I was told that my hair had to be patted down. I am an African American woman, and I felt
insulted. I wear extensions and I've never had a problem while traveling. This was the first time I was told that I had to have my hair
patted down. It was a very uncomfortable and upsetting experience. How is that okay?
TCC Agent Response:
TCC Email Response Sent:

HQ is obtaining additional information, I'm not able to reach out to the passenger at this time
We've had approximately 3 passenger correspondence letters in regard to Hair Pat Downs. Can we circulate the SOP Rev. 11 Change 2
Chapter 2. Conduct Standard Pat-Down A. Search the Head –1 – 5, just to ensure we are in compliance and Pro-Active .

We may see an increase in these types of complaints due to the article that was in the TSA News (see below)

http://www.teenvogue.com/story/tsa-natural-hair-search-problem

Here is the actual complaint:

Name:	[redacted]
Email:	[redacted]
Complaints:	Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	Spirit airlines/LaGuardia airport B6
Comments:	As I walked through security, I was told that my hair had to be patted down. I am an African American woman, and I felt insulted. I wear extensions and I've

	never had a problem while traveling. This was the first time I was told that I had to have my hair patted down. It was a very uncomfortable and upsetting experience. How is that okay?

Thank-you (b)(6)

Have a Great Weekend!

Veda

Veda L. Simmons

Customer Support and Quality Improvement Manager
Education Coordinator
Passenger Support Specialist and Wounded Warrior Progam Manager
Transportation Security Administration
LaGuardia Airport (LGA) Westchester County Airport (HPN) Islip McArthur Airport (ISP) Stewart Airport (SWF)
Flushing, New York 11371
O (718) 505-(b)(6) F (718) 639 - 5419 C (b)(6)

Privileged, confidential, or sensitive information may be contained in this message. If you are not the addressee indicated in this message, or responsible for delivery of the message to such person, you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply mail. Please advise immediately if you or your employer do not consent to Internet e mail for messages of this kind. The views, opinions, and/or conclusions expressed in this message are those of the author only, and not of the United States government, Department of Homeland Security, or the Transportation Security Administration

List Customer Contact

Add Customer Contact

Tracking Number	Customer Name	Incident Date	Issue Category	Description of Issue
(b)(6)	(b)(6)	2016-04-28 07:00 PM EDT	Customer Service	TCC-2530014-Custome
		2016-03-17 07:00 PM EDT	Customer Service	TCC-2447933-Custome
			Customer Service	TCC-2332778-Civil Rig
		2015-04-10 02:30 PM EDT	Customer Service	TCC-1891300-Mishand

Page 1 of 1 2 Applied filters Records 1 - 4 of 4

General Lost and Found Customer Service Unofficial Inquiry Contact Log

Add Contact Log

Contact Date	Person who contacted the custo...	Contact Method	Inbound/Outbound	Information Communi
2016-03-14 09:29 PM EDT	Veda Simmons (ID: #(b)(6)	TSA Contact Center (TCC)	Inbound	This case was filed w

View Contact Log

Print This Form

Page 1 of 1

Contact Date:	2016-03-14 09:29 PM EDT
Person who contacted the customer:	Veda Simmons (ID: #(b)(6)
Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Information Communicated:	This case was filed with the Office of Civil Rights

Close

Ready

View Customer Contact

Print This Form

Customer Contact Detail Status CC Detail

Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Contact Date:	2016-01-15 09:12 AM EST
Airport Where Incident Occurred:	LaGuardia

Customer Name

First Name:	[redacted]
Middle Name:	
Last Name:	

Customer Daytime Phone Number:	(000) 000-0000
Customer Evening Phone Number:	
Customer Fax Number:	
Customer E-mail Address:	[redacted]

Customer Address

Street Address:	
Country:	
City or Town Name:	

Preferred Contact Method:	
Airline Flown:	Spirit Air Lines
Flight Number:	
Flight:	

Personally Identifiable Information Policy (PII)

Customer Notification of Personally Identifiable Information (PII) Policy:	

Edit Close

Ready

View Customer Contact

Print This Form

Customer Contact Detail | Status | CC Detail

Issue Category

Issue Category:	Customer Service
Description of Issue:	TCC-2332778-Civil Rights
Additional Information:	
Incident Location:	01

Incident Date

Incident Date:	
Actual/Approximate:	

Initial Information Given By:	
Initial Information Given To Passenger:	

Audit Information

Updated By:	aim_network_id
Updated Timestamp:	2016-01-16 03:15 AM EST
Tracking Number:	(b)(6)

Edit Close

Ready

100%

GROUPING: Contact Log ID: (All)

Customer Contact Record for (b)(6) [redacted]

Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Contact Date:	10/11/2015 07:05PM
Airport Where Incident Occurred:	LGA:LaGuardia
Customer Name:	(b)(6) [redacted]
Customer Daytime Phone Number:	(b)(6) [redacted]
Customer Evening Phone Number:	-
Customer Fax Number:	-
Customer Email Address:	(b)(6) [redacted]
Description of Issue:	TCC-2164884-Civil Rights
Additional Information:	-
Incident Location:	01
Incident Date:	10/11/2015 05:30PM
Actual/Approximate:	-
Initial Information Given By:	-:-
Initial Information Given To Passenger:	-
Contact Details:	Submitted on Sunday October 11 2015 - 18:14 Submitted by anonymous user: (b)(6) [redacted] Submitted values are:Categories: Professionalism/Customer ServiceWhere did this happen? NEW YORK - LGA - LaGuardiaDate: 2015-10-11Approximate Time: 17:30Airline & Flight Number: American Airlines 3227 Checkpoint/Area of Airport: TB-CHK-C2 Name of TSA employee (if known): (b)(6) [redacted] Please provide a description of your inquiry/comment.:Today I passed through LaGuardia Airport in route to Northwest Arkansas.During my screening an anomaly appeared in the system in the region of my head/hair. As the agent approached me to check my head I inquired regarding several articles related to searching black women"s hair during the process and that I thought that they were no longer searching women"s hair. The agent pressed/grasped my head with unnecessary force/pressure to clear the anomaly (I did not get the female agents name). But when I shared my concernshe became abrupt and called the supervisor. In addition the male agentnoted above continued to be mouthy and rude even as I carried on a conversation with the Supervisor on duty - (b)(6) [redacted] (b)(6) [redacted] The male officer spoke rudely and assumed that I was accusing TSA of racial profiling (his specific words) when I was just inquiring based on several articles I had read as well as experiences when an anomaly would appear in my hair/head and my head was not touched be a TSA agent. I know the agents should take their jobs seriously; however they should not become defensive rude and abrupt with customers when inquiring. Not every customer is a threat to

Not every customer is a threat to national security; however TSA treats most customers like they are a threat to National Security. I will admit the supervisor had a pleasant attitude and was easy to communicate with but the other two officers are a piece of work and could probably use some additional training in customer service.In the end would you please establish some clarity regarding TSA"s policy regarding searching people"s hair. I will admit in my case this as been inconsistently applied. Also please explain the trained process that agents should follow so that my experiences will be consistent. At a minimum I think they should be required to clear with the customer the procedures they are about to perform before they go touching their body parts. ==Passenger Information==Name: [redacted] Email: [redacted] Phone: [redacted] The results of this submission may be viewed at:http://www.tsa.gov/node/2257/submission/16883

Notes:No Action required at this level until addressed by the Multicultural Branch.Sending to MB as a RED. B. Creech 10/12/15 | Linked EIDs: [redacted] || Airlines recorded via TCC: American Airlines || Contact Fax recorded via TCC: || Contact Phone recor

Follow Up:-
Email Response:From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com To: [redacted] Subject: In Response to you inquiry. Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the rude behavior you experienced from a Transportation Security Officer (TSO). TSA seeks to provide a high level of security and customer service to all passengers who pass through

Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement

U.S. Department of Homeland Security
601 South 12th Street
Arlington, VA 20598

[redacted]

Transportation Security Administration

RE: Correspondence # [redacted]

Dear [redacted]

Thank you for contacting the Transportation Security Administration (TSA) about your screening experience at New York LaGuardia International Airport.

We understand that you believed that you received an improper October 11, 2015 at LGA. Specifically, you state that you "...thought they were no longer searching women's hair." While there may have been misleading news stories in the media, TSA procedures regarding additional screening did not change. In fact, one of the most important layers of security is the inconsistency and randomness with which the additional screening measures may be applied to prevent a nefarious person from taking advantage of the process. It appears, however, that you did not receive random screening, but actually screening to resolve the anomaly in your head area, which appears to be an appropriate description of the screening procedures. We do ask that the appropriate advisements be given to travelers and are forwarding a copy of your concern to the airport in question for their awareness with a request that they use the information to provide better service to future travelers.

Please note that TSA adheres to the Department of Homeland Security's (DHS's) commitment to neutrality in our security screening programs. TSA must ensure that all persons and their accessible property passing through the security checkpoint undergo screening to protect against the introduction of weapons, explosives and incendiary devices into the sterile area of an airport and onboard an aircraft. There are many layers of security, seen and unseen, at the checkpoint. The manner in which TSA screens travelers and their accessible property depends, in some cases, on how they present at the checkpoint. Travelers processed through TSA checkpoints may undergo additional screening of their clothing, hair, or headwear—where dangerous items are able to be hidden—but, TSA neither uses nor condones unlawful profiling in our security screening activities. Pursuant to TSA's Civil Rights Policy, Transportation Security Officers are prohibited from basing screening decisions on a traveler's protected status. Therefore, all screening decisions are made based on the interests of aviation security and TSA's screening procedures are used on a wide section of the traveling population to ensure that all persons and their property undergo screening.

Regardless, TSA expects its personnel to treat all travelers with dignity, respect, and courtesy. If you do not feel that you received appropriate customer service during your screening, we

apologize. If you have concerns during a future screening, you can ask to speak with a supervisor or a Passenger Support Specialist while at the checkpoint. In addition, TSA's website (https://www.tsa.gov/contact/contact-center) allows passengers to reach out to a Customer Service Manager directly by selecting "Complaint" and checking "Professionalism/Customer Service."

We hope this information is helpful and we appreciate that you took the time to contact TSA.

Thank you,

Multicultural Branch
Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement
Transportation Security Administration
Department of Homeland Security

Simmons, Veda

From: CRL
Sent: Wednesday, October 14, 2015 11:06 AM
To: [redacted]
Cc: Simmons, Veda L
Subject: Response to Contact [redacted]
Attachments: 2015 Final Responsel (3)[redacted].pdf; Complaints

Dear [redacted]

Thank you for contacting the Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement. Kindly find the attached response letter with regard to your inquiry to TSA.

Thank you,

Multicultural Branch
Traveler Engagement Division
TSA

Simmons, Veda

From: Webmaster
Sent: Sunday, October 11, 2015 6:14 PM
To: TSA-ContactCenter
Subject: Complaints

Submitted on Sunday, October 11, 2015 - 18:14 Submitted by anonymous user: [redacted] Submitted values are:

Categories: Professionalism/Customer Service
Where did this happen? NEW YORK - LGA - LaGuardia
Date: 2015-10-11
Approximate Time: 17:30
Airline & Flight Number: American Airlines 3227 Checkpoint/Area of Airport: TB-CHK-C2 Name of TSA employee (if known): [redacted] Please provide a description of your inquiry/comment.:
Today I passed through LaGuardia Airport in route to Northwest Arkansas.
During my screening an anomaly appeared in the system in the region of my head/hair. As the agent approached me to check my head I inquired regarding several articles related to searching black women's hair during the process and that I thought that they were no longer searching women's hair. The agent pressed/grasped my head with unnecessary force/pressure to clear the anomaly (I did not get the female agents name). But when I shared my concern she became abrupt and called the supervisor. In addition, the male agent noted above continued to be mouthy and rude even as I carried on a conversation with the Supervisor on duty - [redacted] [redacted] The male officer spoke rudely and assumed that I was accusing TSA of racial profiling (his specific words) when I was just inquiring based on several articles I had read as well as experiences when an anomaly would appear in my hair/head and my head was not touched be a TSA agent. I know the agents should take their jobs seriously; however, they should not become defensive, rude, and abrupt with customers when inquiring. Not every customer is a threat to national security; however, TSA treats most customers like they are a threat to National Security. I will admit the supervisor had a pleasant attitude and was easy to communicate with but the other two officers are a piece of work and could probably use some additional training in customer service.

In the end would you please establish some clarity regarding TSA's policy regarding searching people's hair. I will admit in my case this as been inconsistently applied. Also, please explain the trained process that agents should follow so that my experiences will be consistent. At a minimum I think they should be required to clear with the customer the procedures they are about to perform before they go touching their body parts.
==Passenger Information==

Name: [redacted]
Email: [redacted]
Phone: [redacted]

The results of this submission may be viewed at:
http://www.tsa.gov/node/2257/submission/16883

View Contact Log

Print This Form

Contact Date:	2015-10-15 01:10 PM EDT
Person who contacted the customer:	Veda Simmons (ID: (b)(6)
Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Information Communicated:	Ms. [redacted] called the TSACC. She was forwarded to the Multicultural Branch

GROUPING: Contact Log ID: (All)

Customer Contact Record for (b)(6)

Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Contact Date:	8/8/2016 09:09PM
Airport Where Incident Occurred:	LGA:LaGuardia
Customer Name:	(b)(6)
Customer Daytime Phone Number:	0000000000
Customer Evening Phone Number:	-
Customer Fax Number:	-
Customer Email Address:	(b)(6)
Description of Issue:	TCC-2735903-Civil Rights
Additional Information:	-
Incident Location:	01
Incident Date:	8/8/2016 07:30PM
Actual/Approximate:	-
Initial Information Given By:	-:-
Initial Information Given To Passenger:	-
Contact Details:	Submitted on Monday August 8 2016 - 19:58 Submitted by user: Submitted values are:Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Race/Ethnicity Where did this happen? NEW YORK - LGA - LaGuardia Date: Mon 2016-08-08 Approximate Time: 19:30 Please provide a description of the issue.: I am concerned that I was discriminated against on the basis of my race and gender. An officer checked my hair without providing any explanation. I am a black woman with locked hair. I did not see any other people getting their hair checked. I had to ask her to change her gloves before touching my hair as those same gloves are worn to touch other passengers. I am even more concerned that TSA provides warning that people will be screened and patted down but does not provide warning that their hair may also be patted down. I am aware pf the agreement a couple of years ago stating that TSA would improve their practices. This is not an improvement and is actually a continuation of discriminatory practices. List any witnesses: Name of TSA employee (if known): Officer (b)(6) (black female) Are you filing this form for yourself? Yes ==Contact Information== First Name: (b)(6) Last Name: (b)(6) Address: (b)(6) City: (b)(6) (b)(6) State: (b)(6) Zip Code: (b)(6) Phone: Email: (b)(6) Preferred Language to Respond: English Preferred Time to be contacted: 11:00 am - 1:00 pm Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint

Simmons, Veda [redacted]

From: TSA-CustomerSatisfaction
Sent: Thursday, August 11, 2016 11:58 AM
To: (b)(6)
Cc: Simmons, Veda
Subject: TSA Screening Experience Acknowledgement - EID: (b)(6)

Dear (b)(6)

On behalf of the Transportation Security Administration (TSA), I would like to thank you for sharing your screening experience at New York LaGuardia airport on August 8. Our Multicultural Branch has reviewed your complaint and referred it to the airport for resolution.

I regret that TSA did not meet the level of service you expected during your hair patdown and would like to remain proactive to ensure your issue is resolved.

Veda Simmons is the Customer Support Manager (CSM) for LaGuardia and has been copied on this email. CSMs are responsible for providing assistance and resolutions to customer concerns. Veda or one of her team members will be reaching out to you directly. Please consider that they may need to gather additional information in order to conduct a thorough investigation.

I appreciate that you took the time to contact TSA regarding your screening experience. If you do not hear from a LaGuardia team member within a few weeks, please feel free to contact the TSA Contact Center at TSA-ContactCenter@tsa.dhs.gov.

Regards,

Michelle D. Cartagena
Director, Customer Service Branch
Transportation Security Administration
TSA-ContactCenter@tsa.dhs.gov
Contact Center Phone: 1-866-289-9673

Simmons, Veda

From: Simmons, Veda
Sent: Thursday, August 11, 2016 5:52 PM
To: [redacted]
Subject: Your Experience at LaGuardia Airport (LGA) on Monday August 8, 2016

Good Afternoon [redacted]

I received your E-mail from the Transportation Security Administration (TSA) Contact Center (CC. I would like to apologize for any inconvenience
you experienced concerning the screening of your hair. We strive to ensure all travelers are treated with courtesy, dignity and respect during the
screening process. Each Federal Airport Security Screening Officer has a set of Standard Operating Procedures (SOP) which they must adhere to.
There is absolutely no room for unprofessionalism.

Our Screening equipment detects surface deviations (e.g., changes in surface plane, clothing embellishments, jewelry, etc.). Some elaborate hair
styles (e.g., dreadlocks, braids), accessories and form fitting headwear may also alarm our equipment. Our Screening Officers are required to clear all deviations
with some form of pat-down, but typically a visual inspection of the head/hair is sufficient. The density of your hair possibly may have registered a deviation.

You are absolutely correct, our Screening Officers are required to change their gloves prior to touching a passenger. If this does not occur, you can request that they
change their gloves, you can also ask for a Supervisor or a Passenger Support Specialist (PSS). The PSS Program, is a Passenger Advocacy Program. The goal is to have a
PSS in the vicinity of every checkpoint to provide proactive assistance and resolve traveler-related screening concerns

I will forward your E-mail to the Deputy Assistant Federal Security Director for Screening (DAFSD-S). The DAFSD-S is directly responsible for all Security Managers and Security Screening Officers. The DAFSD-S will initiate an inquiry, based on his findings he will take appropriate action. In order for the DAFSD-S to initiate his inquiry would you be able to provide the following information:

1. The approximate time you entered the checkpoint?
2. The Airline, Flight Number and Terminal you departed from.
3. Your description, so we are able to locate you on the closed circuit TV? Once we locate you, we will be able to identify the Officer involved.

Thank-you for taking the time to contact the TSA CC regarding your experience. We welcome feedback from passenger's, it gives us the opportunity
to reinforce (the positive) or modify (the negative or incorrect) behaviors.

I look forward to hearing from you.

Respectfully,

Veda

Veda L. Simmons

Customer Support and Quality Improvement Manager
Passenger Support Specialist Program manager
Transportation Security Administration
LaGuardia Airport – Westchester County Airport – Islip/MacArthur Airport – Stewart Airport
Flushing, New York 11371
Privileged, confidential, or sensitive information may be contained in this message. If you are not the addressee indicated in this message, or responsible for delivery of the message to such person, you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply mail. Please advise immediately if you or your employer do not consent to Internet e mail for messages of this kind. The views, opinions, and/or conclusions expressed in this message are those of the author only, and not of the United States government, Department of Homeland Security, or the Transportation Security Administration.

Customer Contact Record for (b)(6)

Description of Issue:TCC-2735903-Civil Rights

Additional Information:-

Incident Location:Incident Date:Actual/Approximate:018/8/2016 07:30PM-

Initial Information Given By:Initial Information Given To Passenger:-:--

Contact Details:Submitted on Monday August 8 2016 - 19:58 Submitted by user: Submitted values are:Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Race/Ethnicity Where did this happen? NEW YORK - LGA - LaGuardia Date: Mon 2016-08-08 Approximate Time: 19:30 Please provide a description of the issue.: I am concerned that I was discriminated against on the basis of my race and gender. An officer checked my hair without providing any explanation. I am a black woman with locked hair. I did not see any other people getting their hair checked. I had to ask her to change her gloves before touching my hair as those same gloves are worn to touch other passengers. I am even more concerned that TSA provides warning that people will be screened and patted down but does not provide warning that their hair may also be patted down. I am aware pf the agreement a couple of years ago stating that TSA would improve their practices. This is not an improvement and is actually a continuation of discriminatory practices. List any witnesses: Name of TSA employee (if known): Officer (b)(6) (black female) Are you filing this form for yourself? Yes ==Contact Information== First Name: (b)(6) Last Name: (b)(6) Address: (b)(6) (b)(6) City: (b)(6) State: (b)(6) Zip Code: (b)(6) Phone: Email: (b)(6) Preferred Language to Respond: English Preferred Time to be contacted: 11:00 am - 1:00 pm Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.

Notes:No Action required at this level until addressed by the Multicultural Branch.Sending to MB as a RED. S. Shilling 8/9/16| Linked EIDs: || Incident date recorded via TCC: 8/8/2016 7:30:00 PM| Contact Fax recorded via TCC: || Contact Phone recorded via TCC: 0000000000 || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: ||| ***[REFERRAL]Multicultural Division (Red)[REFERRAL]*** ||

Follow Up:-

Email Response:None Sent

Customer Service Type:Complaint

Reason(s) for Compliment/Complaint:Civil Rights - Racial Profiling or Discrimination

TSA Contact Center (TCC)Complaint Level:

8/11/2016 05:58PMContact Date:Person who contacted the customer:Contact Method:Veda:SimmonsE-mailInbound/Outbound:Information Communicated:InboundSent Pax an E-mail regarding her experience and requested additional information

Page 1 of 1

GROUPING: Contact Log ID: (All)

Customer Contact Record for [redacted]

Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Contact Date:	7/6/2016 12:59PM
Airport Where Incident Occurred:	LGA:LaGuardia
Customer Name:	[redacted]
Customer Daytime Phone Number:	[redacted]
Customer Evening Phone Number:	-
Customer Fax Number:	-
Customer Email Address:	[redacted]
Description of Issue:	TCC-2666707-Civil Rights
Additional Information:	-
Incident Location:	01
Incident Date:	7/3/2016 10:00AM
Actual/Approximate:	-
Initial Information Given By:	-:-
Initial Information Given To Passenger:	-
Contact Details:	Caller wants to make a complaint. She felt harassed going through the TSA Check Point. She was going through screening at LaGuardia and had just gone through the AIT machine. As soon as she came out of the AIT she was told by a Female TSA agent to wait right there because she had to pat her hair down. It was a female agent and the complaint is not against her but against the procedure. She thinks this is because she had thick curly hair. She thinks this is racist. This her hair was curly but not real full. And other people did not have to have their hair patted down and she did not show an alarm on the AIT. Date Time ..... July 3 going through screening around 10:00 AMGate Terminal..... Terminal D Airport..... LaGuardia Airline..... Delta Flight #..... ?? Going to Atlanta GA ******Start Agent Notes******Forwarding Response.******End Agent Notes*******

Customer Contact Record for (b)(6) [redacted]

Description of Issue:TCC-2666707-Civil Rights

Additional Information:-

Incident Location:Incident Date:Actual/Approximate:017/3/2016 10:00AM-

Initial Information Given By:Initial Information Given To Passenger:-:--

Contact Details:Caller wants to make a complaint. She felt harassed going through the TSA Check Point. She was going through screening at LaGuardia and had just gone through the AIT machine. As soon as she came out of the AIT she was told by a Female TSA agent to wait right there because she had to pat her hair down. It was a female agent and the complaint is not against her but against the procedure. She thinks this is because she had thick curly hair. She thinks this is racist. This her hair was curly but not real full. And other people did not have to have their hair patted down and she did not show an alarm on the AIT. Date Time ..... July 3 going through screening around 10:00 AMGate Terminal..... Terminal D

Airport..... LaGuardia

Airline..... Delta Flight

#..... ?? Going to Atlanta GA ******Start Agent Notes******Forwarding Response.******End Agent Notes*******

Notes:Sending to MB as an ORANGE and copying the CSM at LGA. Sending the RFI to the passenger. S. Shilling 7/6/16| Linked EIDs: || Incident date recorded via TCC: 7/3/2016 10:00:00 AM| Airlines recorded via TCC: Delta || Contact Fax recorded via TCC: || Contact Phone recorded via TCC: (b)(6) [redacted] || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: ||| ***[REFERRAL]Multicultural Division (Orange)[REFERRAL]*** ||

Follow Up:-

Email Response:From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com To: (b)(6) [redacted] Subject: In Response to your inquiry. Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center expressing concern regarding alleged discrimination during your recent travel experience. TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints, while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory. Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information: â€¢ Contact information â€" full name, telephone number, email address. â€¢ Detailed description o Airport o Date and approximate time of the experience o Description of the experience o Names or description of the TSA personnel involved or witnesses, if available o Explanation as to how you believe this experience was discriminatory â€¢ If you are filing

a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his\her behalf and to receive information concerning the experience. â€¢ For your convenience, we have included the link to the TSA complaint form. You do not have to use this form, but may choose to do so to ensure a complete submission. http:\\www.tsa.gov\contact-center\form\civil_rights_liberties TSA"s Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally, without regard to a person"s race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put â€œRFIâ€ in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to: Transportation Security Administration OCRL, TSA-6 601 12 Street South Arlington, VA 20598-6006 Additional information may be found at http:\\www.tsa.gov\travel\passenger-support\civil-rights. We hope the information provided here is helpful. TSA Contact Center
Customer Service Type:Complaint
Reason(s) for Compliment/Complaint:Civil Rights - Racial Profiling or Discrimination
TSA Contact Center (TCC)Complaint Level:
11/4/2016 07:44PMContact Date:Person who contacted the customer:Contact Method:Veda:SimmonsTSA Contact Center (TCC)Inbound/Outbound:Information Communicated:InboundThis Pax complaint is regarding the TSA Policy about Hair Pat downs. The TCC should have forwarded this to the Ombudsmen's Office due to the nature of the complaint. TSA messaging regarding Hair Pat downs isn't clear
Page 1 of 1

(b)(6)

(b)(6)

TCC - 2666707

Caller wants to make a complaint. She felt harassed going through the TSA Check Point. She was going through screening at LaGuardia and had just gone through the AIT machine. As soon as she came out of the AIT she was told by a Female TSA agent to wait right there because she had to pat her hair down. It was a female agent and the complaint is not against her but against the procedure. She thinks this is because she had thick curly hair. She thinks this is racist. This her hair was curly but not real full. And other people did not have to have their hair patted down and she did not show an alarm on the AIT. Date
Time ..... July 3 going through screening
around 10:00 AMGate Terminal..... Terminal D
Airport..... LaGuardia
Airline..... Delta Flight
#..... ?? Going to Atlanta GA
******Start Agent Notes******Forwarding Response.******End Agent Notes*******

Notes: Sending to MB as an ORANGE and copying the CSM at LGA. Sending the RFI to the passenger (b)(6) 7/6/16| Linked EIDs: || Incident date recorded via TCC: 7/3/2016 10:00:00 AM| Airlines recorded via TCC: Delta || Contact Fax recorded via TCC: || Contact Phone recorded via TCC: (b)(6) || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: ||| *** [REFERRAL]Multicultural Division (Orange)[REFERRAL]*** ||

Follow Up:

Email Response: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@isenture.com To: (b)(6) Subject: In Response to your inquiry. Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center expressing concern regarding alleged discrimination during your recent travel experience. TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints, while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory. Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information: â€¢ Contact information â€" full name, telephone number, email address. â€¢ Detailed description o Airport o Date and approximate time of the experience o Description of the experience o Names or description of the TSA personnel involved or witnesses, if available o Explanation as to how you believe this experience was discriminatory â€¢ if you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his\her behalf and to receive information concerning the experience. â€¢ For your convenience, we have included the link to the TSA complaint form. You do not have to use this form, but may choose to do so to ensure a complete submission. http:\\www.tsa.gov\contact-center\form\civil_rights_liberties TSA"s Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally, without regard to a person"s race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put â€œRFIâ€ in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to: Transportation Security Administration OCRL, TSA-6 601 12 Street South Arlington, VA 20598-6006 Additional information may be found at http:\\www.tsa.gov\travel\passenger-support\civil-rights. We hope the information provided here is helpful. TSA Contact Center

Contact Date:	2016-11-04 07:44 PM EDT
Person who contacted the customer:	Veda Simmons (ID: #[redacted]
Contact Method:	TSA Contact Center (TCC)
Inbound/Outbound:	Inbound
Information Communicated:	This Pax complaint is regarding the TSA Policy about Hair Pat downs. The TCC should have forwarded this to the Ombudsmen's Office due to the nature of the complaint. TSA messaging regarding Hair Pat downs isn't clear

View Customer Contact

Print This Form

Customer Contact Detail Status **CC Detail**

Contact Details:

Â Â From: [redacted] Sent: Friday May 27 2016 7:57 PMTo: TSA.Civilrights@dhs.govSubject: TSA Contact Us: ComplaintsÂ THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm----------
------Remote Client IP: [redacted] Date Time: 5/27/2016 7:56:59 PM----------Name: [redacted] Email:HYPERLINK "mailto:[redacted]Complaints:Civil RightsFlight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Chicago O"Hare Reagan National Airport Laguardia AirportComments:Hello I am an black woman who frequently travels via airplanes. When I don"t have my hair straightened (i.e. I wear my hair either in its natural curly state or with braids) I have my hair patted down and searched. This is highly embarrassing and presents the TSA as having racial bias as black women"s hair is most frequently searched than women of other ethnicities. The full body scanner incorrectly and unfortunately assumes that black women"s hair is abnormal. I am aware that a complaint from the Northern California ACLU has been brought against the TSA in 2014 and the LAX and Minneapolis airports have began cultural training due to the numerous complaints about this issue. I would like for this cultural training to be instituted in all the major airports. I will also be filing a complaint with the Illinois ACLU.Â

Notes:

Sending to MB as an ORANGE and copying the CSM at ORD DCA and LGA. Sending the RFI to the passenger. S. Shilling 5/31/16| Linked EIDs: || Incident date recorded via TCC: | Aiport State recorded via TCC: IL, VA, NY || Contact Fax recorded via TCC: || Contact Phone recorded via TCC: 0000000000 || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: || [2NDAP]DCA[2NDAP][3RDAP] LGA[3RDAP] || || Aiport Code recorded via TCC: [ALLAP5]ORD; DCA, LGA[ALLAP5] ||| ***[REFERRAL]Multicultural Division (Orange) [REFERRAL]*** ||

Follow Up:

Email Response:

From: (TSA Contact Center DO NOT REPLY) tsaitcc_do_not_reply@senture.com To: [redacted] Subject: In Response to your inquiry. Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center expressing concern regarding alleged discrimination during your recent travel experience. TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints, while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory. Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information: â€¢ Contact information â€" full name, telephone number, email address. â€¢ Detailed description o Airport o Date and approximate time of the experience o Description of the experience o Names or description of the TSA personnel involved or witnesses, if available o Explanation as to how you believe this experience was discriminatory â€¢ If you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his\her behalf and to receive information concerning the experience. â€¢ For your convenience, we have included the link to the TSA complaint form. You do not have to use this form, but may choose to do so to ensure a complete submission. http:\\www.tsa.gov\contact-center\form\civil_rights_liberties TSA"s Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally, without regard to a person"s race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put â€œRFIâ€ in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to: Transportation Security Administration OCRL, TSA-6 601 12 Street South Arlington, VA 20598-6006 Additional information may be found at http:\\www.tsa.gov\travel\passenger-support\civil-rights. We hope the information provided here is helpful. TSA Contact Center

Edit Close

Ready

Winder, Owen

From: Winder, Owen
Sent: Tuesday, June 7, 2016 2:02 PM
To: [redacted]
Subject: TSA at O'Hare

Ms. [redacted]

Thanks for communicating with TSA through the Contact Center. The issue you raise has been scrutinized to a great degree over the years, especially since the inception of Automatic Threat Recognition (ATR) on the body scan machines.

The logarithms on the body scanner have no bias and do not distinguish between gender, race or any other affinity group. It merely points out an area of concern that needs to be looked at in an additional way to be sure all passengers are safe.

I do sympathize with individuals that consistently alarm for things that are clearly unavoidable, such as passengers with replacement knees that always alarm metal detectors.

One suggestion I have that may offer some relief for you personally is our TSA Pre✓® program. This expedited screening primarily uses the walk through metal detector, which would not alarm on your hair.

I know this will not provide you full relief in this situation, but I hope it at least lets you know we are aware of your concerns and that of others, and we do take these concerns with all seriousness.

Sincerely,

Owen Winder
Customer Service Manager
Transportation Security Administration | O'Hare International Airport
773-377-[redacted] phone | 773-894-6013 fax

DAC Alumnus
Diversity Advisory Council

SSI

View Customer Contact

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Customer Contact Detail Status **CC Detail**

Contact Details: Caller said her daughter gets her hair checked because she has a lot of hair and is checked every time. Caller is frustrated that this happens and if it happens again she may go to jail. This happened again today and she said there were several women in front of her and she feels like they are profiling her daughter. Caller is extremely nervous that this will happen again and she wants to know what she can do to make this process fair and that that every one be screening the same. Date Time: 8 15 16 @ 9 am Gate Terminal:Airport: ORDAirline: Untied AirlinesFlight #: 588******Start Agent Notes******Advised Caller she will need to put her complaint in writing and will email this information to her******End Agent Notes*******

Notes: Sending to MB as an ORANGE and copying the CSM at ORD. Sending the passenger the RFI. (b)(6) 8/15/16| Linked EIDs: || Incident date recorded via TCC: 8/15/2016 9:00:00 AM| Airlines recorded via TCC: United Airlines || Contact Fax recorded via TCC: || Contact Phone recorded via TCC: (b)(6) || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: ||| *** [REFERRAL]Multicultural Division (Orange)[REFERRAL]*** ||

Follow Up:

Email Response: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com To: [redacted] Subject: In Response to your inquiry. Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center expressing concern reg

Edit Close

Ready

Winder, Owen

From: Winder, Owen
Sent: Thursday, September 8, 2016 3:45 PM
To: [redacted]
Subject: TSA at O'Hare

Ms. [redacted]

Thank you for contacting TSA with your concerns. Unfortunately, if a passenger's hair has enough bulk to it, the screening must do secondary screening to be sure no objects could be hidden that could cause damage to an aircraft or passengers.

If you ever have questions about the screening process, please ask to speak to the supervisor at the checkpoint.

Let me know if you have any further questions.

Owen Winder
Customer Service Manager
Transportation Security Administration | O'Hare International Airport
773-377-(b)(6) phone | 773-894-6013 fax

DAC Alumnus
Diversity Advisory Council

SSI

View Customer Contact

Print This Form

Customer Contact Detail Status **CC Detail**

Contact Details:	Caller stated that he would like to submit a complaint.Caller stated there is an employee that was behaving unprofessionally. He was spouting bad language in line and it made him feel very uncomfortable because he was traveling with his children. He insulted the caller during the screening as well. Caller stated he collected the employees name and badge number:First Name: [redacted]#: [redacted]Date Time: 10:50 AM 9 22 2016Gate Terminal: C19Airport: ORDAirline: United AirlinesFlight #: 312******Start Agent Notes******Response:TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints and regrets any unprofessional treatment you experienced. Every person and item must be screened before entering the secured area and the manner in which the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity respect and courtesy.Since your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.******End Agent Notes*******
Notes:	| Linked EIDs: || Incident date recorded via TCC: 9/22/2016 10:50:00 AM| Airlines recorded via TCC: United Airlines || Contact Fax recorded via TCC: || Contact Phone recorded via TCC: [redacted] || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: |
Follow Up:	
Email Response:	None Sent

Edit Close

Ready

Winder, Owen

From: [redacted]
Sent: Sunday, September 25, 2016 11:48 PM
To: Winder, Owen
Subject: Re: TSA at O'Hare

Hi Owen,

Thank you for your followup and for asking for more information about the incident. I am definitely happy to provide more information.

I heard two offensive words uttered by this employee: "F--- you" and "bastard". The words were stated to other TSA employees, in a joking manner, not directed to people in the lines. Still, it was a bit unpleasant being exposed to such words. This happened when I was still in line before putting my luggage into the x-ray machine. After I put my luggage in, I elected to opt out, and this employee ([redacted]) as well as another led me to the other side to do a pat down. During my patdown, the other employee began to feel my hair, and [redacted] said "You don't need to pat his head -- this guy has no hair!" I am an older male with thinning hair, so there was some truth in his statement as my hairline is receding. Still, I felt unpleasant having this stated very loudly and other TSA employees around smiling. I felt the behavior was very rude and unprofessional.

You are correct that I was in a checkpoint line in Terminal 1. The time you mentioned (Sept 22 at about 10:50am) is also correct. Unfortunately, I do not remember whether I was in the left or right line. I think it was the left line but am not completely sure.

If I can provide further information, please do not hesitate to let me know. Thank you for listening to my feedback.
[redacted]

On Fri, Sep 23, 2016 at 9:57 AM, Winder, Owen <[redacted]> wrote:
Mr. [redacted]

It may help our managers to know exactly, word for word, what he said that was offensive. If you can provide any specifics, I would appreciate it. I see in the information sent to me that this occurred September 22 at approximately 10:50am, is that correct? Also, it appears you were in a checkpoint line in Terminal 1, do you know which one, the left or the right one as viewed from the lobby?

Thanks for any assistance.

Owen Winder, Customer Service Manager
Transportation Security Administration, O'Hare International Airport
773-377-[redacted]

From: Winder, Owen
Sent: Friday, September 23, 2016 9:53 AM

To: (b)(6)
Subject: TSA at O'Hare

Mr (b)(6)

Thank you for sharing your experience at O'Hare airport. It is through feedback such as yours that we are able to improve our service in Chicago. I am sorry that you were not treated with more dignity during your travels. This negative experience is in direct conflict with our mission at TSA and it highlights behavior that will be improved.

I have shared your story with our managers and they will take any appropriate action.

Thank you again for taking the time to share your experience because it allows us to recognize learning opportunities and act on them.

Sincerely,

Owen Winder, Customer Service Manager
Transportation Security Administration, O'Hare International Airport
773-377-(b)(6)

View Customer Contact

Print This Form

Customer Contact Detail Status **CC Detail**

Contact Details:	Submitted on Thursday October 13 2016 - 06:35 Submitted by user: Submitted values are:Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Race/Ethnicity Where did this happen? ILLINOIS - ORD - Chicago-O"Hare International Date: Thu 2016-10-13 Approximate Time: 05:00 Please provide a description of the issue.: After passing through the x-ray machine a TSA agent stated that she needed to ""pat down my hair"" while simultaneously reaching toward and touching my hair. As a knee-jerk reaction I retracted from her reach but she patted my hair anyway. My hair is very curly and I am an African American woman. The experience was infuriating and annoying as I did not see women with updos and bouffants patted down. List any witnesses: Name of TSA employee (if known): Are you filing this form for yourself? Yes ==Contact Information== First Name: [redacted] Last Name: [redacted] Address: City: State: Illinois Zip Code: Phone: Email: [redacted] Preferred Language to Respond: English Preferred Time to be contacted: Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.
Notes:	No Action required at this level until addressed by the Multicultural Branch.Sent to MB as a RED by Michael Middleton on October 13 2016.| Linked EIDs: || Incident date recorded via TCC: 10/13/2016 5:00:00 AM| Contact Fax recorded via TCC: || Contact Phone recorded via TCC: 0000000000 || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: ||| ***[REFERRAL]Multicultural Division (Red)[REFERRAL]*** ||
Follow Up:	Dear [redacted] Thank you for contacting the Transportation Security Administration (TSA). This letter is an acknowledgement that your correspondence dated October 13, 2016 was forwarded for review to TSA"s Multicultural Branch, a branch of the Off
Email Response:	None Sent

Edit Close

Ready

Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement

U.S. Department of Homeland Security
601 South 12th Street
Arlington, VA 20598

Transportation Security Administration

[redacted]

RE: Correspondence #[redacted]

Dear [redacted]

Thank you for contacting the Transportation Security Administration (TSA) and the Multicultural Branch within the Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement regarding your screening experience at Chicago O'Hare International Airport. TSA expects its personnel to treat all travelers with dignity, respect, and courtesy. If you do not feel that you received appropriate customer service during your screening, we apologize. If you have concerns during a future screening, you can ask to speak with a supervisor or a Passenger Support Specialist while at the checkpoint. In addition, TSA's website (https://www.tsa.gov/contact/contact-center) allows passengers to reach out to a Customer Service Manager directly by selecting "Complaint" and checking "Professionalism/Customer Service."

We understand that you believe your security screening was not appropriate. In your complaint dated October 13, 2016, you indicated that after passing through the x-ray machine a TSA agent stated that she needed to "pat down [your] hair" and the experience was infuriating and annoying because [you] did not see women with up-dos and bouffants get patted down. The description of the screening procedures you provided in your correspondence appears to be consistent with TSA's standard operating procedures nonetheless; we have forwarded a copy of your concerns to the airport in question for their awareness with a request that they use the information to provide better service to future travelers.

While there may have been misleading news stories in the media, TSA procedures regarding additional screening did not change. The description of the screening procedures you provided in your correspondence appears to be consistent with TSA's standard operating procedures. We do ask that the appropriate advisements be given to travelers and are forwarding a copy of your concern to the airport in question for their awareness with a request that they use the information to provide better service to future travelers.

Please note that TSA adheres to the Department of Homeland Security's (DHS's) commitment to neutrality in our security screening programs. TSA must ensure that all persons and their accessible property passing through the security checkpoint undergo screening to protect against

the introduction of weapons, explosives and incendiary devices into the sterile area of an airport and onboard an aircraft. There are many layers of security, seen and unseen, at the checkpoint. The manner in which TSA screens travelers and their accessible property depends, in some cases, on how they present at the checkpoint. Travelers processed through TSA checkpoints may undergo additional screening of their clothing, hair, or headwear—where dangerous items are able to be hidden—but, TSA neither uses nor condones unlawful profiling in our security screening activities. Pursuant to TSA's Civil Rights Policy, Transportation Security Officers are prohibited from basing screening decisions on a traveler's protected status. Therefore, all screening decisions are made based on the interests of aviation security and TSA's screening procedures are used on a wide section of the traveling population to ensure that all persons and their property undergo screening.

Blog Info

You may wish to visit TSA's Blog at http://blog.tsa.gov/2011/07/screening-procedures-for-hair.html as a further forum for your concerns.

We hope this information is helpful and we appreciate that you took the time to contact TSA.

Thank you,

Multicultural Branch
Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement
Transportation Security Administration
Department of Homeland Security

View Customer Contact

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Customer Contact Detail Status **CC Detail**

Contact Details:

Caller stated on Saturday March 26th she proceeded to go through the screening checkpoint at Terminal 8 @ ORD. Caller said the agent patted her hair down and was then given the ETD testing. The results of the EDT test came back positive. She stated she was advised by the agent that her hands tested positive for explosives. Caller said the agents did not seemed concerned at all that she may miss her flight. She stated they then took her to a private room for additional screening where she said she may as well been raped or paid for an exam. Caller said the entire experience has ruined her entire vacation. She feels like she was most certainly racially profiled. She also stated she will be contacting all social media outlets as well as new stations to let them know what TSA does to black women. ORDTime of Incident: 5:30pmTerminal 8American Airlines Flight Number 1483******Start Agent Notes******Advised caller: TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory.Advised caller she will need to send this complaint will need to be submitted in writing and will send her instructions on how to complete this.******End Agent Notes*******

Notes:

Sent to MB as an ORANGE by Michael Middleton on March 28 2016.| Linked EIDs: || Incident date recorded via TCC: 3/26/2016 5:30:00 PM| Contact Fax recorded via TCC: || Contact Phone recorded via TCC: [redacted] || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: |

Follow Up:

Email Response:

From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com To: [redacted] Subject: In Response to your inquiry. Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center expressing concern regarding alleged discrimination during your recent travel experience. TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints, while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory. Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information: â€¢ Contact information â€" full name, telephone number, email address. â€¢ Detailed description o Airport o Date and approximate time of the experience o Description of the experience o Names or description of the TSA personnel involved or witnesses, if available o Explanation as to how you believe this experience was discriminatory â€¢ If you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his\her behalf and to receive information concerning the experience. â€¢ For your convenience, we have included the link to the TSA complaint form. You do not have to use this form, but may choose to do so to ensure a complete submission. http:\\www.tsa.gov\contact-center\form\civil_rights_liberties TSA"s Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally, without regard to a person"s race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put â€œRFIâ€ in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to: Transportation Security Administration OCRL, TSA-6 601 12 Street South Arlington, VA 20598-6006 Additional information may be found at http:\\www.tsa.gov\travel\passenger-support\civil-rights. We hope the information provided here is helpful. TSA Contact Center

Edit Close

Ready

Winder, Owen

From: Winder, Owen
Sent: Tuesday, April 5, 2016 9:37 AM
To: Bivona, Donna <TSA OCC>
Cc: Crawford, Elise <TSA OCC>; Lucas, Erika; Bianchi, Edith ([redacted]); Petrowsky, Kathleen; Bell, Art; Adamson, Peter
Subject: Passenger [redacted]

Donna Bivona,

I am sending you a hard copy and CD with video regarding this case. Passenger [redacted] contacted local media and was interviewed on television stating she was racially profiled and would be suing TSA because she felt she was singled out for her hair. I am not going to follow up with Ms. [redacted] because of potential legal action and the TSA Contact Center has already communicated with her requesting additional information on behalf of the Disabilities Branch.

Please let me know if you have any questions.

[redacted]03...

Owen Winder
Customer Service Manager
Transportation Security Administration | O'Hare International Airport
773-377-[redacted] phone | 773-894-6013 fax

DAC Alumnus
Diversity Advisory Council

SSI

View Customer Contact

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Customer Contact Detail | Status | **CC Detail**

Contact Details:

Hello I recently traveled through Chicago s O Hare Airport and was subjected to an overly thorough examination of my dreadlocs. I have this experience almost EVERY time I fly but I was under the impression that simply having natural African AmericanÂ hair was no longer a reason for extra examination because of the article below. Â While the agent was otherwiseÂ courteous and professional being singled out in this fashion nearly every time you fly is not. I find it incredibly humiliating. Â Also it seems like these searches have gotten more aggressive and frequent rather than less as the article suggests would happen. Â Could you clarify for me why African American women s hair raises particular security concerns and why this does not profiling is not a violation of civil rights protections? Â Also what would be the consequences for refusing to submit to such searches in the future? Thank you [redacted]
Ongirihttp:\\www.huffingtonpost.com\2015\04\03\-hair-pat-downs_n_6996790.htmlhttp:\\www.huffingtonpost.com\2015\-hair-pat-downs_n_6996790.htmlHYPERLINK http:\\www.huffingtonpost.com\2015\04\03\ts-hair-pat-downs_n_6996790.html \nRoots Of America s Black Hair Problemwww.huffingtonpost.comNo you cannot touch my hair – but it isn"t as if the woman had asked for my permission. An agent of the Transportation Security Administration is r...

Notes:

Sending to MB as an ORANGE and copying the CSM at ORD. Sent RFI. E Vaisey 12.6.16| Linked EIDs: || Incident date recorded via TCC: | Contact Fax recorded via TCC: || Contact Phone recorded via TCC: 0000000000 || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: ||| ***[REFERRAL]Multicultural Division (Orange) [REFERRAL]*** ||

Follow Up:

Email Response:

From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com To: [redacted] Subject: In Response to your inquiry. REFID:2940730 Body: Thank you for contacting the Transportation Security Administration (TSA) Contact Center expressing concern regarding alleged discrimination during your recent travel experience. TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints, while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory. Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information: â€¢ Contact information â€" full name, telephone number, email address. â€¢ Detailed description o Airport o Date and approximate time of the experience o Description of the experience o Names or description of the TSA personnel involved or witnesses, if available o Explanation as to how you believe this experience was discriminatory â€¢ If you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his\her behalf and to receive information concerning the experience. â€¢ For your convenience, we have included the link to the TSA complaint form. You do not have to use this form, but may choose to do so to ensure a complete submission. http.\\www.tsa.gov\contact-center\form\civil_rights_liberties TSA"s Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally, without regard to a person"s race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put â€œRFIâ€ in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to: Transportation Security Administration OCRL, TSA-6 601 12 Street South Arlington, VA 20598-6006 Additional information may be found at http:\\www.tsa.gov\travel\passenger-support\civil-rights. We hope the information provided here is helpful. TSA Contact Center

Edit | Close

Ready

Winder, Owen

From: Winder, Owen
Sent: Thursday, December 22, 2016 4:16 PM
To: [redacted]
Subject: TSA at O'Hare

Ms. [redacted]

Thank you for inquiring about your screening experience. The types of articles you refer to have been a little misleading. There has been a lot of communication between TSA and affinity groups about how screening affects them. The goal, as you would imagine, is to get the job done while doing so in a way that is respectful to the passenger. The articles gave the impression procedures were changed, when in actuality, awareness was improved.

Natural hair, in dreadlocks, have been known to be identified by the body scanner as an area that needs to be checked due to how dense the hair can be. Also, with enough volume, it may need to be checked by officers merely from their visual inspection of the passenger to ensure nothing can be hidden in the hair. Both of these scenarios are common and the officers are required to follow through with the screening you have experienced. All of our officers are trained to treat passengers with dignity and respect while performing these procedures. If they don't or you ever have questions about the screening process, please ask to speak with a supervisor at the checkpoint.

I hope this helps in some way, but feel free to ask any questions you have.

Sincerely,

Owen Winder, Customer Service Manager
Transportation Security Administration, O'Hare International Airport
773-377 (b)(6)

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Customer Contact Detail | Status | **CC Detail**

Contact Details:	Submitted on Wednesday December 14 2016 - 15:10 Submitted by user: Submitted values are:Categories: Civil Rights and Liberties ==Civil Rights and Liberties Detail== What is your complaint about? Profiling Where did this happen? ILLINOIS - ORD - Chicago-O"Hare International Date: Wed 2016-12-14 Approximate Time: 12:30 Please provide a description of the issue.: As a black woman I am constantly having my head searched due to my hair. I do not see any other than african american women being seatched in this manner. I remember that there was a promise that TSA would get additional training and stop searching and singleing our black women for wearing braids locs and weaves. Something needs to be done to not make us as women and people feel so violated when we need to fly. List any witnesses: Name of TSA employee (if known): Are you filing this form for yourself? Yes ==Contact Information== First Name: [redacted] Last Name: [redacted] Address: City: State: Zip Code: Phone: Email: [redacted] Preferred Language to Respond: English Preferred Time to be contacted: 09:00 am - 11:00 am Consent: Yes I declare under penalty of perjury under the laws of the United States of America that the civil rights and liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined below.
Notes:	No Action required at this level until addressed by the Multicultural Branch.Sending to MB as a RED complaint - A Sizemore 12-15-16| Linked EIDs: || Incident date recorded via TCC: 12/14/2016 12:29:00 PM| Contact Fax recorded via TCC: || Contact Phone recorded via TCC: 0000000000 || Contact Alt Phone recorded via TCC: || Contact Country recorded via TCC: ||| ***[REFERRAL]Multicultural Division (Red)[REFERRAL]*** ||
Follow Up:	
Email Response:	None Sent

Edit Close

Ready

Winder, Owen

From: Winder, Owen
Sent: Friday, December 23, 2016 11:53 AM
To: [redacted]
Subject: TSA at O'Hare

(b)(6)

Thank you for inquiring about your screening experience. There has been a lot of communication between TSA and affinity groups about how screening affects them. The goal, as you would imagine, is to get the job done while doing so in a way that is respectful to the passenger. Some news articles have given the impression procedures were changed, when in actuality, awareness was improved.

Natural hair, in dreadlocks, have been known to be identified by the body scanner as an area that needs to be checked due to how dense the hair can be. Also, with enough volume, it may need to be checked by officers merely from their visual inspection of the passenger to ensure nothing can be hidden in the hair. Both of these scenarios are common and the officers are required to follow through with the screening you have experienced. All of our officers are trained to treat passengers with dignity and respect while performing these procedures. If they don't or you ever have questions about the screening process, please ask to speak with a supervisor at the checkpoint.

I hope this helps in some way, but feel free to ask any questions you have.

Sincerely,

Owen Winder, Customer Service Manager
Transportation Security Administration, O'Hare International Airport
773-377-(b)(6)

Winder, Owen

From: Winder, Owen
Sent: Wednesday, August 26, 2015 11:04 AM
To: Bell, Janell
Subject: FW: TSA at O'Hare Airport

Janell,

Below is my response to passenger [redacted] complaint that may be headed your way. Here is the text from her complaint. Let me know if you have any further questions.

Hello Tsa My name is [redacted] I am 68 years old I am an American Black Â women I live inÂ Harlem NYC who have been wearing my hair in natural Locks for 25 years.Â Â I have also been wearing scarfs around my head for 50 years.Â Â Why do I have to be treated like an Terrorist every time I fly?Â Â August 17th and August 18th 2015 Â both days at terminal 2 at O"Hara airport my hair was patted down than security went down my back.Â Â Â Why are my LOCKS being touch and no-one else"s Â head?Â Â Why am I being single out and made to feel like I"m on a terrorist list?Â Â Â My ancestors were Slaves and have been here for 400 years this is pure discrimination we didn"t blow up any planes.Â Â We Salves have never blown up our Hair so why am I being single out. Â Â If Black ladies whose ancestors were Salves are on a terrorist list I need to know before I travel again because this have become a habit and the Media and Al Sharpton etc needs to know.Thank you [redacted]

Owen Winder, Customer Service Manager
Transportation Security Administration, O'Hare International Airport
773-377[redacted]

From: Winder, Owen
Sent: Wednesday, August 26, 2015 11:02 AM
To: [redacted]
Subject: TSA at O'Hare Airport

Ms. [redacted]

Thank you for contacting TSA with your concerns. TSA Officers are charged with keeping potentially dangerous items off aircraft. If they have a passenger with loose fitting clothes or areas such as hair or headdress that might conceal such dangers, they are obligated to check out that area. This obligation is not tied to the heritage of the passenger in any way, as you feared. It is merely a security requirement.

You may opt to do a self pat-down of your hair and have your hands tested for explosives as an alternative to the officer touching your hair. Many passengers opt for this option.

We understand your personal privacy is very important and we will always have this in mind as we accomplish our security mission to keep all on your aircraft safe. We do, however, need to complete all required screening before an individual is allowed on an aircraft.

If you ever have questions during the screening process or feel it is not being performed properly, please ask to speak with the supervisor. You may also request to do the self pat-down if that helps you.

Please let me know if you have any further questions about this situation.

Sincerely,

Owen Winder
Customer Service Manager
Transportation Security Administration | O'Hare International Airport
773-377-(b)(6) phone | 773-894-6013 fax

DAC Alumnus
Diversity Advisory Council

SSI

Transportation Security Officers (TSO) will only pat down individuals of the same gender.

1) Advisements and Divestitures
   a. Stand in front of the individual while making divestitures and giving advisements.
   b. Direct the individual to stand with feet slightly wider than shoulder-width apart, arms outstretched and palms facing upward.
   c. Move behind the individual to begin.

BACK OF BODY

2) Head
   a. Ask individual to tilt head back if necessary.
   b. Visually examine the head area.
   c. Some hairstyles and form-fitting headwear may conceal prohibited items. If it is unclear during visual inspection whether the individual's head is free of hidden prohibited items, only then, conduct a Pat-down of the head.
   d. Advise individual of need to touch head before a pat down of hair that could hide a prohibited item.

(b)(3):49 U.S.C. § 114(r)

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Requirement	*Verbiage*
Greet the individual:	
Advise the individual of the need to conduct the search	
Describe the process:	
Assess the individual for items to divest and advise the individual to remove these items:	
Ask necessary questions:	
Offer a private screening:	
Position the individual:	

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Transportation Security Officer (TSO) Basic Training Program (BTP)

Instructor Guide (IG) | Pat-down

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Purpose:	Lesson Time:
To perform pat-down procedures to include explaining advisements and divestitures, identifying a pat-down and alarm resolution procedures, and explaining when the Transportation Security Officer (TSO) should notify a Supervisory Transportation Security Officer (STSO)	2 hours and 45 minutes total 1 hour and 30 minutes for instruction and activities 1 hour and 15 minutes for lab

Structure:

This IG contains copies of the presentation slides, the corresponding information related to the presentation slide, icons, Review or Tie-in, Overview, Motivation, Objectives (ROMO), Transitions, Instructor Notes, Instructor Actions, key points, questions, and answers.

- ROMO – includes examples of how to transition between lessons; these can be read verbatim or used for guidance
- Transition – includes examples of how to transition between topics; these can be read verbatim or used for guidance
- Instructor Note – includes notes for the instructor that are for awareness or further information
- Instructor Action – includes actions the instructor must take

Instructor Materials	Participant Materials
• Handouts: – Pat-down Procedures Female – Pat-down Procedures Male (b)(3):49 U.S.C. § 114(r) – Advisements and Divestitures Activity Answer key • (b)(3):49 U.S.C. § 114(r) • •	• Handouts: – Pat-down Procedures Female – Pat-down Procedures Male (b)(3):49 U.S.C. § 114(r) – Advisements and Divestitures Activity • (b)(3):49 U.S.C. § 114(r) • • •

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Icon	Description	Icon	Description
	Identifies where activities take place during the lesson		Identifies where the instructor should ask a question
	Identifies where discussions led by the instructor take place during the lesson		Identifies where video segments are used during the lesson
	Identifies click-based animation		Identifies where the instructor will perform a demonstration
	Identifies materials for the participant to reference for more or specific information		Identifies where the instructor should use the SMART Board during the lesson (if available)
	Identifies where the instructor should use an already-created chart or where discussion points should be captured on a chart		

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Slide 1: ROMO

Instructor Action: Review the following:

- ROMO: In previous lessons you learned how to operate Explosive Trace Detection (ETD) equipment and the ways we use it to detect threats. The Pat-down is a means of detecting threats and prohibited items on individuals. During this lesson you will learn how to perform pat-down procedures to include; advisements and divestitures, pat-down alarm resolution, and when to notify a Supervisory Transportation Security Officer (STSO).
  - Terminal Learning Objective (TLO): Perform pat-down procedures.
  - Enabling Learning Objectives (ELO):
    - Explain advisements and divestitures.
    - Identify circumstances that would result in a Pat-down.
    - Identify pat-down procedures.
    - Identify Suspicious Area Resolution procedures.
    - Explain when the TSO should notify an STSO.

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Slide 2: Pat-down Introduction

Instructor Actions:

- Review the following key points:
  - There are times when we must physically search an individual before they can enter the sterile area.
  - (b)(3):49 U.S.C. § 114(r)
  - TSOs may also be asked to act as a witness during a pat-down search.

Ask the following question:

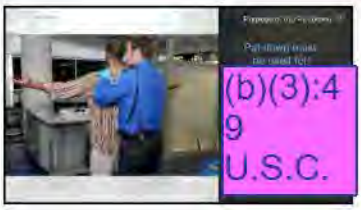
- **Why might you feel uncomfortable patting down an individual?**

  Answers will vary and should include:
  - *A pat-down may make the individual being screened uncomfortable as well.*
  - *You might not be used to touching an unknown individual.*
  - *You might not feel comfortable positioning yourself very close to the individuals.*
  - *It might be uncomfortable to touch clothes that do not look clean or smell fresh.*

Transition: Now let's go over the purpose of the pat-down and when it is used.

Slide 3: Purpose of the Pat-down

Instructor Action: Review the following key points:



- The Pat-down must be used when:

  (b)(3):49 U.S.C. § 114(r)

Instructor Note: This information is intentionally vague and will be explained in detail during the appropriate lessons.

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Slide 4: Same Gender Screening

Instructor Actions:

- Review the following key points:
  - All pat-down searches must be conducted by a TSO of the same gender as the individual being screened.
  - Opposite gender pat-down screening is extremely unusual and will be covered later in the lesson

Instructor Note: The information about the TSA Pledge to Travelers was covered in the Effective Communication lesson.

Ask the following question:

- **Which document indicates that the TSA will make every effort to ensure same gender pat-downs?**

  Answer: The TSA Pledge to Travelers

Slide 5: Private Screening Area

Instructor Actions:

- Review the following key points:
  - Individuals must be advised of their option to choose private screening.
  - If requested, pat-down searches must be conducted in a private screening area. If an individual requests a private screening area, a TSO must:
  - Carry the individual's screened accessible property.
    - Ensure the individual does not have contact with his or her property.
  - Provide a TSA witness of the same gender as the individual.
  - Allow a witness of the individual's choice to be present.

Ask the following question:

- **When does a TSO need to conduct a private screening?**

  Answer: A TSO needs to conduct a private screening when it is requested by the individual.

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Slide 6: Gloves

Instructor Action: Review the following key points:

- A new pair of TSA-issued gloves must be worn for every complete pat-down search.
  - A new pair is not required when resolving AIT alarms unusual body contours, or bulky clothing, unless requested by the individual.
  - TSOs may wear a glove or liner glove underneath as long as it does not interfere with the ability to feel for items on the body.
  - The TSA-issued glove must always be the outermost gloves worn.
- Full range of motion and sensitivity must be available for the pat-down procedure.
- (b)(3):49 U.S.C. § 114(r)

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Slide 7: General Techniques

Instructor Actions:

- Review the following key points:
  - The Pat-down requires that all areas of an individual's body and clothing are (b)(3):49 (b)(3):49 U.S.C. .
  - The Pat-down includes the following techniques which require overlapping movements to completely search an individual:
    - (b)(3):49 U.S.C. § 114(r)
    -
    -
  -
    -
  -
  - Always advise the individual before turning or pulling any article of clothing.
  - Items such as watches and jewelry may be (b)(3):49 U.S.C. § 114(r)

Facilitate a brief discussion by asking the following questions:

- **What are some prohibited items that could be hidden on the individual?**

  Answers will vary, but should include the following:

  - *Explosives*
  - *Explosive vest*
  - *Explosive components*
  - *Non-metallic weapons*
  - *Other prohibited items*

- **What did we learn about explosives that make it possible to carry them through screening on an individual's body?**

  Answer: Some explosives are pliable and could be molded to the shape of the body underneath garments.

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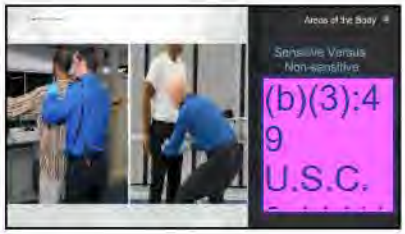
Slide 8: Areas of the Body – Sensitive Versus Non-sensitive

Instructor Action: Review the following key points:



- The areas of an individual's body are classified as either sensitive areas or non-sensitive areas.
- (b)(3):49 U.S.C. § 114(r)
- The sensitive areas are:
  - The groin area for both males and females.
  - The buttocks area for both male and female.
  - The breast area for only females.

Transition: Next, we will watch two pat-down of sensitive areas demonstrations.

Slide 9: Male Pat-down Instructor Demonstration

Instructor Actions:

DEMO Tell participants the following:

- We will be watching two instructor demonstrations. The first one is the pat-down procedure conducted on a male on the sensitive areas:
  - Groin area
  - Buttocks
- As you watch the instructor demonstration, pay careful attention to when the (b)(3):49 U.S.C. (b)(3):49 U.S.C. § 114(r)

Instructor Note: Use the steps from the Handout that depict the proper Male Pat-down on the sensitive areas..

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Slide 10: Female Pat-down Instructor Demonstration

Instructor Actions:

DEMO Tell participants the following:

- This next instructor demonstration is the Pat-down performed on a female on the sensitive areas.
  - Groin Area
  - Buttocks
  - Breasts
- As you watch the instructor demonstration, pay careful attention to when the (b)(3):49 U.S.C. (b)(3):49 U.S.C. § 114(r)

Instructor Note: Use the steps from the Handout that depict the proper Female Pat-down on the sensitive areas..

Transition: Now that you have had an opportunity to observe a Pat-down procedures on the sensitive areas, let's discuss some of the things you will do to ensure the individual is informed and prepared for the search.

Slide 11: Advisements and Divestitures

Instructor Actions:

- Review the following key points:
  - Be sure to greet the individual and advise them to maintain visual sight of their accessible property.
  - Advise the individual of the need to conduct the search.
  - Briefly describe the process to the individual by:
    - Specifying that all clothed areas of the body will be physically searched.
    - Telling him or her that the back of the hands will be used when touching sensitive areas.
    - Describing the upper inner thigh procedures.
    - Providing a hands-off demonstration in the air, not on the individual or the TSO, for:
      - The groin and buttocks, for males.
      - The groin, buttocks, and breast areas, for females.
      - The upper inner thigh areas for both males and females.

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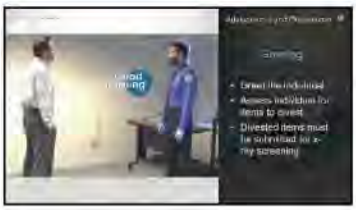
- Offering the individual the option of a private screening.

Remember that even if these individuals tell you that they travel every week or you know them and they are in a hurry, it is your responsibility to give advisements.

Slide 12: Advisements and Divestitures – Greeting

Instructor Action: Review the following key points:



- Assess the individual for items to divest and advise the individual to remove:
  - All items from all pockets (metallic and non-metallic.)
  - Belts, wallets, and jackets.
  - Shoes – offer the individual a seat to allow shoe removal.
- Divested items such as portable electronics, wallets, and any containers or packages must be submitted for x-ray examination.
- Small items such as loose change, paper clips, hair clips, and some belts may be physically inspected in lieu of x-ray examination.
- If an x-ray is not available, all divested items must be physically inspected.

Slide 13: Advisements and Divestitures – Ask

Instructor Action: Review the following key points:

- Ask the individual if he or she is able to stand unassisted for approximately four minutes.
  - If an individual is unable to stand unassisted for four minutes, do not force him or her to stand while undergoing a Pat-down.
- Ask if the individual has any implanted or external medical devices.
- Ask if the individual has any areas that are sensitive or painful to touch.
  - (b)(3):49 U.S.C. § 114(r)

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Slide 14: Proximity to Property

Instructor Action: Review the following key points:

- Make every effort to position the individual where he or she can still see his or her property while the Pat-down is being conducted.
  - Do not allow the individual to access his or her screened property until the Pat-down is completed.

DEMO Demonstrate the appropriate advisements and divestitures while also performing the hands-off demonstrations as applicable.

- For example:
  - "Hello, I need to conduct a pat-down search. Please keep your items in sight as I perform the search. During this procedure, I will be physically searching your entire person, and will be conducting the search using the front of my hands."
  - "When I get to sensitive areas such as the buttocks, I will be using the back of my hands in this fashion."
  - "To clear your inner thigh areas, I will be placing one hand on your hip and one hand on your upper inner thigh, which I will gently raise to the point that the thigh meets the torso and then slide down."
  - "Would you prefer to do this in a private screening area?"
  - "Are you able to stand unassisted for approximately four minutes?"
  - "Do you have any implanted or external medical devices?"
  - Do you have any areas that or sensitive or painful if touched?"

Instructor Note: The hands-off demonstration should be performed in the air, not on yourself or another individual.

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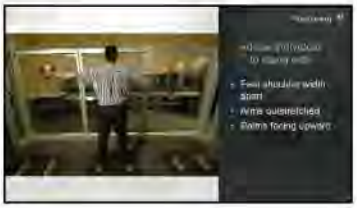
Slide 15: Positioning

Instructor Actions:



- Review the following key point:
  - Advise the individual to stand with feet slightly wider than shoulder-width apart, arms outstretched, palms facing upward.
  - While conducting the Pat-down, communicate the steps of the Pat-down to the individual.

Refer to and review the Pat-down Procedures handouts:

- Female handout, pages 1 to 3
- Male handout, pages 4 to 6

Transition: Now we will demonstrate the pat-down procedure.

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Slide 16: Demonstration of Pat-down

Instructor Actions:

DEMO Demonstrate each step of the Pat-down as participants follow along in the handouts.

Directions:

1. Two instructors of the same gender will be needed for the demonstration.
2. The instructor being patted down should completely divest items that could cause anomalies, ensuring that items such as hair clips, bulky jewelry, name tags, badges, and items in pockets are divested.
3. Tell participants to locate their handouts for pat-down procedures and follow along during the demonstrations.
4. Be sure to describe each step of the Pat-down in detail as the demonstration progresses, emphasizing level of pressure, and overlapping passes.
5. Review Advisements and Divestitures
   - Stand in front of the individual while making divestitures and giving advisements.
   - Direct the individual to stand with feet slightly wider than shoulder-width apart, arms outstretched and palms facing upward.
   - Move behind the individual to begin.
6. Inspect the head and tell participants:
   - (b)(3):49 the head area.
   - Some hairstyles and form-fitting headwear may conceal prohibited items. If it is unclear during visual inspection whether the individual's head is free of hidden prohibited items, only then, conduct a Pat-down of the head.
   - Advise individual of need to touch his or her head before a pat-down of hair.
7. Inspect collar and tell participants:
   - Advise the individual before turning or pulling the collar, if necessary.
   - (b)(3):49 U.S.C. § 114(r)
   -

Instructor Note: Use another instructor of the same gender, to ensure all participants are able to view the demonstration.

Instructor Note: For all procedure demonstrations and practices in this lesson, instructors and participants should provide realism, to include wearing gloves, removing footwear, divesting items, and using sampling media.

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8. Inspect underarm and arm and tell participants:
   - (b)(3):49 U.S.C. § 114(r)
   -
   -

Ask the following question:

- **What terrorist event have we discussed involving a watch?**

  Answer should include:

  - The Bojinka Plot, which was carried out by Ramzi Yousef, included an electric watch that he wore through airport security.
  - He assembled the Improvised Explosive Device (IED), attached it to a life jacket underneath his seat, and set the timer.
  - The IED exploded four hours later, killing one person and forcing an emergency landing.

9. Inspect the back and tell participants:
   - (b)(3):49 U.S.C. § 114(r)
   -

10. Inspect torso and tell participants:
    - (b)(3):49 U.S.C. § 114(r)
    -
    -

11. Inspect Waistline and tell participants:
    - Ask the individual to raise or hold shirt if it is covering the waistband.
    - Advise the individual before turning or pulling the waistband.
    - (b)(3):49 U.S.C. § 114(r)
    -

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- (b)(3):49 U.S.C. § 114(r)

12. Inspect buttocks and tell participants:
    - Ask individual to grasp pleats or belt loops and raise the pants as high as possible if the pants are loose and baggy.
    - (b)(3):49 U.S.C. § 114(r)
13. Inspect the legs and tell participants:
    - Ask individual to grab pleats or belt loops and raise pants as high as possible if pants are loose and baggy.
    - (b)(3):49 U.S.C. § 114(r)
    -
    -
    -
    -
    -
14. Move to the front of the individual Front of body, inspect collar and tell participants:
    - (b)(3):49 U.S.C. § 114(r)
    -
15. Sides of torso:
    - Advise the individual of the need to search the sides of the torso from the front.
    - (b)(3):49 U.S.C. § 114(r)
    -
    -
16. Torso – Female: Inspect the torso and tell participants:
    - (b)(3):49 U.S.C. § 114(r)

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- (b)(3):49 U.S.C. § 114(r)
-
-
-

17. Torso – Male: Inspect the torso and tell participants:
    - (b)(3):49 U.S.C. § 114(r)
    -
    -

Facilitate a brief discussion asking the following questions

- **Why is it important to search the back and torso thoroughly?**

  Answers may vary but should include that the individual may be wearing a suicide vest or bra.

- **What have we discussed during this course that involved a suicide vest or bra?**

  Answer: The Black Widows - In 2004 two Chechen women with suicide bomber vests detonated the explosives on two planes in Russia, killing a total of 90 passengers and crew.

18. Inspect the waistline and tell participants:
    - Ask individual to raise or hold shirt if it is covering the waistband.
    - Advise the individual before turning or pulling the waistband.
    - (b)(3):49 U.S.C. § 114(r)
    -

19. Search the groin and tell participants:
    - Advise the individual of the search of the groin area.

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- Ask individuals with low hanging pants to grasp his/her pleats or belt loops and raise their pants as high as possible to remove slack in the groin area during screening.
- (b)(3):49 U.S.C. § 114(r)

20. Inspect front of legs and tell participants:
    - Ask individual to grab pleats or belt loops and raise pants as high as possible if pants are loose and baggy.
    - (b)(3):49 U.S.C. § 114(r)
    -
    -
    -

Facilitate a brief discussion asking the following questions:

- **What major event impacted the way we inspect the groin and legs?**

  Answer: The Underwear Bomber

- **How much pressure should you be using when patting down an area of the body?**

  Answer:

  - (b)(3):49 U.S.C. § 114(r)
  -

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- **Why do you think it is important to look at the area while performing the search procedure for the sensitive area?**

  Answers may vary, but should include:

  - (b)(3):49 U.S.C. § 114(r)
  -
  -

- **What areas of the individual's legs may need additional attention during the search?**

  Answer:

  - (b)(3):49 U.S.C. § 114(r)
  -

21. Inspect the feet
    - (b)(3):49 U.S.C. § 114(r)
    -
    -
    -

(b)(3):49 U.S.C. § 114(r)

22. (b)(3):49 U.S.C. § 114(r)

23. The individual is cleared if:
    - (b)(3):49 U.S.C. § 114(r)

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- Any suspicious areas or alarms have been cleared.
- Remind the individual to collect screened personal property.

Transition: Now that we have reviewed each step of the Pat-down, we are going to again demonstrate the entire procedure for you, at a normal pace.

Slide 17: Pat-down Demonstration

Instructor Action:

DEMO Demonstrate the pat-down procedure.

- Make the demonstration as realistic as possible by wearing gloves and requiring the participant to remove and divest items as in an actual procedure.
- Be sure to include preparation and positioning, advisements and divestitures, and ETD of gloves.
- Perform the procedure as if screening an individual who does not have any unresolved or suspicious areas.
- Do not provide instructor comments to participants during this demonstration. Provide only the verbiage used at the screening checkpoint between the TSO and the individual.

Ask the following question:

- **What questions do you have about the pat-down procedure?**

  Answer questions as appropriate.

Slide 18: Activity - Advisements and Divestitures

Activity: Advisements and Divestitures

Purpose: To gain practice in providing the appropriate divestitures and advisements prior to conducting a Pat-down.

Duration: 10 minutes

Materials: Advisements and Divestitures Activity Handout

Instructor Actions:

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1. Have participants complete the worksheet on the last page of the handout, filling in the words they will actually say to the individual to meet each requirement of the advisements and divestitures.
2. Allow participants 5 minutes to complete the handout.
3. When time is up, ask participants to partner up and share their answers in the Verbiage section for each requirement.
4. Debrief the activity by asking each question, having participants offer answers, and ensuring the points provided in the instructor version of the handout are reached.

Ask the following question:

- **What questions do you have about advisements and divestitures for Pat-downs?**

  Answer questions as appropriate.

Transition: Now you will have an opportunity to practice the Pat-down.

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