

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-06-08 10:22:41

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-06-07 09:00:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: (b)(6) phoned into the TCC reporting the inconsistent at TPA Airport. (b)(6) son is 17yr of age, he question why he was denied travel with his photo id. (b)(6) stated he had to drive to pick his son up and question how to file a claim.

Body:

Agent Notes: Message sent to CSM Message sent to CSM

Follow Up: (b)(6) phoned into the TCC on the behalf of his son reporting his son was traveling from ALB into TPA with a final location in JAX via Southwest Airlines Flight # 34/404 on the 7th June departing 9am. (b)(6) stated his son left the secure area as this was his first flight and he was unsure of the rules. He attempt to enter back into the security check point where he was denied travel with his photo govt id. His son is 17yr of age and stated minors under 18 are not required to have id. (b)(6) would like to know why his son was not allowed to travel with his id, along with filing a claim for the drive he had to take to pick his son up from the TPA Airport. Please contact (b)(6) regarding this matter. (FYI- Claim Form Information Given).

To TSOC Date:

From TSOC Date:

Last Updated By: MAUREEN.HARRIS 6/8/2010 10:40:04 AM,MAUREEN.HARRIS 6/8/2010 10:40:09 AM,

Last Update Date:

Opening Agent:

Opened Date: 6/8/2010 10:22:41 AM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport, TPA Tampa, FL, USA - Tampa International, JAX Jacksonville, FL, USA - Jacksonville International Airport,

Airline: Southwest AirlinesSouthwest Airlines,

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-06-09 08:11:33

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, concern

Body: On Sunday June 6th at 6 am my niece and I were in the LGA airport in New York. When going through the metal detectors they did not sound. My niece has a steel rod in her leg and had a lighter in her purse. All other detectors we went through on our trip to New York were functional. (Little Rock Airport, Ellis Island, Empire State Building). I feel that since New York was the sight of the 9/11 attack on our nation security would be much better. I hope that someone will look into this problem ASAP. This incident worries me about the nations security.

Sincerely

(b)(6)

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, bcc csm lga (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 6/9/2010 8:11:33 AM,CLINTON.KIRKSEY 6/9/2010 8:15:45 AM,

Last Update Date:

Opening Agent:

Opened Date: 6/8/2010 1:37:09 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Lagaardia,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: concern <<#491876-621321#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. </P>
<P> </P>
<P>Please accept our appreciation for you taking the time to share this information with us. Your email has been forwarded to the appropriate office for action as required. Your help and support are important contributions to

ensuring the safety and security of the Nation's security.

<P> </P>

<P>We encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: (b)(6) " <(b)(6)> >
Received: 6/8/10 1:37:09 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: concern

<DIV>On Sunday June 6th at 6 am my neice and I were in the LGA airport in New York. When going through the metal deectors they did not sound. My neice has a steel rod in her leg and had a lighter in her purse. All other detectors we went through on our trip to New York were functional. (Little Rock Airport, Ellis Island, Empire State Building). I feel that since New York was the sight of the 9/11 attack on our nation security would be much better. I hope that someone will look into this problem ASAP. This incident worries me about the nations security. </DIV>

<DIV></DIV>

<DIV>Sincerely </DIV>

<DIV>(b)(6) </DIV></div>

----- TCC Control Number: -----
<<#491876-621321#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-06-10 13:31:23

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: **ISSUE, RE: violation of my rights**

Body: Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. As your concern does not rise to the level of discrimination, we are, by copy of this response, sending your letter to TSA's Contact Center for appropriate handling. You may also visit TSA's website at www.tsa.gov and click on "Got Feedback." That will lead you directly to the Customer Service Manager at LSP.

Thank you,

Ms. Harleen K. Singh

Policy Advisor

Office of Traveler, Specialized Screening & Outreach

Office of Civil Rights and Liberties

Office of Special Counselor

From: (b)(6) [mailto:(b)(6)]

Sent: Tuesday, March 23, 2010 12:38 AM

To: OCR-externalcompliance, tsa

Cc: (b)(6)

Subject: violation of my rights

Hello,

I write to you to follow a complaint with a incident that I had when traveling with a tsa memeber. I was about to board flight 2971 Monday March 15 from McArthur airport in Islip New York at 6:15 am to Tampa FL.

I passed thru security and screening and approached up stairs awaiting to aboard my flight. When my seating letter and number was called I awaited on line as the guy at the gate start scanning the boarding pass. On line wearing a short blue dress with heels and my black jacket a chinese female tsa personal aproaches me and ask to to left my arms as she tapes me down from top to bottom and was asked to turn arround as if I was a criminal. I am very upset about the situation because when I asked the tsa memeber as to why shle didnt give me an answer and continued. I have never felt embaressed and humilated in my life like I did that daY. I wasnt read my rights [even criminals are read there rights] and wasnt given privacy as to everyone mumbled and talked about me as if I was a criminal or did something wrong. I have never in my life got introuble with the law for me to come to Southwest Airlines and be treated like a criminal by a tsa memebr.

On my way back to New York on friday March 19 I stopped to make my complain with tsa manager and I was told to follow up with you. I also asked the manager as to what grounds and protocol are followed to decided to search some one and I wasnt given a correct answer. I would like an answer and hope to hear from you soon or I am just going to take it one step furthur. My personal info is as follows:

(b)(6)

Brentwood, NY 11717

(b)(6)

Hotmail: Trusted email with powerful SPAM protection. Sign up

<<http://clk.atdmt.com/GBL/go/210850553/direct/01/>> now

Agent Notes: Gate Screening Gate Screening,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 6/10/2010 1:31:23 PM,COREY.SHELTON 6/10/2010 1:32:04 PM,COREY.SHELTON 6/10/2010 1:32:22 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/24/2010 7:42:29 PM

Linked Event IDs:

Responses:

Response

Airport: ISPISP Islip, NY, USA - Long Island-Macarthur Airport, TPA Tampa, FL, USA - Tampa International,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: RE: violation of my rights <<#63509-613795#>>

Body:

clear="none"><br clear="none">On

my way back to New York on Friday March 19 I stopped to make my complain with tsa manager and I was told to follow up with you. I also asked the manager as to what grounds and protocol are followed to decided to search some one and I wasn't given a correct answer. I would like an answer and hope to hear from you soon or I am just going to take

it one step furthur. My personal info is as follows:<br clear="none"><br clear="none">

(b)(6) :<br clear="none">(b)(6)

(b)(6) <br clear="none">Brentwood,

NY 11717<br clear="none">(b)(6)

(b)(6) /font>(b)(6) </p></div>

----- TCC Control Number: -----
<<#63509-613795#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-06-11 16:19:49

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-06-11 15:45:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller reported that she was inappropriately touched by a screener at:(LGA).

Body:

Agent Notes: Advised caller that a message sent to CSM at (LGA). Advised caller that a message sent to CSM at (LGA). Terminal Gate# D Flight# 345

Follow Up: Caller (b)(6) stated while going through the TSA security checkpoint at the LGA New York, NY, USA - Laguardia the metal detector did not sound off she had went through the TSA security checkpoint. (b)(6) stated she was ask to step to the side for a TSA screener to perform a pat down because she has on a long black skirt. (b)(6) stated she felt very uncomfortable for someone to pat her down in the manner she was being felt all over. (b)(6) stated she would have preferred taken off her skirt to show that she did not have anything on her than to have someone pat her all over her body. (b)(6) is very upset she would like for someone too return a telephone call to her regarding this matter.

To TSOC Date:

From TSOC Date:

Last Updated By: GENEVA.PARKER 6/11/2010 4:33:14 PM,GENEVA.PARKER 6/11/2010 4:33:20 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/11/2010 4:19:49 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,

Airline: American Airlines --American Airlines --,

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-06-16 17:07:26

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: [REDACTED]

Date Time: 6/15/2010 6:24:17 AM

Subject: Suggestions

Name: [REDACTED]

Email: [REDACTED]

Comments: I was flying through Newark-Liberty on Sunday evening, June 13, in Terminal A. The TSA agent requested an older woman in a full body brace to get out of her wheelchair and walk through the detector, at which point it went off (due to her metal brace). It was painful to watch and obviously embarrassing for the older woman. There has to be a point at which intelligence and reasonable thought combines with security. This woman should've had a private pat-down from the beginning and should not have been made to walk through. Please add a scenario similar to this into the agents' training so that they are better equipped to handle a sensitive situation without compromising travelers' security

Agent Notes: Consumer Observation BCC - CSM Response Consumer Observation BCC - CSM Response, BCC EWR CSM Ofelia Ruiz at [REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 6/16/2010 5:07:26 PM, JWAN.JENIFER 6/16/2010 5:08:53 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/15/2010 1:42:53 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Compliments or Suggestions <<#495030-624945#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;">Thank you for your email message. We appreciate that you took the time to share your concerns with us.<BR clear=none> <BR clear=none>Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at EWR airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to the Transportation Security AdministrationGÇÖs (TSA) principles for professional processing.<BR clear=none> <BR clear=none>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.<BR clear=none> <BR clear=none>We also encourage you to check the latest information at www.tsa.gov.<BR clear=none> <BR clear=none>TSA Contact Center<BR clear=none></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 6/15/10 1:43:01 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: [REDACTED]
Date Time: 6/15/2010 6:24:17 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Subject:</TD>
<TD>Suggestions</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I was flying through Newark-Liberty on Sunday evening, June 13, in Terminal A. The TSA agent requested an older woman in a full body brace to get out of her wheelchair and walk through the detector, at which point it went off (due to her metal brace). It was painful to watch and obviously embarrassing for the older woman. There has to be a point at which intelligence and reasonable thought combines with security. This woman should've had a private pat-down from the beginning and should not have been made to walk through. Please add a scenario similar to this into the agents' training so that they are better equipped to handle a sensitive situation without compromising travelers' security.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#495030-624945#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-06-18 10:21:22

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 6/16/2010 11:38:58 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Wednesday, June 16, 2010, 4:30pm. Laganardia Airport. Flight #3222 Southwest Airlines. Baggage inspection section.

Comments: At the above time and place, I was rudely informed that I had to re-enter the passagener inspection; it appears that I had something on me that triggered my repeating the inspection. The blk female in charge of this mumbled something at another person and me then THREW several blk containers at the both of us. I happened to grab one of the containers and while the other landed on the floor; the inspector did not pick-up the containers, but left that job to the the other passenger. As I passed through the screening again, I walked to secure my baggage. A officer (b)(6) with a smirk on his face, asked, whose bag is this, I clamed it, and he then began looking through the bag; I was putting on my shoe and as I stood up, (b)(6) held up a douche bottle taken from my bag; I am a sixty-six year old black gay male who for the past couple of days have had a bout with constipation and the only way the relieve this problem was the use of the bottle described. Still holding up the bottle (b)(6) walked over to a person I late learned was his supervisor; (b)(6), the supervisor, and another man began to laugh with (b)(6) returning to me; holding the container up in the air for all to see. (b)(6) then asked me "whose is this?" I said it was mine. (b)(6) then asked to see my boarding pass and then my picture I. D. ??? He then said that I would have to go through the screening check again if I wanted the container? I then told him to keep the bottle. (b)(6) walked away from me and pitched the container in the trash can. As if that were not enough, he having taking most everything out of my bag, left most of my personal belongings out of my bag and walked away. I asked him if he were finish with my bag and he said yes and continued to walk away, leaving me to repack the damage he had done. I was so up-set, somehow I missed the gate and was rudely informed by this (b)(6) fellow that I had to go through the same process again?! While safety is one thing, rudeness and possible problems with black gay males using female douche bottles for medical reasons is yet another. Arriving to the gate, two females brought the issue up and they too agreed that the matter was most unprofessional and smacked of something other than safety. Had (b)(6) asked me what I used the bottle for, I would have told him, but it appeared to the two women and me that he was intent on some other agenda. I pray that others will not have to endure this sort of, shall we now say, rudeness in the very near future and at least (b)(6) and his supervisor are trained or I hope, retrained in better customer service in the future

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC LGA CSQIM Veda Simmons at

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 6/18/2010 10:21:22 AM, JWAN.JENIFER 6/18/2010 10:24:27 AM,

Last Update Date:
Opening Agent:
Opened Date: 6/17/2010 12:21:29 PM
Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,
Airline: Southwest AirlinesSouthwest Airlines,
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b) (6)

Subject: Re: TSA Contact Us: Complaints <<#496079-626169#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at LGA, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <(b) (6)> >
Received: 6/17/10 12:21:29 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b) (6)
Date Time: 6/16/2010 11:38:58 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b) (6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b) (6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Discourteous/Rude Employee</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Wednesday, June 16, 2010, 4:30pm.Laguardia Airport. Flight #3222 Southwest Airlines. Baggage inspection section.</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>At the above time and place, I was rudely informed that I had to re-enter the passagener inspection;it appears that I had something on me that triggered my repeating the inspection. The blk female in charge of this mumbled something at another person and me then THREW several blk containers at the both of us. I happened to grab one of the containers and while the other landed on the floor; the

inspector did not pick-up the containers, but left that job to the the other passenger. As I passed through the screening again, I walked to secure my baggage. A officer (b)(6) with a smirk on his face, asked, whose bag is this, I clamed it, and he then began looking through the bag; I was putting on my shoe and as I stood up, (b)(6) held up a douche bottle taken from my bag; I am a sixty-six year old black gay male who for the past couple of days have had a bout with constipation and the only way the relieve this problem was the use of the bottle described. Still holding up the bottle (b)(6) walked over to a person I late learned was his supervisor; (b)(6) the supervisor, and another man began to laugh with (b)(6) returning to me; holding the container up in the air for all to see. (b)(6) then asked me "whose is this?" I said it was mine. (b)(6) then asked to see my boarding pass and then my picture I. D. ??? He then said that I would have to go through the screening check again if I wanted the container? I then told him to keep the bottle. (b)(6) walked away from me and pitched the container in the trash can. As if that were not enough, he having taking most everything out of my bag, left most of my personal belongings out of my bag and walked away. I asked him if he were finish with my bag and he said yes and continued to walk away, leaving me to repack the damage he had done. I was so up-set, somehow I missed the gate and was rudely informed by this (b)(6) fellow that I had to go through the same process again?! While safety is one thing, rudeness and possible problems with black gay males using female douche bottles for medical reasons is yet another. Arriving to the gate, two females brought the issue up and they too agreed that the matter was most unprofessional and smacked of something other than safety. Had (b)(6) asked me what I used the bottle for, I would have told him, but it appeared to the two women and me that he was intent on some other agenda. I pray that others will not have to endure this sort of, shall we now say, rudeness in the very near future and at least (b)(6) and his supervisor are trained or I hope, retrained in better customer service in the future.

----- TCC Control Number: -----
<<#496079-626169#>></body></html>

END RECORD

alarm was set off when my knee was scanned they proceed to subject me to a full body scan. This is very annoying and a total waste of my time. It is also discriminatory since I have a medical condition. What can I do to avoid this ordeal in the future. I zm very concerned since I fly often.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#498761-629283#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-06-29 10:09:22

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 6/28/2010 12:20:13 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA 753 Terminal D LGA

Comments: When traveling through LaGuardia Airport on Friday June 25, 2010, I was, as usual, asked to show my boarding pass and identification when arriving at the security checkpoint. However, after placing my jacket, shoes, liquids in a clear plastic bag, my belt, my watch, my computer, and carry on bag onto the conveyor belt for x-ray, I stepped up to the mag and - here's where things were different - I was asked to show my boarding pass again. At no other airport have been asked to show a boarding pass to go through the mag. Why is LaGuardia different? The TSA Supervisor ([REDACTED]) does not know; the Contact Center does not know. I suspect that there was at one time a rogue TSA agent at the initial checkpoint whose behavior now makes the TSA not trust their agents. I was, quite frankly, concerned for my security at LaGuardia knowing that there was something different about the way passengers are screened. Why do you think the TSA at LaGuardia operates differently than the TSA at other airports?

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 6/29/2010 10:09:21 AM, JWAN.JENIFER 6/29/2010 10:10:22 AM,

Last Update Date:

Opening Agent:

Opened Date: 6/28/2010 7:09:43 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,

Airline: American Airlines --American Airlines --,

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#501204-632222#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports.

</P>

<P> </P>

<P>TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. <P>While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation. </P>

<P> </P>

<P>We work hard to achieve consistency in the security training process. <P>We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. <P>This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints. </P>

<P> </P>

<P>We encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

<P> </P>

<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 6/28/10 7:09:43 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 6/28/2010 12:20:13 PM

Name:	[REDACTED]
Email:	[REDACTED]
Complaints:	Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	AA 753 Terminal D LGA
Comments:	When traveling through LaGuardia Airport on Friday June 25, 2010, I was, as usual, asked to show my boarding pass and identification when arriving at the security checkpoint. However, after placing my jacket, shoes, liquids in a clear plastic bag, my belt, my watch, my computer, and carry on bag onto the conveyor belt for x-ray, I stepped up to the mag and - here's where things were different - I was asked to show my boarding pass again. At no other airport have been asked to show a boarding pass to go through the mag. Why is LaGuardia different? The TSA Supervisor [REDACTED] does not know; the Contact Center does not know. I suspect that there was at one time a rogue TSA agent at the initial checkpoint whose behavior now makes the TSA not trust their agents. I was, quite frankly, concerned for my security at LaGuardia knowing that there was something different about the way passengers are screened. Why do you think the TSA at LaGuardia operates differently than the TSA at other airports?

----- TCC Control Number: -----
<<#501204-632222#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-01 14:31:52

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: Unknown

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 6/30/2010 11:13:31 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): Newark Airport. Terminal A

Comments: Well, congratulations! Just when I don't think it can get any worse at Terminal A Newark Airport one of your over zealous agents proves me wrong. I travel every week and I know the rules. So, please explain to me why EVERY airport I have used since I purchased my iPad has NOT said a word or made me take my iPad out of my bag? Newark was the first! And this was after waiting one hour in a security line from hell as 4 TSA agents held up a wall. So, which one is it? Take iPad out or not? Might make sense if there was clear direction. But then again, does anything the TSA does make sense? I see 100 year old women being pulled to the side for extra security. I look forward to a response

Agent Notes: TCC ELECTRONICS AND X-RAY SCREENING TCC ELECTRONICS AND X-RAY SCREENING, Consistency @ Airports
Response, Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 7/1/2010 2:31:52 PM, JWAN.JENIFER 7/1/2010 2:34:02 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/30/2010 12:20:26 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#502351-633588#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. </P>

<P> </P>

<P>Large electronics must be removed from their carrying case prior to x-ray screening. <small>Small, portable electronic items and wires, cables, or other connecting equipment associated with any electronic equipment are not required to be removed from carrying cases.</small> <small>However, these items may require removal subsequent to the x-ray screening if the bag's x-ray image appears to display a prohibited item and a Transportation Security Officer is required to inspect the bag.</small> </P>

<P> </P>

<P>We work hard to achieve consistency in the security training process. <small>We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention.</small> <small>This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.</small> </P>

<P> </P>

<P>We hope this information is helpful. </P>

<P> </P>

<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 6/30/10 12:20:27 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 6/30/2010 11:13:31 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Newark Airport. Terminal A</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>Well, congratulations! Just when I don't think it can get any worse at Terminal A Newark Airport one of your over zealous agents proves me wrong. I travel every week and I know the rules. So, please explain to me why EVERY airport I have used since I purchased my iPad has NOT said a word or made me take my iPad out of my bag? Newark was the first! And this was after waiting one hour in a security line from hell as 4 TSA agents held up a wall. So, which one is it? Take iPad out or not? Might make sense if there was clear direction. But then again, does anything the TSA does make sense? I see 100 year old women being pulled to the side for extra security. I look forward to a response.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#502351-633588#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-01 14:53:42

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, FW: TSA Contact Us: TSA Ombudsman

Body:

From: (b)(6)

Sent: Monday, June 28, 2010 12:13 PM

To: Ombudsman, TSA

Subject: TSA Contact Us: TSA Ombudsman

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

Remote Client IP: (b)(6)

Date Time: 6/28/2010 12:13:11 PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Atypical Procedures at LaGuardia (LGA)

Comments:

When traveling through LaGuardia Airport on Friday June 25, 2010, I was, as usual, asked to show my boarding pass and identification when arriving at the security checkpoint. However, after placing my jacket, shoes, liquids in a clear plastic bag, my belt, my watch, my computer, and carry on bag onto the conveyor belt for x-ray, I stepped up to the mag and - here's where things were different - I was asked to show my boarding pass again. At no other airport have been asked to show a boarding pass to go through the mag. Why is LaGuardia different? The TSA Supervisor (b) (6) does not know; the Contact Center does not know. I suspect that there was at one time a rogue TSA agent at the initial checkpoint whose behavior now makes the TSA not trust their agents. I was, quite frankly, concerned for my security at LaGuardia knowing that there was something different about the way passengers are screened. Why do you think the TSA at LaGuardia operates differently than the TSA at other airports?

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Consumer Complaint BCC/CSM Response, merged responses

bcc csm veda simmons at (b) (6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 7/1/2010 2:53:42 PM,COREY.SHELTON 7/1/2010 2:56:28 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/28/2010 1:58:51 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b) (6)

Subject: Re: FW: TSA Contact Us: TSA Ombudsman <<#197722-632166#>>

Body:

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```

```
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P><FONT face=" Helvetica, sans-serif,Arial">Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports.</FONT></P>
```

```
<P>&nbsp;</P>
```

```
<P><FONT face=" Helvetica, sans-serif,Arial">TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures.&nbsp;<P><FONT face=" Helvetica, sans-serif,Arial">While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation.&nbsp;</FONT></P>
```

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<P>&nbsp;</P>
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<P><FONT face=" Helvetica, sans-serif,Arial">Because your complaint is regarding screening at&nbsp;<P><FONT face=" Helvetica, sans-serif,Arial">LGA, we have forwarded a copy of your email to the Customer Service Manager at that airport for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing.</FONT> </P>
```

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<P>&nbsp;</P>
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```
<P><FONT face=" Helvetica, sans-serif,Arial">We monitor the number and nature of complaints 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.</FONT> </P>
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<P>&nbsp;</P>
```

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<P><FONT face=" Helvetica, sans-serif,Arial">Again, the TSA offers sincere apologies for the discomfort and inconvenience&nbsp;<P><FONT face=" Helvetica, sans-serif,Arial">you experienced while traveling and encourage you to check the latest information at </FONT><FONT face=" Helvetica, sans-serif,Arial"><A href="http://www.tsa.gov/" shape=rect>www.tsa.gov</A></FONT><FONT face=" Helvetica, sans-serif,Arial">.</FONT> </P>
```

<P> </P>

<P>TSA Contact Center<BR clear=none></P></div>

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><div style="border-left: medium none; border-right: medium none; padding-left: 0in; border-top: #b5c4df 1pt solid; border-bottom: medium none; padding-top: 3pt; padding-bottom: 0in; padding-right: 0in">

<p class="msonormal">

From:

[REDACTED]<br clear="none">Sent:

Monday, June 28, 2010 12:13 PM<br clear="none">To:

Ombudsman, TSA<br clear="none">Subject:

TSA Contact Us: TSA Ombudsman

</p>

</div>

<p class="msonormal">

</p>

<p style="margin-bottom: 12pt" class="msonormal">

THIS GENERATED EMAIL HAS BEEN SENT FROM

<http://www.tsa.gov/contact/index.shtm><br clear="none">

<br clear="none">Remote

Client IP: [REDACTED]<br clear="none">Date Time: 6/28/2010 12:13:11 PM<br clear="none">

</p>

<table width="750" class="msonormaltable" cellspacing="1" cellpadding="0" style="border-left: 1.5pt outset; border-right: 1.5pt outset; width: 562.5pt; border-top: 1.5pt outset; border-bottom: 1.5pt outset" border="1">

<tr>

<td width="200" colspan="1" rowspan="1" valign="top" style="width: 150pt; padding-left: 2.25pt; padding-top: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt">

<p align="right" class="msonormal">

Name:

</p>

</td>

<td colspan="1" rowspan="1" style="padding-left: 2.25pt; padding-top: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt">

<p class="msonormal">

[REDACTED]

</p>

</td>

</tr>

<tr>

<td width="200" colspan="1" rowspan="1" valign="top" style="width: 150pt; padding-left: 2.25pt; padding-top: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt">

<p align="right" class="msonormal">

Email:

</p>

</td>

<td colspan="1" rowspan="1" style="padding-left: 2.25pt; padding-top: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt">

<p class="msonormal">

[REDACTED]

</p>

</td>

</tr>

<tr>

<td width="200" colspan="1" rowspan="1" valign="top" style="width: 150pt; padding-left: 2.25pt; padding-top: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt">

<p align="right" class="msonormal">

Brief Description of Inquiry:

</p>

</td>

<td colspan="1" rowspan="1" style="padding-left: 2.25pt; padding-top: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt">

<p class="msonormal">

Atypical Procedures at LaGuardia (LGA)

</p>

</td>

</tr>

<tr>

<td width="200" colspan="1" rowspan="1" valign="top" style="width: 150pt; padding-left: 2.25pt; padding-top: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt">

<p align="right" class="msonormal">

Comments:

</p>

</td>

<td colspan="1" rowspan="1" style="padding-left: 2.25pt; padding-top: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt">

<p class="msonormal">

When traveling through LaGuardia Airport on Friday June 25, 2010,

I was, as usual, asked to show my boarding pass and identification

when arriving at the security checkpoint. However, after placing

my jacket, shoes, liquids in a clear plastic bag, my belt, my

watch, my computer, and carry on bag onto the conveyor belt for

x-ray, I stepped up to the mag and - here's where things were

different - I was asked to show my boarding pass again. At no

other airport have been asked to show a boarding pass to go

through the mag. Why is LaGuardia different? The TSA Supervisor

does not know; the Contact Center does not know. I

suspect that there was at one time a rogue TSA agent at the

initial checkpoint whose behavior now makes the TSA not trust

their agents. I was, quite frankly, concerned for my security at

LaGuardia knowing that there was something different about the way

passengers are screened. Why do you think the TSA at LaGuardia

operates differently than the TSA at other airports?

</p>

</td>

</tr>

</table></div>

----- TCC Control Number: -----
<<#197722-632166#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-01 15:18:25

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, Please Review

Body: We received a request to redress that needs to be reviewed by a different department. His comments concern a specific incident by TSA Personnel. Below is his comments email address and phone number. Thank you for your assistance in this matter.

Sincerely,

Misty Gomez

Traveler's Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Traveler's Comments:

I was travelling through Newark International Airport on Saturday, March 27, 2010. I arrived at the TSA security checkpoint for gates 30 through 39 in Terminal 1 at approximately 10:45 a.m. more than the thirty minutes recommended by your administration. After showing my boarding pass, I proceeded through the line where Officer (b)(6) asked to see my identification. I handed over my driver's license, which had recently be renewed. As per the procedures by the Michigan Secretary of States office, the corner of the license had been clipped, although it was still valid until my birthday of the current year, (b)(6). Affixed to the back of my license was a current paper license with an expiration date of 511 2010. Officer (b)(6) did not admit me through to the screening area and instead told me to wait while she called a superior. While I waited, I tried to explain to Officer (b)(6) that my driver's license was not expired. She quipped that she knew what is was, and ignored my continued attempt to explain my ID. After some minutes had passed officer (b)(6) asked if I had other forms of identification, I produced two credit cards and a health insurance card with my name as well as two work IDs, both with current pictures. She did not look at the IDs and refused further explanation when I asked what was at issue. Approximately ten minutes later, Supervisory Officer (b)(6) took Officer (b)(6) place and began examining my IDs. When I asked what the issue was, Officer (b)(6) offered no explanation and instead reminded me that I was in the vicinity of a federal check point and opined that the issue with my picture ID could be the form of some threatening ruse. He asked if I had further identification, and I told him that I did not

possess a passport, nor do I travel with my Social Security card. I again implored for him to examine my driver's license to see that it indeed was not expired and expressed my concern that I was in danger of missing my plane's departure. Officer (b)(6) reminded me that the TSA recommends passengers be in line thirty minutes before boarding, I explained to him I had been there more than the required thirty minutes and he chuckled and told me, he had been in the area even longer and video surveillance records to prove that. Officer (b)(6) then threatened to flag me for a behavioral screening. I replied that I sought only to expedite the current process and waited patiently while he finished his check. Officer (b)(6) then made a phone call and told me that I was cleared to go through to the checkpoint and gave me an escort to cut to the front of the line. When I asked to know the name of Officer (b)(6) superior he said to me, do you realize I'm trying to do you a solid one? and failed to answer my question. I proceeded to go through the security checkpoint, receiving an additional search of my person and my two carryon bags. After being cleared, Officer (b)(6) attempted to explain to me the need for such precautions and alluded to failed terrorist attack on Northwest Flight 253 on 12 242009. I interrupted Officer's (b)(6) soliloquy and asked him, who are you trying to convince? He responded that he was offering professional courtesy and sought the same. It was then that I reached my gate and boarded my plane.

While I understand the seriousness of job charged to TSA, and all of its employees, the above incident displays both an unacceptable level disrespect by your administration's officers in addition to a dangerous lack of attention to detail. Had either officers (b)(6) taken the extra time to examine my ID fully, they would have seen that it was not expired. My constant inquiries to the problem were met with a dismissive attitude toward me and my situation, and although I offered a credible explanation and asked multiple questions I was all but ignored. The behavior by both officers was unnerving and uncalled for, and its a detriment to the TSA. Furthermore it only propagates the stereotype that government workers are callous and illequipped to handle a serious task as airport security. In addition the poor performance of both officers, I find Officer (b)(6) explanation that he was doing me a solid one, contradicts his supposed attempts to abide protocol and lastly his suggestion that this incident bears any resemblance to the Christmas Eve attack, is both erroneous and insulting

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC CSM OFELIA RUIZ AT

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 7/1/2010 3:18:25 PM,COREY.SHELTON 7/1/2010 3:20:46 PM,COREY.SHELTON 7/1/2010 3:21:13 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/28/2010 1:58:38 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline: Northwest Airlines --Northwest Airlines --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: Please Review <<#501155-632147#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your travel experience. </P><P> </P>

<P>Because your complaint is regarding screening at EWR , we have forwarded a copy of your email to the Customer Service Manager at that airport for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P><P> </P>

<P>We monitor the number and nature of complaints 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. </P><P> </P>

<P>Again, the TSA offers sincere apologies for the discomfort and inconvenience you experienced while traveling and encourage you to check the latest information at www.tsa.gov </P><P> </P>

<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: "Gomez, Misty <CTR>" <IMCEAEX- _O=TSAORG_OU=HEAD+20QUARTERS_CN=RECIPIENTS_CN=(b)(6) >
Received: 6/28/10 1:58:37 PM EDT
To: "TCC-Referrals" <TCC-Referrals@tsa.dhs.gov>
CC:"Lord, Arthur <CTR>" <(b)(6) >
Subject: Please Review

<META name=Generator content="MS Exchange Server version 6.5.7654.12"><!-- Converted from text/rtf format --><P dir=ltr>We received a request to redress that needs to be reviewed by a different department. His comments concern a specific incident by TSA Personnel. Below is his comments email address and phone number. Thank you for your assistance in this matter.</P>

<P dir=ltr>Sincerely, </P><P dir=ltr>Misty Gomez</P><P dir=ltr></P>

<P dir=ltr>TravelerGÇÖs Name</P>

<P dir=ltr>Email Address:<A href="mailto:(b)(6) <U></U></P>

<P dir=ltr>Phone Number:</P><P dir=ltr></P>

<P dir=ltr><U>Traveler</U><U>GÇÖ</U><U>s</U></P><P dir=ltr><U>Comments:</U><U></U></P>

<P dir=ltr>I was travelling through Newark International Airport on Saturday, March 27, 2010. I arrived at the TSA security checkpoint for gates 30 through 39 in Terminal 1 at approximately 10:45 a.m. more than the thirty minutes recommended by your administration. After showing my boarding pass, I proceeded through the line where Officer (b)(6) asked to see my identification. I handed over my driver's license, which had recently be renewed. As per the procedures by the Michigan Secretary of States office, the corner of the license had been clipped, although it was still valid until my birthday of the current year, (b)(6) Affixed to the back of my license was a current paper license with an expiration date of 511 2010. Officer (b)(6) did not admit me through to the screening area and instead told me to wait while she called a superior. While I waited, I tried to explain to Officer (b)(6) that my driver's license was not expired. She quipped that she knew what is was, and ignored my continued attempt to explain my ID. After some minutes had passed officer (b)(6) asked if I had other forms of identification, I produced two credit cards and a health insurance card with my name as well as two work IDs, both with current pictures. She did not look at the IDs and refused further explanation when I asked what was at issue. Approximately ten minutes later, Supervisory Officer (b)(6) took Officer (b)(6) place and began examining my IDs. When I asked what the issue was, Office (b)(6) offered no explanation and instead reminded me that I was in the vicinity of a federal check point and opined that the issue with my picture ID could be the form of some threatening ruse. He asked if I had further identification, and I told him that I did not possess a passport, nor do I travel with my Social Security card. I again implored for him to examine my driver's license to see that it indeed was not expired and expressed my concern that I was in danger of missing my plane's departure. Officer (b)(6) reminded me that the TSA recommends passengers be in line thirty minutes before boarding, I explained to him I had been there more than the required thirty minutes and he chuckled and told me, he had been in the area even longer and video surveillance records to prove that. Officer (b)(6) then threatened to flag me for a behavioral screening. I replied that I sought only to

expedite the current process and waited patiently while he finished his check. Officer (b)(6) then made a phone call and told me that I was cleared to go through to the checkpoint and gave me an escort to cut to the front of the line. When I asked to know the name of Officer (b)(6) superior he said to me, do you realize I'm trying to do you a solid one? and failed to answer my question. I proceeded to go through the security checkpoint, receiving an additional search of my person and my two carryon bags. After being cleared, Officer (b)(6) attempted to explain to me the need for such precautions and alluded to failed terrorist attack on Northwest Flight 253 on 12 242009. I interrupted Officer's (b)(6) soliloquy and asked him, who are you trying to convince? He responded that he was offering professional courtesy and sought the same. It was then that I reached my gate and boarded my plane.</P>

<P dir=ltr>While I understand the seriousness of job charged to TSA, and all of its employees, the above incident displays both an unacceptable level disrespect by your administration's officers in addition to a dangerous lack of attention to detail. Had either officers (b)(6) taken the extra time to examine my ID fully, they would have seen that it was not expired. My constant inquiries to the problem were met with a dismissive attitude toward me and my situation, and although I offered a credible explanation and asked multiple questions I was all but ignored. The behavior by both officers was unnerving and uncalled for, and its a detriment to the TSA. Furthermore it only propagates the stereotype that government workers are callous and illequipped to handle a serious task as airport security. In addition the poor performance of both officers, I find Officer (b)(6) explanation that he was doing me a solid one, contradicts his supposed attempts to abide protocol and lastly his suggestion that this incident bears any resemblance to the Christmas Eve attack, is both erroneous and insulting.</P></div>

----- TCC Control Number: -----
<<#501155-632147#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-07-02 12:20:01

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, Complaint about LGA

Body: To Whom It May Concern:

On Monday June 28th, 2010 I flew out of New Yorks LaGuardia airport through terminal B. I went through security at approximately 10:30am that morning. I made the mistake of wearing flip flops to the airport, as I was not aware of the new policy that all shoes must be removed. Upon arrival that the walk-thru metal detector I told the screener that I did not walk barefoot on the floor and that I would go through the additional screening process. I was told that if I did not remove my shoes, I would not be permitted through. I explained to the screener that I would go through the additional screening and have my shoes x-rayed at that point. The screener called a supervisor over and the supervisor allowed me through and sent me to additional screening. The screener told me that if I wanted to go through the screening instead of removing my shoes, all I had to do was ask. A female screener came over to screen me. She had me sit down and remove my shoes to be x-rayed. She then asked me to stand on the floor. I explained to her that the reason I was going through this process was so that I wouldnt have to stand on the floor with bare feet. She asked me again to stand on the floor and I explained to her that I had been a screener and knew that I had the right to wait for my shoes to clear before I was required to stand on the floor. Another screener came over and the one that was helping me told her loudly and with a sarcastic tone, numerous times, she used to work for TSA, she knows her rights. When my shoes were brought back, she placed them on the floor approximately 4 feet away from me, making it difficult to put my shoes on my feet without touching the floor. She then passed the hand held metal detector over my body, touching my body with the wand through the entire process. After using the wand, the screener then performed a full pat down on me. The screener then took my carry on baggage to the ETD machine for screening. She performed a full open bag search of my baggage. When she saw my bag of liquids she told me that if I knew so much, I should have known that I was supposed to run my liquids through separately. I explained to her that if the x-ray machine operator needed to, she could have re-run my bag, but she hadnt. The screener noticed the badge in my wallet and said If I come to Myrtle Beach and you catch me doing 95 down the highway, you better not give me a ticket to which I replied Maam, Im not a police officer. She continued talking to me and told me that she was doing me a favor by performing the additional screening because the BDO was getting ready to question me. I told her that I understood why she was performing the additional screening and thats why I was sitting here being patient. The screener pointed out that I wasnt sitting. I told her that it would be best for me to just keep my mouth shut. The screener then placed all of the contents of my bag into a bin to re-run everything through the x-ray machine. While doing this, she left my bras and underwear on top, almost falling out of the bin, for everyone to see. She called an additional screener over to help her carry everything over to the x-ray machine and then called a third over to watch me while she walked over to the x-ray machine. She brought my items back over and did offer to repack my luggage and I told her that would not be necessary, that I would repack my own bag.

This whole process took almost 40 minutes, causing me to arrive at my gate right as the boarding process was about to begin. Due to time constraints, I was not able to stop to get the names of the screeners I dealt with. I understand that by not removing my shoes that I raised suspicions and subjected myself to additional screening. I am not upset that I had to go through the screening. I am upset about the total disrespect that I was shown during the entire process. I feel that you should be made aware of this situation so that the screeners of that terminal can understand that all passengers should be treated with respect and that when working with peoples property, they should be discrete with personal items. If you have any questions I can be contacted by phone at [REDACTED] at any time or by email at [REDACTED]. Thank you for your help with this matter.

Sincerely,

[REDACTED]

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC LGA CSQIM Veda Simmons at

[REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 7/2/2010 12:20:01 PM, JWAN.JENIFER 7/2/2010 12:23:44 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/1/2010 12:07:21 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: Complaint about LGA <<#502792-634023#>>

Body:

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<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at LGA, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: [REDACTED] >
Received: 7/1/10 12:07:22 PM EDT
To: "OCR-externalcompliance, tsa" <tsa.Ocr-externalcompliance@dhs.gov>,"TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: Complaint about LGA

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</STYLE>

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<META name=Generator content="Microsoft Word 12">
<META name=Originator content="Microsoft Word 12"><LINK rel=File-List

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rel=colorSchemeMapping
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mso-font-pitch:variable; mso-font-signature:0 0 0 0 0 0;}@font-face
{font-family:Calibri; panose-1:2 15 5 2 2 4 3 2 4; mso-font-charset:0;
mso-generic-font-family:swiss; mso-font-pitch:variable;
mso-font-signature:-1610611985 1073750139 0 0 159 0;} /* Style Definitions */
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mso-pagination:widow-orphan; font-size:11.0pt;
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text-decoration:underline; text-decoration:underline:single;}
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</STYLE>
```

<P class=MsoNormal>To Whom It May Concern:</P>

<P class=MsoNormal>
</P>

<P class=MsoNormal>On Monday June 28th, 2010 I flew out of New Yorks LaGuardia airport through terminal B. I went through security at approximately 10:30am that morning. I made the mistake of wearing flip flops to the airport, as I was not aware of the new policy that all shoes must be removed. Upon arrival that the walk-thru metal detector I told the screener that I did not walk barefoot on the floor and that I would go through the additional screening process. I was told that if I did not remove my shoes, I would not be permitted through. I explained to the screener that I would go through the additional screening and have my shoes x-rayed at that point. The screener called a supervisor over and the supervisor allowed me through and sent me to additional screening. The screener told me that if I wanted to go through the screening instead of removing my shoes, all I had to do was ask. A female screener came over to screen me. She had me sit down and remove my shoes to be x-rayed. She then asked me to stand on the floor. I explained to her that the reason I was going through this process was so that I wouldnt have to stand on the floor with bare feet. She asked me again to stand on the floor and I explained to her that I had been a screener and knew that I had the right to wait for my shoes to clear before I was required to stand on the floor. Another screener came over and the one that was helping me told her loudly and with a sarcastic tone, numerous times, she used to work for TSA, she knows her rights. When my shoes were brought back, she placed them on the floor approximately 4 feet away from me, making it difficult to put my shoes on my feet without touching the floor. She then passed the hand held metal detector over my body, touching my body with the wand through the entire process. After using the wand, the screener then performed a full pat down on me. The screener then took my carry on baggage to the ETD machine for screening. She performed a full open bag search of my baggage. When she saw my bag of liquids she told me that if I knew so much, I should have known that I was supposed to run my liquids through separately. I explained to her that if the x-ray machine operator needed to, she could have re-run my bag, but she hadnt. The screener noticed the badge in my wallet and said If I come to Myrtle Beach and you catch me doing 95 down the highway, you better not give me a ticket to which I replied Maam, Im not a police officer. She continued talking to me and told me that she was doing me a favor by performing the addition screening because the BDO was getting ready to question me. I told her that I understood why she was performing the additional screening and thats

why I was sitting here being patient. The screener pointed out that I wasn't sitting. I told her that it would be best for me to just keep my mouth shut. The screener then placed all of the contents of my bag into a bin to re-run everything through the x-ray machine. While doing this, she left my bras and underwear on top, almost falling out of the bin, for everyone to see. She called an additional screener over to help her carry everything over to the x-ray machine and then called a third over to watch me while she walked over to the x-ray machine. She brought my items back over and did offer to repack my luggage and I told her that would not be necessary, that I would repack my own bag. </P>

<P class=MsoNormal>
</P>

<P class=MsoNormal>This whole process took almost 40 minutes, causing me to arrive at my gate right as the boarding process was about to begin. Due to time constraints, I was not able to stop to get the names of the screeners I dealt with. I understand that by not removing my shoes that I raised suspicions and subjected myself to additional screening. I am not upset that I had to go through the screening. I am upset about the total disrespect that I was shown during the entire process . I feel that you should be made aware of this situation so that the screeners of that terminal can understand that all passengers should be treated with respect and that when working with people's property, they should be discrete with personal items. If you have any questions I can be contacted by phone at (b)(6) at any time or by email at Thank you for your help with this matter.</P>

<P class=MsoNormal><?xml:namespace prefix = o /><o:p> </o:p></P>

<P class=MsoNormal><o:p>
</o:p></P>

<P class=MsoNormal>Sincerely, </P>

<P class=MsoNormal>(b)(6) </P></div>

----- TCC Control Number: -----
<<#502792-634023#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-03 15:15:32

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-07-03 15:35:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller reported that they were inappropriately touched by a screener at: EWR ,

Body:

Agent Notes: Advised caller that a message sent to CSM at (EWR). Advised caller that a message sent to CSM at (EWR).

Follow Up: (b)(6) would like to speak with the CSM at EWR about a female screener touching her head while doing a pat down inspection. She explained the screener kept touching her head and would like to speak with the CSM.

To TSOC Date:

From TSOC Date:

Last Updated By: GARY.MACK 7/3/2010 3:36:13 PM,GARY.MACK 7/3/2010 3:36:23 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/3/2010 3:15:32 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline: Continental Airlines (present) --Continental Airlines (present) --,

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-06 17:07:16

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-06-15 16:15:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller reported that they were inappropriately touched by a screener at: JFK

Body:

Agent Notes: Advised caller that a message sent to CSM at (JFK) Advised caller that a message sent to CSM at (JFK)

Follow Up: (b)(6) phoned into the TCC reporting he's unhappy with the screening process, he has implants inside his body the screener never use the wand to go over his knees where the implants are located. Please contact (b)(6) regarding the screening experience as he stated he's never flying again.

To TSOC Date:

From TSOC Date:

Last Updated By: MAUREEN.HARRIS 7/6/2010 5:22:19 PM,MAUREEN.HARRIS 7/6/2010 5:22:26 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/6/2010 5:07:16 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, CLT Charlotte, NC, USA - Charlotte/Douglas Intl Airport,

Airline:

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-09 20:01:55

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 7/6/2010 5:03:04 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I am a member of the ACLU and I am disappointed that we have not brought a cause of action against the TSA. On June 15th at around 2:30 I stripped down to gym shorts and white socks at Kennedy Airport I presented my VA card showing that I had artificial knees so when the machine went off I thought they could see everything.

I stood there with no shirt on and they still had to feel me up to see that I was not carrying a dangerous weapon. I asked them if they had any common sense that I had nothing on but shorts and socks so where is the weapon? They patted me down, which I recented since it was clear as day the two scars on my knee and the medical form and VA form clearly showed that my knees set the machine off.

I firmly believe that the government has over stepped its bound with the TSA. I am no longer free to travel in my country without proving who I am and that I am from the US. This is worse then the Arizona Law and I think it is time to take the government to court so we can again travel within our country without the fear of being frisked or stopped.

Personally I would rather die in a plane crash then give up my rights. This is the first step to our rights being eroded and I think it is time for the ACLU to do something.

(b)(6)

(b)(6)

1992-2000

(b)(6)

Charlotte, NC 28270-1024

(b)(6)

Comments: I was wearing gym shorts and socks why did they have to give me a hand job to check for weapons. I have fake knees and scars to go with it as a Veteran I am embarrassed about being touched. I could not believe that they had to do this to me when all I had on was gym shorts and socks

Agent Notes: Pat Down - General Pat Down - General, (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: DAYNE.WILLS 7/9/2010 8:01:55 PM,DAYNE.WILLS 7/9/2010 8:03:03 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/6/2010 6:48:28 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#505090-636680#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email concerning your experience while traveling through JFK </P>

<P> </P>

<P>One of TSA's key objectives is to ensure that all passengers consistently receive professional and courteous checkpoint processing while maintaining our high level of security. We ensure Transportation Security Officers (TSO- formerly called security screeners) meet this objective by training them to screen passengers with dignity and respect. </P>

<P> </P>

<P>Effective December 22, 2005 TSOs will conduct additional screening procedures on randomly selected passengers. The additional screening procedures will be simple and straightforward while creating a more complex and less predictable system for those who wish to circumvent our system. </P>

<P> </P>

<P>Passengers will be randomly selected for an additional search, even if they do not trigger an alarm as they pass through the metal detector. This search could be a hand-wanding, a pat-down, explosives screening of shoes or a search of the person's carry-on bag. By design, a traveler is not likely to experience that same search every time he or she files. </P>

<P> </P>

<P>As part of the refined pat-down procedures, TSO's will screen both the upper and lower torso for explosives. TSO's will use the front of the hand to screen a passenger's entire back and abdomen. TSO's will also screen the arms and legs. Throughout the process TSO's will communicate with the passenger and explain the process prior to conducting the search. Passengers may request any enhanced screening be conducted in a private location, and TSO's are required to offer private screening to passengers who are subject to a pat-down inspection of their sensitive body areas. Private screening will be conducted in a room or in an area away from other passengers, depending on the configuration of the airport. </P>

<P> </P>

<P>TSA has implemented special procedures for conducting searches of sensitive areas of a passenger's body. In these situations, the TSO is required to use the back of the hand to pat down the passenger. In situations when a woman's chest area must be cleared, especially if the woman is wearing an undergarment such as an underwire bra, the TSO is also required to use the back of the hand to pat down the passenger. For non-sensitive areas, including other parts of the torso, TSO's are required to use the front of the hand. A TSO of the same gender should conduct the pat-down. Passengers should communicate to the TSO if they are experiencing physical or emotional discomfort during the procedure. However, if the passenger declines to permit the search, he or she will not be permitted to board an aircraft. </P>

<P> </P>

<P>You may be asked to remove your outerwear, as TSA requires all passengers to remove outerwear such as suit and sport coats, athletic warm-up jackets, and blazers for X-ray before proceeding through the walk-through metal detectors. It is important to note that if a sport coat or blazer is worn as the outermost garment - not worn over a blouse or sweater, for example - it does not have to be removed. </P>

<P> </P>

<P>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe that these security measures are necessary and appropriate for ensuring the safety and confidence of all air travelers. Furthermore, TSA continues to develop and deploy new technologies, including document scanners, trace portals, and backscatter devices to address the explosives threat. In the meantime, the use of pat-downs enhances our ability to detect explosives at the Nation's checkpoints and keep the traveling public safe. For more

information regarding the pat-down procedures, please visit TSA's website at www.tsa.gov

Because your complaint concerns the conduct of TSO's at [Insert Airport Code], we have forwarded a copy of your email to the Customer Service Manager (CSM)/Federal Security Director (FSD) at that airport for appropriate action. The CSM/FSD is responsible for ensuring that the TSO work force adheres to TSA principles for professional processing. We monitor the number and nature of complaints TSA receives in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

You may wish to contact the External Compliance Division in the TSA Office of

Civil Rights if you believe you have been unlawfully discriminated against by a TSA employee based on your race, color, national or ethnic origin, age, sexual orientation, parental status, genetic information, religion, disability, or gender. You may contact the office by sending an email to: TSA.OCR-Externalcompliance@dhs.gov or by calling toll free (877) 336-4872 or (866) 536-9679 (TTY).

Absent specific intelligence information, it is against TSA policy to include as a screening factor any passenger traits that may be directly associated with race, color, national or ethnic origin, age, sexual orientation, parental status, genetic information, religion, disability, or gender, such as a passenger's name or mode of dress. TSA is committed to ensuring that airline passengers are not subjected to additional screening based on discriminatory factors. Our screener training stresses these points.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

TSA Contact Center

Original Message
From: [REDACTED]
Received: 7/6/10 6:48:28 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: [REDACTED]
Date Time: 7/6/2010 5:03:04 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

I am a member of the ACLU and I am disappointed that we have not brought a cause of action against the TSA. On June 15th at around 2:30 I stripped down to gym shorts and white socks at Kennedy Airport I presented my VA card showing that I had artificial knees so when the machine went off I thought they could see everything. I stood there with no shirt on and they still had to feel me up to see that I was not carrying a dangerous weapon. I asked them if they had any common sense that I had nothing on but shorts and socks so where is the weapon? They patted me down, which I recented since it was clear as day the two scars on my knee and the medical form and VA form clearly showed that my knees set the machine off. I firmly believe that the government has over stepped its bound with the TSA. I am no longer free to travel in my country without proving who I am and that I am from the US. This is worse then the Arizonia Law and I think it is time to take the government to court so we can again travel within our country without the fear of being frisked or stopped. Personally I would rather die in a plane crash then give up my rights. This is the first step to our rights being eroded and I think it is time for the ACLU to do something.

1992-2000
Charlotte, NC 28270-1024

Home</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>I was wearing gym shorts and socks why did they have to give me a hand job to check for weapons. I have fake knees and scars to go with it as a Veteran I am embarrassed about being touched. I could not believe that they had to do this to me when all I had on was gym shorts and socks.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#505090-636680#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-12 15:50:23

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-07-12 16:21:00

Contact Prefix: LT

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller says screening practices between airports are inconsistent between JFK and ATL

Body:

Agent Notes: I sent message to the CSM I sent message to the CSM

Follow Up: (b)(6) called in today to report what he feels are different screening practices at JFK, then what he witnessed at ATL. He stated that when e came thru ATL airport from another country, after clearing Custom, he then had to go thru TSA screening before he could leave the airport. However his friend doing the same thing at JFK, once clearing Customs, did not have to go thru a separate TSA line, and was free to call the airport. He stated that he spoke to airport operations, at both airports and was told this a TSA Issue. He now wants to speak to the CSM at Both airports JFK and ATL. I would appreciate any assistance you can offer to help find a resolution.

To TSOC Date:

From TSOC Date:

Last Updated By: RENALDO.SINGLETON 7/12/2010 4:23:41 PM,RENALDO.SINGLETON 7/12/2010 4:23:48 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/12/2010 3:50:23 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, ATL Atlanta, GA, USA - Hartsfield International,

Airline:

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-13 12:41:37

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 7/9/2010 9:19:42 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue 7/7/10 flight # 141 departed JFK Airport New York

Jet Blue 7/9/10 flight # 144 departed Palm Beach International Airport

Comments: Security agent at PBI confiscated sealed and unopened containers of yogurt from carry-on bag after the bag went through the x-ray machine, and told me I would have to eat them outside of the security area or dispose of them. I informed her that I took the same food through security at JFK airport and was allowed to keep them. She said that according to "regulations," yogurt was not allowed, so I told her to throw them away. She then put the bag through the x-ray a second time, according to "regulations." Why did the bag need to be screened a second time, after she searched it? Is this acceptable and normal procedure? Why was this food item allowed at JFK but not at PBI?

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, TCC PEANUT BUTTER HONEY ETC IN CARRY ON BAGGAGE, Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 7/13/2010 12:41:37 PM, JWAN.JENIFER 7/13/2010 12:44:43 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/10/2010 11:18:45 AM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, PBI West Palm Beach, FL, USA - Palm Beach International Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#506712-638521#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports. </P>

<P> </P>

<P>The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation. </P>

<P> </P>

<P>TSA policy allows travelers to carry liquids, gels, and aerosols in travel-size containers (3.4 ounces or smaller) in one, quart-size, clear plastic, sealable bag through security checkpoints (3-1-1 rule). This includes some food products and their containers, like applesauce, honey, jam, and peanut butter. </P>

<P> </P>

<P>Passengers can carry on board canned or jarred goods such as soup, sauces, peanut butter, fruits, vegetables, jellies, yogurt, and gel-like food substances, provided each item is in a container no larger than 3.4 ounces and all foods fit in one, quart-size, clear plastic, sealable bag. Passengers who require more of these products for their journey can, at some airports, buy them after the checkpoint or pack them in checked baggage. </P>

<P> </P>

<P>Furthermore, regardless of whether an item is on the prohibited or permitted items list, please be aware that Transportation Security Officers (TSOs) have discretion to prohibit a traveler from carrying an item through the screening checkpoint or onboard an aircraft if they believe the item poses a security threat. </P>

<P> </P>

<P>We work hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public 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 are the subject of repeated complaints. </P>

<P> </P>

<P>We encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

<P> </P>

<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: &[REDACTED]>
Received: 7/10/10 11:18:45 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 7/9/2010 9:19:42 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Jet Blue 7/7/10 flight # 141 departed JFK Airport New York
Jet Blue 7/9/10 flight # 144 departed Palm Beach International

Airport</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>Security agent at PBI confiscated sealed and unopened containers of yogurt from carry-on bag after the bag went through the x-ray machine, and told me I would have to eat them outside of the security area or dispose of them. I informed her that I took the same food through security at JFK airport and was allowed to keep them. She said that according to "regulations," yogurt was not allowed, so I told her to throw them away. She then put the bag through the x-ray a second time, according to "regulations." Why did the bag need to be screened a second time, after she searched it? Is this acceptable and normal procedure? Why was this food item allowed at JFK but not at PBI?</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#506712-638521#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-13 15:55:50

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 7/10/2010 7:48:16 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Consistently Selected for Secondary Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): atlantic city....every time i go thru the airport my wife is harrassed by the supervisor....he points her out and makes them pull her and do a full body search...and they do it for harrassment, not because she has ever done anything illegal, because we dont..

we know the rules, and they never stop the foreigners that might be terrorist....i am white and an electrical engineer....and they do a patdown every time....i go thru the airport....we didnt screw up the system...the politicians did by playing games and not doing there job, just like now....and its messed up that you harrass americans to the point of feeling her tits and playing with her ass. i guess you just let these idiots do any dam thing to people they want....last time they stole money, and this time they destroyed all her cosmetics....and made threats.....we're going to take your purse and your money and luggage....no wonder americas going to hell

Comments: i guess we just let all the foreigners come in and dont get checked and screw with the americans because they have no rights

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC ACY TSM Charlotte Levin at

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 7/13/2010 3:55:50 PM,JWAN.JENIFER 7/13/2010 3:57:50 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/11/2010 12:23:49 PM

Linked Event IDs:

Responses:

Response

Airport: ACYACY Atlantic City /Atlantic Cty, NJ, USA - Atlantic City International,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#506984-638823#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. </P>
<P> </P>
<P>Because your complaint is regarding screening at ACY, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: [REDACTED]>
Received: 7/11/10 12:23:48 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 7/10/2010 7:48:16 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Consistently Selected for Secondary Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>atlantic city....every time i go thru the airport my wife is harrassed by the supervisor....he points her out and makes them pull her and do a full body search...and they do it for harrassment, not because she has ever done anything illegal, because we dont...
we know the rules, and they never stop the foreigners that might be terrorist....i am white and an electrical engineer....and they do a patdown every time....i go thru the airport....we didnt screw up the system...the politicians did by playing games and not doing there job, just like now....and its messed up that you harrass americans to the point of feeling her tits and playing with her ass. i guess you just let these idiots do any dam thing to people they want....last time they stole money, and this time they destroyed all her cosmetics....and made threats.....we're going to take your purse and your money and luggage....no wonder americas going to hell</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>i guess we just let all the foreigners come in and dont get checked and screw with the americans because they have no rights....</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#506984-638823#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-14 08:59:29

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, Re: TSA Contact Us: Complaints

Body: Dear Gentle People:

Did you even read my complaint? It may have been more important for you to have a human being deal with the issue than to have sent a form letter response. The fact that you sent such a response suggests that you are getting so many complaints that you cannot handle realistic responses. Clearly this is proof of what I suspected in my repeated encounters with your security guards at the airports, your management lacks common sense which leads to incompetent management. I didn't realize that the senior management of Homeland Security was populated by political hacks but it certainly appears that such is the case. Perhaps I will get a more reasonable response when I escalate this issue to my elected representatives, my online resources, and the press.

Shame on you.

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, bcc csm jfk (b)(6)

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 7/14/2010 8:59:29 AM,CLINTON.KIRKSEY 7/14/2010 9:09:23 AM,CLINTON.KIRKSEY 7/14/2010 9:09:59 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/12/2010 12:47:34 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#505564-637226#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background:

#fffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>

<P> </P>
<P>Because your complaint is regarding screening at JFK, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>

<P> </P>
<P>We monitor the number and nature of complaints 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. </P>

<P> </P>
<P>Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>
<P>TSA Contact Center<BR clear=none></P>

<P> </P>
<P> </P>

<P><BR clear=none>Name: (b) (6) (b) (6) /FONT><BR clear=none>Email: (b) (6) (b) (6) /FONT><BR clear=none>Complaints: Consistently Selected for Secondary Screening<BR clear=none>Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):<BR clear=none>Comments: I have an artificial hip. I am always selected out for separate screening. On July 6, 2010 I was accompanying my daughter for her flight to Montana. I was not traveling with her but had to stay with her until the flight left JFK. I was not aware of this fact until I arrived at the airport since my ex-wife had made all the arrangements for my daughter's trip. I was given a pass to go through security and when the alarm went off I told the TSA employee that I had an artificial hip. Up to this point everything was fine. What followed bordered on harassment.<BR clear=none><BR clear=none><BR clear=none>A second TSA employee took me to the side and asked me to identify the tray my stuff was in. I did so. I told him I have an artificial hip and it always sets the alarm off. He noticed that I had my security pass in my shirt pocket and he told me to place it on the table and said that it would have to be put through the screener again. I asked for what reason an airport issued piece of paper had to be re-screened. He said it was procedure. I began to get irritated at this point because it was a stupid procedure and was delaying me from being with my child.<BR clear=none><BR clear=none><BR clear=none>He ran the wand over my body as usual and when he got to my right hip the alarm went off. He touched the wand to my hip and then moved it away. It was the only spot on my right or left side that was setting off the alarm. He patted my right hip at which time he noticed that I had something in my right pocket. It was my MTA Metro Card. He told me to put it on the table and that it would have to be re-screened. I said that I thought it was ridiculous to do so. He said it was a required procedure. I said that it was a stupid procedure and accomplished nothing but to annoy and delay me.<BR clear=none><BR clear=none><BR clear=none>As he began to put the wand over my stomach area, my belt buckle set off the alarm. I took my belt off and, surprise, surprise, it had to go back through the machine. This was less surprising but still annoying. In the process of removing my belt he noticed a bulge in my left pocket. I had forgotten to take my wallet out. He asked me to remove it and said it would have to be rescreened. I said you put the wand on the wallet and nothing happened, no alarm, and since you put the wand on my left pocket originally you saw that I still had my wallet in the pocket but you waited until I was annoyed before telling me to remove it.<BR clear=none><BR clear=none><BR clear=none>After the belt was removed, he put the wand directly on my waist band on top of the fly-zipper for my shorts. Guess what? The alarm went off. He knew that by putting the wand directly on the zipper that it would set the alarm off. He then ordered me to hold the waist band of my shorts in a particular way so that he could check me again. It was at this point that I asked for a supervisor.<BR clear=none><BR clear=none><BR clear=none>The supervisor who was standing near-by came over and said I had to comply or I would be taken out of the line. I said I wanted the procedure to be finished so that I could get to my child. She was officious and ordered me to do what the male agent was requesting. I said, "Just finish the procedure." She said, "If you do not comply I'll remove you from the line." I said that I was accompanying a minor child and needed to get to her, so just finish the procedure. She again threatened to remove me from the line saying that my attitude was the cause. I said, "Just finish the procedure." The whole time I was holding my waistband in the position the male agent had told me to do.<BR clear=none><BR clear=none><BR clear=none>She said that if I didn't agree to comply she would have me removed from the area. I said, "Just finish the procedure." She said, "If you keep talking the agent cannot finish and I will have you removed." I said, "Just finish the procedure."<BR clear=none><BR clear=none><BR clear=none>At this point I stopped talking and the

resources, and the press.</P>

<P>Shame on you.</P>

<P>[REDACTED]</P></div>

----- TCC Control Number: -----
<<#505564-637226#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, FW: TSA Complaint

Body: Dear TSA:

Enclosed is a complaint for your review. Please respond directly to the passenger but please copy me in on your reply. Thanks

Thank you,

N. Nicki Bell,

Consumer Affairs Specialist

Department of Transportation

1200 New Jersey Avenue, W96 473

Washington, DC 20590

202-366 (b)(6)

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, bcc csm jfk (b)(6)

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY CLINTON.KIRKSEY 7/15/2010 7:56:53 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/12/2010 12:55:27 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: FW: TSA Complaint <<#489622-639439#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>

<P> </P>

<P>Because your complaint is regarding screening at JFK, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>

<P> </P>

<P>We monitor the number and nature of complaints 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. </P>

<P> </P>

<P>Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

<P>TSA Contact Center<BR clear=none></P></div>

<div>---- Original Message ----
From: <[b] [REDACTED] [b]>>
Received: 7/12/10 12:55:28 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
CC:<John.Pfister@dot.gov>
Subject: FW: TSA Complaint

<META name=Generator content="MS Exchange Server version 6.5.7654.12"><!-- Converted from text/plain format -->

<P>Dear TSA:</P>

<P>Enclosed is a complaint for your review. Please respond directly to the
passenger but please copy me in on your reply. Thanks </P>

<P>Thank you,</P>

<P>N. Nicki Bell,
Consumer Affairs Specialist
Department of Transportation
1200 New Jersey Avenue, W96 473
Washington, DC 20590
202-366-[b] [REDACTED] [b]
[b] [REDACTED] [b] </P>

</div>

----- TCC Control Number: -----
<<#489622-639439#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-07-16 09:48:07

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 7/13/2010 8:18:18 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): June 21, 2010, Jet Blue 8:00 AM Flight @ JFK Airport

Comments: Inasmuch as I am 73 years old with a knee replacement, I must wait for female assist in order to clear passage to board a plane. On that particular morning, I waited 15 minutes for a female to arrive & check me. In the meantime, standing that length of time, was quite difficult, let alone have my purse & hand luggage on the belt with no one watching, as anyone could have walked off with the contents

Agent Notes: LINE-OF-SIGHT INCLUDING PWD RESPONSE LINE-OF-SIGHT INCLUDING PWD RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 7/16/2010 9:48:07 AM, JWAN.JENIFER 7/16/2010 9:49:31 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/14/2010 12:52:23 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#508513-640558#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=msonormal>Thank you for your email message. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>The Transportation Security Administration (TSA) policy requires the Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within the passengerGÇÖs line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, the TSOs have been trained to maintain control and sight of their items for them, and to ensure that they are reunited with their property once it has cleared x-ray screening. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>We hope this information is helpful. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P></div>

<div>--- Original Message ---
From: &(b)(6)>
Received: 7/14/10 12:52:22 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 7/13/2010 8:18:18 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>(b)(6)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>(b)(6)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>My Complaint is Not Listed Here</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>June 21, 2010, Jet Blue 8:00 AM Flight @ JFK Airport</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>Inasmuch as I am 73 years old with a knee replacement, I must wait for female assist in order to clear passage to board a plane. On that particular morning, I waited 15 minutes for a female to arrive & check me. In the meantime, standing that length of time, was quite difficult, let alone have my purse & hand luggage on the belt with no one watching, as anyone could have walked off with the contents.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#508513-640558#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-18 14:06:45

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-07-17 13:45:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller reported that they were inappropriately touched by a screener at ISP.

Body:

Agent Notes: Advised caller that a message sent to CSM at (ISP) Advised caller that a message sent to CSM at (ISP)

Follow Up: (b)(6) reported that she was inappropriately touched by a screener at ISP. (b)(6) stated that she has elastic waste pants which have metal brackets on it that alarms the metal detector which caused her to be subject for additional screening. She feels as though the TSO groped her during the screening process and was obviously attracted to her. She stated that the TSO felt her breast, coming down the front of her stomach, her back and her buttocks. She stated that the TSO touched her front private area as well. This procedure was done three times. After the TSO conducted this screening the first time, she advised (b)(6) that she will do it again. During the pat down, she looked over to another TSA employee, not knowing if he was a TSO or a supervisor, and said that this is ridiculous! The gentleman responded by stating that the agent is doing right and is doing her job ma'am. She stated that she is sick to her stomach because of this incident and she did not request to speak with the supervisor due to the fact that she was so upset and in tears. She then stated that she had a 4oz suntan lotion that was half full was confiscated from her and she feels as though they shouldn't have. (b)(6) is requesting that she receives a call back in regards to this matter. She would like to find out how this matter was handled.

To TSOC Date:

From TSOC Date:

Last Updated By: LAJUAN.JOHNSON 7/18/2010 2:34:03 PM, LAJUAN.JOHNSON 7/18/2010 2:34:11 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/18/2010 2:06:45 PM

Linked Event IDs:

Responses:

Response

Airport: ISPISP Islip, NY, USA - Long Island-MacArthur Airport, PBI West Palm Beach, FL, USA - Palm Beach International Airport,

Airline: Southwest AirlinesSouthwest Airlines,

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-18 14:13:04

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-07-18 14:12:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: The caller said her 18 year old son was strip search in the EWR airport around 5:30 AM today. Therefore, the caller would like to know why. Her sons name is: (b)(6)

Body:

Agent Notes: Advised the caller to give us a call back after speaking with her son so that we can have details about what took place and send it to the CSM. Advised the caller to give us a call back after speaking with her son so that we can have details about what took place and send it to the CSM. Advised caller to contact the airport and provided the airport's phone number.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: PATRICE.ONEAL 7/18/2010 2:26:24 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/18/2010 2:13:04 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, JAX Jacksonville, FL, USA - Jacksonville International Airport,

Airline: United Airlines --United Airlines --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-19 15:36:18

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, RE: TSA Contact Us: Complaints

Body: Maintain control & sight of the items did not apply in my situation, perhaps it would be essential to mention this problem with the people in charge.

Thank you for your response.

(b)(6)

From: TSA-ContactCenter@dhs.gov

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#508513-640558#>>

Date: Fri, 16 Jul 2010 09:49:46 -0400

Thank you for your email message.

The Transportation Security Administration (TSA) policy requires the Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within the passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, the TSOs have been trained to maintain control and sight of their items for them, and to ensure that they are reunited with their property once it has cleared x-ray screening.

We hope this information is helpful.

--- Original Message ---

From: <(b)(6)>
Received: 7/14/10 12:52:22 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 7/13/2010 8:18:18 PM

Name: (b)(6)
Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): June 21, 2010, Jet Blue 8:00 AM Flight @ JFK Airport

Comments: Inasmuch as I am 73 years old with a knee replacement, I must wait for female assist in order to clear passage to board a plane. On that particular morning, I waited 15 minutes for a female to arrive & check me. In the meantime, standing that length of time, was quite difficult, let alone have my purse & hand luggage on the belt with no one watching, as anyone could have walked off with the contents.

----- TCC Control Number: -----
<<#508513-640558#>>

Hotmail is redefining busy with tools for the New Busy. Get more from your inbox. See how.

<http://www.windowslive.com/campaign/thenewbusy?ocid=PID28326::T:WLMTAGL:ON:WL:en-US:WM_HMP:042010_2>

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, bcc csm jfk (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 7/19/2010 3:36:18 PM,CLINTON.KIRKSEY 7/19/2010 3:38:55 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/16/2010 12:55:39 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: RE: TSA Contact Us: Complaints <<#508513-640558#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. </P>

<P> </P>

<P>Please accept our appreciation for you taking the time to share this information with us. Your email has been forwarded to the appropriate office for action as required. Your help and support are important contributions to ensuring the safety and security of the Nation's security. </P>

<P> </P>

<P>We encourage you to check the latest information at www.tsa.gov

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-19 17:46:49

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Passenger and Traveler Information

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

Remote Client IP: (b)(6)

Date Time: 7/16/2010 3:03:36 PM

Inquiry for: Persons with Disabilities

Name: (b)(6)

Email: (b)(6)

Message: I am a 54 year old woman who wears a below-the-knee prosthesis. I am familiar with the security screening process (pat down, swabbing) but I experienced a new level of screening on a recent Jet Blue flight departing from JFK. For the first time, after many years of travelling, I was told I would need an xray of my prosthesis. I understand the need for security, but the frustrating situation that ensued was not understandable. Because I am a female, I was told that the xray would need to be administered by a female. Unfortunately, they could not find a female that was "certified" to administer the xray. No one could give us any information...my husband and son could only stand by and watch my embarrassment and frustration grow. After a lengthy wait, without an explanation or apology, a man and a woman appeared and attempted to use the machine. After much fumbling, the man finally got some images to appear and I was allowed to go. I relay this story because I am about to return to JFK on 7/24 (flying Delta this time,) and I am nervous that the same situation will occur. My question is, "is the xray mandatory and are there enough female agents certified to administer it?" I have always been most cooperative because I understand the need for security, but I do believe that we can request that the appropriate personnel are available to complete the screening in a timely and least embarrassing manner possible. I would appreciate any information you could provide regarding this matter.

Thank you

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC JFK CSQIM Tiesha Walker-Patterson at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 7/19/2010 5:46:49 PM, JWAN.JENIFER 7/19/2010 6:24:58 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/16/2010 5:58:27 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways, Delta Air Lines ->

Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Passenger and Traveler Information <<#510014-642246#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at JFK, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 7/16/10 5:58:27 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Passenger and Traveler Information

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

Remote Client IP: [REDACTED]:
Date Time: 7/16/2010 3:03:36 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Inquiry for:</TD>
<TD>Persons with Disabilities</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Message:</TD>
<TD>I am a 54 year old woman who wears a below-the-knee prosthesis. I am familiar with the security screening process (pat down, swabbing) but I experienced a new level of screening on a recent Jet Blue flight departing from JFK. For the first time, after many years of travelling, I was told I would need an xray of my prosthesis. I understand the need for security, but the frustrating situation that ensued was not understandable. Because I am a female, I was told that the xray would need to be administered by a female. Unfortunately, they could not find a female that was "certified" to administer the xray. No one could give us any information...my husband and son could only stand by and watch my embarrassment and frustration grow. After a lengthy wait, without an explanation or apology, a man and a woman appeared and attempted to use the machine. After much fumbling, the man finally got some images to appear and I was allowed to go. I relay this story because I am about to return to JFK on 7/24 (flying Delta this time,) and I am nervous that the same situation will occur. My question is, "is the xray mandatory and are there enough female agents certified to administer it?" I have always been most cooperative because I understand the need for security, but I do believe that we can request that the appropriate personnel are available to complete the screening in a timely and least embarrassing manner possible. I would appreciate any information you could provide regarding this matter.
Thank you.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#510014-642246#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-20 08:27:22

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-07-20 05:15:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix: (b)(6)

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that he missed his flight due to the fact that TSA held him up at the security checkpoint at ROC because his boarding pass didnt say infant. Caller stated that he felt harassed and a supervisor had to come over to verify and clear him through the security, His wife was secondarily screened and he and his wife both had a hand swabbing done twice as they cleared the security checkpoint, then there after.

Body:

Agent Notes: Advised caller that his complaint will be forwarded to the CSM who overseas the screening operation for further review. Advised caller that his complaint will be forwarded to the CSM who overseas the screening operation for further review.

Follow Up: (b)(6) stated that he missed his flight due to the fact that TSA held him up at the security checkpoint at ROC because his boarding pass didn't say infant. (b)(6) stated that he felt harassed because they would not allow him through the security checkpoint because of this. The TSO physically inspected his luggage and child's bag after it went through the metal detector. He stated that his wife was also pulled aside for secondary screening and he feels as though that was done for no reason due to the fact that she did not alarm the metal detector. A supervisor then came over to verify and clear passengers through the security checkpoint. (b)(6) stated that he and his wife both had a hand swabbing done twice, as they cleared the security checkpoint, then there after which he feels was also done for no reason. When the supervisor finally cleared the passenger through the security checkpoint advising the TSO to let them go and just manually place Infant on the ticket he did so, and as they reached the gate, the doors had just closed. (b)(6) would like to receive a call back in regards to this incident.

To TSOC Date:

From TSOC Date:

Last Updated By: LAJUAN.JOHNSON 7/20/2010 8:51:27 AM, LAJUAN.JOHNSON 7/20/2010 8:51:32 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/20/2010 8:27:22 AM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County Airport,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-07-21 09:37:29

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, juice boxes

Body: Dear TSA Representative,

I recently flew with my husband and 22 month old son to Syracuse, NY from San Antonio, TX. When flying to Syracuse, we brought a 4 pack of 6oz juice boxes in our carry-on luggage. We declared them at the screening point and a screener took them away for additional testing without opening any of them or doing additional screening of our other luggage or our persons.

However, on the way back from Syracuse, we had two of the juice boxes left in our carry-on luggage. Again, we declared them at screening but the screener informed us that the juice boxes would have to be opened for testing OR we would have to undergo additional screening of ALL of our bags and our persons. When I told them the website had said noting about that as long as we were bringing an "reasonable" amount and that we had had no problems on our initial flight, the screener said that she hadn't done the initial screening and that it was TSA policy. We told her to keep the juice since we COULD NOT give it to our toddler after it had been opened and exposed to who knows what and did not want to undergo what would have been upsetting searches for a 22 month old.

Please clarify what TSA's position is on bringing sealed juice boxes. It was a VERY unpleasant experience and we would prefer not to go through it again.

Many Thanks,

[REDACTED]

Agent Notes: Breast Milk-Baby Formula Response GÇô Revised 12-11-09 Breast Milk-Baby Formula Response GÇô Revised 12-11-09,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 7/21/2010 9:37:29 AM,JWAN.JENIFER 7/21/2010 9:38:54 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/19/2010 2:13:01 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International, SAT San Antonio, TX, USA - San Antonio International,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: juice boxes <<#510804-643125#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail regarding the Transportation Security Administration (TSA) policies on traveling with breast milk and child related liquids and/or gels. </P>
<P> </P>
<P>Passengers flying with or without an infant or toddler may bring more than 3.4 ounces of breast milk (in a liquid or frozen state) through the security checkpoint, but it will be subjected to additional screening. <P>The breast milk must be separated from other liquids, gels, and aerosols; and declared to the Transportation Security Officer (TSO) prior to entering the screening checkpoint. </P>
<P><BR clear=none>Although TSA does not specifically limit the amount of breast milk or other items a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. <P>The amount should be reasonable and consistent with the traveler's itinerary. <P>All passengers are encouraged to ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures. </P>
<P><BR clear=none>Individuals are also allowed to bring more than 3.4 ounces of pre-mixed baby formula (in a liquid or frozen state), milk products, juice, gel or liquid-filled teething rings, canned, jarred, or processed baby food into the screening checkpoint. <P>These items must be declared to a TSO prior to the passenger entering the screening checkpoint and the items must be separated from other liquids, gels, and aerosols. <P>These items also will be subjected to additional screening. </P>
<P> </P>
<P>Please note, modifications also allow bottled water, presented as an infant or toddler medical exemption, into the secured area after it receives additional screening. <P>Passengers traveling with bottled water necessary for medical reasons and/or intended for their infant or toddler use through the security checkpoint must: </P>
<P> </P>
<P>GÇó <P>declare it to the TSO prior to entering the screening checkpoint and prior to x-ray examination;<BR clear=none>GÇó <P>inform the TSO that the bottled water is necessary for medical reasons and/or intended for an infant or toddler; and<BR clear=none>GÇó <P>open the bottle for additional screening, if required by a TSO. </P>
<P><BR clear=none>Liquids are permitted if required to cool medical and infant/child exemptions. <P>Frozen items are also permitted so long as they are solid and in a GÇ£frozen stateGÇ¥ when presented for screening if not required for infant/child necessities. <P>If these frozen items are partially melted or have any liquid at the bottom of the container, the ice/liquid container must meet 3-1-1 requirements. </P>
<P><BR clear=none>We recognize that the information on our website is not all inclusive and that many passengers have additional concerns regarding traveling with items intended for use by infants and toddlers. <P>Many of these concerns include how the current screening procedures accommodate the handling of essential food items passengers must carry onboard the plane for their infant or toddler, such as breast milk, milk products, formula (to include related mixing products), baby food, and juice. </P>
<P> </P>
<P>Breast milk and other liquids and gels intended for infants or toddlers are in the same category as medical liquid exemptions and are normally x-rayed and will always be subjected to additional screening if in containers larger than 3.4 oz. <P>However, as a customer service, TSA allows a passenger the option of a visual inspection of these items. <P>A passenger must request a visual inspection before screening begins; otherwise, all of the items must undergo x-ray inspection. <P>If an item is not x-rayed, in addition to a visual inspection of the items, TSOs will test the items, including breast milk, for explosives. <P>Passengers may be required to open the containers but will never be asked to test or taste any of these items. If containers cannot be opened, the containers may be allowed into the sterile area after the passenger is subjected to additional screening. </P>
<P> </P>
<P>TSA continues to explore opportunities to further modify screening procedures to minimize the concerns of passengers without compromising aviation security. <P>The most current processes in place for bringing breast milk and other food-related items intended for infants and young children safely through the security screening checkpoint can be found at www.tsa.gov/travelers/airtravel/children/formula.shtml. </P>
<P> </P>
<P>Passengers are also invited to contact their airline in advance to request any special accommodations for their flight. <P>In addition, please visit our website regularly for updates to special screening procedures. </P>
<P> </P>
<P>We hope this information is helpful. </P>
<P> </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: "[REDACTED]"
Received: 7/19/10 2:12:59 PM EDT
To: "TSA Contact Center" &TSA-ContactCenter@dhs.gov&TSA-ContactCenter@dhs.gov
Subject: juice boxes

<META name=Generator content="MS Exchange Server version [REDACTED]"><!-- Converted from text/plain format -->
<P>Dear TSA Representative,</P>

<P>I recently flew with my husband and 22 month old son to Syracuse, NY from San Antonio, TX. When flying to Syracuse, we brought a 4 pack of 6oz juice boxes in our carry-on luggage. We declared them at the screening point and a screener took them away for additional testing without opening any of them or doing additional screening of our other luggage or our persons.

</P>

<P>However, on the way back from Syracuse, we had two of the juice boxes left in our carry-on luggage. Again, we declared them at screening but the screener informed us that the juice boxes would have to be opened for testing OR we would have to undergo additional screening of ALL of our bags and our persons. When I told them the website had said noting about that as long as we were bringing an "reasonable" amount and that we had had no problems on our initial flight, the screener said that she hadn't done the initial screening and that it was TSA policy. We told her to keep the juice since we COULD NOT give it to our toddler after it had been opened and exposed to who knows what and did not want to undergo what would have been upsetting searches for a 22 month old.

</P>

<P>Please clarify what TSA's position is on bringing sealed juice boxes. It was a VERY unpleasant experience and we would prefer not to go through it again. </P>

<P>Many Thanks,</P>

<P>[REDACTED]; </P></div>

----- TCC Control Number: -----
<<#510804-643125#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-07-21 11:56:06

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-07-21 11:15:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated when he arrived at the (LGA) he had went to the Southwest Airlines to pick out the seat he wanted on board the aircraft due to his medical condition he had chosen a seat in the isle. Caller stated when he was in line to board the aircraft he was asked to step out of line for a secondary screening. Caller stated he explained to the TSA screener (b)(6) that if when he board the aircraft and the seat that he had chosen is not available he wants to be reimburse by TSA for him not be able to sit in the seat he had chosen.

Body:

Agent Notes: Caller was advised that I will send a CSM to the (LGA). Caller was advised that I will send a CSM to the (LGA). Flight# 1512 Terminal Gate# B4

Follow Up: Caller (b)(6) stated when he arrived at the LGA New York, NY, USA - Laguardia he had went to the Southwest Airlines to pick out the seat he wanted on board the aircraft due to his medical condition he had chosen a seat in the isle. (b)(6) stated when he was in line to board the aircraft after arriving 3 hours early he was asked to step out of line for a secondary screening. Caller stated he explained to the TSA screener (b)(6) that when he board the aircraft and the seat that he had chosen is not available he wants to be reimburse by TSA for him not be able to sit in the seat he had chosen. (b)(6) stated after he was re-screened and boarded the aircraft his isle seat was taken. (b)(6) stated he asked a stewardess if he can have a isle when she stated she could not ask the other passengers to give up their isle seat for him he had left the aircraft to wait for another airplane to board. (b)(6) is upset he is requesting that someone return a call too him regarding this matter.

To TSOC Date:

From TSOC Date:

Last Updated By: GENEVA.PARKER 7/21/2010 12:20:35 PM,GENEVA.PARKER 7/21/2010 12:20:41 PM,GENEVA.PARKER 7/21/2010 12:21:53 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/21/2010 11:56:06 AM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,

Airline: Southwest AirlinesSouthwest Airlines,

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-08-03 08:34:21

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/1/2010 3:15:11 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Tuesday July 27, 2010

5:45 - 5:50 pm

Comments: I travel very frequently, both domestically and internationally. Having two hip replacements, I am always subject to pat down and wandering. I accept it all very philosophically. However, on July 27, 2010, I received the most aggressive pat down I have ever experienced. The motion (b)(6) used was less a patting or stroking motion and more a kneading of my calves and thighs. I have never been touched as roughly as I was by this particular TSA employee.

Metal on my bra often is picked up by the wand, and I am accustomed to the hand motions TSA agents use, but I object to the hand motions (b)(6) used under my breasts. While she used the side of her hand as employees are instructed, her motions were, I believe, inappropriately rough. (Usually, during the entire inspection, the passenger is told to face his or her belongings, but for this part of the inspection, (b)(6) turned me 180 degrees, and while she moved her hands under my breasts, I was obliged to face other passengers exiting the screening area and to face away from her supervisor.) I mentioned to him (b)(6) my unhappiness with the treatment I received from (b)(6)

As a frequent traveler, I realize that TSA employees are not all equally skilled at the difficult job of patting down travelers, but I have never been offended enough to complain until now

Agent Notes: Pat Down - BCC:CSM/FSD Pat Down - BCC:CSM/FSD, bcc csm lga (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 8/3/2010 8:34:21 AM,CLINTON.KIRKSEY 8/3/2010 8:37:13 AM,

Last Update Date:

Opening Agent:

Opened Date: 8/2/2010 12:29:49 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,

Airline:

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#516615-650012#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for providing us with the name of the airport you traveled through. </P>

<P> </P>

<P>Because your complaint concerns the conduct of security screeners at [LGA], we have forwarded a copy of your email to the Customer Service Manager (CSM)/Federal Security Director (FSD) at that airport. The CSM/FSD is responsible for ensuring that the screener work force adheres to TSA principles for professional processing. </P>

<P> </P>

<P>Please understand that we monitor the number and nature of complaints TSA receives in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. </P>

<P> </P>

<P>If you need further information or assistance please let us know.</P>

<P> </P>

<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: &[REDACTED]>
Received: 8/2/10 12:29:50 PM EDT
To: "TSA Contact Center" &TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 8/1/2010 3:15:11 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>LaGuardia Marine Air Terminal
Tuesday July 27, 2010
5:45 - 5:50 pm</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>I travel very frequently, both domestically and internationally. Having two hip replacements, I am always subject to pat down and wandering. I accept it all very philosophically. However, on July 27, 2010, I received the most aggressive pat down I have ever experienced. The motion [REDACTED] used was less a patting or stroking motion and more a kneading of my calves and thighs. I have never been touched as roughly as I was by this particular TSA employee.

Metal on my bra often is picked up by the wand, and I am accustomed to the hand motions TSA agents use, but I object to the hand motions [REDACTED] used under my breasts. While she used the side of her hand as employees are instructed, her motions were, I believe, inappropriately rough. (Usually, during the entire inspection, the passenger is told to face his or her belongings, but for this part of the inspection, [REDACTED] turned me 180 degrees, and while she moved her hands under my breasts, I was obliged to face other passengers exiting the screening area and to face away from her supervisor.) I mentioned to him [REDACTED] my unhappiness with the treatment I received from [REDACTED].

As a frequent traveler, I realize that TSA employees are not all equally skilled at the difficult job of patting down travelers, but I have never been

offended enough to complain until now.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#516615-650012#>></body></html>
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-08-10 15:58:09

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, FW: TSA Contact Us: Complaints

Body: Forwarded to TCC for appropriate handling. Thank you.

Evelyn Webb

Technology and Business Integration

Office of Civil Rights and Liberties

DHS/TSA

From: [REDACTED]

Sent: Thursday, June 10, 2010 6:45 PM

To: Civilrights, TSA

Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 6/10/2010 6:44:41 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

Flight Info (If applicable. Enter

Flight#/Airline/Terminal/Airport/Gate/Etc):

DELTA 262 on June 9 2010

International security at jfk between 4:45 and 5:15 pm

Comments:

I would like to report inappropriate , discourteous and abusive screening with clear malintend.

I was check 3 times by 3 different black women who had an obvious bias and no reason to be rude, my bags and computer when thru the machine without questions ,because they asked me to put my bare feet up and I apparently was not suppose to put both of them up at the same time they proceeded to repeated the search of al my items thru the machines from the back of the lines then they asked for my boarding pass which they had with all my items they asked what was a lipstick , what a tape measure was went thru every wallets & pieces of papers but did not check any of the 3 cellphones inside bags , they put everything apart and off course not put them back , they called another agent when my watch beeped with the metal detector on my bare arms to double check , I am only wearing tight stretch pants , an underwear , a tank top none of which had any reason and could make any sound but they insisted on padding me up and down , they was NO reason and had another go thru with the metal detector , I have no hip , knee replacement nor metal inside my body,

I was not wearing any clothes that could be hiding anything , I am Platinum on American Airlines and have been gold on Delta for the last fifteen years at least ,I have traveled to 8 different countries since the beginning of 2010 alone and have never ever seen such malicious rudeness, that is never called for, but even less when one is just going about her travel.

I do not wish on anyone else that kind of unacceptable treatment . Then They got very uptight when i asked for their names And wrote them down one went

away in a hurry and agent (b)(6) took away my boarding pass from my hand and followed to write down my name , flight information, and when I asked supervisor (b)(6) why she was writing down my information she said It was because I had asked for their names.

Supervisor (b)(6)

And agent (b)(6) I did not get third agent's name.

I go thru security sometimes several times a week in all parts of the world and I have never seen such abusive rudeness even to the dear old man searched before because he did not put his belt back on and get his

belonging out of the way fast enough

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC CSM TIESHA WALKER-PATTERSON AT [REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 8/10/2010 3:58:09 PM,COREY.SHELTON 8/10/2010 4:01:43 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/28/2010 11:49:24 AM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: Delta Air Lines --Delta Air Lines --, American Airlines --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: FW: TSA Contact Us: Complaints <<#38072-631511#>>

Body:

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<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff"><html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P><FONT face=" Helvetica, sans-serif,Arial">We are sorry you were unhappy with your&nbsp;travel experience. We also apologize for the delay in responding to your concerns.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">Because your complaint is regarding screening at&nbsp;JFK, we have forwarded a copy of your email to the Customer Service Manager at that airport for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">We monitor the number and nature of complaints 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.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">Again, the TSA offers sincere apologies for the discomfort and inconvenience&nbsp;you experienced while traveling and encourage you to check the latest information at </FONT><A href="http://www.tsa.gov" shape=rect><FONT face=" Helvetica, sans-serif,Arial">www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial">.</FONT>
</P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><div style="border-left: medium none; padding-bottom: 0in; border-top: #b5c4df 1pt solid; padding-left: 0in; border-right: medium none; padding-right: 0in; border-bottom: medium none; padding-top: 3pt">
  <p class="msonormal">
    <b><span><font face="Tahoma,sans-serif" style="font-size: 10pt">From:</font></span></b><span><font face="Tahoma,sans-serif" style="font-size: 10pt">
      [REDACTED]</font><font face="Tahoma,sans-serif" style="font-size: 10pt"><br clear="none"></font><b><font face="Tahoma,sans-serif" style="font-size: 10pt">To:</font></b><font face="Tahoma,sans-serif" style="font-size: 10pt">
      Civilrights, TSA</font><font face="Tahoma,sans-serif" style="font-size: 10pt"><br clear="none"></font><b><font face="Tahoma,sans-serif" style="font-size: 10pt">Subject:</font></b><font face="Tahoma,sans-serif" style="font-size: 10pt">
      TSA Contact Us: Complaints</font></span>
  </p>
</div>
<p class="msonormal">
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</p>

<p class="msonormal" style="margin-bottom: 12pt">

THIS GENERATED EMAIL HAS BEEN SENT FROM

<http://www.tsa.gov/contact/index.shtm><br clear="none">

<br clear="none">Remote

Client IP: (b)(6)<br clear="none">

</p>

<table style="border-left: 1.5pt outset; border-top: 1.5pt outset; border-right: 1.5pt outset; width: 562.5pt; border-bottom: 1.5pt outset" cellpadding="1" border="1" class="msonormaltable" cellspacing="0" width="750">

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<p class="msonormal" align="right">

Name:

</p>

</td>

<td style="padding-bottom: 2.25pt; padding-left: 2.25pt; padding-right: 2.25pt; padding-top: 2.25pt" colspan="1" rowspan="1">

<p class="msonormal">

(b)(6)

</p>

</td>

</tr>

<tr>

<td valign="top" style="padding-bottom: 2.25pt; padding-left: 2.25pt; padding-right: 2.25pt; width: 150pt; padding-top: 2.25pt" colspan="1" width="200" rowspan="1">

<p class="msonormal" align="right">

Email:

</p>

</td>

<td style="padding-bottom: 2.25pt; padding-left: 2.25pt; padding-right: 2.25pt; padding-top: 2.25pt" colspan="1" rowspan="1">

<p class="msonormal">

(b)(6)

</p>

</td>

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<tr>

<td valign="top" style="padding-bottom: 2.25pt; padding-left: 2.25pt; padding-right: 2.25pt; width: 150pt; padding-top: 2.25pt" colspan="1" width="200" rowspan="1">

<p class="msonormal" align="right">

Complaints:

</p>

</td>

<td style="padding-bottom: 2.25pt; padding-left: 2.25pt; padding-right: 2.25pt; padding-top: 2.25pt" colspan="1" rowspan="1">

<p class="msonormal">

Civil Rights

</p>

</td>

</tr>

<tr>

<td valign="top" style="padding-bottom: 2.25pt; padding-left: 2.25pt; padding-right: 2.25pt; width: 150pt; padding-top: 2.25pt" colspan="1" width="200" rowspan="1">

<p class="msonormal" align="right">

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

</p>

</td>

<td style="padding-bottom: 2.25pt; padding-left: 2.25pt; padding-right: 2.25pt; padding-top: 2.25pt" colspan="1" rowspan="1">

<p class="msonormal">

DELTA 262 on June 9 2010<br clear="none">International security at jfk between 4:45 and 5:15 pm

</p>

</td>

</tr>

<tr>

<td valign="top" style="padding-bottom: 2.25pt; padding-left: 2.25pt; padding-right: 2.25pt; width: 150pt; padding-top: 2.25pt" colspan="1" width="200" rowspan="1">

<p class="msonormal" align="right">

Comments:

</p>

</td>

<td style="padding-bottom: 2.25pt; padding-left: 2.25pt; padding-right: 2.25pt; padding-top: 2.25pt" colspan="1" rowspan="1">

<p class="msonormal">

I would like to report inappropriate , discourteous and abusive screening with clear malintend.<br clear="none">I was check 3 times by 3 different black women who had an obvious bias and no reason to be rude, my bags and computer when thru<br clear="none">the machine without questions ,because they<br clear="none">asked me to put my bare feet up and I<br clear="none">apparently was not suppose to put both of<br clear="none">them up at the same time they proceeded to<br clear="none">repeated the search of al my items thru the<br clear="none">machines from the back of the lines then they<br clear="none">asked for my boarding pass which they had with all my items they asked what was a lipstick , what a tape measure was went thru every wallets & pieces of papers but did not<br clear="none">check any of the 3 cellphones inside bags ,<br clear="none">they put everything apart and off course not put them back , they called another agent when my watch beeped with the metal detector on my bare arms to double check , I am only wearing tight stretch pants , an underware , a tank top none of which had any reason and could make any sound but they insisted on<br clear="none">padding me up and down ,<br clear="none">they was NO reason and had another go thru<br clear="none">with the metal detector , I have no hip , knee replacement nor metal inside my body,<br clear="none">I was not wearing any clothes that could be hiding anything ,<br clear="none">I am Platinum on American Airlines and have been gold on Delta for the last fifteen years at least ,I have traveled to 8 different countries since the beginning of 2010 alone and have never ever seen such malicious rudeness, that is never called for, but even less when one is just going about her travel.<br clear="none">I do not wish on anyone else that kind of unacceptable treatment .<br clear="none">Then They got very uptight when i asked for their names And wrote them down one went<br clear="none">away in a hurry and agent (b)(6) took away my boarding pass from my hand and followed to write down my name , flight information,<br clear="none">and when I asked supervisor (b)(6) why she was writing down my information she said It was because I had asked for their names.<br clear="none">Supervisor (b)(6) <br clear="none">And agent (b)(6) I did not get third agent's<br clear="none">name.<br clear="none">I go thru security sometimes several times a week in all parts of the world and I have never seen such abusive rudeness even to the dear old man searched before because he did not put his belt back on and get his belonging out of the way fast enough.

</p>

</td>

</tr>

</table></div>

----- TCC Control Number: -----
<<#38072-631511#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-08-11 14:54:38

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-08-07 14:15:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: (b)(6) phoned into the TCC upset with the screening experience her mom experience during her travel from LGA into ATL via American Airlines Flight # 4669 on the 7th Aug 2:15pm flight. (b)(6) indicated her mom is 87yrs only travels American Airlines and always have hulls & \$5.00 cash for the person who is assisting her in the wheelchair for a tip. She's reporting on this pass travel her mom was missing from her purse the \$5.00 cash. (b)(6) stated her mom was subject to secondary screening and asked to remove a blouse which had buttons on it, upon removal the screen notice (b)(6) mom underclothing and informed her she can keep the blouse on. (b)(6) feels in the screening sometimes the screener need to use common judgment to avoid incident of this nature. (b)(6) is very upset with the treatment her mother received.

Body:

Agent Notes: Message sent to CSM Message sent to CSM

Follow Up: (b)(6) phoned into the TCC upset with the screening experience her mom experience during her travel from LGA into ATL via American Airlines Flight # 4669 on the 7th Aug 2:15pm flight. (b)(6) indicated her mom is 87yrs only travels American Airlines and always have hulls & \$5.00 cash for the person who is assisting her in the wheelchair for a tip. She's reporting on this pass travel her mom was missing from her purse the \$5.00 cash. (b)(6) stated her mom was subject to secondary screening and asked to remove a blouse which had buttons on it, upon removal the screen notice (b)(6) mom underclothing and informed her she can keep the blouse on. (b)(6) feels in the screening sometimes the screener need to use common judgment to avoid incident of this nature. (b)(6) is very upset with the treatment her mother received and would like someone to contact her back regarding this matter via email with a written explanation (b)(6) at the email address given along with a POC.

To TSOC Date:

From TSOC Date:

Last Updated By: MAUREEN.HARRIS 8/11/2010 3:19:36 PM,MAUREEN.HARRIS 8/11/2010 3:19:52 PM,MAUREEN.HARRIS 8/18/2010 3:27:11 PM,MAUREEN.HARRIS 8/18/2010 3:35:55 PM,MAUREEN.HARRIS 8/18/2010 3:36:14 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/11/2010 2:54:38 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, ATL Atlanta, GA, USA - Hartsfield International,

Airline: American Airlines --American Airlines --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-08-17 11:07:50

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-08-17 11:07:50

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Oldbury

Contact State: West Midlands

Contact Zip: B693FG

Contact Country: New England, UK

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that she wants to be removed from whatever list she has been put on since she has been in a wheelchair. Caller stated that she has been subjected to secondary screening each time she travels since she has been in a wheelchair.

Body:

Agent Notes: Informed caller that travelers in wheelchairs are almost always subjected to secondary screening, because they cannot go through a normal screening as a person who can walk through the metal detector. Informed caller that travelers in wheelchairs are almost always subjected to secondary screening, because they cannot go through a normal screening as a person who can walk through the metal detector. Caller stated that the screener was yelling at her not touch her luggage while it was being secondarily screened and that her carry on items were not repacked properly after it was inspected. Advised caller that no passenger is permitted to touch luggage while it is being inspected, however this is not a reason for a screener to yell at her. Also advised caller that a message will be forwarded to the CSM at that airport for review.

Caller stated that she is missing three hat pins from her carry on bag. Advised caller that she may file a claim for these items and provided claim information. SF-95 form mailed on (8/18/2010).

Caller inquired about the 311 rule. Explained 311 rule to caller.

Caller requested to have a list of prohibited items sent to her.

Follow Up: (b)(6) phoned the TSACC and inquired about the reason behind her secondary screening since she has been in a wheelchair. Caller stated that she stands and walks through the metal detector and she does not alert the machine. Therefore, she does not see a reason that her bags should be secondarily screened. Caller also stated that after her carry on bag was inspected her items were not repacked properly. I advised (b)(6) that she may be packing an item in her carry on luggage, that can not be identified via the screening machine. Caller also reported that she is missing three broaches from her carry on bag. Advised caller that she may file a claim for the missing items from her carry on bag and mailed caller a claim form. Caller requested a call back regarding this incident. Advised caller that the CSM may not be able to dial outside of the U.S., caller requested that if she cannot be contacted via phone, that she be sent a response in writing.

To TSOC Date:

From TSOC Date:

Last Updated By: KRYSTLE.WILLIAMS 8/17/2010 11:07:50 AM, KRYSTLE.WILLIAMS 8/17/2010 11:39:47 AM, KRYSTLE.WILLIAMS 8/17/2010 11:41:26 AM, KRYSTLE.WILLIAMS 8/17/2010 11:41:31 AM, KRYSTLE.WILLIAMS 8/18/2010 11:06:11 AM,

Last Update Date:

Opening Agent:

Opened Date: 8/17/2010 11:07:50 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-08-18 16:29:54

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/17/2010 6:41:19 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Disarrayed Items in Checked or Carry-on Baggage

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

Comments: On August 17th, I travelled from the BUF airport. Upon entering the security I noticed that an unusual number of items were being rescanned by the TSA agents. During the time I entered the line for dray machine I observed four agents to bring items for rescanning.

When it was my turn, the xray agent turned to me and asked if I had a microscope in my bag. I told him it was a manual juicer. He pulled the bag for rescreening. The juicer was packed diagonally in the bag and wrapped with clothing around each edge to prevent damage.

While I find it reasonable that an items be pulled for rescreening when they are hard to identify, it was immediately clear to me that they could indeed identify my item.

I was told I needed to wait for an agent who refused to lift my bag(it weighed 32.1 pounds) and waited several minutes for a male coworker to carry my bag to another table.

Then she proceeded to unwrap every single item in the bag, even items that were not wrapped around the item in question. All she did was remove the item and send it back - along with my disarrayed luggage.

I understand why it is important that the end user not help during a manual inspection but this was not that. If all she was going to do was rescan it, why can I not touch it? Would it not be easier on everyone if I were told to remove the item and go through the scanner again?

When she was done she made a male coworker come to get the juicer and take it to the line. And help her return it. When they were done she said she could try to repack it. Or I could do it- but she warned that she didn't have to pack it carefully, just get it in and zipped.

Again, I understand why I shouldn't touch it if there was a manual inspection- but when the purpose is only to rescan it why not just tell me to do so and make life easier on everyone.

And lastly, exactly what is hazardous about a juicer (or microscope) that might warrant a rescan?

Agent Notes: ALL BAGGAGE MUST BE SCREENED ALL BAGGAGE MUST BE SCREENED, SECONDARY SCREENING REASONS RESPONSE, Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 8/18/2010 4:29:54 PM, JWAN.JENIFER 8/18/2010 5:12:56 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/17/2010 1:15:24 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b) (5)

Subject: Re: TSA Contact Us: Complaints <<#523580-657878#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message concerning the screening process baggage. </P>
<P> </P>
<P>Enhanced security measures require that all checked baggage undergo at least one form of screening. Hand screening of the luggage will be required to clear every alarm to complete the screening process. </P>
<P> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>TSA also selects passengers and baggage at random for additional security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as (senior citizens, persons with disabilities, children, etc.), would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit any particular profile. </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>TSA understands the inconvenience you may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies, including document scanners, trace portals, and backscatter devices, to address the explosives threat. In the meantime, the use of secondary screening enhances our ability to detect explosives at our NationGÇOs airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public secure. </P>
<P> </P>
<P>We encourage you to visit our website at <A href="http://www.tsa.gov" shape=recthttp://www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. </P>
<P> </P>
<P>We hope this information is helpful. </P>
<P> </P>
<P>TSA Contact Center </P>
<P><BR clear=none> </P></div>

<div>--- Original Message ---
From: & (b) (5)

Received: 8/17/10 1:15:24 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b) (5)
Date Time: 8/17/2010 6:41:19 AM

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<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Disarrayed Items in Checked or Carry-on Baggage</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>&nbsp;</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
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proceeded to unwrap every single item in the bag, even items that were not wrapped around the item in question. All she did was remove
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on everyone if I were told to remove the item and go through the scanner again? <BR><BR>When she was done she made a male
coworker come to get the juicer and take it to the line. And help her return it. When they were done she said she could try to repack it. Or
I could do it- but she warned that she didn't have to pack it carefully, just get it in and zipped. <BR><BR>Again, I understand shy I
shouldn't touch it if there was a manual inspection- but when the purpose is only to rescan it why not just tell mr to do so and make life
easier on everyone. <BR><BR>And lastly, exactly shag is hazardous about a juicer (or microscope) that might warrant a
rescan?</TD></TR></TBODY></TABLE></div>
<BR><BR>----- TCC Control Number: -----<BR><<#523580-657878#>></body></html>
END RECORD
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CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-08-20 11:58:55

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/19/2010 9:49:35 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines / Albany, NY / Gate C3

Comments: I travel every week between Chicago and Albany or Chicago and Baltimore for business. I have noticed that in Albany the TSA staff routinely conduct pat-downs at departure gates.

This practice continues to be humiliating and seems excessive. The policy of doing random pat-downs is awful. Unless there is a clear security concern beyond the normal diligence required at the screening point, pat downs VIOLATE passengers.

The screening at the primary security entry point is thorough.

If TSA strongly believes that gate screening is warranted (I find it hard to believe) then using the electronic wands would seem less invasive.

BTW, I was so upset about the pat down last week that I had to wait a week before writing this. I have talked to many other passengers and there are admittedly differing opinions about the validity of doing pat downs. Most seem resigned to the inevitability of them. I think its a travesty and insulting

Agent Notes: Gate Screening Gate Screening,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 8/20/2010 11:58:55 AM,JWAN.JENIFER 8/20/2010 12:00:07 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/19/2010 5:23:42 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport, BWI Baltimore, MD, USA - Baltimore-Washington International,

Airline: Southwest AirlinesSouthwest Airlines,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#450739-659008#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail regarding security screening beyond the airport checkpoint. </P>
<P> </P>
<P>The Transportation Security Administration (TSA) has expanded security screening beyond the security checkpoint to other secured areas of the airport, including at the boarding gates. TSA is constantly exploring initiatives to add unpredictability and expand security and threat mitigation activities. </P>
<P> </P>
<P>These additional screenings are part of TSAGÇÖs Aviation Direct Access Screening Program (ADASP). In addition to screening passengers at the gate, ADASP includes checking passenger identification and boarding pass and searching carry-on baggage either visually or with a hand-held explosives detection unit. These checks are not announced in advance and can occur at any boarding gate at any time. </P>
<P> </P>
<P>We regret any inconvenience you may have caused during your recent travels. However, we are confident that these additional inspections can only serve to improve security at our NationGÇÖs airports. </P>
<P> </P>
<P>TSA Contact Center </P></div>

<div>--- Original Message ---
From: &(b)(6)>
Received: 8/19/10 5:23:42 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/19/2010 9:49:35 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Southwest Airlines / Albany, NY / Gate C3</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I travel every week between Chicago and Albany or Chicago and Baltimore for business. I have noticed that in Albany the TSA staff routinely conduct pat-downs at departure gates.
This practice continues to be humiliating and seems excessive. The policy of doing random pat-downs is awful. Unless there is a clear security concern beyond the normal diligence required at the screening point, pat downs VIOLATE passengers.
The screening at the primary security entry point is thorough.
If TSA strongly believes that gate screening is warranted (I find it hard to believe) then using the electronic wands would seem less invasive.

BTW, I was so upset about the pat down last week that I had to wait a week before writing this. I have talked to many other passengers and there are admittedly differing opinions about the validity of doing pat downs. Most seem resigned to the inevitability of them. I think its a travesty and insulting...</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#450739-659008#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-08-25 14:32:06

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/23/2010 7:44:05 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines 8:25am flight from Buffalo, NY to Midway on Saturday August 21

Comments: Buffalo TSA machine operator (b)(6) detained two bags for approximately 30 minutes causing my family and I to nearly miss my flight. Both bags went through screening at least three times and were subject to hand searches and explosive swab tests. The 'suspicious item' in my 3-year old's suitcase was a 3 inch solid wood toy milk container. (b)(6) insisted that this item was a liquid - very strange (and just wrong.) The explanation that I received on the other bag was that there "was a lot of electronics" (a camera, camcorder and three chargers). This bag (precisely as packed) had been through 6 security checkpoints in the prior week without issue.

This qualifies as unreasonable search and seizure.

I travel 200K domestic flight miles a year and go through TSA security over 200 times a year. Buffalo's TSA security checkpoint was understaffed by woefully undertained agents. The worst I have ever encountered (worse than even Fort Lauderdale which is known by frequent fliers as having horrendous TSA personell). The staff appears to need additional training, and supervision appeared to be weak. After 30 minutes, TSA released our luggage without an explanation (there were no forbidden items, liquids etc.)

Without getting another TSA staffer in trouble, this staffer suggested that (b)(6) made the decision to continue to investigate - a decision that she did not understand or agree with. I got the sense that (b)(6) was in training, upset or just unqualified.

Fliers need to be warned that they need to leave extra time when flying through the Buffalo airport to handle inexperienced or poorly trained TSA employee mistakes. (A similar, but not as bad, experience ocured at the buffalo airport last year).

TSA needs to implement some kind of process and staffing changes in Buffalo immediately. I will be speaking to a Congressman about this as well

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, Lengthy Wait Times@ Airport Response, Search & Seizure, bcc csm buf (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 8/25/2010 2:32:06 PM,CLINTON.KIRKSEY 8/25/2010 2:36:48 PM,
Last Update Date:
Opening Agent:
Opened Date: 8/24/2010 12:55:35 PM
Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport, MDW Chicago, IL, USA - Midway,
Airline: Southwest AirlinesSouthwest Airlines,
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#526312-660975#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P> <TSA continues to closely monitor wait times and other areas of customer service. <In addition, passengers should consult arrival times with their individual airline, but we recommend arriving at least two hours in advance of flight time to allow ample time for security screening and boarding of aircraft. </P>
<P> </P>
<P>The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. <Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public. <In addition, courts have held that passengers who have started the screening process by walking through the walk-through metal detector are required to complete the screening process. <As the courts have explained, allowing a passenger to withdraw from screening once the process has begun would encourage terrorism by providing a secure exit when detection was threatened, thus undermining the essential purpose of airport screening. <Federal law requires that commercial airlines must refuse to transport any passengers who do not submit to a search of their person and possessions. <While all passengers must submit to an administrative search in order to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect. </P>
<P> </P>
<P>Because your complaint is regarding screening at <BUF, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: (b)(6) >
Received: 8/24/10 12:55:36 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/23/2010 7:44:05 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]/TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Southwest Airlines 8:25am flight from Buffalo, NY to Midway on Saturday August 21</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>Buffalo TSA machine operator [REDACTED] detained two bags for approximately 30 minutes causing my family and I to nearly miss my flight. Both bags went through screening at least three times and were subject to hand searches and explosive swab tests. The 'suspicious item' in my 3-year old's suitcase was a 3 inch solid wood toy milk container. [REDACTED] insisted that this item was a liquid - very strange (and just wrong.) The explanation that I received on the other bag was that there "was a lot of electronics" (a camera, camcorder and three chargers). This bag (precisely as packed) had been through 6 security checkpoints in the prior week without issue.

This qualifies as unreasonable search and seizure.

I travel 200K domestic flight miles a year and go through TSA security over 200 times a year. Buffalo's TSA security checkpoint was understaffed by woefully undertained agents. The worst I have ever encountered (worse than even Fort Lauderdale which is known by frequent fliers as having horrendous TSA personell). The staff appears to need additional training, and supervision appeared to be weak. After 30 minutes, TSA released our luggage without an explanation (there were no forbidden items, liquids etc.)

Without getting another TSA staffer in trouble, this staffer suggested that [REDACTED] made the decision to continue to investigate - a decision that she did not understand or agree with. I got the sense that [REDACTED] was in training, upset or just unqualified.

Fliers need to be warned that they need to leave extra time when flying through the Buffalo airport to handle inexperienced or poorly trained TSA employee mistakes. (A similar, but not as bad, experience occurred at the buffalo airport last year).

TSA needs to implement some kind of process and staffing changes in Buffalo immediately. I will be speaking to a Congressman about this as well.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#526312-660975#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-08-30 09:50:15

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, security

Body: I fly regularly (usually Jet Blue), and the last 2 times I flew, was disappointed! I was traveling with my 8-year-old disabled daughter, from JFK to FLL (2 times in 3 weeks). She was seated in a wheelchair. After checking in, at JFK, we went to the security area. Our belongings went through the machine to the other side of the conveyor belt.

We waited over 20 minutes (!) (25 the next time) for someone to come and check my daughter in the chair (a "female assist") while our belongings were sitting pretty much out of our view, as approximately 15-20

passengers passed through and retrieved their belongings! I felt, ironically, that the security check of the airport was the least secure part of our trip!! My phone, pocketbook, and personal belongings were sitting unattended, but moved and handled by other people reaching to get their own things!! What would stop someone from taking and walking off with my wallet, for example?? I know there are security cameras, but no one would even know who the item belonged to!! Please respond.

Thank you. [REDACTED]

Agent Notes: LINE-OF-SIGHT INCLUDING PWD RESPONSE LINE-OF-SIGHT INCLUDING PWD RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 8/30/2010 9:50:15 AM, CLINTON.KIRKSEY 8/30/2010 9:51:57 AM, CLINTON.KIRKSEY 8/30/2010 9:52:17 AM,

Last Update Date:

Opening Agent:

Opened Date: 8/29/2010 9:13:20 AM

Linked Event IDs:

Responses:

Response

Airport: JFK/JFK New York, NY, USA - John F Kennedy Intl Airport, FLL Ft Lauderdale, FL, USA - Ft Lauderdale/Hollywood Intl Apt,
Airline: jetBlue Airways/jetBlue Airways,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: security <<#528392-663311#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt"

class=msonormal>Thank you for your email message expressing your concern
regarding the Transportation Security Administration (TSA) policy for
maintaining line-of-sight with your carry-on items. </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>TSA policy requires the Transportation
Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within the
passenger's line-of-sight when a passenger is required to undergo additional screening.
When passengers cannot maintain line-of-sight with their property during a patdown or private screening, the TSOs
have been trained to maintain control and sight of their items for them, and to ensure that they are reunited with their property once it
has cleared x-ray screening. </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>We hope this information is
helpful. </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P></div>

<div>--- Original Message ---
From: [REDACTED]>
Received: 8/29/10 9:13:22 AM
EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: security

<META name=GENERATOR content="MSHTML [REDACTED]>
<STYLE></STYLE>

<DIV>I fly regularly (usually Jet Blue) , and the last 2 times I flew, was
disappointed! I was traveling
with my 8-year-old disabled daughter, from JFK to FLL (2 times in 3
weeks). She was seated in a wheelchair. After checking in, at JFK, we went to the security area. Our
belongings went through the machine to the other side of the conveyer belt.
We waited over 20 minutes(!) (25 the next time) for
someone to come and check my daughter in the chair (a "female assist")while our belongings were sitting pretty much out of our view,
as approximately 15-20
passengers passed through and retrieved their belongings! I felt, ironically, that the security

check of the airport was the least secure part of our trip!! My phone, pocketbook, and personal
belongings were sitting
unattended, but moved and handled by other people reaching to get their own
things!! What would stop someone from
taking and walking off with my wallet, for example?? I know
there are security cameras, but no one would even know who the
item belonged to!! Please respond.
Thank you. [REDACTED]/FONT></DIV></div>

----- TCC Control Number: -----
<<#528392-663311#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(5)

Contact Type:

Contact Date: 2010-08-30 14:19:20

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-08-30 14:21:00

Contact Prefix:

Contact First Name: Unknown

Contact Middle Initial:

Contact Last Name: (b)(5)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: sip:anonymous@anonymousinvalid:5060

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller wanted to complain that TSA asked him to remove his money from his pockets and had his belongings screened away from him.

Body:

Agent Notes: Explained to caller that TSA wasnt in the wrong and allowed to do so. Explained to caller that TSA wasnt in the wrong and allowed to do so. Provided caller with the number to Civil Rights. Caller didnt provide name or contact number.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: SPENSER.CRUIZ 8/30/2010 2:36:47 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/30/2010 2:19:20 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport, JFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-09-02 15:01:33

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/1/2010 2:39:05 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark, New Jersey Terminal C

SAS flight 903 on 08/29/10 transferring to Continental flight 3369(?) around 6PM

Comments: After arriving into Newark going thru Immigration and Customs, I had to move to Terminal C. During that time, I had to go thru the screening process. Coming toward the agent, I explained that I have a broken back, since I have a special brace on my upper body. The agent(s) asked me to remove this device, which I was not able to do per my doctor. They refused to look at the letter, I had with me indicating that removal could cause further damage. I had a belt underneath and was also not able to remove my shoes standing up. I told them that I could sit down and let them pat me down. They still did not understand the conditions that I have a broken back for this took time out and no one would take the time to listen. I was yelled at in the beginning by one TSA agent for refusing to obey orders (taking the device off). Please make sure that they are trained properly on such issues the next time. I did remove the device only partially, while sitting down which was finally agreed upon. I hope that the next time I have this problem they do not question the facts as it is a medical problem I currently have

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, bcc csm ewr (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 9/2/2010 3:01:33 PM,CLINTON.KIRKSEY 9/2/2010 3:32:08 PM,CLINTON.KIRKSEY 9/2/2010 3:32:21 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/1/2010 6:01:59 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline: SAS BraathensSAS Braathens, Continental Airlines (present) --,

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#530008-665125#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at EWR, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: &[REDACTED]>
Received: 9/1/10 6:01:59 PM EDT
To: "TSA Contact Center" &TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 9/1/2010 2:39:05 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Newark, New Jersey Terminal C
SAS flight 903 on 08/29/10 transferring to Continental flight 3369(?) around 6PM</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>After arriving into Newark going thru Immigration and Customs, I had to move to Terminal C. During that time, I had to go thru the screening process. Coming toward the agent, I explained that I have a broken back, since I have a special brace on my upper body. The agent(s) asked me to remove this device, which I was not able to do per my doctor. They refused to look at the letter, I had with me indicating that removal could cause further damage. I had a belt underneath and was also not able to remove my shoes standing up. I told them that I could sit down and let them pat me down. They still did not understand the conditions that I have a broken back for this took time out and no one would take the time to listen. I was yelled at in the beginning by one TSA agent for refusing to obey orders (taking the device off). Please make sure that they are trained properly on such issues the next time. I did remove the device only partially, while sitting down which was finally agreed upon. I hope that the next time I have this problem they do not question the facts as it is a medical problem I currently have.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#530008-665125#>></body></html>
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-09-03 14:20:58

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-04-20 12:00:00

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that she was force to check in her purse by a TSA screener and she doesn't know why.

Body:

Agent Notes: Advised caller that a message will be sent to the CSM at EWR informing them of this incident. Advised caller that a message will be sent to the CSM at EWR informing them of this incident.

Follow Up: [REDACTED] was to file a complaint because she was force to check in her purse by a TSA screener and she doesn't know why. She stated that as she was going through screening the female screener at the checkpoint told her that she couldn't go through security with the purse and she had to check it. [REDACTED] was very about the incident so she wanted to inform someone and she would like for someone to give her a call back.

To TSOC Date:

From TSOC Date:

Last Updated By: MONIQUE.ROBINSON 9/3/2010 2:39:53 PM,MONIQUE.ROBINSON 9/3/2010 2:39:58 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/3/2010 2:20:58 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline: Continental Airlines (present) --Continental Airlines (present) --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-09-03 16:11:34

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: Unknown

Contact Middle Initial:

Contact Last Name: Unknown

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: sip:anonymous@anonymousinvalid:5060

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller was upset about her screening procedure.

Body:

Agent Notes: Informed caller that some exterior medical devices must be exposed during the screening. Informed caller that some exterior medical devices must be exposed during the screening. Caller did not wish to provide any contact information.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: FRANCES.JONES 9/3/2010 4:31:47 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/3/2010 4:11:34 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-09-06 09:51:26

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-08-19 08:00:00

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller reported that they were inappropriately touched by a screener at: EWR,

Body:

Agent Notes: Advised caller that a message sent to CSM at (EWR) Advised caller that a message sent to CSM at (EWR)

Follow Up: [REDACTED] contacted the TCC to file a formal complaint about an inappropriate pat down at the checkpoint at the EWR airport.

[REDACTED] stated she has a double knee replacement and shown his card and letter to the TSO who then told her to have a seat on the side a female TSO will be over to screen her. [REDACTED] stated after the female TSO approached and she showed her the card and letter she then wanded her knee, but proceeded to ask her to stand and spread eagle while she then ran her hands up and down the inside of her thigh and around and under her breast. [REDACTED] stated she felt this was extremely invasive and inappropriate and wanted to speak with a manager to file a formal complaint.

To TSOC Date:

From TSOC Date:

Last Updated By: TRACEY.JOHNSON 9/6/2010 10:02:52 AM,TRACEY.JOHNSON 9/6/2010 10:02:58 AM,

Last Update Date:

Opening Agent:

Opened Date: 9/6/2010 9:51:26 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline: Continental Airlines (present) --Continental Airlines (present) --,

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [b]61

Contact Type:

Contact Date: 2010-09-08 12:27:44

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [b]61

Contact Middle Initial:

Contact Last Name: [b]61

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [b]61

Subject: ISSUE, Atlantic city new jersey TSA Experience

Body: We went through TSA security checki point at Atlantic city new jersey on Aog 30, 2010 at 5:45 P.M. I do not understand why if you make it through a metal detector why me and my 5year and 13 year old son was pulled aside to be scanned by a portable metal detector.

If you do not have confidence in your equipment replaced it. IF your employees are lacking training please train then.

My wife set of the metal detector because of a belt that was attached to her shirt.. she was nearly stripped and searched for 15 minutes.

It appears some employees at Atlantic city new jersey or over zealous in doing theri job.

Some are hostile arrogant and un professional. especially the spanish woman sitting at a desk after you complete the screening process.

However, orlando florida truly has their act together are friendly professional well organized and we did not required extra screening once we passed the metal detector.

It appears atlantic city new jerseyTSA employees are poorly trained and supervised

Agent Notes: SCREENER RUDENESS RESPONSE SCREENER RUDENESS RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 9/8/2010 12:27:44 PM,JWAN.JENIFER 9/8/2010 12:28:53 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/7/2010 7:30:52 PM

Linked Event IDs:

Responses:

Response

Airport: ACYACY Atlantic City /Atlantic Cty, NJ, USA - Atlantic City International,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [b]61

Subject: Re: Atlantic city new jersey TSA Experience <<#531987-667419#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=msonormal>Thank you for your email message expressing your concern regarding your dissatisfaction with the way you were treated by Transportation Security Officers (TSOs) at the security checkpoint.</P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced at the security checkpoint. TSA seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every person and item must be screened before entering each secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.</P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>Please be advised that a passenger can always request to speak with the Assistant Director for Screening to address any complaint regarding screening procedures.</P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>We hope this information is helpful.</P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P></div>

<div>--- Original Message ---
From: ' [u] [redacted] >
Received: 9/7/10 7:30:52 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: Atlantic city new jersey TSA Experience

<STYLE type=text/css><!-- DIV (margin:0px;) --></STYLE>

<DIV style="FONT-FAMILY: arial, helvetica, sans-serif; FONT-SIZE: 12pt">

<DIV>We went through TSA security checki point at Atlantic city new jersey on Aog 30, 2010 at 5:45 P.M. I do not understand why if you make it through a metal detector why me and my 5year and 13 year old son was pulled aside to be scanned by a portable metal detector.</DIV>

<DIV> </DIV>

<DIV>If you do not have confidence in your equipment replaced it. IF your employees are lacking training please train then.</DIV>

<DIV> </DIV>

<DIV>My wife set of the metal detector because of a belt that was attached to her shirt.. she was nearly stripped and searched for 15 minutes.</DIV>

<DIV> </DIV>

<DIV>It appears some employees at Atlantic city new jersey or over zealous in doing theri job.</DIV>

<DIV> </DIV>

<DIV>Some are hostile arrogant and un professional. especially the spanish woman sitting at a desk after you complete the screening process.</DIV>

<DIV> </DIV>

<DIV>However, orlando florida truly has their act together are friendly professional well organized</DIV>

<DIV>and we did not required extra screening once we passed the metal detector.</DIV>

<DIV> </DIV>

<DIV>It appears atlantic city new jerseyTSA employees are poorly trained and supervised.</DIV></DIV></div>

----- TCC Control Number: -----
<<#531987-667419#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-09-09 16:47:45

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-09-08 15:05:00

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller wanted to complain that he was given conflicting information by the TSA agent at HPN as he was recommended to carry on a drill and power tools. Once he arrived at the checkpoint he was turned away.

Body:

Agent Notes: Advised caller we will document their concern. Advised caller we will document their concern.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: SPENSER.CRUIZ 9/9/2010 5:02:10 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/9/2010 4:47:45 PM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN Westchester County, NY, USA - Westchester County Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-09-17 13:26:10

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-09-17 09:30:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller asked what are the standard procedures for determining if someone gets secondary screening.

Body:

Agent Notes: Informed caller that TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors. For instance, TSA may apply additional screening to a passenger in order to resolve an alarm of the walk through metal detector. TSA also applies enhanced screening to individuals selected by TSA's Computerized Passenger Pre-screening System (CAPPS), which identifies passengers for additional screening based on factors reflected in their reservation information, or on a random basis. The ""S"" or notations may have been placed on your boarding pass by the airlines based on TSA security procedures for implementation of CAPPS. Informed caller that TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors. For instance, TSA may apply additional screening to a passenger in order to resolve an alarm of the walk through metal detector. TSA also applies enhanced screening to individuals selected by TSA's Computerized Passenger Pre-screening System (CAPPS), which identifies passengers for additional screening based on factors reflected in their reservation information, or on a random basis. The ""S"" or notations may have been placed on your boarding pass by the airlines based on TSA security procedures for implementation of CAPPS.,

Follow Up: (b)(6) states that his wife, (b)(6) and their toddler child, were going through the security checkpoint at ALB airport with organic milk in a sealed package container and was approached by the screener for a secondary screening, after she had cleared the metal detector and declared the milk. The screener informed her that if she wanted to keep the milk, his wife would be subject to a pat-down of dispose of the milk. (b)(6) states that he and his wife have traveled through the airport regularly with their toddler child and the milk and never experienced any issues. (b)(6) would like an explanation from the CSM as to why a screener would attempt to barter with his wife about disposing the milk for their child or having a secondary screening done because she traveled with the milk.

To TSOC Date:

From TSOC Date:

Last Updated By: PAMELA.TURNER 9/17/2010 1:39:24 PM,PAMELA.TURNER 9/17/2010 1:39:31 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/17/2010 1:26:10 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport, IAD Washington, DC, USA - Washington-Dulles International,

Airline: United Airlines --United Airlines --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [b)(6)]

Contact Type:

Contact Date: 2010-09-23 13:56:35

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [b)(6)]

Contact Middle Initial:

Contact Last Name: [b)(6)]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [b)(6)]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [b)(6)]

Date Time: 9/22/2010 1:21:44 PM

Name: [b)(6)]

Email: [b)(6)]

Complaints: Inconsistent Screening (Different Practices between Airports)

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

Comments: On a recent trip with my family from EWR to Aruba, my daughter decided to carry-on a bag that she had intended to check.

The bag contained two new containers of Johnson's WaterBabies, SPF 50 sunblock which was intended for my 10 month old grandson (he was with her in the line.)

Guess what, we had to throw the sunblock out at the TSA conveyor belt.

Ok.

Now the return flight home. My wife and I just by ourselves. On the flight, the woman sitting next to me pulls-out a quart sized bottle of cough syrup/(stomach medicine) from her carry-on bag.

Why the allowed difference in carry-on liquids policy?

Agent Notes: MEDICAL LIQUID EXEMPTIONS RESPONSE MEDICAL LIQUID EXEMPTIONS RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUSTIN.STEWART 9/23/2010 1:56:35 PM,JUSTIN.STEWART 9/23/2010 1:57:55 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/22/2010 7:14:44 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline:

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between

<P style="MARGIN: 0in 0in 0pt" class=msonormal>
</P>TSA Contact Center</div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 9/22/10 7:14:53 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 9/22/2010 1:21:44 PM

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<TBODY>

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<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>EWR vs. Aruba</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>On a recent trip with my family from EWR to Aruba, my daughter decided to carry-on a bag that she had intended to check.

The bag contained two new containers of Johnson's WaterBabies, SPF 50 sunblock which was intended for my 10 month old grandson (he was with her in the line.)
Guess what, we had to throw the sunblock out at the TSA conveyor belt.

Ok.

Now the return flight home. My wife and I just by ourselves. On the flight, the woman sitting next to me pulls-out a quart sized bottle of cough syrup/(stomach medicine) from her carry-on bag.

Why the allowed difference in carry-on liquids policy?</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#537727-674286#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-09-30 15:48:37

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/29/2010 5:47:42 PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

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

September 22, 2010

6:30am

Flight # 3928

American Airlines

Comments: I was told that trace amounts of explosives were found in my carry on luggage. I was brought to a station where I was questioned and my luggage was repeatedly searched. As a result, I missed my flight. I have absolutely no idea how any "explosives" could be found in my luggage. I asked 3 questions. Where was it first detected, what was detected and what does this mean to future travel. I was told by the TSA employees that they would not answer my questions. So the purpose for sending this document is to get these questions answered

Agent Notes: Security Screening Details Request-SII Security Screening Details Request-SII, Per James

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 9/30/2010 3:48:37 PM,CARL.MOBLEY 9/30/2010 3:50:05 PM,CARL.MOBLEY 10/6/2010 6:03:38 PM,CARL.MOBLEY 10/6/2010 6:03:57 PM,CARL.MOBLEY 10/6/2010 6:04:13 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/29/2010 7:18:45 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International,

Airline: American Airlines --American Airlines --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#540622-677607#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail. </P>
<P> </P>
<P>The Transportation Security Administration (TSA) does not discuss specific security procedures. This information is considered Sensitive Security Information and as such, is unauthorized for public disclosure. </P>
<P> </P>
<P> </P>
<P>TSA Contact Center </P>
<P><BR clear=none> </P></div>

<div>--- Original Message ---
From: <[REDACTED]> >
Received: 9/29/10 7:18:45 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 9/29/2010 5:47:42 PM

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<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>My Complaint is Not Listed Here</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Syracuse Hancock International
September 22, 2010
6:30am
Flight # 3928
American Airlines</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I was told that trace amounts of explosives were found in my carry on luggage. I was brought to a station where I was questioned and my luggage was repeatedly searched. As a result, I missed my flight. I have absolutely no idea how any "explosives" could be found in my luggage. I asked 3 questions. Where was it first detected, what was detected and what does this mean to future travel. I was told by the TSA employees that they would not answer my questions. So the purpose for sending this document is to get these questions answered.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#540622-677607#>></body></html>
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-10-01 14:46:20

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 9/30/2010 6:36:29 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines flight 2369 from Orlando to Albany, N.Y. gate 128 Sept.30, 2010 @ 11:25 am.

Comments: I brought a friend who had fallen and broken his back twice and had an implant in his left lower back. He gave the TSA agent all his information even a special card he carries so he doesn't have to go through the metal detector. This young agent was also told about the implant but continued to wand my friend for a good ten minutes causing a great deal of pain and almost causing us to miss the flight. The flight was 11:25 we didn't get out of security until 11:18. My friend walks with a cane because of his health issues and this agent was just wasting time. Even some of the other agents were talking about how long he was taking saying it should NEVER take that long. I was truly upset. My friend is not only ex-military but a retired police officer with 23 years of service. Do they screen everyone like this??? I don't think so. It was a very upsetting day and maybe some of these young agents need additional training. We understand the security and are thankful for security but causing a person physical pain is going past the limit. If I hadn't been so upset and in such a hurry to catch the flight I would have called for a supervisor on the spot. Therefore I didn't get this young mans name. Thank you for your attention to this matter. [REDACTED] for passenger [REDACTED]

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, bcc csm [REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUSTIN.STEWART 10/1/2010 2:46:19 PM,JUSTIN.STEWART 10/1/2010 2:47:23 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/1/2010 1:38:25 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport,

Airline: Southwest AirlinesSouthwest Airlines,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#541037-678176#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background:#ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at Orlando, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]> >
Received: 10/1/10 1:38:26 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]:
Date Time: 9/30/2010 6:36:29 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
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<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED];</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED];</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Southwest Airlines flight 2369 from Orlando to Albany, N.Y. gate 128 Sept.30, 2010 @ 11:25 am.</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I brought a friend who had fallen and broken his back twice and had an implant in his left lower back. He gave the TSA agent all his information even a special card he carries so he doesn't have to go through the metal detector. This young agent was also told about the implant but continued to wand my friend for a good ten minutes causing a great deal of pain and almost causing us to miss the flight. The flight was 11:25 we didn't get out of security until 11:18. My friend walks with a cane because of his health issues and this agent was just wasting time. Even some of the other agents were talking about how long he was taking saying it should NEVER take that long. I was truly upset. My friend is not only ex-military but a retired police officer with 23 years of service. Do they screen everyone like this??? I don't think so. It was a very upsetting day and maybe some of these young agents need additional training. We understand the security and are thankful for security but causing a person physical pain is going past the limit. If I hadn't been so upset and in such a hurry to catch the flight I would have called for a supervisor on the spot. Therefore I didn't get this young mans name. Thank you for your attention to this matter. [REDACTED] for passenger [REDACTED];</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#541037-678176#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-10-08 14:15:23

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, FW: TSA Contact Us: Complaints

Body: Forwarding for appropriate action. Thank you.

Evelyn Webb

Technology and Business Integration

Office of Civil Rights and Liberties

DHS/TSA

From: (b)(6)

Sent: Monday, September 27, 2010 3:03 PM

To: Civilrights, TSA

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/27/2010 3:02:58 PM

Name:

(b)(6)

Email:

[REDACTED]

Complaints:

Civil Rights

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

Date of Incident: September 26, 2010

Time of Incident: Approximately 9:35 AM

Location of Incident: LaGuardia Airport B Gate Screening Area GÇô Leftmost scanners.

Flight: Southwest Airlines 348

Comments:

I [REDACTED] was in line to be screened and when it came time for me to pass through the magnetic scanner, the agent informed me that I could not pass without removing my hat, putting it through the baggage scanner then getting back in line. I informed the agent that the reason I was wearing the cap was because I had cancer and was bald as a result. I further stated that Hassidic Jews, Muslims, Hindus were all allowed to pass through without removing their headwear and I did not understand why I could not be granted the same courtesy. I asked the agent please do not do this to me. The agent did not extend the courtesy of an explanation of why some were allowed to pass with headwear and in a very arrogant tone told me that I could not pass unless I removed my hat, put it through the scanner and got back in line. I had no choice but to comply so as not to hold up a very long line of weary travelers. So, there I was humiliated, embarrassed and singled out because I have CANCER! To make matters worse, the employee running the baggage scanner held my hat in there for an extended period of time as if to punish me, forcing me to stand there humiliated. It appeared as if the magnetron employee and the baggage scanner were in collusion and getting great joy from humiliating me. This was a clear and blatant abuse of authority and the TSA agents involved need to be reprimanded if not dismissed.

After I gathered my belongings and put my shoes back on, I saw a TSA agent on the approach to the B gates and told him of the incident. He explained to me that TSA is not allowed to request removal of headwear worn for religious purposes, but further stated that if I told the agent that I was wearing a hat for a medical condition and was forced to remove it, that I was entitled to file a complaint form with TSA, which I promptly did.

I was born and raised in this country, worked for the Department Of Defense for 31 years and have never been so ashamed of our Government as today. I feel that as a taxpaying, upstanding citizen I am being punished for being sick. I have terminal breast cancer; my life is bad enough without being treated like this. I was returning from what will probably be my last vacation, and this is how it ended
Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 10/8/2010 2:15:23 PM,COREY.SHELTON 10/8/2010 2:16:48 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/30/2010 1:44:12 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,

Airline: Southwest AirlinesSouthwest Airlines,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: FW: TSA Contact Us: Complaints <<#38072-677919#>>

Body:

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Email:
</p>
</td>
<td colspan="1" style="padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt" rowspan="1">
<p class="msonormal">
(b)(6)
</p>
</td>
</tr>
<tr>
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<p align="right" class="msonormal">
Complaints:
</p>
</td>
<td colspan="1" style="padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt" rowspan="1">
<p class="msonormal">
Civil Rights
</p>
</td>
</tr>
<tr>
<td colspan="1" valign="top" style="padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt; width: 150pt; padding-right: 2.25pt" width="200" rowspan="1">
<p align="right" class="msonormal">
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
</p>
</td>
<td colspan="1" style="padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt" rowspan="1">
<p class="msonormal">
Date of Incident: September 26, 2010<br clear="none">Time of Incident: Approximately 9:35 AM<br clear="none">Location of Incident: LaGuardia Airport B Gate Screening Area – Leftmost scanners.<br clear="none">Flight: Southwest Airlines 348
</p>
</td>
</tr>
<tr>
<td colspan="1" valign="top" style="padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt; width: 150pt; padding-right: 2.25pt" width="200" rowspan="1">
<p align="right" class="msonormal">
Comments:
</p>
</td>
<td colspan="1" style="padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt; padding-right: 2.25pt" rowspan="1">
<p class="msonormal">
I (b)(6) was in line to be screened and when it came time for me to pass through the magnetic scanner, the agent informed me that I could not pass without removing my hat, putting it through the baggage scanner then getting back in line. I informed the agent that the reason I was wearing the cap was because I had cancer and was bald as a result. I further stated that Hassidic Jews, Muslims, Hindus were all allowed to pass through without removing their headwear and I did not understand why I could not be granted the same courtesy. I asked the agent please do not do this to me. The agent did not extend the courtesy of an explanation of why some were allowed to pass with headwear and in a very arrogant tone told me that I could not pass unless I removed my hat, put it through the scanner and got back in line. I had no choice but to comply so as not to hold up a very long line of weary travelers. So, there I was humiliated, embarrassed and singled out because I have CANCER! To make matters worse, the

employee running the baggage scanner held my hat in there for an extended period of time as if to punish me, forcing me to stand there humiliated. It appeared as if the magnetron employee and the baggage scanner were in collusion and getting great joy from humiliating me. This was a clear and blatant abuse of authority and the TSA agents involved need to be reprimanded if not dismissed.<br clear="none"><br clear="none">After I gathered my belongings and put my shoes back on, I saw a TSA agent on the approach to the B gates and told him of the incident. He explained to me that TSA is not allowed to request removal of headwear worn for religious purposes, but further stated that if I told the agent that I was wearing a hat for a medical condition and was forced to remove it, that I was entitled to file a complaint form with TSA, which I promptly did.<br clear="none"><br clear="none">I was born and raised in this country, worked for the Department Of Defense for 31 years and have never been so ashamed of our Government as today. I feel that as a taxpaying, upstanding citizen I am being punished for being sick. I have terminal breast cancer; my life is bad enough without being treated like this. I was returning from what will probably be my last vacation, and this is how it ended.

</p>

</td>

</tr>

</table></div>

----- TCC Control Number: -----
<<#38072-677919#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-10-11 15:24:04

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 10/9/2010 3:26:11 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

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

Comments: I was recently selected for secondary screening on connecting flights leaving Quebec City and Newark. In Newark, my personal items remained on the conveyor belt for almost five minutes until a secondary screening agent was located. My wallet was in full view of many passengers who passed through the metal detector while I was pulled to the side. I requested to retrieve my wallet but was very forcefully told that I would be subject to arrest and the airport would be placed in lockdown if I moved from where I was sequestered.

It is already a major inconvenience to be subject to secondary screening. To place personal property in danger of being stolen is completely unreasonable. I strongly encourage you to reform your policy so that valuable personal possessions can be expeditiously repatriated with the owner

Agent Notes: LINE-OF-SIGHT INCLUDING PWD RESPONSE LINE-OF-SIGHT INCLUDING PWD RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUSTIN.STEWART 10/11/2010 3:24:04 PM,JUSTIN.STEWART 10/11/2010 3:24:26 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/9/2010 7:57:22 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#544261-681866#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=msonormal>Thank you for your email message expressing your concern regarding the Transportation Security Administration (TSA) policy for maintaining line-of-sight with your carry-on items. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>TSA policy requires the Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within the passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, the TSOs have been trained to maintain control and sight of their items for them, and to ensure that they are reunited with their property once it has cleared x-ray screening. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>We hope this information is helpful. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 10/9/10 7:57:26 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 10/9/2010 3:26:11 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>My Complaint is Not Listed Here</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD> </TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
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It is already a major inconvenience to be subject to secondary screening. To place personal property in danger of being stolen is completely unreasonable. I strongly encourage you to reform your policy so that valuable personal possessions can be expeditiously repatriated with the owner.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#544261-681866#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-10-18 11:58:46

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 10/15/2010 6:49:49 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): FL 1635/Delta/Newark, NJ./ October 14th, 2010

Comments: I live in Alaska and had to fly to NJ on business this week. When I went through TSA Security in Anchorage I had two Philips-head screwdrivers in my carry-on luggage.

The TSA people in Anchorage measured the screwdrivers and said they were fine and that I could carry them on my flight. I explained that I could arrange to leave them with a friend in Anchorage if needed, but they said the screwdrivers (which were shorter than 7 inches) were fine for travel.

Two days later, when I went through TSA Security at the airport in Newark NJ, the agent looked in my carry-on and found the screwdrivers. He said that the larger (although shorter than 7 inches) screwdriver could not go. He would not measure the screwdriver. I explained that the screwdriver had been carefully inspected and measured in Anchorage and to please check with his supervisor. He held up the screwdriver to show to his supervisor (standing about 30 feet away) and the supervisor shook his head, apparently to indicate that the screwdriver could not be taken on the flight. There was hardly anyone in line at the time and I asked that they measure the screwdriver but they refused. I had to leave my medium Thorsen Phillips Head Screwdriver in Newark.

Either people are allowed to take items like mine through TSA Security or they are not. I doubt the rules vary between one airport and another. If the agent in Anchorage, who took the trouble to measure my tools, was correct, then the agents in Newark wrongfully confiscated my screwdriver.

I want my screwdriver, or a equal Thorsen replacement, returned to me. My address is:

[REDACTED]

Kenai, AK 99611

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 10/18/2010 11:58:46 AM,TRACY.HOLDEN-LANE 10/18/2010 12:00:07 PM,
Last Update Date:
Opening Agent:
Opened Date: 10/15/2010 7:22:12 PM
Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,
Airline: Delta Air Lines --Delta Air Lines --,
Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#546701-684653#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports.
</P>
<P> </P>
<P>TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. <P>While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation. </P>
<P> </P>
<P>We work hard to achieve consistency in the security training process. <P>We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. <P>This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints. </P>
<P> </P>
<P>We encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <(b)(6)>>
Received: 10/15/10 7:22:12 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 10/15/2010 6:49:49 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>FL 1635/Delta/Newark, NJ,/ October 14th, 2010</TD></TR>

<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
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I want my screwdriver, or a equal Thorsen replacement, returned to me. My address is:

[REDACTED]
Kenai, AK 99611</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#546701-684653#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-10-18 17:08:06

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, ISSUE, Contact Us: Contact Center

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

Remote Client IP: [REDACTED]

Date Time: 10/16/2010 2:39:05 PM

Name [REDACTED]
Email [REDACTED]

Comments Discrimination perhaps.. over zelous perhaps.. security..no

I am a platinum frequent flyer traveler on Delta and Have been travelling for last 14 year... out of 14.. last 7 consecutive years .. I have travelled out of Gate B at EWR to Atlanta. Last week I was wearing a sweater (that I own for 4 years and have worn it on my trips frequently during winter).. After going through Metal detector.. While I was waiting for my bags to come out of the screening .. I was given a pat down by a TSA officer (he is the only one with gray beard and is there all the time).. When I asked what was the problem.. I was told that my sweater was too loose and thus was subjected to loose fitting clothes screening policy.. I just shook my head and walked off.. This incident is clearly an incident of discrimination because sweater I wore in no way was loose .. I just was not white enough.. It's sad to make this statement after travelling out of the same gates for last 7 years but I can not describe it any other way.. I own many different colors of the same style sweater and not once I had any issue with it.. Even few fellow passengers asked me if this happens to me a lot and I said .. not generally but today is the exception.. I am not sure if my email will get any kind of attention but I would welcome any kind of action so that Newark Gate B (delta airline section) TSA officer(s) do not discriminate.. Regardless of my opinions of TSA, TSA is doing what it can to make flying secure but rather than being referred to as "necessary evil".. TSA would much rather be called "friendly protector".

Hopeful.

[REDACTED]

Agent Notes: SCREENER RUDENESS RESPONSE SCREENER RUDENESS RESPONSE, PASSENGER SCREENING GÇò BULKY CLOTHING ITEM, Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 10/18/2010 5:08:06 PM,JWAN.JENIFER 10/18/2010 5:11:20 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/17/2010 5:56:26 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, ATL Atlanta, GA, USA - Hartsfield International,

Airline: Delta Air Lines --Delta Air Lines --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: Contact Us: Contact Center <<#142368-684882#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email. </P>

<P> </P>

<P>The primary purpose of passenger screening is to prevent or deter the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft. </P>

<P> </P>

<P>All members of the traveling public are permitted to wear any type of clothing they wish through the security checkpoint. </P>

<P> </P>

<P>TSOs will use their professional discretion to determine if a particular item could hide a threat object. Every person and item must be screened before entering each secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>Please be advised that a passenger can always request to speak with the Assistant Director for Screening to address any complaint regarding screening procedures. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>We hope this information is helpful. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P></div>

<div>--- Original Message ---
From: <[REDACTED]>.>
Received: 10/17/10 5:56:45 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: Contact Us: Contact Center

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

Remote Client IP: [REDACTED]
Date Time: 10/16/2010 2:39:05 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email Address</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments</TD>

<TD>Discrimination perhaps.. over zelous perhaps.. security..no

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clothes screening policy.. I just shook my head and walked off.. This incident is clearly an incident of discrimination because sweater I wore in no way was loose .. I just was not white enough.. It's sad to make this statement after travelling out of the same gates for last 7 years but I can not describe it any other way.. I own many different colors of the same style sweater and not once I had any issue with it.. Even few fellow passengers asked me if this happens to me a lot and I said .. not generally but today is the exception.. I am not sure if my email will get any kind of attention but I would welcome any kind of action so that Newark Gate B (delta airline section) TSA officer(s) do not discriminate.. Regardless of my opinions of TSA, TSA is doing what it can to make flying secure but rather than being referred to as "necessary evil".. TSA would much rather be called "friendly protector".

Hopeful.
Sanjay</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#142368-684882#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-10-25 13:39:05

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-10-24 05:00:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller asked what are the standard procedures for determining if someone gets secondary screening.

Body:

Agent Notes: Informed caller that TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors. For instance, TSA may apply additional screening to a passenger in order to resolve an alarm of the walk through metal detector. TSA also applies enhanced screening to individuals selected by TSA's Computerized Passenger Pre-screening System (CAPPS), which identifies passengers for additional screening based on factors reflected in their reservation information, or on a random basis. The ""S"" or notations may have been placed on your boarding pass by the airlines based on TSA security procedures for implementation of CAPPS. Informed caller that TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors. For instance, TSA may apply additional screening to a passenger in order to resolve an alarm of the walk through metal detector. TSA also applies enhanced screening to individuals selected by TSA's Computerized Passenger Pre-screening System (CAPPS), which identifies passengers for additional screening based on factors reflected in their reservation information, or on a random basis. The ""S"" or notations may have been placed on your boarding pass by the airlines based on TSA security procedures for implementation of CAPPS., Caller states that they were sending her son off to military duty and requested a gate pass from the screener at the security checkpoint, She was informed to go back down to the Delta airline checkcounter where she was advised by the Delta representative that her son needs to be with them at the airline check counter in order to get a gate pass. When they finally obtain a gate pass from the airline, they went back to the security checkpoint, the screener didn't expedite them to get through the checkpoint so that they could sit with their son at the boarding gate.

Caller wanted to report unprofessional behavior, rude, screener/employee refuses to answer questions(GC³) displayed by TSA employee at: SYR, Apologized to the caller and advised that a message will be sent to CSM.,

Caller asked how to assist family member at gate, Advised caller to contact their airline to inquire about obtaining a gate pass.,

Follow Up: (b)(6) called to report that while she and other family members were assisting her son, (b)(6) who is in the military to the boarding gate@ SYR airport yesterday. She specifically asked the document checker if their son needed to be with them to obtain a gate pass from the airline in order to assist him through the checkpoint. She was told by the document checker that her son did not have to go back to the airline check counter with them in order to receive a gate pass. While at the airline check counter, the representative would not give them a family gate pass because her son wasn't present. After forty minutes of trying to obtain a gate pass, the airline representative finally issued the gate pass to them and when they arrived back at the security checkpoint the screener didn't acknowledged them as being at the gate before with their son or afforded them the opportunity to go ahead of other passengers to meet their son who was now at the boarding gate. (b)(6) states that when they returned to the boarding gate her son had boarded the plane. (b)(6) was extremely upset because they had missed seeing their son off and her grandchild was devastated because her could not say goodbye to his dad. She would like to speake with the CSM regarding the incident as soon as possible.

To TSOC Date:

From TSOC Date:

Last Updated By: PAMELA.TURNER 10/25/2010 2:13:25 PM,PAMELA.TURNER 10/25/2010 2:13:31 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/25/2010 1:39:05 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International, ATL Atlanta, GA, USA - Hartsfield International,

Airline: Delta Air Lines --Delta Air Lines --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-10-26 15:20:03

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/25/2010 4:46:42 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA 4469, JFK Airport, Terminal 8, 24 Oct 2010

Comments: While clearing security for the above-referenced flight, I was selected for secondary screening after passing through a backscatter X-ray machine. I was informed that the secondary screening process involved the screener "placing [his] hands where the thighs meet the torso, until they meet resistance". I recognized that such a tortured formulation meant that something unpleasant was going to happen, but I understood that I had no viable choice.

What followed was a painful and humiliating procedure, conducted in public in full view of other travelers and airport personnel. I want to emphasize that in any other context, this procedure would constitute criminal sexual assault.

When I inquired with TSA personnel following the screening, I was told this was a new protocol. Had I refused to consent, I would not have been permitted to fly. They also told me that my selection for secondary screening was likely because I was wearing cargo pants, which might show up as an anomaly on the backscatter X-ray. Wearing cargo pants does not constitute reasonable cause for such an invasive search.

This procedure is unacceptable and of questionable legality. The marginal theoretical increase in security provided is not worth exposing the general public, including children and victims of previous sexual assault, to very real harm as a matter of routine. The protocol needs to be revisited and the procedure halted

Agent Notes: PASSENGER SCREENING GÇö BULKY CLOTHING ITEM PASSENGER SCREENING GÇö BULKY CLOTHING ITEM, INAPPROPRIATE SCREENING OF PERSONS WITH PROSTHETIC DEVICES, Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 10/26/2010 3:20:03 PM, JWAN.JENIFER 10/26/2010 3:22:56 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/25/2010 1:48:44 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: American Airlines -American Airlines -

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#550191-688747#>>

Body:

```
<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P><FONT face=" Helvetica, sans-serif,Arial">Thank you for your e-mail.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">The primary purpose of passenger screening is to prevent or deter the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft.&nbsp;<The Transportation Security AdministrationGÇÖs (TSA) policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.&nbsp;<Each Federal screener receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.&nbsp;</FONT></P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">All members of the traveling public are permitted to wear any type of clothing they wish through the security checkpoint.&nbsp;<Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the clothing is free of a security threat item.&nbsp;<This policy extends to all clothing items and is not directed to any one particular item or group. </FONT></P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">TSOs will use their professional discretion to determine if a particular item could hide a threat object.&nbsp;<Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit and sport coats, athletic warm-up jackets, and blazers for X-ray before proceeding through the walk-through metal detectors.&nbsp;<It is important to note that if a sport coat or blazer is worn as the outermost garment - not worn over a blouse or sweater, for example - it does not have to be removed.&nbsp;</FONT></P>
<P>&nbsp;</P>
<P>We understand the frustration of passengers routinely undergoing secondary screening because of metal implants and prosthetic devices, and regret the discomfort and inconvenience experienced as a result of pat-down procedures.&nbsp;<Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.&nbsp;<Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with the Assistant Federal Security Director for Screening at that airport to address any concerns.&nbsp;</P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">For more information on screening procedures, please visit our website at </FONT><FONT face=" Helvetica, sans-serif,Arial"><A href="http://www.tsa.gov/" shape=rect>www.tsa.gov</A></FONT><FONT face=" Helvetica, sans-serif,Arial">.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">We hope this information is helpful.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>
</font><br />
<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>&gt;<BR>Received: 10/25/10 1:49:13 PM EDT<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm<BR>-----<BR>Remote Client IP: [REDACTED]<BR>Date Time: 10/25/2010 4:46:42 AM<BR>-----<BR><BR>
<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
```

<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>AA 4469, JFK Airport, Terminal 8, 24 Oct 2010</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>While clearing security for the above-referenced flight, I was selected for secondary screening after passing through a backscatter X-ray machine. I was informed that the secondary screening process involved the screener "placing [his] hands where the thighs meet the torso, until they meet resistance". I recognized that such a tortured formulation meant that something unpleasant was going to happen, but I understood that I had no viable choice.

What followed was a painful and humiliating procedure, conducted in public in full view of other travelers and airport personnel. I want to emphasize that in any other context, this procedure would constitute criminal sexual assault.

When I inquired with TSA personnel following the screening, I was told this was a new protocol. Had I refused to consent, I would not have been permitted to fly. They also told me that my selection for secondary screening was likely because I was wearing cargo pants, which might show up as an anomaly on the backscatter X-ray. Wearing cargo pants does not constitute reasonable cause for such an invasive search.

This procedure is unacceptable and of questionable legality. The marginal theoretical increase in security provided is not worth exposing the general public, including children and victims of previous sexual assault, to very real harm as a matter of routine. The protocol needs to be revisited and the procedure halted.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#550191-688747#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-10-28 12:10:13

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/26/2010 8:42:02 PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight CO 2157

Continental Airlines

Terminal C

Newark Liberty

24A

Comments: I have a defibrillators and I always have trouble going through security. This morning at Newark Liberty Airport . Somehow they seem a little short handed. or disorganized . I showed them my medical ID card and they let me through but I had to wait in a semi enclosed area to close to the entrance of the walk through scanner. while someone else was being wand. In the mean time the two women that was on duty exchanged places . and the one that took over did not realized I had a defibullater but the first one did know and she begun to use the wand over the device over and over . Don't you teach these people that when they do that it causes burns inside the body. I have been in pain at the site of the device before I even boarded the plane since being wand. People with pacemakers or defibrillators needs to be hand patted down not wand or go through the scanner.

Sincerely

(b)(6)

Hope to hear from you soon

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, bcc csm ewr (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 10/28/2010 12:10:13 PM,CLINTON.KIRKSEY 10/28/2010 12:13:07 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/27/2010 12:45:55 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,
Airline: Continental Airlines (present) --Continental Airlines (present) --,
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [Redacted]

Subject: Re: TSA Contact Us: Complaints <<#551107-689915#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at EWR, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[Redacted]>>
Received: 10/27/10 12:46:07 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [Redacted]
Date Time: 10/26/2010 8:42:02 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[Redacted]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[Redacted]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>My Complaint is Not Listed Here</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Flight CO 2157
Continental Airlines
Terminal C
Newark Liberty
24A</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I have a defibrillators and I always have trouble going through security. This morning at Newark Liberty Airport . Somehow they seem a little short handed. or disorganized . I showed them my medical ID card and they let me through but I had to wait in a semi enclosed area to close to the entrance of the walk through scanner. while someone else was being wand. In the mean time the two women that was on duty exchanged places . and the one that took over did not realized I had a defibullater but the first one did know and she begun to use the wand over the device over and over . Don't you teach these people that when they do that it causes burns inside the body. I have been in pain at the site of the device before I even boarded the plane since being wand. People with pacemakers or defibrillators needs to be hand patted down not wand or go through the scanner.

Sincerely
[Redacted]

Hope to hear from you soon</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#551107-689915#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-10-29 11:44:10

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, body scans

Body: I flew from Buffalo on Friday Sept. 17th on SW Airlines Ft.0603. Prior to boarding I was subject to a complete body scan without being told what was happening. I was given no choice. Then I was subject to a frisking as well.

Is it necessary to do both?And shouldn't one have a choice regarding radiation?

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC BUF CSQIM Brett O'neil @

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 10/29/2010 11:44:10 AM,CARL.MOBLEY 10/29/2010 11:47:57 AM,CARL.MOBLEY 10/29/2010 11:48:09 AM,CARL.MOBLEY 11/4/2010 2:05:57 AM,

Last Update Date:

Opening Agent:

Opened Date: 10/28/2010 1:37:01 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport,

Airline: Southwest AirlinesSouthwest Airlines,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: body scans <<#551782-690686#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail message. We are sorry you were unhappy with your recent travel experience. </P>

<P> </P>

<P>Because your complaint is regarding screening at BUF, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce

adheres to TSA principles for professional processing. </P>

<P> </P>

<P>We monitor the number and nature of complaints 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. </P>

<P> </P>

<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

<P> </P>

<P>TSA Contact Center </P>

<P><BR clear=none> </P></div>

<div>---- Original Message ----
From: [b] [redacted] >
Received: 10/28/10 1:37:00 PM

EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: body scans

<META name=Generator content="MS Exchange Server version [b] [redacted] ><!-- Converted from text/plain format -->

<P>I flew from Buffalo on Friday Sept. 17th on SW Airlines Ft.0603. Prior to
boarding I was subject to a complete body scan without being told what was
happening. I was given no choice. Then I was subject to a frisking as well.
Is it necessary to do both?And shouldn't one have a choice regarding

radiation?
 [b] [redacted] </P></div>

----- TCC Control Number: -----
<<#551782-690686#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-03 11:23:30

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-03 11:33:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller was upset that he was asked to remove his belt at JFK and not at other airports.

Body:

Agent Notes: I offered to send message to CSM he refused and just wanted the main line for JFK I offered to send message to CSM he refused and just wanted the main line for JFK

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: RENALDO.SINGLETON 11/3/2010 11:34:13 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/3/2010 11:23:30 AM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: Delta Air Lines --Delta Air Lines --,

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-03 20:57:30

Medium: EMAIL

Contact Status: ONHOLD

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/2/2010 11:07:53 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 141 from jfk jet blue 10/31/10 approx11am

Comments: I am a 72 year old senior citizen with a metal hip and back surgeries with metal implants. I have been wanded and patted down many times over the years. This Sunday was an outrageous experience.

After waiting 30 minutes for the check person to yell for a female assist, I was roughly patted down on my whole body including my breasts and then the supervisor who was doing the search shoved her hands up my crotch. She seemed pleased to do this. I want you to know that the only people being subjected to these searches were senior citizens who in some way were disabled. The people in the wheel chairs had to be physically held up to be patted down. There is something wrong with this entire picture. I walked thru the metal detector and was treated like a criminal. I will write letters to whom ever I have to , to get this resolved. I am hoping you will tend to this matter

Agent Notes: Transfer to Escalations Mailbox-Email Only Transfer to Escalations Mailbox-Email Only,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/3/2010 8:57:30 PM,CARL.MOBLEY 11/3/2010 8:58:19 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/2/2010 5:42:52 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#553832-693137#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇOs Web site (www.tsa.gov). </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We hope this information is helpful. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <[b]6>>
Received: 11/2/10 4:42:50 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

<META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=iso-8859-1">
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

Remote Client IP: [b]6
Date Time: 11/2/2010 11:07:53 AM

<table style='width: 750px ' cellpadding='3' border='2' cellspacing='1'><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Name:</td><td>joan Krim</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Email:</td><td>[b]6</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Complaints:</td><td>Inappropriate Screening/Pat Down Screening</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</td><td>141 from jfk jet blue 10/31/10 approx11am</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Comments:</td><td>I am a 72 year old senior citizen with a metal hip and back surgeries with metal implants. I have been wanded and patted down many times over the years. This Sunday was an outrageous experience.
After waiting 30 minutes for the check person to yell for a female assist, I was roughly patted down on my whole body including my breasts and then the supervisor who was doing the search shoved her hands up my crotch. She seemed pleased to do this. I want you to know that the only people being subjected to these searches were senior citizens who in some way were disabled. The people in the wheel chairs had to be physically held up to be patted down. There is something wrong with this entire picture.I walked thru the metal detector and was treated like a criminal. I will write letters to whom ever I have to , to get this resolved. I am hoping you will tend to this matter.</td></tr></table></div>

----- TCC Control Number: -----
<<#553832-693137#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-04 17:14:28

Medium: EMAIL

Contact Status: ONHOLD

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/3/2010 11:45:20 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest flt2263 from Long island Oct 30

Southwest flt 212 from BWI Nov 1

Comments: I have 2 knee replacements. I know I always beep going through the metal detector. In the past I was "wanded" and I can understand the pat down of the area that beeps, namely both knees. HOWEVER this time they said they no longer use the wand instead do a FULL body pat down.

I felt like I was violated. Why on earth if my knees beep do they have to TOUCH genital area, breasts, buttocks, if the only place I have metal is in my knees. I was told that now this will always be done because "people" have concealed things in their underwear and bras etc. Well, then why isn't EVERYONE touched all over like I had to endure. I want to cooperate and I believe in safety BUT if everyone else who do not beep can go through, then why am I being touched all over because I have metal IN MY KNEES!!

I was upset at Macarthur airport when this occurred and I thought well at least this won't happen at BWI since they have the X-ray machines. Oh no, their machine was turned OFF so I had again to go through having my crotch, breasts and buttocks practically fondled. AND when I asked for a private screening so I did not have to have this done in public I felt like I was putting them out and annoying them.

I want to fly back and forth from LI to BWI often to see my new grandson, but I don't know if I can tolerate this every month.

I read the TSA rules about people with handicaps, and it sounds as if they try to be sensitive to special needs, but when it comes to people with my needs, prosthetic knee or hip replacements, there is no sensitivity

Agent Notes: Transfer to Escalations Mailbox-Email Only Transfer to Escalations Mailbox-Email Only,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/4/2010 5:14:28 PM,CARL.MOBLEY 11/4/2010 5:15:16 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/3/2010 5:32:31 PM

Linked Event IDs:

Responses:

Response

Airport: ISPISP Islip, NY, USA - Long Island-MacArthur Airport, BWI Baltimore, MD, USA - Baltimore-Washington International, Airline: Southwest AirlinesSouthwest Airlines, Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10 Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#554380-693831#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospadding>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇÖs airports. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding></P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding></P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding></P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding></P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇÖs Web site (www.tsa.gov). </P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding></P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding>We hope this information is helpful. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding></P>
<P style="MARGIN: 0in 0in 0pt" class=nospadding>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/3/10 4:32:29 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

<META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=iso-8859-1">

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

Remote Client IP: [REDACTED]
Date Time: 11/3/2010 11:45:20 AM

<table style='width: 750px ' cellpadding='3' border='2' cellspacing='1'><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Name:</td><td>[REDACTED]</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Email:</td><td>[REDACTED]</td></tr></table>

align:top;'-Complaints:'/td><td>My Complaint is Not Listed Here</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'-Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):'/td><td>Southwest fll2263 from Long island Oct 30

Southwest flt 212 from BWI Nov 1</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'-Comments:'/td><td>I have 2 knee replacements. I know I always beep going through the metal detector. In the past I was "wanded" and I can understand the pat down of the area that beeps, namely both knees. HOWEVER
this time they said they no longer use the wand instead do a FULL body pat down.
I felt like I was violated. Why on earth if my knees beep do they have to TOUCH genital area, breasts, buttocks, if the only place I have metal is in my knees. I was told that now this will always be done because "people" have concealed things in their underwear and bras etc. Well, then why isn't EVERYONE touched all over like I had to endure. I want to cooperate and I believe in safety BUT if everyone else who do not beep can go through, then why am I being touched all over because I have metal IN MY KNEES!!

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I want to fly back and forth from LI to BWI often to see my new grandson, but I don't know if I can tolerate this every month.

I read the TSA rules about people with handicaps, and it sounds as if they try to be sensitive to special needs, but when it comes to people with my needs, prosthetic
knee or hip replacements, there is no sensitivity.</td></tr></table></div>

----- TCC Control Number: -----
<<#554380-693831#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-09 10:21:47

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-08 08:40:00

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller has specific questions relating: New Pat Down Procedure. Caller stated that he was inappropriately grabbed in his genital area during the pat down procedure by the TSO. He stated that the gentleman did not pat down his genital area, however grabbed and squeeze them. He stated that he went through a very hositle pat down procedure, and he plans on persuing this issue further along with writing into the TSA HQ to the Administrator.

Body:

Agent Notes: Apologized to caller for the manner in which the TSA agents handled the process of him having to go through additional screening. Advised caller that this information will be forwarded to the CSM at his departing airport to make them aware and handle the matter accordingly. Apologized to caller for the manner in which the TSA agents handled the process of him having to go through additional screening. Advised caller that this information will be forwarded to the CSM at his departing airport to make them aware and handle the matter accordingly. TSA is implementing enhanced pat-down procedures at security checkpoints nationwide as one of our many layers of security to keep the traveling public safe. Pat-downs are an important tool to help TSA detect hidden and dangerous items, such as improvised explosive devices that are concealed on an individual and do not contain metallic components. Only a small percentage of passengers require pat-downs during the secondary security screening process,

Follow Up: [REDACTED] called into TCC to complain about the manner in which the TSA officers treated him when clearing the security checkpoint. [REDACTED] advised to the female TSO that he has hip replacements as he do all of the time because he is familiar with the screening procedures. The female TSO said okay, and advised him to have a seat in the clear box to wait for a male screener. After sitting there for about 5-10 minutes, he ask her if a TSO was coming anytime soon, she turns and say in a soft voice, "male search" where no one could hear her but him. With the way she handled the manner, he then requested a supervisor, the female TSO asked him why, he said, because he wants a male screener. The supervisor [REDACTED] came over, [REDACTED] expressed his concerns to him, and a male TSO was called over for the inspection. he stated that during the inspection, the male TSO grabbed his genitals, and squeezed them, he stated that it was not a pat down at all. [REDACTED] stated that he then made a sarcastic comment to the male TSO with the last name [REDACTED] about the manner in which he handled his screening. He feels as though this man should be arrested. He mentioned that he will peruse this gentleman and plans on writing in to the TSA HQ as well.

To TSOC Date:

From TSOC Date:

Last Updated By: LAJUAN.JOHNSON 11/9/2010 10:42:10 AM, LAJUAN.JOHNSON 11/9/2010 10:42:16 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/9/2010 10:21:47 AM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email:
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-10 10:05:49

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-05 22:30:00

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that he was forced to go thru radiation during screening at JFK

Body:

Agent Notes: Advised caller that a message sent to CSM at JFK Advised caller that a message sent to CSM at JFK

Follow Up: [REDACTED] called in today to report in appropriate screening at JFK. [REDACTED] stated that he told the screening he has a defibrillator like device and cant go thru radiation, however the TSO stated made him he go thru the electronic in stead of patted him down. He stated that he did ask for a supervisor, but the only confirmed that is the only way he can go thru check point. I apologized to the caller, but he still wants to speak to the CSM. I would appreciate any assistance you can offer to help find a resolution.

To TSOC Date:

From TSOC Date:

Last Updated By: RENALDO.SINGLETON 11/10/2010 10:27:36 AM,RENALDO.SINGLETON 11/10/2010 10:27:43 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/10/2010 10:05:49 AM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-10 10:55:27

Medium: EMAIL

Contact Status: ONHOLD

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/8/2010 3:14:32 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JetBlue Flight 33

Friday, Oct. 29, 2010

Rochester NY to JFK

Comments: I am a 61 year old male with a metallic right knee replacement. In the course of checking in at the Rochester NY Airport, I was subjected to an overly aggressive and inappropriate pat down by a TSA employee. I always announce that I have a right knee replacement as I pass through the magnetometer. On this occasion, the metal detecting wand was never used, but instead I patted down everywhere by a male agent while he was being supervised and directed by a female TSA employee. This procedure took twice as long as the usual wand search procedure. During that time, since I was traveling alone, I asked that my personal belongings be brought into the screening area, so that I could better keep them in my constant sight. This request was refused. As such, I was separated from my suitcase, my wallet, my money, my cell phone, and my keys. I also travel with a CPAP machine, which, on this instance, for the first time, they insisted upon removing from its case and running it separately through the xray. The invasion of my privacy was very disconcerting and offensive. The refusal to deliver my personal items into the examination area, made for significant anxiety, as I was separated from it for a prolonged period. At the conclusion, when everything was obviously determined to be routine and within compliance, I was advised that in the future, all I need to do to avoid this procedure, would be to walk through a newly installed detection machine, which apparently can do a full body scan. Since that device was readily available on that date, it would clearly have been more appropriate for TSA personnel to lead me to it, rather than subject me to the extensive, invasive, and humiliating search

Agent Notes: Transfer to Responses Needed Mailbox-Email Only Transfer to Responses Needed Mailbox-Email Only,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 11/10/2010 10:55:27 AM,TRACY.HOLDEN-LANE 11/10/2010 10:57:01 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/8/2010 7:12:55 PM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County Airport, JFK New York, NY, USA - John F Kennedy Intl Airport,
Airline: jetBlue AirwaysjetBlue Airways,
Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#556709-696645#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nonspacing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇÖs airports. </P>
<P style="MARGIN: 0in 0in 0pt" class=nonspacing></P>
<P style="MARGIN: 0in 0in 0pt" class=nonspacing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>
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<P style="MARGIN: 0in 0in 0pt" class=nonspacing></P>
<P style="MARGIN: 0in 0in 0pt" class=nonspacing>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/8/10 7:12:52 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

<META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=iso-8859-1">

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

Remote Client IP: [REDACTED]
Date Time: 11/8/2010 3:14:32 PM

Name:	[REDACTED]
Email:	[REDACTED]
Complaints:	Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	JetBlue Flight 33 Friday, Oct. 29, 2010 Rochester NY to JFK
Comments:	I am a 61 year old male with a metallic right knee replacement. In the course of checking in at the Rochester NY Airport, I was subjected to an overly aggressive and inappropriate pat down by a TSA employee. I always announce that I

have a right knee replacement as I pass through the magnetometer. On this occasion, the metal detecting wand was never used, but instead I patted down everywhere by a male agent while he was being supervised and directed by a female TSA employee. This procedure took twice as long as the usual wand search procedure. During that time, since I was traveling alone, I asked that my personal belongings be brought into the screening area, so that I could better keep them in my constant sight. This request was refused. As such, I was separated from my suitcase, my wallet, my money, my cell phone, and my keys. I also travel with a CPAP machine, which, on this instance, for the first time, they insisted upon removing from its case and running it separately through the xray. The invasion of my privacy was very disconcerting and offensive. The refusal to deliver my personal items into the examination area, made for significant anxiety, as I was separated from it for a prolonged period. At the conclusion, when everything was obviously determined to be routine and within compliance, I was advised that in the future, all I need to do to avoid this procedure, would be to walk through a newly installed detection machine, which apparently can do a full body scan. Since that device was readily available on that date, it would clearly have been more appropriate for TSA personnel to lead me to it, rather than subject me to the extensive, invasive, and humiliating search.

----- TCC Control Number: -----
<<#556709-696645#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-10 11:29:50

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/8/2010 3:25:00 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 274/Southwest/MacArthur Airport/Islip NY

Comments: After being patted down using the new (disgusting) procedures, the TSA agent told me to remove my shoes and belt for xray and then patted me down for the second time. When he checked his gloves for explosive remnants the result was positive. As the supervisor was explaining the follow-on screening requirements, I informed her that my luggage, computer, belt and shoes had been left on the conveyor belt while I was being patted down and that the agent had not changed his gloves after handling my luggage which had been exposed to many passengers. We agreed to a third clean glove screening and the results were negative. Before I left, I complained that although I was clear, someone else apparently had explosive remnants on them...TSA did not seem to care. As an airline captain in uniform who routinely sets off the magnetometer due to my surgically implanted titanium/cobalt chrome prosthetic hip which extends from my pelvis through my femur, I can report that the new pat downs verify nothing. Meanwhile, any civilian passenger who does not set off the magnetometer yet who is carrying explosive device materials will not get patted down and will remain a threat to my aircraft. Current TSA protocol is comically ineffective in screening threats. We need profiling, questioning, biometrics, background checks etc. Pittsburgh International Airport has a viable system. TSA needs to employ critical thinking, logic, reason, and common sense to deter the threat...magnetometers work against 1970's Cuban hijackers, not against sophisticated Islamic terrorists

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC SHM Joseph Modica @

[REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 11/10/2010 11:29:50 AM,TRACY.HOLDEN-LANE 11/10/2010 11:42:48 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/8/2010 7:12:59 PM

Linked Event IDs:

Responses:

Response

Airport: ISPISP Islip, NY, USA - Long Island-MacArthur Airport,

Airline: Southwest AirlinesSouthwest Airlines,

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [b]6

Subject: Re: TSA Contact Us: Complaints <<#23672-696651#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at <P>ISP , we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[b]6> >
Received: 11/8/10 7:12:54 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [b]6
Date Time: 11/8/2010 3:25:00 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[b]6</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[b]6</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inattentive Screener - Lax Security</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>274/Southwest/MacArthur Airport/Islip NY</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>After being patted down using the new (disgusting) procedures, the TSA agent told me to remove my shoes and belt for xray and then patted me down for the second time. When he checked his gloves for explosive remnants the result was positive. As the supervisor was explaining the follow-on screening requirements, I informed her that my luggage, computer, belt and shoes had been left on the conveyor belt while I was being patted down and that the agent had not changed his gloves after handling my luggage which had been exposed to many passengers. We agreed to a third clean glove screening and the results were negative. Before I left, I complained that although I was clear, someone else apparently had explosive remnants on them...TSA did not seem to care. As an airline captain in uniform who routinely sets off the magnetometer due to my surgically implanted titanium/cobalt chrome prosthetic hip which extends from my pelvis through my femur, I can report that the new pat downs verify nothing. Meanwhile, any civilian passenger who does not set off the magnetometer yet who is carrying explosive device materials will not get patted down and will remain a threat to my aircraft. Current TSA protocol is comically ineffective in screening threats. We need profiling, questioning, biometrics, background checks etc. Pittsburgh International Airport has a viable system. TSA needs to employ critical thinking, logic, reason, and common sense to deter the threat...magnetometers work against 1970's Cuban hijackers, not against sophisticated Islamic

terrorists.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#23672-696651#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-11 20:51:21

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/10/2010 10:57:19 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): arrive flight 836 jet blue terminal 4

depart flight 38 jet blue terminal 5

November 8th 2010

JFK airport

Comments: entering security terminal 5 after walking through the scanner the security officer asked me to remove my therapeutic compression arm band. I had the choice of there or in a bathroom. the line was about 100 people. I removed it there under total embarrassment. I have never been asked to remove it before. I wear this under doctors advisement for breast cancer. I would like to see you train your security officers about these therapeutic compression wear. again I was so embarrassed by this encounter I was left speechless to the officer. I wanted to inform HER as to why I was wearing it, but I just wanted to get away from HER. i would like to clarify the time of this incident was between 2:00 p.m. and 3:00 p.m

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/11/2010 8:51:21 PM,CARL.MOBLEY 11/11/2010 8:52:56 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/10/2010 6:10:06 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#557659-697881#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail message regarding your concerns about the consistency of procedures at our Nation's airports. </P>
<P> </P>
<P>TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation. </P>
<P> </P>
<P>We work hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public 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 are the subject of repeated complaints.
</P>
<P> </P>
<P>We encourage you to check the latest information at www.tsa.gov </P>
<P> </P>
<P> </P>
<P>TSA Contact Center </P>
<P><BR clear=none> </P></div>

<div>--- Original Message ---
From: <(b)(6)>>
Received: 11/10/10 6:10:05 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 11/10/2010 10:57:19 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>arrive flight 836 jet blue terminal 4
depart flight 38 jet blue terminal 5
November 8th 2010
JFK airport</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>entering security terminal 5 after walking through the scanner the security officer asked me to remove my therapeutic compression arm band. I had the choice of there or in a bathroom. the line was about 100 people. I removed it there under total embarrassment. I have never been asked to remove it before. I wear this under doctors advisement for breast cancer. I would like to see you train your security officers about these therapeutic compression wear. again I was so embarrassed by this encounter I was left speechless to the officer. I wanted to inform HER as to why I was wearing it, but I just wanted to get away from HER. i would like to clarify the time of this incident was between 2:00 p.m. and 3:00 p.m.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#557659-697881#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-12 00:33:00

Medium: EMAIL

Contact Status: ONHOLD

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/10/2010 12:31:13 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 11/09/2010 at JFK

Comments: My problem is NOT with the individual screener, who was as appalled at having to do these new invasive searches as I was upon receiving one. She was very respectful and clearly as uncomfortable with doing this search as I was in receiving it. My complaint is about the pat-down procedures, period. (There was no option for a body scanner at this terminal, though I believe those are obnoxious also). I am 62 and have artificial knees so I consistently set off the metal detectors. The pat-downs used to be just an irritation, but these new procedures are in and of themselves abusive. I had to subject myself to having my breasts felt much as an MD would do to look for lumps in the breast. I had to have my crotch felt up. I had to have the screener put her hands down inside my pants. They don't even use a wand anymore, so basically if you set off the metal detector you get selected for a search of far more than any metal on your body, unlike the majority of passengers who could be carrying explosives in their crotch and never get checked. What's with that kind of discrimination? So if you are older with replaced parts, or disabled, you are a terrorist until proven otherwise. In the "station" next to me was a poor young man in a wheelchair who obviously was unable to even stand up. They nearly undressed him. They pulled his shirt from his pants to look at his midriff area, they unzipped his pants and felt around inside his pants, they handled his crotch. The lost dignity is just appalling. It was humiliating and I felt very violated. And people like the young man next to me and myself have no choice if we wish to travel. I HATE what this once fine country has done to our liberties and dignities

Agent Notes: Transfer to Escalations Mailbox-Email Only Transfer to Escalations Mailbox-Email Only,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/12/2010 12:33:00 AM,CARL.MOBLEY 11/12/2010 12:33:43 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/10/2010 6:11:31 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#557750-697984#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇOs Web site (www.tsa.gov). </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We hope this information is helpful. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/10/10 6:11:29 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

<META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=iso-8859-1">

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

Remote Client IP: [REDACTED]
Date Time: 11/10/2010 12:31:13 PM

Name:	[REDACTED]
Email:	[REDACTED]
Complaints:	Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	11/09/2010 at JFK
Comments:	My problem is NOT with the individual screener, who was as appalled at having to do these new invasive searches as I was upon receiving one. She was very respectful and clearly as uncomfortable with doing this search as I was in receiving it. My complaint is about the pat-down procedures, period. (There was no option for a body scanner at this terminal, though I believe those are obnoxious also). I am 62 and have artificial knees so I consistently set off the metal detectors. The pat-downs

used to be just an irritation, but these new procedures are in and of themselves abusive. I had to subject myself to having my breasts felt much as an MD would do to look for lumps in the breast. I had to have my crotch felt up. I had to have the screener put her hands down inside my pants. They don't even use a wand anymore, so basically if you set off the metal detector you get selected for a search of far more than any metal on your body, unlike the majority of passengers who could be carrying explosives in their crotch and never get checked. What's with that kind of discrimination? So if you are older with replaced parts, or disabled, you are a terrorist until proven otherwise. In the "station" next to me was a poor young man in a wheelchair who obviously was unable to even stand up. They nearly undressed him. They pulled his shirt from his pants to look at his midriff area, they unzipped his pants and felt around inside his pants, they handled his crotch. The lost dignity is just appalling. It was humiliating and I felt very violated. And people like the young man next to me and myself have no choice if we wish to travel. I HATE what this once fine country has done to our liberties and dignities.

----- TCC Control Number: -----
<<#557750-697984#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-12 08:30:32

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/10/2010 1:24:19 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark C-1

Comments: Highly offensive treatment from start to finish. I am a Continental Airlines Captain and due to a total hip implant have been subjected to pat-down searches since the inception of the program. I am sick and tired of standing in a glass box on a cold floor waiting for an agent to let me out only to listen to comments about the weight of my bags, et. al. I have been subjected to a variety of search techniques only to be told that it is by-the-book (when it is obviously not). Lately, the enhanced open-palm pat-downs have caused me to ask for a private screening (to avoid public humiliation) only to be led to an office where other agents are eating lunch and reading the funny papers while I stand on a cold floor being attended by a pair of agents (one with his hands on my privates). I am mature and understanding but this treatment has caused me tears (of anger and humiliation), literally. This system is seriously flawed. In IAH our Continental flight crews are allowed airport access via a side door. In LAX a full body scanner is in use and seems less offensive. Finally, in EWR, other Continental Airlines employees, FFDO's and EWR airport janitorial staff are allowed to enter through a side door. I understand that TSA agents are screened once at the beginning of their shift and then are allowed back-and-forth access for the remainder of their shift. I am writing my congressmen urging them to allow Airline Pilots relief from your draconian and highly-flawed system now. Please forward my comments to the Manager of EWR TSA Ops

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC EWR CSM Ofelia Ruiz at

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 11/12/2010 8:30:32 AM, JWAN.JENIFER 11/12/2010 8:45:56 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/10/2010 6:12:14 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, IAH Houston, TX, USA - Houston Intercontinental, LAX Los Angeles, CA, USA - Los Angeles Intl Airport,

Airline: Continental Airlines (present) --Continental Airlines (present) --,
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#557796-698043#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at EWR, we have forwarded a copy of your email to the Customer Service Manager at that airport for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/10/10 6:12:14 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/10/2010 1:24:19 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Newark C-1</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>Highly offensive treatment from start to finish. I am a Continental Airlines Captain and due to a total hip implant have been subjected to pat-down searches since the inception of the program. I am sick and tired of standing in a glass box on a cold floor waiting for an agent to let me out only to listen to comments about the weight of my bags, et. al. I have been subjected to a variety of search techniques only to be told that it is by-the-book (when it is obviously not). Lately, the enhanced open-palm pat-downs have caused me to ask for a private screening (to avoid public humiliation) only to be led to an office where other agents are eating lunch and reading the funny papers while I stand on a cold floor being attended by a pair of agents (one with his hands on my privates). I am mature and understanding but this treatment has caused me tears (of anger and humiliation), literally. This system is seriously flawed. In IAH our Continental flight crews are allowed airport access via a side door. In LAX a full body scanner is in use and seems less offensive. Finally, in EWR, other Continental Airlines employees, FFDO's and EWR airport janitorial staff are allowed to enter through a side door. I understand that TSA agents are screened once at the beginning of their shift and then are allowed back-and-forth access for the remainder of their shift. I am writing my congressmen urging them to allow Airline Pilots relief from your draconian and highly-flawed

system now. Please forward my comments to the Manager of EWR TSA Ops.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#557796-698043#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-12 09:24:36

Medium: EMAIL

Contact Status: ONHOLD

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/10/2010 1:57:04 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Rochester to JFK Tuesday Nov 9 2010

Comments: Rochester NY was patting almost everyone that went through the scanner yesterday. The woman that patted me down lifted up my shirt, lifted up my undershirt and put her hands 'IN' my pants. I am furious.

My pants were no-zipper pull on, I wore no jewelry, my buttons plastic. My underclothes all cotton. Bare feet, eyeglasses off and in my hand above my head.

I think she was being authoritative on purpose.

While the touching was in no way sexual, it was invasive and very embarrassing.

I am an experienced traveller. I go through security with patience and efficiency.

I have experience with the full body scanner from flying in and out of Boston. While it is not entirely comfortable to have a 'sketch' made I understand that the process is for my safety.

However, you have to train your screeners. I choose the scanner over the full body pat. I do not like strangers touching me. And I understood that it was my choice that if I had the body scan I would not have a pat down.

I also understand that if they see something in the image that is not clear they need to pat people down, but with the back of their hand. I am not convinced that the woman knew how to read the body scanner.

It is likely a matter of training, but the discomfort was terrible

Agent Notes: Transfer to Responses Needed Mailbox-Email Only Transfer to Responses Needed Mailbox-Email Only

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 11/12/2010 9:24:36 AM,JWAN.JENIFER 11/12/2010 9:25:44 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/10/2010 6:12:42 PM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County Airport, JFK New York, NY, USA - John F Kennedy Intl Airport, BOS Boston, MA, USA - Logan International Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#557829-698082#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇÖs airports. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇÖs Web site (www.tsa.gov). </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We hope this information is helpful. </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/10/10 6:12:40 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

<META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=iso-8859-1">

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

Remote Client IP: [REDACTED]
Date Time: 11/10/2010 1:57:04 PM

<table style='width: 750px ' cellpadding='3' border='2'

cellspacing='1'><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Name:</td><td>[REDACTED]</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Email:</td><td>[REDACTED]</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Complaints:</td><td>Inappropriate Screening/Pat Down Screening</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</td><td>Rochester to JFK Tuesday Nov 9 2010</td></tr><tr><td style='width: 200px; font-weight: bold;text-align:right;vertical-align:top;'>Comments:</td><td>Rochester NY was patting almost everyone that went through the scanner yesterday. The woman that patted me down lifted up my shirt, lifted up my undershirt and put her hands "IN" my pants. I am furious.

My pants were no zipper pull on, I wore no jewelry, my buttons plastic. My underclothes all cotton. Bare feet, eyeglasses off and in my hand above my head.

I think she was being authoritative on purpose.

While the touching was in no way sexual, it was invasive and very embarrassing.

I am an experienced traveller. I go through security with patience and efficiency.

I have experience with the full body scanner from flying in and out of Boston. While it is not entirely comfortable to have a 'sketch' made I understand that the process is for my safety.

However, you have to train your screeners. I choose the scanner over the full body pat. I do not like strangers touching me. And I understood that it was my choice that if I had the body scan I would not have a pat down.

I also understand that if they see something in the image that is not clear they need to pat people down, but with the back of their hand. I am not convinced that the woman knew how to read the body scanner.

It is likely a matter of training, but the discomfort was terrible.</td></tr></table></div>

----- TCC Control Number: -----
<<#557829-698082#>></body></html><u>END RECORD</u>

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-13 17:17:57

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/11/2010 3:18:11 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: the screening at JFK was offensive. What happened to the wand? When I complained, a supervisor got huffy and screened me for explosives. He showed me the risks of speaking up. This pat down, feel up, has to be changed

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/13/2010 5:17:57 PM,CARL.MOBLEY 11/13/2010 5:18:42 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/11/2010 6:13:36 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#558435-698891#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background:#ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.</P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P></div>

<div>--- Original Message ---
From: <b.116>>
Received: 11/11/10 6:13:32 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: b.116>
Date Time: 11/11/2010 3:18:11 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>b.116></TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>b.116></TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD> </TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>the screening at JFK was offensive. What happened to the wand? When I complained, a supervisor got huffy and screened me for explosives. He showed me the risks of speaking up. This pat down, feel up, has to be changed.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#558435-698891#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-16 11:42:43

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-11 08:45:00

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller is upset about her money not being inspected while she was present.

Body:

Agent Notes: Informed caller that her complaint was sent to the CSM as a FYI. Informed caller that her complaint was sent to the CSM as a FYI.

Follow Up: Caller said that she was patted down at the checkpoint and the screener felt her money belt and made her remove it. Caller said that she told her that she could be inspected in a private screening since she did not want to take off her money belt in front of other passengers. Caller said that she was told that a supervisor had to come in to pat her down. Caller said that the supervisor took her money belt and started walking out the door. Caller asked her "Where she was taking her money belt?" and the screener told her she had to have it re-scanned and left with the money belt. Caller said that the screeners should not take away a passengers money where they cannot keep view of it. Caller said that the passenger should be able to follow their money when it is being screened. Apologized to caller and told her that her complaint was noted.

To TSOC Date:

From TSOC Date:

Last Updated By: KENDRA.JOHNSON 11/16/2010 11:49:33 AM,KENDRA.JOHNSON 11/16/2010 11:49:45 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/16/2010 11:42:43 AM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, SAV Savannah, GA, USA - Travis Field,

Airline: Delta Air Lines --Delta Air Lines --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-16 11:46:34

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-03 10:10:00

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: [REDACTED] flew with her husband she stated that they have metal implants and were subjected to the new pat down procedure. Caller feels that TSA is waisting time and money on senior citizsen. Caller stated that the new pat down is BS and feels humilated and TSA have to do something about it.

Body:

Agent Notes: TSA is implementing enhanced pat-down procedures at security checkpoints nationwide as one of our many layers of security to keep the traveling public safe. Pat-downs are an important tool to help TSA detect hidden and dangerous items.

TSA is implementing enhanced pat-down procedures at security checkpoints nationwide as one of our many layers of security to keep the traveling public safe. Pat-downs are an important tool to help TSA detect hidden and dangerous items.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: HILDA.CARRILLO 11/16/2010 11:53:51 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/16/2010 11:46:34 AM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Lagueardia,

Airline: Delta Air Lines --Delta Air Lines --,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-16 14:51:06

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-08 16:00:00

Contact Prefix:

Contact First Name: UnKnow

Contact Middle Initial:

Contact Last Name: UnKnow

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller reported that they were inappropriately touched by a screener at (LGA). Caller also stated he is filing a law suite he wants the mailing address as to who his lawyer will submit the claim too.

Body:

Agent Notes: Provided the caller with the mailing address for TSA headquarters. Provided the caller with the mailing address for TSA headquarters. Caller did not want to provide his name or an alternate telephone number.

Flight# Caller does not have with him.

Terminal Gate# Caller do not remember

Employee Name

Office Name - (use TSA Routing Symbols below)

Transportation Security Administration

601 South 12th Street

Arlington, VA 20598

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: GENEVA.PARKER 11/16/2010 2:59:35 PM,GENEVA.PARKER 11/16/2010 4:58:58 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/16/2010 2:51:06 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - LGuardia,

Airline: Delta Air Lines --Delta Air Lines --,

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-17 12:57:44

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/12/2010 10:35:32 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): November 10, 2010, US Air 4:00 PM flight from LaGuardia to Boston

Comments: While going through security at LGA, as I do almost every week, I have a total knee replacement, and of course I set off the old style scanner. They put me in isolation, then carried off my belongs, as they do every week. This time, when being patted down, I found it very aggressive and frankly far to probative. I ask the TSA agent why LGA at USAir does not have the new machine. You see, with my new knee, when I go through Boston Logan to LaGuardia, I go through the machine and I am done.

Even though 5 minutes had passed since I had gone through the scanner and my belongings had been sitting in the area by the exit into the secured area, a senior TSA female, with 3 stripes said they had an alert and I needed to be scanned again, while she filled out an "Incident Report"

Not only do I think I was treated improperly, patted twice, I feel strongly that I had an incident report filled out because I asked when we would be seeing the new full body scanners in US Air at LaGuardia?

You TSA staff members need to throw in more please and thank you, so passengers do not feel that they are cattle being herded.

What you do is very important, how you do it needs work ... I object to the pat downs, the way you are doing them now. Up until a few weeks ago, you used the wands and did some re-checks with the back of your hands. Reaching into my crotch area is inappropriate and unwarranted and so was the "Incident Report" because I complained about the pat down and wanted to know when the new machines would be at LaGuardia USAir.

I want to talk to someone and followup and understand the meaning of an Incident Report files on me, The three stripper agent was abrupt and would not answer my questions.

By the way, the new full body scanner are great and make my security check matter of fact, rapid and I have no objects to your trained and authorized agents view a full body scan and protect me in the process,

It is how it is done, not what is being done.

For the time being, I may start taking the train and will so advise USAir and United. I have also notified my Senator, Congressman and attorney of this incident

Thanks,

(b)(6)

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/17/2010 12:57:44 PM,CARL.MOBLEY 11/17/2010 12:59:56 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/14/2010 1:15:25 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, BOS Boston, MA, USA - Logan International Airport,

Airline: US Airways (present)US Airways (present),

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#559341-700392#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nonspacing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇÖs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nonspacing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nonspacing></P>

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<P style="MARGIN: 0in 0in 0pt" class=nonspacing></P>

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<P style="MARGIN: 0in 0in 0pt" class=nospacing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospacing>TSA Contact Center </P>

<P style="MARGIN: 0in 0in 0pt" class=nospacing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospacing> </P></div>

<div>--- Original Message ---
From: <[b]6[]>>
Received: 11/14/10 1:15:13 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [b]6[]
Date Time: 11/12/2010 10:35:32 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[b]6[]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[b]6[]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>November 10, 2010, US Air 4:00 PM flight from LaGuardia to Boston</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

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For the time being, I may start taking the train and will so advise USAir and United. I have also notified my Senator, Congressman and attorney of this incident

Thanks,

[b]6[]
[b]6[]
[b]6[]</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#559341-700392#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-17 15:27:08

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-17 07:45:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller reported that they were inappropriately touched by a screener at (JFK) after she went into the Advanced Imaging Technology formerly Whole Body Imaging/Backscatter/Millimeter Wave. Caller stated she asked why she needed to have a pat down she was told that they do not have to let her know.

Body:

Agent Notes: Advised caller that a message sent to CSM at (JFK). Advised caller that a message sent to CSM at (JFK). Flight# 179 Terminal Gate#45

Follow Up: Caller (b)(6) stated when she arrived at the JFK New York, NY, USA - John F Kennedy Intl Airport she went into the Advanced Imaging Technology formerly Whole Body Imaging/Backscatter/Millimeter Wave successfully without any problems. (b)(6) stated as she was walking away from the above machine she was asked that she will need to walk with a TSA screener to another location to have a pat down. (b)(6) stated she asked the TSA screener why does she need to have a pat down when she already was screened by the Advanced Imaging Technology machine. (b)(6) stated the screener told her she does not have to explained to her the reason why that she will need to pat her four times. (b)(6) stated the TSA screener patted her very rough over her breast and buttocks. (b)(6) stated the description of the screener she had more facial hair on her face than a man. (b)(6) stated she asked to speak with a TSA screener supervisor she was told if she don't stop talking she will miss her flight and she can call and speak with Mr. john pistole. (b)(6) is very upset she stated she would like for someone to return a telephone call too her regarding this matter.

To TSOC Date:

From TSOC Date:

Last Updated By: GENEVA.PARKER 11/17/2010 3:53:47 PM,GENEVA.PARKER 11/17/2010 3:53:53 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/17/2010 3:27:08 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: American Airlines --American Airlines --,

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-18 12:46:41

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: Unknown

Contact Middle Initial:

Contact Last Name: Unknown

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller has specific comments relating: New Pat Down Procedure, as caller feels it isnt right

Body:

Agent Notes: TSA is implementing enhanced pat-down procedures at security checkpoints nationwide as one of our many layers of security to keep the traveling public safe. Pat-downs are an important tool to help TSA detect hidden and dangerous items, such as improvised explosive devices that are concealed on an individual and do not contain metallic components. Only a small percentage of passengers require pat-downs during the secondary security screening process TSA is implementing enhanced pat-down procedures at security checkpoints nationwide as one of our many layers of security to keep the traveling public safe. Pat-downs are an important tool to help TSA detect hidden and dangerous items, such as improvised explosive devices that are concealed on an individual and do not contain metallic components. Only a small percentage of passengers require pat-downs during the secondary security screening process, Caller chose not to give his name or number. Provided caller with the number to JFK.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: SPENSER.CRUIZ 11/18/2010 12:52:42 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/18/2010 12:46:41 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-18 16:23:06

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller wanted to know if TSA would grab her breast or touch her crouch area when she travels.

Body:

Agent Notes: Informed caller that this is not a correct part of the pat down procedure and would not occur. Informed caller that this is not a correct part of the pat down procedure and would not occur. Informed caller that AIT is available at LGA.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: FRANCES.JONES 11/18/2010 4:36:15 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/18/2010 4:23:06 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Lagaardia,

Airline: Frontier Airlines (present)Frontier Airlines (present), Midwest Airlines (present),

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b) (6)

Contact Type:

Contact Date: 2010-11-18 22:01:16

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b) (6)

Contact Middle Initial:

Contact Last Name: (b) (6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b) (6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b) (6)

Date Time: 11/15/2010 3:05:26 PM

Name: (b) (6)

Email: (b) (6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: I flew from Newark Liberty on 11/6 to Asheville, N.C. I left from terminal A which does not have your new equipment. I set off the metal detectors since I have an artificial hip. The previous procedure used to be a wand. The new procedure is demeaning and I resent it. Smaller airports like Asheville will probably never have the new equipment, so will I have to be subjected to a public groping each and every time I fly? Did it ever occur to you that there are literally tens of thousands of seniors with artificial hips, kness, etc that are going to set off detectors

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 11/18/2010 10:01:16 PM,JWAN.JENIFER 11/18/2010 10:02:15 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/15/2010 7:34:10 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, AVL Asheville / Hendersonville, NC, USA - Asheville Regional Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b) (6)

Subject: Re: TSA Contact Us: Complaints <<#560457-701693#>>

Body:

```
<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports.</SPAN></FONT> </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public.&nbsp; Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives.&nbsp; Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.</SPAN></FONT> </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies.&nbsp; During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies.&nbsp; The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </SPAN></FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints.&nbsp; As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers.&nbsp; However, passengers who are not willing to go through the screening process will not be permitted to fly.&nbsp; </SPAN></FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
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<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures.&nbsp; Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.&nbsp; TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint.&nbsp; For more information regarding the pat-down procedures, please visit TSAGÇOs Web site (<A href="http://www.tsa.gov/" shape=rect>www.tsa.gov</A>).</SPAN></FONT> </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>We hope this information is helpful.</SPAN></FONT> </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>TSA Contact Center</SPAN></FONT> </P></div>
</font><br />
<br><br><div>--- Original Message ---<BR>From: &lt;[b]6[ ]>&gt;<BR>Received: 11/15/10 7:34:09 PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm<BR>-----<BR>Remote Client IP [b]6[ ]<BR>Date Time: 11/15/2010 3:05:26 PM<BR>-----<BR><BR>
<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[b]6[ ]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[b]6[ ]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
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<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>I flew from Newark Liberty on 11/6 to Asheville, N.C. I left from terminal A which does not have your new equipment. I set off the metal detectors since I have an artificial hip. The previous procedure used to be a wand. The new procedure is demeaning and I resent it. Smaller airports like Asheville will probably never have the new equipment, so will I have to be subjected to a public groping each and every time I fly? Did it ever occur to you that there are literally tens of thousands of seniors with artificial hips, kness, etc that are going to set off detectors.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#560457-701693#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-19 08:25:18

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/15/2010 4:47:28 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: The current method of screening is inappropriate. As someone, who flew into LaGuardia the morning of 9/11 and witnessed it happen, I do not feel any safer today. I believe, our government, throws out 9/11, whenever it wants to justify its actions.

We are sacrificing our civil rights and that is un-America

Agent Notes: Thank You Response Thank You Response,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/19/2010 8:25:18 AM,CARL.MOBLEY 11/19/2010 8:25:59 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/15/2010 7:36:59 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#560647-701901#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail message. <BR clear=none> <BR clear=none>Please accept our appreciation for taking the time to share your thoughts and concerns with us. Your help and support are important contributions to ensuring the safety and security of the Nation's aviation system.<BR clear=none> <BR clear=none>We encourage you to check the latest information at www.tsa.gov. <BR clear=none> </P>

<P><BR clear=none>TSA Contact Center<BR clear=none></P>

<P> </P>

<P> </P></div>

<div>----- Original Message -----
From: <[b] (b) (6) >
Received: 11/15/10 7:37:00 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [b] (b) (6)
Date Time: 11/15/2010 4:47:28 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD> [b] (b) (6) </TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD> [b] (b) (6) </TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD> </TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>The current method of screening is inappropriate. As someone, who flew into LaGuardia the morning of 9/11 and witnessed it happen, I do not feel any safer today. I believe, our government, throws out 9/11, whenever it wants to justify its actions.

We are sacrificing our civil rights and that is un-America.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#560647-701901#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-19 11:37:59

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/15/2010 7:23:21 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Syracuse, NY airport Security

AA #4192, Nov 14,2010

Comments: I have had a hip replacemnt so I set off security alarms. I was totally violated, embarrassed and humiliated by the type of body scan the TSA representative performed. People on my flight expressed their sympathy and disgust

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 11/19/2010 11:37:59 AM,JWAN.JENIFER 11/19/2010 11:38:39 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/17/2010 10:32:11 AM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International,

Airline: American Airlines --American Airlines --,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#560908-702207#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background:

#ffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇÖs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇÖs Web site (www.tsa.gov). </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We hope this information is helpful. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <[b]E[redacted]@tsa.gov[redacted]>>
Received: 11/17/10 10:32:10 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [b]E[redacted]@tsa.gov[redacted]
Date Time: 11/15/2010 7:23:21 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[b]E[redacted]@tsa.gov[redacted]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[b]E[redacted]@tsa.gov[redacted]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>My Complaint is Not Listed Here</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Syracuse, NY airport Security
AA #4192, Nov 14,2010</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>I have had a hip replacemnt so I set off security alarms. I was totally violated, embarrassed and humiliated by the type of body scan the TSA representative performed. People on my flight expressed their sympathy and disgust.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#560908-702207#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/15/2010 8:31:28 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JETBLUE - WESTCHESTER AIRPORT - 11/9/10 - 3:40 FLIGHT TO ORLANDO

JETBLUE - ORLANDO AIRPORT - 11/13/10

GATE 103 - 4:29 FLIGHT TO WESTCHESTER AIRPORT

Comments: BOTH TIMES I HAD TO BE SCREENED FOR MY DOUBLE IMPLANTS IN MY KNEES. BOTH TIMES I FELT VIOLATED WITH THIS NEW PROCEDURE OF PAT DOWN. IT IS DEMEANING AND OUTRAGEOUS THAT SOMEONE MUST TOUCH YOU IN THESE PRIVATE AREAS! THERE MUST BE ANOTHER WAY. BACK TO WANDS - USE YOUR BOMB SNIFFING DOGS (THEY ARE VERY EFFECTIVE) OR SOME OTHER MEANS. IT IS DEGRADING TO HAVE SOMEONE TOUCH YOU IN THIS INVASIVE MANNER. AT WESTCHESTER AIRPORT THE GIRL WHO ASSISTED ME PUT HER HAND INSIDE THE BAND OF MY PANTS AND ALONG COMPLETE INSIDE PERIMETER OF WAISTBAND - LIFTING MY SWEATER AND TOP FOR ALL TO SEE. SHE RAN HER HANDS UP TO THE CROTCH AREA OF MY PRIVATE AREAS. THIS WAS VERY EMBARRASSING. THIS IS TERRIBLE AND MUST BE CHANGED. ALSO THOSE MACHINES ARE A VIOLATION OF OUR PRIVACY. IT IS DISGUSTING THAT SOMEONE CAN SEE YOUR PRIVATE AREAS WHILE PASSING THROUGH THIS MACHINE. I TRAVEL ALOT AND NOW I HAVE TO HAVE THIS INVASIVE PROCEDURE DONE EVERYTIME I GO THROUGH SECURITY. NEXT TIME I HAVE TO GO THROUGH - I WILL MAKE SURE THAT ANOTHER PERSON IS TAPING WHAT IS BEING TOUCHED - TO BE SURE NO INAPPROPRIATE ACTION IS BEING PERFORMED. I BELIEVE IN THE UTMOST SECURITY OF TRAVEL AND SUPPORT ALL THE TSA POLICIES UP TILL THIS LAST CHANGE OF INVASIVE TOUCHING. ALSO YOU SHOULD HAVE THROW AWAY PAPER SLIPPERS (LIKE PEDICURE SLIPPERS) FOR PEOPLE WHO REQUEST THEM. THE FLOORS AT WESTCHESTER AIRPORT AND ORLANDO AIRPORT ARE DISGUSTINGLY DIRTY. WHY SHOULD PEOPLE BE EXPOSE THEIR CLEAN FEET TO THIS DIRT, CHEWING GUM AND SPIT ON FLOORS

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 11/19/2010 2:42:39 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/17/2010 10:34:13 AM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN Westchester County, NY, USA - Westchester County Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#561041-702356#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/17/10 10:34:12 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/15/2010 8:31:28 PM

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<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD style="background-color: #FF00FF; width: 150px; height: 15px;"></TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>JETBLUE - WESTCHESTER AIRPORT - 11/9/10 - 3:40 FLIGHT TO ORLANDO

JETBLUE - ORLANDO AIRPORT - 11/13/10
GATE 103 - 4:29 FLIGHT TO WESTCHESTER AIRPORT</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>BOTH TIMES I HAD TO BE SCREENED FOR MY DOUBLE IMPLANTS IN MY KNEES. BOTH TIMES I FELT VIOLATED WITH THIS NEW PROCEDURE OF PAT DOWN. IT IS DEMEANING AND OUTRAGEOUS THAT SOMEONE MUST TOUCH YOU IN THESE PRIVATE AREAS! THERE MUST BE ANOTHER WAY. BACK TO WANDS - USE YOUR BOMB SNIFFING DOGS (THEY ARE VERY EFFECTIVE) OR SOME OTHER MEANS. IT IS DEGRADING TO HAVE SOMEONE TOUCH YOU IN THIS INVASIVE MANNER. AT WESTCHESTER AIRPORT THE GIRL WHO ASSISTED ME PUT HER HAND INSIDE THE BAND OF MY PANTS AND ALONG COMPLETE INSIDE PERIMETER OF WAISTBAND - LIFTING MY SWEATER AND TOP FOR ALL TO SEE. SHE RAN HER HANDS UP TO THE CROTCH AREA OF MY PRIVATE AREAS. THIS WAS VERY EMBARRASSING. THIS IS TERRIBLE AND MUST BE CHANGED. ALSO THOSE MACHINES ARE A VIOLATION OF OUR PRIVACY. IT IS DISGUSTING THAT SOMEONE CAN SEE YOUR PRIVATE AREAS WHILE PASSING THROUGH THIS MACHINE. I TRAVEL ALOT AND NOW I HAVE TO HAVE THIS INVASIVE PROCEDURE DONE EVERYTIME I GO THROUGH SECURITY. NEXT TIME I HAVE TO GO THROUGH - I WILL MAKE SURE THAT ANOTHER PERSON IS TAPING WHAT IS BEING TOUCHED - TO BE SURE NO INAPPROPRIATE ACTION IS BEING PERFORMED. I BELIEVE IN THE UTMOST SECURITY OF TRAVEL AND SUPPORT ALL THE TSA POLICIES UP TILL THIS LAST CHANGE OF INVASIVE TOUCHING. ALSO YOU SHOULD HAVE THROW AWAY PAPER SLIPPERS (LIKE PEDICURE SLIPPERS) FOR PEOPLE WHO REQUEST THEM. THE FLOORS AT WESTCHESTER AIRPORT AND ORLANDO AIRPORT ARE DISGUSTINGLY DIRTY. WHY SHOULD PEOPLE BE EXPOSE THEIR CLEAN FEET TO THIS DIRT, CHEWING GUM AND SPIT ON FLOORS.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#561041-702356#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-19 14:54:55

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: Unknown

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/15/2010 8:42:59 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United #15 JFK to SFO Sunday 11/3

Comments: I got a feel for your new pat-down rules first hand on Sunday. I have a resurfaced right hip and am always dragged out for the wandering / patdown process. The new procedures are both invasive and humiliating.

We all understand the need for security. But nobody should be subjected to THAT. I am dreading my next flight - and I fly often.

If you are going to require this amount of scrutiny for people like me, you MUST provide the full-body scanner as an option.

I won't be groped by your blue-gloved goons six times a week

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTA.CANNADAY 11/19/2010 2:54:55 PM,CHRISTA.CANNADAY 11/19/2010 2:55:42 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/17/2010 10:34:32 AM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, SFO San Francisco, CA, USA - San Francisco Intl Airport,

Airline: United Airlines --United Airlines --,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#561059-702382#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P></div>

<div>--- Original Message ---
From: <[REDACTED]> >
Received: 11/17/10 10:34:32 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/15/2010 8:42:59 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

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<TD>[REDACTED]</TD></TR>

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<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter

Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>United #15 JFK to SFO Sunday 11/3</TD></TR>

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<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

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----- TCC Control Number: -----
<<#561059-702382#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-20 04:19:23

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/16/2010 7:35:14 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Airport, Terminal 2. Delta Flight 6402 (Gate 25) on 11/15/10

Comments: I arrived from Tel Aviv on DL 269 and proceeded through immigration and customs to Terminal 2 to again go through security. It is ridiculous to force passengers to leave a secure area only to immediately have to go back through security. It is an inconvenience to passengers and seriously increases congestion in security lines. In the case of passengers arriving from Israel, which has infinitely better airport security than the U.S., I was compelled to go an inferior security check than I had just gone through in Israel. That is absurd. At the security check at JFK, even though I had exactly the same things on my person as I had in Israel, the metal detector went off and I was subjected to the most intrusive body search I have ever encountered, with TSA agent repeatedly (6 times) rubbing my private parts. A second agent took my wallet and began walking away with my money. When I protested, I was told that I was not being cooperative. When I grabbed my money back, the screening agent took all of my money and began going through it bill by bill. I told him he had no business with my cash, but he told me I had to be cooperative or I would not be allowed to board my flight. He then resumed his search and began tugging down my trousers (I had been forced to remove my belt). When I grabbed my trousers to pull them back on, he told me to lift my arms. Only after repeated protests on my part did he permit me to hold up my pants while he continued to pull on them. He also repeated several parts of the search. When I protested his repetition, he called in a supervisor, who called the police. To their credit, the police saw there was no issue for them (indeed, their time was being wasted), and departed quickly. The TSA Manager then arrived, at my request, and demanded that I give him identification, even though I had already shown it. He then stated that if I did not reproduce the info for him, he would refuse to permit me to board my flight, even though, by this time, your intrusive and disgusting inspection methods had produced no evidence of any security problems. This was an abuse of his authority. To summarize, your requirement that international arriving passengers have to go through security again is a complete waste of time. Your new body search techniques are intrusive, obscene, violative of both decency and privacy, and a threat to the security of passengers' possessions and money. Finally, your personnel, in my case, abused their powers by repeatedly demanding personal information even after they had determined that there was no security issue. All of this was done, I would note without making any air travel any more secure for anyone. Your rules and practices as I experienced them in my case are a Mickey Mouse exercise of bureaucratic nonsense, and abuse of authority, at considerable embarrassment and risk to the passengers affected with absolutely no benefit whatsoever, to the security of air travel. I would suggest that you look at Israel airport security procedures and learn how to do it rather than continuing to make the lives of air travelers more miserable and less secure. You also need to be concerned for the dignity and privacy of the traveling public rather than ignoring in the mindless and purposeless exercise of bureaucratic processes

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: CLINTON.KIRKSEY 11/20/2010 4:19:23 AM,CLINTON.KIRKSEY 11/20/2010 4:21:18 AM,
Last Update Date:
Opening Agent:
Opened Date: 11/17/2010 10:42:16 AM
Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, TLV Tel Aviv Yafo, Israel - Ben-Gurion International,
Airline: Delta Air Lines --Delta Air Lines --,
Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#561512-702910#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
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<P style="MARGIN: 0in 0in 0pt" class=nonspacing></P>
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<P style="MARGIN: 0in 0in 0pt" class=nonspacing>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/17/10 10:42:16 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED

EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: [REDACTED] Date Time: 11/16/2010 7:35:14 AM

Name:

[REDACTED]

Email:

[REDACTED]

Complaints:

Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter

Flight#/Airline/Terminal/Airport/Gate/Etc):

JFK Airport, Terminal 2. Delta Flight 6402 (Gate 25) on 11/15/10

Comments:

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TCC Control Number: [REDACTED] #561512-702910#

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-20 05:49:34

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/16/2010 8:37:58 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Security screening for Jet Blue 1304, November 6, 2010 from Dulles to JFK

Comments: In the early morning of November 6, 2010, I arrived at Dulles Airport in DC for JetBlue flight 1304 to JFK, where I was to meet my family and fly on to Florida for a cruise. I had been in suburban Washington teaching fellow breast cancer advocates at a science training seminar run by the National Breast Cancer Coalition.

After checking in, I went to security, where I was instructed to enter a full body scanner. It was my first time in one of these machines. It was immediately clear that there was a problem. I was taken aside, to an unused security line, with a male and female security officer carrying over the bins which held my possessions. The male officer searched my bag and purse, and I was patted down and examined by the female officer. A few feet away, people on the security line IÇÇÖd just left began staring curiously at me. The female officer then told me she was going to examine my chest area, and touch me directly with her fingers, not with the backs of her hands. She felt all around and between my breasts. As I was in a public area, standing with my arms outstretched, in full view of other passengers passing through security, this felt invasive and embarrassing. By then, as a breast cancer survivor, I had a pretty good idea of what was going on: the body scanner had seen the breast prosthesis I've worn for 21 years since my mastectomy, and had sounded some sort of alarm.

I was then asked to wait while they called a female supervisor, who took at least 15 minutes to come from another part of the terminal. When she finally did arrive, I was escorted some distance away, still barefoot, to an enclosed area that was obviously being used to store construction tools and materials--the whole area was very dirty and my socks were by then filthy. In this area my breasts were again examined by this supervisor. I finally said to her: "Look, I'm wearing a prosthesis, do you need to see it?" She said yes, and I unbuttoned my blouse enough to lift my bra and show her the edge of my prosthesis. By then I was feeling quite humiliated by the whole process, and had spent over 45 minutes in security. I was determined not to undress for them, or take out my prosthesis and show it to them.

I asked the supervisor if she realized that there are three million women who have had breast cancer in the US, many of whom wear breast prostheses. Will each of us now have to undergo this humiliating, time-consuming routine every time we pass through one of these new body scanners? Of course, she had no answer for me. Finally, after nearly an hour, I was allowed to go to my gate, where fortunately my flight had not yet departed.

Thinking back on the incident, I am outraged that I will now be forced to show my prosthesis to strangers, remove it and put in the x-ray

bin for screening, or not to wear it at all whenever I fly. To me, this seems unfairly discriminatory and embarrassing for me, and for all breast cancer survivors

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 11/20/2010 5:49:34 AM,CLINTON.KIRKSEY 11/20/2010 5:52:41 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/17/2010 10:43:05 AM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, IAD Washington, DC, USA - Washington-Dulles International,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#561560-702968#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nonspacing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>
<P style="MARGIN: 0in 0in 0pt" class=nonspacing></P>
<P style="MARGIN: 0in 0in 0pt" class=nonspacing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.</P>
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<P style="MARGIN: 0in 0in 0pt" class=nonspacing></P>
<P style="MARGIN: 0in 0in 0pt" class=nonspacing>We hope this information is helpful. </P>
<P style="MARGIN: 0in 0in 0pt" class=nonspacing></P>
<P style="MARGIN: 0in 0in 0pt" class=nonspacing>TSA Contact

Center </P></div>

<div>--- Original Message ---
From: <[REDACTED]> >
Received: 11/17/10 10:43:05 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/16/2010 8:37:58 AM

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<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Security screening for Jet Blue 1304, November 6, 2010 from Dulles to JFK</TD></TR>

<TR>

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----- TCC Control Number: -----
<<#561560-702968#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-20 08:28:43

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/16/2010 9:24:24 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: On Tuesday Nov. 9, I flew out of the Rochester New York Airport. I refused the full-body scanners on principle and was directed to a private pat-down area with two women security officers.

The pat-down that followed was degrading and demeaning to both me and the officer in question. The areas of my body that were touched by her hands were inappropriate and as others have said, would be deemed sexual molestation under normal circumstances. It is amazing to me that you cannot just use wands to scan people as you have done with luggage in the past. You need to change both the full-body scan process as well as this procedure or you will lose the confidence of the American people. I am a 65 year- old grandmother. It is ludicrous that my country insist that I be violated in this way. Our technology is so sophisticated that such invasive tactics should not be necessary.

(b)(6)

Cc: NY Members of Congress

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/20/2010 8:28:43 AM,CARL.MOBLEY 11/20/2010 8:29:26 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/17/2010 10:43:57 AM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#561614-703029#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nonspacing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nonspacing> </P>

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<P style="MARGIN: 0in 0in 0pt" class=nonspacing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nonspacing>TSA Contact Center </P>

<P style="MARGIN: 0in 0in 0pt" class=nonspacing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nonspacing> </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/17/10 10:43:56 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/16/2010 9:24:24 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

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<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>
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<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
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<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
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[REDACTED]
Cc: NY Members of Congress</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#561614-703029#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-21 11:31:19

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/16/2010 11:18:31 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): JFK Terminal 5, JetBlue

Comments: Passing through screening, TSA employee required that i remove my belt before proceeding through screening. This is a belt which I know from extensive previous experience does not trigger alarms. Could you please direct me to the section of TSA regulations that (1) prohibit the wearing of belts through screening, and/or (2) provide TSA employees authority to require removal of personal items such as belts prior to indications of a screening alert. I had not previously had this experience at any checkpoint

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC Tiesha Walker-Patterson @

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 11/21/2010 11:31:19 AM,TRACY.HOLDEN-LANE 11/21/2010 11:37:37 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/17/2010 6:50:23 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#562547-704111#>>

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-22 08:24:39

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/17/2010 10:01:37 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental Flight 1619

EWR Terminal C

16 Nov 2010

Comments: I am writing to complain strenuously about the new pat-down procedure. I do not object to the scanners but I do object to these humiliating pat down searches.

I have travelled through Newark twice in the last two weeks where they do not yet have scanners. Because I have an artificial knee I trigger the metal detector; which then subjects me to further search.

I would like to hear the TSA leadership defend the logic of this by answering these questions:

a) If a person was trying to smuggle liquids, or powders into the secure area, why in the world would they put it on a person who they know will trigger the metal alarm and then be further examined.

b) if I am being searched further because I triggered the metal alarm; and you can verify 1. the source of the metal is where and what I say it is and 2. there is no other metal on my person other than what I have said --- then why do you need to stick your hands in my crotch and rub me all over.

It makes no sense at all --- there is no logical flow.

I can only conclude that the leadership of the TSA is incapable of logical reasoning.

In fact I believe you have actually degraded security by ceasing use of the metal detector wands - I am willing to make a wager that based on the new pat downs, I could get a small gun through taped in my crotch without detection. Of course I won't but if you run blind tests, I'll bet you will find I am right

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 11/22/2010 8:24:39 AM,CLINTON.KIRKSEY 11/22/2010 8:29:24 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/18/2010 3:13:41 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline: Continental Airlines (present) --Continental Airlines (present) --,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#48583-705071#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
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<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/18/10 3:13:41 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/17/2010 10:01:37 AM

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<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
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<TD>[REDACTED]</TD></TR>
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<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
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<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>My Complaint is Not Listed Here</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Continental Flight 1619<BR>EWR Terminal C<BR>16 Nov 2010</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I am writing to complain strenuously about the new pat-down procedure. I do not object to the scanners but I do object to these
humiliating pat down searches. <BR><BR>I have travelled through Newark twice in the last two weeks where they do not yet have
scanners. Because I have an artificial knee I trigger the metal detector; which then subjects me to further search. <BR><BR>I would like
to hear the TSA leadership defend the logic of this by answering these questions: <BR><BR>a) If a person was trying to smuggle liquids,
or powders into the secure area, why in the world would they put it on a person who they know will trigger the metal alarm and then be
further examined. <BR><BR>b) if I am being searched further because I triggered the metal alarm; and you can verify 1. the source of the
metal is where and what I say it is and 2. there is no other metal on my person other than what I have said --- then why do you need to
stick your hands in my crotch and rub me all over.<BR><BR>It makes no sense at all --- there is no logical flow. <BR><BR>I can only
conclude that the leadership of the TSA is incapable of logical reasoning. <BR><BR>In fact I believe you have actually degraded security
by ceasing use of the metal detector wands - I am willing to make a wager that based on the new pat downs, I could get a small gun
through taped in my crotch without detection. Of course I won't but if you run blind tests, I'll bet you will find I am
right.</TD></TR></TBODY></TABLE></div>
<BR><BR>----- TCC Control Number: -----<BR><<#48583-705071#>></body></html>
END RECORD
```

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-22 13:14:19

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-22 13:14:19

Contact Prefix: Mr.

Contact First Name: John

Contact Middle Initial:

Contact Last Name: Doe

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller has concern about the screeners touching people in private areas as sexual assault and the TSA website does not accurately describe the Enhanced Patdown procedures or the actual levels of radiation from the AIT. Caller stated that the TSOs are basically untrained persons after reading the Screeners Assessment battery. Caller is also concerned about the radiation levels of the AIT. Caller is not happy with either screening option.

Body:

Agent Notes: Informed caller that I will not discuss his concerns and pass them along to the appropriate department. Also informed caller that he can also voice his concerns by going to the TSA website to the link: "Talk To TSA." Informed caller that I will not discuss his concerns and pass them along to the appropriate department. Also informed caller that he can also voice his concerns by going to the TSA website to the link: "Talk To TSA." Caller declined to give number.

Caller disconnected the call prior to my closing statements.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUNE.WILSON 11/22/2010 1:14:19 PM, JUNE.WILSON 11/22/2010 1:48:08 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/22/2010 1:14:18 PM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-23 10:34:20

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: (b)(6)

Date Time: 11/17/2010 3:32:48 PM

Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

Comments: As a traveler in the US I find the new patdown policy extremely offensive. I hold I Transportation Worker Identification Card and have had it refused a proper identification to enter the secure area of a passenger terminal at JFK Airport. After speaking to the supervisor on duty at the terminal about this problem he stated his personnel are highly trained professionals. This scares me to no end that the TSA has no clue what the own issued looks like or what it is. These incompetent personnel are now going to grope people without knowing what they are doing. This is a violation of a person's civil rights and offensive

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 11/23/2010 10:34:20 AM, CLINTON.KIRKSEY 11/23/2010 10:35:43 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/18/2010 3:26:03 PM

Linked Event IDs:

Responses:

Response

Airport: JFK/JFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Compliments or Suggestions <<#564112-705925#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.</P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇOs Web site (www.tsa.gov). </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We hope this information is helpful. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <[REDACTED]> >
Received: 11/18/10 3:26:02 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: [REDACTED]
Date Time: 11/17/2010 3:32:48 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Subject:</TD>

<TD>Suggestions</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED] /TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED] /TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>As a traveler in the US I find the new patdown policy extremelyoffensive. I hold I Transportation Worker Identification Card and have had it refused a proper identification to enter the secure area of a passanger terminal ay JFK Airport. After speaking to the supervisor on duty at the terminal about this problem he stated his personnel are highly trained professionals. This scares me to no end that the TSA has no clue what the own issued looks like or what it is. These incompadent personnel are now going to grope people wih out knowing what they are doing. This is a violation of a persons civil rights and offensive.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#564112-705925#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-23 20:54:16

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/17/2010 9:23:28 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Transferring from AA #151 (Barcelona to NY JFK) to AA #847 (NY JFK to Dallas

Comments: Had to go through security at NY JFK. I have a hip replacement and knew I would be searched. I set off the alarm. My personal belongings went through the scanner and were out of my sight. The lady said, who paged for a woman to search me) said she couldn't do anything about it. She has a pager...why couldn't she do anything about it? She paged 3 to 4 times before someone came to search me. In the meantime my things could have been stolen. The Love Field Airport and DFW Airport are courteous and you can keep your eyes on your things, plus they put them in a holding area. There was no such happening at the JFK airport. If we are subjected to being searched, how do you handle the traveler's belongings? How do you prevent theft while you are searching someone? Why was this lady rude?

Agent Notes: LINE-OF-SIGHT INCLUDING PWD RESPONSE LINE-OF-SIGHT INCLUDING PWD RESPONSE, Consumer Complaint BCC/CSM Response, Merged 2 or more responses and edited as needed

BCC JFK Tiesha Walker-Patterson @ (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/23/2010 8:54:16 PM,CARL.MOBLEY 11/23/2010 8:56:55 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/18/2010 3:34:53 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, DAL Dallas, TX, USA - Love Field, DFW Dallas/Ft Worth, TX, USA - Dallas Ft Worth International, BCN Barcelona, Spain - Barcelona,

Airline: American Airlines --American Airlines --,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#564660-706550#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail message. We are sorry you were unhappy with your recent travel experience. </P>

<P> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>The Transportation Security Administration (TSA) policy requires the Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within the passengerGÇÖs line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, the TSOs have been trained to maintain control and sight of their items for them, and to ensure that they are reunited with their property once it has cleared x-ray screening. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>Because your complaint is regarding screening at JFK, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>

<P> </P>

<P>We monitor the number and nature of complaints 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. </P>

<P> </P>

<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

<P> </P>

<P>TSA Contact Center </P>

<P><BR clear=none> </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/18/10 3:34:53 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/17/2010 9:23:28 PM

Name:	[REDACTED]
Email:	[REDACTED]
Complaints:	Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	Transferring from AA #151 (Barcelona to NY JFK) to AA #847 (NY JFK to Dallas
Comments:	Had to go through security at NY JFK. I have a hip replacement and knew I would be searched. I set off the alarm. My personal belongings went through the scanner and were out of my sight. The lady said, who paged for a woman to search me) said she couldn't do anything about it. She has a pager...why couldn't she do anything about it? She paged 3 to 4 times before someone came to search me. In the meantime my things could have been stolen. The Love Field Airport and DFW Airport are courteous and you can keep your eyes on your things, plus they put them in a holding area. There was no such happening at the JFK airport. If we are subjected to being searched, how do you handle the traveler's belongings? How do you prevent theft while you are searching someone? Why was this lady rude?

----- TCC Control Number: -----
<<#564660-706550#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-23 20:59:52

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, Terrorist profiling

Body: You know that the most effective screening is profile based. Checking the underwear of grandmothers from Syracuse only makes the politically correct crowd feel satisfied, and infuriates the public. Finding criminals and bombers, involves profiling and sharing information with other agencies. The reality is that mid-Eastern and Muslim types are the problem. Speak up! Demand the President and Congress stop playing politics with the safety of the American public.

(b)(6)

Fairport, NY

Agent Notes: No Response Needed No Response Needed,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/23/2010 8:59:52 PM,CARL.MOBLEY 11/23/2010 9:00:25 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/18/2010 3:34:55 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: TSAArchives@tsacc.sysintegration.com

Subject: Re: Terrorist profiling <<#564662-706552#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div>--- Original Message ---
From: (b)(6) >
Received: 11/18/10 3:34:54 PM

EST
To: "TSA Contact Center" &It;TSA-ContactCenter@dhs.gov>
Subject: Terrorist profiling

<META name=Generator content="MS Exchange Server version 6.5.7654.12"><!-- Converted from text/plain format -->

<P>You know that the most effective screening is profile based. Checking
the underwear of grandmothers from Syracuse only makes the politically
correct crowd feel satisfied, and infuriates the public. Finding
criminals and bombers, involves profiling and sharing information
with other agencies. The reality is that mid-Eastern
types are the problem. Speak up! Demand the President and Congress
stop playing politics with the safety of the American public.
[REDACTED]
Fairport, NY</P></div>

----- TCC Control Number: -----
<<#564662-706552#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-24 10:43:10

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-23 10:00:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that the screener grabbed his genitals during his pat down inspection.

Body:

Agent Notes: TSA is implementing enhanced pat-down procedures at security checkpoints nationwide as one of our many layers of security to keep the traveling public safe. Pat-downs are an important tool to help TSA detect hidden and dangerous items, such as improvised explosive devices that are concealed on an individual and do not contain metallic components. Only a small percentage of passengers require pat-downs during the secondary security screening process TSA is implementing enhanced pat-down procedures at security checkpoints nationwide as one of our many layers of security to keep the traveling public safe. Pat-downs are an important tool to help TSA detect hidden and dangerous items, such as improvised explosive devices that are concealed on an individual and do not contain metallic components. Only a small percentage of passengers require pat-downs during the secondary security screening process, Butterfly

Follow Up: (b)(6) stated that the screener grabbed his genitals during his pat down inspection at LGA. (b)(6) stated that he told the screener that he did not want the pat down inspect, but the screener told him he could not leave. (b)(6) also stated that he informed a supervisor that he was touched inappropriately and the STSO stated that the screening was done correctly. (b)(6) stated that he will be going to the press to report his screening experience. I apologized to (b)(6) and explained that I would forward his complaint. Your assistance in this matter is greatly appreciated.

To TSOC Date:

From TSOC Date:

Last Updated By: FRANCES.JONES 11/24/2010 10:56:21 AM,FRANCES.JONES 11/24/2010 10:56:28 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 10:43:10 AM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laganardia,

Airline: Frontier Airlines (present)Frontier Airlines (present),

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-26 12:02:05

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/19/2010 9:02:11 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Buffalo Airport. SouthWest forgot flight number.

Comments: Your rude employees should take a hike. After I went in that body scan the guy had me come out and stand in a certain spot and still frisked me. I didn't like it very much when he put his hand in both of my front pockets and back pockets "oh yeah" to find nothing. Then taking my arm and pushing me toward the rollers where my carry on and shoes were sitting

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC CSQIM Brett O'Neil @

[REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 11/26/2010 12:02:04 PM, TRACY.HOLDEN-LANE 11/26/2010 12:04:59 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/19/2010 6:29:18 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport,

Airline: Southwest AirlinesSouthwest Airlines,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#566577-708820#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>

<P> </P>

<P>Because your complaint is regarding screening at BUF, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>

<P> </P>

<P>We monitor the number and nature of complaints 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. </P>

<P> </P>

<P>Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/19/10 6:29:17 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/19/2010 9:02:11 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>My Complaint is Not Listed Here</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Buffalo Airport. SouthWest forgot flight number.</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>Your rude employees should take a hike. After I went in that body scan the guy had me come out and stand in a certain spot and still frisked me. I didn't like it very much when he put his hand in both of my front pockets and back pockets "oh yeah" to find nothing. Then taking my arm and pushing me toward the rollers where my carry on and shoes were sitting.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#566577-708820#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-26 13:18:37

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, Re: TSA Contact Us: Complaints

Body: Your response is not responsive. The medical implant was never detected by metal detector for over three years of airline travel. When I went through the full body scan they could certainly see that it was my left knee and not my groin. I was only speculating why I got a pat down after going through the full body scan. I understand that people receive a pat down if they refuse the full body scan. I want to know why I received a pat down after the full body scan. If I am going to receive a pat down anyway, then why should I receive the scan?

I forgot to indicate the airport for the incident. It was Rochester, NY (ROC), November 7th, approximately 10:00 am.

On Nov 19, 2010, at 9:39 AM, TSA-ContactCenter wrote:

Thank you for your message concerning airport security and travelers with metal implants.

This information along with other travel tips is located on the Transportation Security Administration (TSA) website at <http://www.tsa.gov/> www.tsa.gov . All travelers, and particularly those who travel infrequently, are encouraged to visit the section on travel tips before their trip. Frequent flyers should review the information periodically for changes and updates. The website has information about prohibited and permitted items, the screening process and procedures, and guidance for special considerations, that may assist in preparing for air travel. You can go directly to these tips at <http://www.tsatraveltips.us/> <http://www.tsatraveltips.us/>.

You should always notify your air carrier of your special screening needs before you arrive at the airport. This should include any assistance you will need with connecting flights. You might also want to take a copy of these tips with you when you travel. If you encounter problems with the screening process, ask to speak with the TSA security supervisor. You can report problems encountered while traveling by calling the TSA Contact Center toll free at 1-866-289-9673.

We hope the following information from our website will be helpful.

- + It is recommended (but not required) that you advise the screener that you have a metal implant and where that implant is located.
- + If you have an implanted medical device that you would like to remain private and confidential, ask the screener to please be discreet when assisting you through the screening process.
- + Screeners will offer you a private screening once it becomes known that you have a metal implant or implanted medical device.
- + If your Doctor has indicated that you should not go through the metal detector or be hand wanded because it could affect the functionality of your device, or if you are concerned, ask the screener for a pat-down inspection instead.
- + Screeners will need to resolve all alarms associated with metal implants. Most alarms will be able to be resolved during a pat-down inspection and should not typically require the lifting and/or removal of clothing.

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-26 13:33:24

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/19/2010 10:51:41 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): 438/Continental/C/EWR/C2/Officer (b)(6)

Comments: I have just been through the C2 screening at Newark Airport, where I spoke to Officer (b)(6). I have no complaints about the conduct of your staff, who did a heroic job of trying to make your regulations seem sensible. But I do have a complaint about the patterns of implementation and the content of your procedures. Some time ago I bought a container that was advertised as being small enough to meet TSA regulations. I transfer toothpaste to it before I travel. I have sent this container in the plastic bag through machines here and in Europe many, many times. Today the container was identified by a screener, removed, and tested. And I was told, first, that it was not possible to take it through because it wasn't labelled. I was then told that it set off the detector that they used to test it. First problem: the rule about labeling has never previously been made known to me. If it is in fact a rule, I'd like you to refer me to the relevant place in the regulations. I won't ask for a rationale for the rule, because you aren't in the habit of explaining your rules. But I will note that it seems silly. Second problem: since I know that the tube contained only toothpaste, the fact that it set off your detector reduces to zero my confidence that you know what you are doing. Third problem: if it weren't already zero, I'd worry that you have failed scores of times to identify this item as a source of risk in the past. So, I have two specific requests. A reference to the rule about labeling. And an explanation of why you use a detector that is set off by regular toothpaste

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Containers for carry-on GÇô 3-1-1 rule, Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 11/26/2010 1:33:24 PM, JWAN.JENIFER 11/26/2010 1:35:45 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/19/2010 6:32:04 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline: Continental Airlines (present) --Continental Airlines (present) --

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#566745-709019#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports.
</P>
<P> </P>
<P>The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. <P>While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation. </P>
<P> </P>
<P>Liquids and gels may be brought through the checkpoint in any container, providing that the container is 3.4 ounces or smaller in volume. <P>This container should be placed in a one quart, sealable, transparent plastic bag along with any other liquids, gels and aerosols that the passenger wishes to bring through the checkpoint. </P>
<P> </P>
<P>Passengers should note, however, that Transportation Security Officers have discretion to not permit any items through the checkpoint which they judge to be a possible threat to aviation security. </P>
<P> </P>
<P>We work hard to achieve consistency in the security training process. <P>We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. <P>This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.</P>
<P> </P>
<P>We encourage you to check the latest information at www.tsa.gov.</P>
<P> </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/19/10 6:32:04 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/19/2010 10:51:41 AM

Name:	[REDACTED]
Email:	[REDACTED]
Complaints:	Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	438/Continental/C/EWR/C2/Officer [REDACTED]

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>I have just been through the C2 screening at Newark Airport, where I spoke to Officer [REDACTED] I have no complaints about the conduct of your staff, who did a heroic job of trying to make your regulations seem sensible. But I do have a complaint about the patterns of implementation and the content of your procedures. Some time ago I bought a container that was advertised as being small enough to meet TSA regulations. I transfer toothpaste to it before I travel. I have sent this container in the plastic bag through machines here and in Europe many, many times. Today the container was identified by a screener, removed, and tested. And I was told, first, that it was not possible to take it through because it wasn't labelled. I was then told that it set off the detector that they used to test it. First problem: the rule about labeling has never previously been made known to me. If it is in fact a rule, I'd like you to refer me to the relevant place in the regulations. I won't ask for a rationale for the rule, because you aren't in the habit of explaining your rules. But I will note that it seems silly. Second problem: since I know that the tube contained only toothpaste, the fact that it set off your detector reduces to zero my confidence that you know what you are doing. Third problem: if it weren't already zero, I'd worry that you have failed scores of times to identify this item as a source of risk in the past. So, I have two specific requests. A reference to the rule about labeling. And an explanation of why you use a detector that is set off by regular toothpaste.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#566745-709019#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-26 16:30:01

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/19/2010 10:58:06 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # 3810 Rochester NY 11/18/2010 Main Terminal

Comments: I am a 61 year old woman with a hip replacement and I wear a brace which also has a shoe. I fly every month for my job. I have had these problems for >7 years with never an issue. I was in Pittsburgh 3 weeks ago and went through the new scanner which was fine.. then had the extra wandng for materials with the small wand that detects any explosives on my shoe, brace and hands. This week in Rochester they said I could NOT go through the scanner and was submitted to a pat down that was humiliating.... Believe me if I did not have to fly for my job I would not ever fly again. I am an American with Disabilities and treated poorly. Why can I not utilize the body scanner and have the extrax wandng for explosives. Please respond.

(b)(6)

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/26/2010 4:30:01 PM,CARL.MOBLEY 11/26/2010 4:31:04 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/19/2010 6:32:21 PM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County Airport, PIT Pittsburgh, PA, USA - Greater Pit Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#566762-709039#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇOs Web site (www.tsa.gov). </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We hope this information is helpful. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P></div>

<div>--- Original Message ---
From: <[b] [redacted] >
Received: 11/19/10 6:32:20 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [b] [redacted]
Date Time: 11/19/2010 10:58:06 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD:[b] [redacted] /TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD:[b] [redacted] TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Flight # 3810 Rochester NY 11/18/2010 Main Terminal</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>I am a 61 year old woman with a hip replacement and I wear a brace which also has a shoe. I fly every month for my job. I have had these problems for >7 years with never an issue. I was in Pittsburgh 3 weeks ago and went through the new scanner which was fine.. then had the extra wand for materials with the small wand that detects any explosives on my shoe, brace and hands. This week in Rochester they said I could NOT go through the scanner and was submitted to a pat down that was humiliating.... Believe me if I did not have to fly for my job I would not ever fly again. I am an American with Disabilities and treated poorly. Why can I not utilize the body scanner and have the extra wand for explosives. Please respond.
</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#566762-709039#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-27 03:29:18

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/20/2010 8:29:44 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: Just read on your blog that only the passengers, who triggered the alarm, are subject for pat down. What a joke the statement is and the whole TSA. On October 1st I went through metal detector without a sound. Still, a woman at the detector waived me into pat down area. While I was subjected to nearly homosexual experience, a group of 8 muslims, 6 veiled women and 2 men, walked through the check point without a TSA agent giving them a look.

Does this mean that one can escape any security measures by dressing like a muslim?

Agent Notes: Screening-All Passengers Screening-All Passengers,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 11/27/2010 3:29:18 AM, JWAN.JENIFER 11/27/2010 3:31:10 AM, JWAN.JENIFER 11/27/2010 3:31:19 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/20/2010 2:22:23 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: US Airways (present)US Airways (present),

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#567265-709648#>>

Body:

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<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P><FONT face=" Helvetica, sans-serif,Arial">Thank you for your email message.&nbsp;</FONT></P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">Every person must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. </FONT><FONT face=" Helvetica, sans-serif,Arial">TSA is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed. </FONT></P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">We encourage you to visit our website at </FONT><A href="http://www.tsa.gov" shape=rect><FONT face=" Helvetica, sans-serif,Arial">www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial"> for additional information about TSA.&nbsp;</FONT> We continue to add new information and encourage you to check the website frequently for updated information.</FONT> </P>
<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;</FONT></P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">We hope that this information is helpful.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>
</font><br />
<br><br><div>--- Original Message ---<BR>From: &lt;(b)(6)> &gt;<BR>Received: 11/20/10 2:22:22 PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm<BR>-----
<BR>Remote Client IP: (b)(6) <BR>Date Time: 11/20/2010 8:29:44 AM<BR>-----
<BR><BR>
<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>USAirways terminal at JFK.</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>Just read on your blog that only the passengers, who triggered the alarm, are subject for pat down. What a joke the statement is and the whole TSA. On October 1st I went through metal detector without a sound. Still, a woman at the detector waived me into pat down area. While I was subjected to nearly homosexual experience, a group of 8 muslims, 6 veiled women and 2 men, walked through the check point without a TSA agent giving them a look.<BR>Does this mean that one can escape any security measures by dressing like a muslim?</TD></TR></TBODY></TABLE></div>
<BR><BR>----- TCC Control Number: -----<BR><<#567265-709648#>></body></html>
END RECORD
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CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-27 09:13:53

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/19/2010 10:40:22 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK,...and all other airports where this kind of public, appalling, groping and fondling of genitals...and womens breasts is being conducted and promoted as a "necessary" policy...even for children, elders and the handicapped.

Comments: THIS IS THE UNITED STATES OF AMERICA..NOT NAZI GERMANY !! STOP THIS APPALLING CONDUCT .. stop targeting 100% of good, American Citizens..WHILE YOU WASTE TIME AND TAX PAYER \$'s, I HAVE READ THAT ALMOST ALL CARGO, CARGO PERSONNEL AT AIRPORTS HERE AND ABROAD..HAVE NO CHECKS , and are WIDE OPEN TO POSSIBLE CORRUPTION, THEFT & TERRORIST INFILTRATION.....ALSO, IT WAS REPORTED ABOUT 20-30% of airport security personnel have undisclosed, criminalrecords !..HOW BAD IS THAT FOR GROSSLY INCOMPETENT ADMINISTRATION ?? ISN'T IT BETTER TO FIRE THESE EX-CONS, INSTEAD OF LETTING THEM FONDLE MINOR CHILDREN AND FEEL UP INTO GENITALS OF ELDERLY, HANDICAPPED FOLKS, AND ALL OF US DECENT TAXPAYING CITIZENS BEING HUMILIATED IN PUBLIC FOR DOING NOTHING WRONG WHATSOEVER ! ?? I AM SENDING THIS COMPLAINT ALONG TO THE PRESIDENT'S OFFICE... HE SHOULD ACCEPT RESPONSIBILITY FOR THIS UNLAWFUL SEARCH POLICY..I LOOK FORWARD TO YOUR TIMELY REPLY TO MY COMPLAINT >>, [REDACTED]

Agent Notes: No Response Needed No Response Needed,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/27/2010 9:13:53 AM,CARL.MOBLEY 11/27/2010 9:14:43 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/20/2010 2:26:31 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor
To: TSAArchives@tsacc.sysintegration.com

Subject: Re: TSA Contact Us: Complaints <<#567505-709941#>>

Body:

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#ffffff">
<font size="2"></font><br />
<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>&gt;<BR>Received: 11/20/10 2:26:30 PM EST<BR>To: "TSA
Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL
HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm<BR>-----
-----<BR>Remote Client IP: [REDACTED]<BR>Date Time: 11/19/2010 10:40:22 PM<BR>-----
-----<BR><BR>
<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>JFK,....and all other airports where this kind of public, appalling, groping and fondling of genitals..and womens breasts is being
conducted and promoted as a "necessary" policy...even for children, elders and the handicapped.</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>THIS IS THE UNITED STATES OF AMERICA..NOT NAZI GERMANY !! STOP THIS APPALLING CONDUCT .. stop targeting 100% of
good, American Citizens..WHILE YOU WASTE TIME AND TAX PAYER $'s, I HAVE READ THAT ALMOST ALL CARGO, CARGO
PERSONNEL AT AIRPORTS HERE AND ABROAD..HAVE NO CHECKS , and are WIDE OPEN TO POSSIBLE CORRUPTION, THEFT &
TERORIST INFILTRATION.....ALSO, IT WAS REPORTED ABOUT 20-30% of airport security personnel have undisclosed, criminalrecords
!.HOW BAD IS THAT FOR GROSSLY INCOMPETENT ADMINISTRATION ?? ISN'T IT BETTER TO FIRE THESE EX-CONS, INSTEAD OF
LETTING THEM FONDLE MINOR CHILDREN AND FEEL UP INTO GENITALS OF ELDERLY, HANDICAPPED FOLKS, AND ALL OF US
DECENT TAXPAYING CITIZENS BEING HUMILIATED IN PUBLIC FOR DOING NOTHING WRONG WHATSOEVER ! ?? I AM SENDING THIS
COMPLAINT ALONG TO THE PRESIDENT'S OFFICE... HE SHOULD ACCEPT RESPONSIBILITY FOR THIS UNLAWFUL SEARCH POLICY..I
LOOK FORWARD TO YOUR TIMELY REPLY TO MY COMPLAINT &gt;&gt;, cd</TD></TR></TBODY></TABLE></div>
<BR><BR>----- TCC Control Number: -----<BR><<#567505-709941#>></body></html>
```

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-11-27 10:22:28

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, Airport Screening

Body:

Dear TSA,

I am 66 year old American born female with bilateral knee replacements performed in 2004. I fly approximately 4 times a year. I can understand my knee replacements sounding the alarm in the initial screening. I can understand that for the past 6 years I have had a "simple screening" with a wand and a meaningful pat down of my knees. I had formerly always been asked if I had joint replacements.

The current procedure which I encountered first on 11/12/2010 in Buffalo, NY and again on 11/18/2010 in Raleigh, NC is absurd, far too time consuming and an affront of my civil rights. I was "pulled" from the initial screening device to a pat down area (6 feet away). I was told that this was an enhanced pat down. I was then patted down from my neck to my feet and back up again. At no time did either of my TSA patters ever ask me why I had triggered the metal detector. (This means that those without joint replacements could just walk through with the smuggled goods that the TSA is apparently looking for). Do you realize how idiotic this is?

I am a patriotic American. For the first time in my life I am disgusted with my government. I look forward to hearing from you on this issue.

[REDACTED]

Olean, NY

Agent Notes: New Pat Down New Pat Down, "Butterfly"

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 11/27/2010 10:22:28 AM,CARL.MOBLEY 11/27/2010 10:23:47 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/20/2010 2:27:38 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport, RDU Raleigh/Durham, NC, USA - Raleigh Durham International Arprt,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: Airport Screening <<#567578-710026#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇOs Web site (www.tsa.gov). </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P></div>

<div>--- Original Message ---
From: "[REDACTED]" >
Received: 11/20/10 2:27:38 PM EST
To: "TSA Contact Center" &It;TSA-ContactCenter@dhs.gov>
Subject: Airport Screening

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-28 16:19:41

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/19/2010 2:17:11 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): ACY to Tampa 11/3/2010 Flight #343 Spirit Airlines

Comments: I set off the metal detector alarm. I backed up, as directed, and removed all of my jewelry and placed them into a bowl that went through the scanner. I walked through the detector again without setting it off. I was then surprised to be subjected to a physical search. I had to separate my legs and let a TSA woman feel up both my legs to my panty area. I was wearing a skirt. It was obvious that it was my jewelry that set off the alarm. Why did I have to be patted up? Why was there not an option of a scanner? The TSA employees involved were as respectful and kind as you can be under the circumstance. On my return trip, I wore a pair of pants under my skirt, in case this happened again--but thankfully it didn't. I didn't wear jewelry. Thank you

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTA.CANNADAY 11/28/2010 4:19:41 PM,CHRISTA.CANNADAY 11/28/2010 4:20:36 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/20/2010 2:38:23 PM

Linked Event IDs:

Responses:

Response

Airport: ACYACY Atlantic City /Atlantic Cty, NJ, USA - Atlantic City International, TPA Tampa, FL, USA - Tampa International,

Airline: Spirit AirlinesSpirit Airlines,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#568259-710827#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P></div>

<div>--- Original Message ---
From: <[b] [REDACTED] >
Received: 11/20/10 2:38:23 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [b] [REDACTED]
Date Time: 11/19/2010 2:17:11 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[b] [REDACTED] </TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[b] [REDACTED] </TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>ACY to Tampa 11/3/2010 Flight #343 Spirit Airlines</TD></TR>
<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>I set off the metal detector alarm. I backed up, as directed, and removed all of my jewelry and placed them into a bowl that went through the scanner. I walked through the detector again without setting it off. I was then surprised to be subjected to a physical search. I had to separate my legs and let a TSA woman feel up both my legs to my panty area. I was wearing a skirt. It was obvious that it was my jewelry that set off the alarm. Why did I have to be patted up? Why was there not an option of a scanner? The TSA employees involved were as respectful and kind as you can be under the circumstance. On my return trip, I wore a pair of pants under my skirt, in case this happened again--but thankfully it didn't. I didn't wear jewelry. Thank you.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#568259-710827#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-11-29 16:25:44

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-29 16:25:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix: III

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller says screening practices between airports are inconsistent,

Body:

Agent Notes: Explained TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation. Explained TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation., Caller states that his friend left from BOS arrive to LGA, the security asked them to go back thru the security checkpoint and the remove the goat cheese from her carry on bag.

Caller asked how voluntarily abandoned (goat cheese) be retrieved, Advised caller that there are no provisions for returning banned (goat cheese) items. Each airport/airline establishes procedures for handling lost and found items. TSA follows those procedures where they exist. The airports/airlines in those instances are responsible for holding and disposing of items under applicable local laws. In an airport/airline where no policy exists, found articles are collected, stored, and disposed of under General Services Administration rules., Advised caller of claim process.

Follow Up: (b)(6) called to report that while his friend, (b)(6) was going through the security checkpoint from BOS airport, the screener who searched her carry on allowed her to bring goat cheese through the security checkpoint. However, when she arrived at LGA airport for a connecting flight, she had to re-enter the security checkpoint at LGA and the screener removed the goat cheese from her carry on luggage. (b)(6) would like to speak with the CSM at LGA to find out why there are inconsistencies between the two airport and what are the rules for traveling with goat cheese through the security checkpoints.

Advised caller of claims process to file a claim.

To TSOC Date:

From TSOC Date:

Last Updated By: PAMELA.TURNER 11/29/2010 4:49:53 PM,PAMELA.TURNER 11/29/2010 4:50:01 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/29/2010 4:25:44 PM

Linked Event IDs:

Responses:

Response

Airport: LGA LGA New York, NY, USA - Laguardia, STL St Louis, MO, USA - Lambert-St Louis Internatl,

Airline: American Airlines --American Airlines --,

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-01 15:09:51

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-16 14:00:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: (b)(6) phoned into the TCC regarding treatment she received during her screening process

Body:

Agent Notes: Message forward to CSM and information noted. Message forward to CSM and information noted. (b)(6) phoned into the TCC regarding her travel experience, she was subject to a pat down after going through the metal detector. She stated she didn't set off any metal detector or alarms. She stated she was informed she was subject to secondary screening do to her head covering. (b)(6)

(b)(6) traveled many times with the same clothing and head covering and stated she never had this problem. (b)(6) stated she's not aware of the new screening pat-down policy and question why she was pat down and touched in her crouch area. She traveled on the 16th Nov via Continental Airlines Flight # 84 which was scheduled for departure at 3:55pm to Tel Aviv Yafo, Israel Ben-Gurion International. Please contact (b)(6) regarding this matter.

Follow Up: (b)(6) phoned into the TCC regarding her travel experience, she was subject to a pat down after going through the metal detector. She stated she didn't set off any metal detector or alarms. She stated she was informed she was subject to secondary screening do to her head covering. (b)(6) traveled many times with the same clothing and head covering and stated she never had this problem. (b)(6) stated she's not aware of the new screening pat-down policy and question why she was pat down and touched in her crouch area. She traveled on the 16th Nov via Continental Airlines Flight # 84 which was scheduled for departure at 3:55pm to Tel Aviv Yafo, Israel Ben-Gurion International. Please contact (b)(6) regarding this matter.

To TSOC Date:

From TSOC Date:

Last Updated By: MAUREEN.HARRIS 12/1/2010 3:36:28 PM,MAUREEN.HARRIS 12/1/2010 3:36:37 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/1/2010 3:09:51 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, TLV Tel Aviv Yafo, Israel - Ben-Gurion International,

Airline: Continental AirwaysContinental Airways,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-01 20:39:33

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/22/2010 12:17:23 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental Flight #41/Terminal 3/EWR/Gate #3

Comments: I'm a Continental Platinum Customer and travel several times a month. I'm an expert traveler. I was stopped at the screening due to the only possible issue which was the underwire in my bra. I had nothing else on under my loose clothing but a bra. I've had "pat downs" in the past, but was told this day was the first day for the new screening. The agent was not nice for starters and then proceeded to do a very aggressive pat down that was completely obnoxious. It made me feel incredibly uncomfortable and caused a great deal of stress. The TSA agent was rude and aggressive with me. The depth of the screening was not appropriate. I felt violated. I'm disgusted with your new inappropriate process and you need to find a better way to separate the real threats with business travelers wearing wire bras. Thanks for allowing me to submit my input

Agent Notes: New Pat Down New Pat Down, "Butterfly"

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/1/2010 8:39:33 PM,CARL.MOBLEY 12/1/2010 8:41:09 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/22/2010 6:50:28 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline: Continental Airlines (present) --Continental Airlines (present) --,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#569860-712872#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We hope this information is helpful. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P></div>

<div>--- Original Message ---
From: <b(i)(6)>>
Received: 11/22/10 6:50:29 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: b(i)(6)
Date Time: 11/22/2010 12:17:23 PM

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<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>b(i)(6)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>b(i)(6)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Continental Flight #41/Terminal 3/EWR/Gate #3</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>I'm a Continental Platinum Customer and travel several times a month. I'm an expert traveler. I was stopped at the screening due to the only possible issue which was the underwire in my bra. I had nothing else on under my loose clothing but a bra. I've had "pat downs" in the past, but was told this day was the first day for the new screening. The agent was not nice for starters and then proceeded to do a very aggressive pat down that was completely obnoxious. It made me feel incredibly uncomfortable and caused a great deal of stress. The TSA agent was rude and aggressive with me. The depth of the screening was not appropriate. I felt violated. I'm disgusted with your new inappropriate process and you need to find a better way to separate the real threats with business travelers wearing wire bras.

Thanks for allowing me to submit my input.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#569860-712872#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-02 14:10:19

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/22/2010 10:44:54 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines JFK- LAX October 30, approx 7am

Comments: I have a hip prosthesis. I set off alarms at airports. I have a card from my physician attesting to this procedure. I am one of millions of people with metal implants in my body. The fact that i set off a metal detector AND have an implant should NOT be cause to heighten TSA's suspicion of me. I strongly object to being singled out as a potential threat because of a medical condition. And I even more strongly object to the manner in which i was molested by the TSA. I was humiliated. I had a panic attack. I was accused of being out of control. I was reacting normally to a traumatic invasion of my body. No amount of privacy, backs of hands or same sex investigators change the fact that I was molested. They didn't just touch me in those sanitized places known as my private parts. They touched my labia, my vagina, my clitoris, my anus, my nipples. The TSA is assuming that privacy, backs of hands or a same sex person somehow de-sexualizes the contact. but as we all know, sexual assault has nothing to do with sex. It has to do with violation, shame, humiliation and all of the involuntary reactions that go with that.

On october 30 I flew from JFK to LAX. As usual, I set off the alarm AFTER I informed the TSA agent that I have an implant. I was wearing a nearly transparent blouse (through which you could see my skin and my bra) and tights. I was offered a private screening which I declined. I wanted to make sure there were witnesses to whatever I was about to endure. A female TSA agent explained the new procedures. She would be using the back of her hands to touch my genital area. I asked for a body scan and was told none was available. I asked for her to use the wand to determine the source of the metal in my body and I was denied. I implored her to use her common sense and use her eyes to see that obviously my shirt was transparent and my tights were, well, tights. It couldn't have been more obvious to anyone, that there was nothing hidden in my clothes.

She asked me to turn around, and the next thing I knew her hand was on the inside of my collar touching my skin. I flinched. She told me to stop moving and stand still. I was not able to control this involuntary reaction.. My face turned bright red, my breath became ragged and I started to breath erratically. I could feel my heart pounding in my chest. I became weak in the legs. I knew this feeling. It was a panic attack. This is the same thing that happened to me when I was groped on the subway. She then ran her hands down my back. My skin felt like it was on fire. And my tears finally started flowing down my face. She came around the front and put her hands on top of my breasts, on my nipples and under the bra cups. Then she raised up my shirt and put her hands down the waistband of my tights. I started to complain loudly. And again asked that they use the metal detector to confirm the location of the metal in my body.

When she started on my legs, I asked her NOT to touch my right hip. I was recently post op, and the incision point is tender, swollen and I prefer that it is not touched by an untrained person. She informed me she HAD to touch me there. I said, the only person who touches my incision is my doctor. Then she ran her hands up my leg and touched my labia and my clitoris. At which point in a very loud voice I said, GÇŒOh now the TSA can touch a woman's vagina anytime the alarm goes off? GÇŒ A TSA male supervisor came over and

asked me what the problem was and told me to CALM DOWN.. I said, you cannot object to a perfectly legal medical, anatomical word such as Vagina can you? He told me if I did not comply I would not be allowed to fly. At this point, I was unable to control my trembling, my tears or my fear. The agent ran her hand up my other leg in the front and then between my legs in the back until she touched my anus.

I do not have any way to describe this experience except as traumatic. My own reaction was unexpected and extremely strong. I couldn't stop crying, I couldn't stop shaking, and I was told if I didn't pull myself together they would not allow me to fly. As I walked away about 20 feet, I actually fell on the ground. Falling for a hip replacement patient is a very dangerous thing. Why did I fall? I have never fallen since the surgery. I was upset, anxious, full of adrenaline, distracted and unable to control my motor skills. I have flown 3 times since, and now it appears that I am clearly traumatized. As soon as I get to the metal detector I start to shake and turn bright red.

I object in the strongest terms possible to TSA's search. TSA has no right or reasonable suspicion to subject me to such a blatant violation of my personal space. I have a medical condition which is fairly common and easily detected. In addition, as a woman, I especially object to being touched in a manner that in any other context would be punishable by law. If my boss, colleague or a stranger in the street touched my vagina with the back of their hand, or put their hands down my pants, I would be well within my right to call the police. The context does not and cannot change the traumatic nature of the violation. Any effort to whitewash it, sanitize it or use this clearly illegal approach in the name of my safety is ridiculous and immoral. And I will not tolerate it.

Thank you.

Sincerely,

(b)(6)
NY NY 10011

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, butterfly BCC JFK CSQIM Tiesha Walker-Patterson at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 12/2/2010 2:10:19 PM, JWAN.JENIFER 12/2/2010 2:21:38 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/22/2010 6:55:44 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, LAX Los Angeles, CA, USA - Los Angeles Intl Airport,

Airline: American Airlines --American Airlines --,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#570160-713250#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>

<P> </P>

<P>Because your complaint is regarding screening at JFK, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>

<P> </P>

<P>We monitor the number and nature of complaints 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. </P>

<P> </P>

<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/22/10 6:55:42 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/22/2010 10:44:54 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter

Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>American Airlines JFK- LAX October 30, approx 7am</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>I have a hip prosthesis. I set off alarms at airports. I have a card from my physician attesting to this procedure. I am one of millions of people with metal implants in my body. The fact that i set off a metal detector AND have an implant should NOT be cause to heighten TSA's suspicion of me. I strongly object to being singled out as a potential threat because of a medical condition. And I even more strongly object to the manner in which i was molested by the TSA. I was humiliated. I had a panic attack. I was accused of being out of control. I was reacting normally to a traumatic invasion of my body. No amount of privacy, backs of hands or same sex investigators change the fact that I was molested. They didn't just touch me in those sanitized places known as my private parts. They touched my labia, my vagina, my clitoris, my anus, my nipples. The TSA is assuming that privacy, backs of hands or a same sex person somehow de-sexualizes the contact. but as we all know, sexual assault has nothing to do with sex. It has to do with violation, shame, humiliation and all of the involuntary reactions that go with that.
On october 30 I flew from JFK to LAX. As usual, I set off the alarm AFTER I informed the TSA agent that I have an implant. I was wearing a nearly transparent blouse (through which you could see my skin and my bra) and tights. I was offered a private screening which I declined. I wanted to make sure there were witnesses to whatever I was about to endure. A female TSA agent explained the new procedures. She would be using the back of her hands to touch my genital area. I asked for a body scan and was told none was available. I asked for her to use the wand to determine the source of the metal in my body and I was denied. I implored her to use her common sense and use her eyes to see that obviously my shirt was transparent and my tights were, well, tights. It couldn't have been more obvious to anyone, that there was nothing hidden in my clothes.
She asked me to turn around, and the next thing I knew her hand was on the inside of my collar touching my skin. I flinched. She told me to stop moving and stand still. I was not able to control this involuntary reaction.. My face turned bright red, my breath became ragged and I started to breath erratically. I could feel my heart pounding in my chest. I became weak in the legs. I knew this feeling. It was a panic attack. This is the same thing that happened to me when I was groped on the subway. She then ran her hands down my back. My skin felt like it was on fire. And my tears finally started flowing down my face. She came around the front and put her hands on top of my breasts, on my nipples and under the bra cups. Then she raised up my shirt and put her hands down the waistband of my tights. I started to complain loudly. And again asked that they use the metal detector to confirm the location of the metal in my body.
When she started on my legs, I asked her NOT to touch my right hip. I was recently post op, and the incision point is tender, swollen and I prefer that it is not touched by an untrained person. She informed me she HAD to touch me there. I said, the only person who touches my incision is my doctor. Then she ran her hands up my leg and touched my labia and my clitoris. At which point in a very loud voice I said, Oh now the TSA can touch a woman's vagina anytime the alarm goes off? A TSA male supervisor came over and asked me what the problem was and told me to CALM DOWN.. I said, you cannot object to a perfectly legal medical, anatomical word such as Vagina can you? He told me if I did not comply I would not be allowed to fly. At this point, I was unable to control my trembling, my tears or my fear. The agent ran her hand up my other leg in the front and then between my legs in the back until she touched my anus.
I do not have any way to describe this experience except as traumatic. My own reaction was unexpected and extremely strong. I couldn't stop crying, I couldn't stop shaking, and I was told if I didn't pull myself together they would not allow me to fly. As I walked away about 20 feet, I actually fell on the ground. Falling for a hip replacement patient is a very dangerous thing. Why did I fall? I have never fallen since the surgery. I was upset, anxious, full of adrenaline, distracted and unable to control my motor skills.
I have flown 3 times since, and now it appears that I am clearly traumatized. As soon as I get to the metal detector I start to shake and turn bright red.
I object in the strongest terms possible to TSA's search. TSA has no right or reasonable suspicion to subject me to such a blatant violation of my personal space. I have a medical condition which is fairly common and easily detected. In addition, as a woman, I especially object to being touched in a manner that in any other context would be punishable by law. If my boss, colleague or a stranger in the street touched my vagina with the back of their hand, or put their hands down my pants, I would be well within my right to call the police. The context does not and cannot change the traumatic nature of the violation. Any effort to whitewash it, sanitize it or use this clearly illegal approach in the name of my safety is ridiculous and immoral. And I will not tolerate it.
Thank you.
Sincerely,
[REDACTED] NY NY 10011</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#570160-713250#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-02 23:36:14

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix: (b)(6)

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: (b)(6)

Date Time: 11/22/2010 7:50:57 AM

Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

Comments: I have been reading about all the disgruntled people regarding TSA practice. I do feel some of these are necessary however, you would go a long way with customers if your airport screeners were more courteous. We all know what happens when we put control and power in the hands of the least educated personnel. These pwople with their HS education have no training in diplomacy and many times are downright rude. Of course not every screener is this way, but the larger city airports is where you find them- like New York La Guardia etc. Atlanta on the other hand are most polite but miss the mark in other areas. They were so intent on searching me and my service dogs paws, they never looked under his cape or the zippered compartment on the cape. What gives here? You need to re-assess yourselves

Agent Notes: TCC COMMENT REPLY TCC COMMENT REPLY,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/2/2010 11:36:14 PM,CARL.MOBLEY 12/2/2010 11:37:49 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/22/2010 7:01:33 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, ATL Atlanta, GA, USA - Hartsfield International,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Compliments or Suggestions <<#570513-713656#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=msonormal>Thank you for your recent comments regarding the Transportation Security Administration (TSA). </P>
<P style="MARGIN: 0in -24pt 0pt 0in" class=msobodytext> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>TSA and its employees take their responsibility of securing our Nation's transportation systems very seriously. We are constantly working hard to improve security. TSA continues to receive many suggestions and comments for improving all facets of security systems and they all are taken into consideration. We are committed to refining our screening processes, resulting in increased security and improved customer service. </P>
<P style="MARGIN: 0in 0in 0pt" class=msoheader> </P>
<P style="MARGIN: 0in -24pt 0pt 0in" class=msobodytext>You may wish to submit future feedback to the TSA Blog, "Evolution of Security," which can be found at www.tsa.gov/blog. The purpose of this blog is to facilitate an ongoing dialogue on innovations in security, technology, and the checkpoint screening process. </P>
<P style="MARGIN: 0in -24pt 0pt 0in" class=msobodytext> </P>
<P style="MARGIN: 0in -24pt 0pt 0in" class=msobodytext>We appreciate that you took the time to share your concerns with us and hope this information is helpful. </P>
<P style="MARGIN: 0in -24pt 0pt 0in" class=msobodytext> </P>
<P style="MARGIN: 0in -24pt 0pt 0in" class=msobodytext> </P>
<P style="MARGIN: 0in -24pt 0pt 0in" class=msobodytext>TSA Contact Center </P>
<P style="MARGIN: 0in -24pt 0pt 0in" class=msobodytext> </P>
<P style="MARGIN: 0in -24pt 0pt 0in" class=msobodytext> </P></div>

<div>--- Original Message ---
From: &(b)(6)
Received: 11/22/10 7:01:33 PM EST
To: "TSA Contact Center" &TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Compliments or Suggestions

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

Remote Client IP &(b)(6)
Date Time: 11/22/2010 7:50:57 AM

</div>
<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Subject:</TD>
<TD>Suggestions</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>&(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>&(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I have been reading about all the disgruntled people regarding TSA practice. I do feel some of these are necessary however, you would go a long way with customers if your airport screeners were more courteous. We all know what happens when we put control and power in the hands of the least educated personnel. These people with their HS education have no training in diplomacy and many times are downright rude. Of course not every screener is this way, but the larger city airports is where you find them- like New York La Guardia etc. Atlanta on the other hand are most polite but miss the mark in other areas. They were so intent on searching me and my service dogs paws, they never looked under his cape or the zippered compartment on the cape. What gives here? You need to re-assess yourselves.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<򋒑-713656#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)
Contact Type:
Contact Date: 2010-12-03 13:02:47
Medium: EMAIL
Contact Status: CLOSED
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone:
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: ISSUE, TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/21/2010 7:08:41 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): White Plains, NY airport, Saturday, Nov 13, at approximately 5:30 am
Comments: The screener was rude, and run her hand up INTO my crotch. The only thing between me and a cavity search was two thin pieces of cloth. I was searched on my return flight from Dayton Beach FI respectfully - which reinforces my opinion that the actions in NY were beyond what was necessary
Agent Notes: New Pat Down New Pat Down, butterfly
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: JWAN.JENIFER 12/3/2010 1:02:47 PM,JWAN.JENIFER 12/3/2010 1:03:52 PM,
Last Update Date:
Opening Agent:
Opened Date: 11/22/2010 7:09:41 PM
Linked Event IDs:

Responses:
Response
Airport: HPNHPN Westchester County, NY, USA - Westchester County Airport, DAY Dayton, OH, USA - James M Cox Dayton International,
Airline:
Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor
To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#570989-714230#>>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>The screener was rude, and run her hand up INTO my crotch. The only thing between me and a cavity search was two thin pieces of cloth. I was searched on my return flight from Dayton Beach FI respectfully - which reinforces my opinion that the actions in NY were beyond what was necessary.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#570989-714230#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-04 08:30:48

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/22/2010 2:47:48 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #3566/USAir/Main/ROC/Center TSA Screening between Concourse A&B

Comments: My wife [REDACTED] was scanned using the most up to date equipment then asked to step aside for additional screening. She was wearing a lose fitting shirt with stretch jeans. She was then scanned using a wand in which the women TSA agent picked up metal which was an underwire bra. If there was any communication between TSA agents, there would be agreement that was the only metal on her person was the underwire bra which 90% of women wear. After two TSA women workers chuckled between each other, one woman TSA agent performed a pat down of her body in full view of everyone, no screen. She was touched from her neck to her bust, under her bust to her waist, then from her crotch to the floor. Due to her shirt overlapping her belt, she was told then to lift her shirt and TSA woman agent put her hands down her pants under the belt area and felt totally around her body. My wife was beside herself and shook from the experience. The total body scan originally only had metal in the bust area (underwire bra). TSA agent was thoughtless, uncaring, and expressed to me "She was wearing too much bling"!! Something has to change

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC CSQIM Carol Worth @

[REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 12/4/2010 8:30:48 AM,TRACY.HOLDEN-LANE 12/4/2010 8:34:18 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 12:22:51 PM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County Airport,

Airline: US Airways (present)US Airways (present),

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-04 11:54:23

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/22/2010 3:12:54 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): To White Plains from PHL via US Airways on 22-Nov-2010, #4266 at approximately 14:50 by TSA representative [REDACTED]

Comments: I declined body scanner and during the examination by the TSA representative, [REDACTED] wrote down my personal information including drivers' license number, address, birthdate, full name etc on a bright pink sticky note and stuck it in his pocket. When I asked why he was documenting my personal information, he stated he needed it. Had I put my information in my bag it would not have been available to him so I can only assume he is doing this illegally. I am now waiting for the PHL police at the information stand. Its clear that his actions were direct retribution for refusing the scanner. When I questioned him he stated that he would have me removed from the airport. This is not acceptable under any means, threatening me, documenting my personal information and I can only image what he is going to do with it. No resolution from his act is acceptable. I expect to hear from this office since my only recourse is a legal one

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, "Buttefly"

BCC PHL SHM/CSM Katrina Banks @ [REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/4/2010 11:54:23 AM,CARL.MOBLEY 12/4/2010 11:57:05 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 12:24:34 PM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN Westchester County, NY, USA - Westchester County Airport, PHL Philadelphia, PA, USA - Philadelphia International Airport,

Airline: US Airways (present)US Airways (present),

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#278424-715179#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at <P>PHL, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, <P>TSA offers our <P>sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P>
<P> </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/24/10 12:24:33 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/22/2010 3:12:54 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>My Complaint is Not Listed Here</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>To White Plains from PHL via US Airways on 22-Nov-2010, #4266 at approximately 14:50 by TSA representative [REDACTED] [REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I declined body scanner and during the examination by the TSA representative, [REDACTED] wrote down my personal information including drivers' license number, address, birthdate, full name etc on a bright pink sticky note and stuck it in his pocket. When I asked why he was documenting my personal information, he stated he needed it. Had I put my information in my bag it would not have been available to him so I can only assume he is doing this illegally. I am now waiting for the PHL police at the information stand. It is clear that his actions were direct retribution for refusing the scanner. When I questioned him he stated that he would have me removed from the airport. This is not acceptable under any means, threatening me, documenting my personal information and I can only imagine what he is going to do with it. No resolution from his act is acceptable. I expect to hear from this office since my only recourse is a legal one.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#278424-715179#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(5)

Contact Type:

Contact Date: 2010-12-04 12:18:06

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(5)

Contact Middle Initial:

Contact Last Name: (b)(5)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(5)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(5)

Date Time: 11/22/2010 3:15:42 PM

Name: (b)(5)

Email: (b)(5)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Rrchester NY airport. gate A 4 2pm

Comments: As a frequent travler I am aware of the policies and am happy to comply. I do not have an issue with the full body scan and no reason to feel embarased. However, on 2 occasions I have been subject to a body search after passing through this scan. Nothing was found. No change, surgical implants, jewelry, buttons, rivits or anything that would offer cause to do a pat down. YOUR SYSTEM IS FLAWED!! Fix it or retrain the person who is reading it.

If the scan is not working properly, then why is it in service. If I have to go through a pat down anyway, I might as well just do it everytime and skip the scanner all together

Agent Notes: New Pat Down New Pat Down,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/4/2010 12:18:06 PM,CARL.MOBLEY 12/4/2010 12:19:05 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 12:24:48 PM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(5)

Subject: Re: TSA Contact Us: Complaints <<#571692-715197#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇÖs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇÖs Web site (www.tsa.gov). </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We hope this information is helpful. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/24/10 12:24:47 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/22/2010 3:15:42 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Rrchester NY airport. gate A 4 2pm</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>As a frequent travler I am aware of the policies and am happy to comply. I do not have an issue with the full body scan and no reason to feel embarased. However, on 2 occasions I have been subject to a body search after passing through this scan. Nothing was found. No change, surgical implants, jewelry, buttons, rivits or anything that would offer cause to do a pat down. YOUR SYSTEM IS FLAWED!! Fix it or retrain the person who is reading it.

If the scan is not working properly, then why is it in service. If I have to go through a pat down anyway, I might as well just do it everytime and skip the scanner all together.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#571692-715197#>></body></html>
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-05 10:29:55

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, Minor complaint about US travel

Body: To Whom it may concern,

This holiday season, I shall be flying domestically from JFK to Miami. If one of your TSA agents so much as comes near my junk, I will do everything in my power to bring your precious little airport to a halt. I will bring in real police officers, and will do everything in my power, including demanding full explanations of procedures and private screening, to slow down the lines. I am not alone on this. We are the people, and we will win this fight against the tyranny imposed on us by the TSA. Your little organization applauds the new "security measures," but me and those who are fighting tyranny through protest with me will ensure that US travel is brought to a crawl. Give us back our rights and we, the people will be willing to negotiate for your dignity back. I want my rights back.

-A Concerned Traveler

PS. I would like to stress that I am not a security threat. I am only talking about non-violent resistance. I just want you to know that we, the people, are fed up with your security theater. If my penis is touched when I fly, I will be bringing in the police for sexual assault though. I just want to make it very clear that I am not interested in being molested. Note, I have sent this to every email on the US travel and TSA webpages in the hope that a single person will one day read this and be reminded that the passenger deserves their dignity

Agent Notes: No Response Needed No Response Needed,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 12/5/2010 10:29:55 AM,TRACY.HOLDEN-LANE 12/5/2010 10:30:20 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 12:30:18 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: TSAArchives@tsacc.sysintegration.com

Subject: Re: Minor complaint about US travel <<#571959-715614#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background:

#ffff">

<div>--- Original Message ---
From: ' [REDACTED] >
Received: 11/24/10 12:30:18 PM EST
To:

<feedback@ustravel.org>,<membership@ustravel.org>,<publications@ustravel.org>,<powwowreg@ustravel.org>,<meetings@ustravel.org>,<travelcoalition@ustravel.org>,<govtaffairs@ustravel.org>,<pressoffice@ustravel.org>,<discoveramerica@ustravel.org>,<councils@us
Subject: Minor complaint about US travel

To Whom it may concern,

<DIV>
</DIV><DIV>This holiday season, I shall be flying domestically from JFK to Miami. If one of your TSA agents so much as comes near my junk, I will do everything in my power to bring your precious little airport to a halt. I will bring in real police officers, and will do everything in my power, including demanding full explanations of procedures and private screening, to slow down the lines. I am not alone on this. We are the people, and we will win this fight against the tyranny imposed on us by the TSA. Your little organization applauds the new "security measures," but me and those who are fighting tyranny through protest with me will ensure that US travel is brought to a crawl. Give us back our rights and we, the people will be willing to negotiate for your dignity back. I want my rights back.</DIV>

<DIV>-A Concerned Traveler</DIV>

<DIV>
</DIV>

<DIV>PS. I would like to stress that I am not a security threat. I am only talking about non-violent resistance. I just want you to know that we, the people, are fed up with your security theater. If my penis is touched when I fly, I will be bringing in the police for sexual assault though. I just want to make it very clear that I am not interested in being molested. Note, I have sent this to every email on the US travel and TSA webpages in the hope that a single person will one day read this and be reminded that the passenger deserves their dignity.</DIV></div>

----- TCC Control Number: -----
<<#571959-715614#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-05 11:14:30

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/22/2010 4:45:30 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Terminal 3

Sunday 11/21/2010

Comments: I was subjected to a bag scan that found nothing dangerous (crystal glasses), where the TSA agent grabbed my bag ripped it open, throwing my clothes all over the place, and then picked out a very expensive crystal glass just to show the scanner the crystal because he had not seen it before. So basically I had her dirty glove covered hands thumbing through my underwear, costing me the time and money to get them relaundersed, just so she could show off a crystal glass that is not a safety concern, which she identified as ok herself on the scanner. I was inconvenienced for training. Surely the TSA can afford a few \$10 crystal glasses.

I was not subjected to molestation, just a simple walk through a metal detector.

I refuse to get radiated by Chertoff scanners, and refuse to be sexually assaulted by the TSA. I, and my family will no longer fly until this travesty of liberty is aborted

Agent Notes: No Response Needed No Response Needed,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 12/5/2010 11:14:30 AM, JWAN.JENIFER 12/5/2010 11:15:22 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 12:32:10 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor
To: TSAArchives@tsacc.sysintegration.com

Subject: Re: TSA Contact Us: Complaints <<#572051-715744#>>

Body:

```
<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background:
#ffffff">
<font size="2"></font><br />
<br><br><div>--- Original Message ---<BR>From: &lt;[b] [REDACTED] &gt;<BR>Received: 11/24/10 12:32:10 PM EST<BR>To: "TSA
Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL
HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm<BR>-----
-----<BR>Remote Client IP: [b] [REDACTED] <BR>Date Time: 11/22/2010 4:45:30 PM<BR>-----
-----<BR><BR>
<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[b] [REDACTED] </TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[b] [REDACTED] </TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>JFK Terminal 3<BR>Sunday 11/21/2010</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I was subjected to a bag scan that found nothing dangerous (crystal glasses), where the TSA agent grabbed my bag ripped it open,
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sexually assaulted by the TSA. I, and my family will no longer fly until this travesty of liberty is
aborted.</TD></TR></TBODY></TABLE></div>
<BR><BR>----- TCC Control Number: -----<BR><<#572051-715744#>></body></html>
END RECORD
```

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-06 23:12:37

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: [REDACTED]

Date Time: 11/22/2010 8:15:22 PM

Subject: Suggestions

Name: [REDACTED]

Email: [REDACTED]

Comments: I have a total shoulder replacement (TSR). I inform the folks on the other side of the metal detector that I have a TSR and I am shuffled off to the patdown area. I flew to and from EWR and SEA a week ago.

I was given the very invasive patdown after triggering the detector, but they never checked my shoulder with the wand. Why can't folks who have joint replacements go through a one time screening and barring any other complications, receive a card with pix, etc. that declares them to not be a risk?

Agent Notes: New Pat Down New Pat Down, "Butterfly"

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/6/2010 11:12:37 PM,CARL.MOBLEY 12/6/2010 11:14:14 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 12:55:22 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, SEA Seattle, WA, USA - Seattle Tacoma Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Compliments or Suggestions <<#572905-716713#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>

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<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇOs Web site (www.tsa.gov). </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We hope this information is helpful. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P></div>

<div>--- Original Message ---
From: <[b]63>
Received: 11/24/10 12:55:21 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: [b]6
Date Time: 11/22/2010 8:15:22 PM

Subject:	Suggestions
Name:	[b]63
Email:	[b]63
Comments:	I have a total shouler replacement (TSR). I inform the folks on the other side of the metal detector that I have a TSR and I am shuffled off to the patdown area. I flew to and from EWR and SEA a week ago. I was given the very invasive patdown after triggering the detector, but they never checked my shoulder with the wand. Why can't folks who have joint replacements go through a one time sreening and barring any other complications, receive a card with pix, etc. that delcares them to not be a

risk?</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#572905-716713#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-07 14:34:27

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/22/2010 10:23:14 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta flights to Newark from Atlanta

Comments: I fly every Monday from Atlanta, Ga. to Newark airport and then return to Atlanta typically on Thursday or Friday...I fly approx. 50 roundtrips per year. I feel that the new Milliwave x-rays machines emit too much radiation and am concerned about the cumulative effect, so therefore, I do not want to go through them. I have had pat-down checks and feel they are too obtrusive and demeaning. I think that regular fliers who are willing to submit personal data and background checks should be allowed to go through a separate line. Let's profile potential problem people and let the other 99.999% of the public to not be encumbered by all this excessive security. All this security is gross overkill

Agent Notes: No Response Needed No Response Needed,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 12/7/2010 2:34:27 PM,JWAN.JENIFER 12/7/2010 2:35:39 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 1:00:16 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, ATL Atlanta, GA, USA - Hartsfield International,

Airline: Delta Air Lines --Delta Air Lines --,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: TSAArchives@tsacc.sysintegration.com

Subject: Re: TSA Contact Us: Complaints <<#573209-717080#>>

Body:

```
<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background:
#ffffff">
<font size="2"></font><br />
<br><br><div>--- Original Message ---<br>From: &lt;(b)(6)>&gt;<br>Received: 11/24/10 1:00:16 PM EST<br>To: "TSA
Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<br>Subject: TSA Contact Us: Complaints<br><br>THIS GENERATED EMAIL
HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm<br>-----
<br>Remote Client IP: (b)(6)<br>Date Time: 11/22/2010 10:23:14 PM<br>-----
<br><br>
<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
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<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Delta flights to Newark from Atlanta</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I fly every Monday from Atlanta, Ga. to Newark airport and then return to Atlanta typically on Thursday or Friday...I fly approx. 50
roundtrips per year. I feel that the new Milliwave x-rays machines emit too much radiation and am concerned about the cumulative effect,
so therefore, I do not want to go through them. I have had pat-down checks and feel they are too obtrusive and demeaning. I think that
regular fliers who are willing to submit personal data and background checks should be allowed to go through a separate line. Let's
profile potential problem people and let the other 99.999% of the public to not be encumbered by all this excessive security. All this
security is gross overkill.</TD></TR></TBODY></TABLE></div>
<br><br>----- TCC Control Number: -----<br><#573209-717080#></body></html>
END RECORD
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CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-07 16:33:56

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/22/2010 11:49:16 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LGA Gate D Nov.10, 2010

Comments: On the above date I was going to Key West on vacation with my wife. As I passed through security I was selected to go through the body scan. After the scan I was given a full body search. I had no problem with either. My problem with your people is that after the search, one of your employees took my wallet and over \$2000 in cash and said it had to go through the scanner. He refused to let me go with him. He took my wallet and money and handed it to another of your employees and I lost sight of him. My objections were met with inadequate and surly responses. I advised him I was calling the police , but before I did my wallet and money reappeared. I am not insinuating that they were going to steal my money but this was a very unprofessional way of handling the situation. Fortunately all my money was there. If any of it was missing, this would have been a serious situation. Your procedures are very lacking and unprofessional and your help is the same. I will be sending a copy of this to my congressman

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC LGA CSQIM Veda Simmons

[REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 12/7/2010 4:33:56 PM,JWAN.JENIFER 12/7/2010 4:35:29 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 1:02:16 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#573361-717252#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at LGA, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at <A href="http://www.tsa.gov/" shape=rectwww.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]> >
Received: 11/24/10 1:02:15 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/22/2010 11:49:16 PM

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<TBODY>
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<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Discourteous/Rude Employee</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>LGA Gate D Nov.10, 2010</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>On the above date I was going to Key West on vacation with my wife. As I passed through security I was selected to go through the body scan. After the scan I was given a full body search. I had no problem with either. My problem with your people is that after the search, one of your employees took my wallet and over \$2000 in cash and said it had to go through the scanner. He refused to let me go with him. He took my wallet and money and handed it to another of your employees and I lost sight of him. My objections were met with inadequate and surly responses. I advised him I was calling the police , but before I did my wallet and money reappeared. I am not insinuating that they were going to steal my money but this was a very unprofessional way of handling the situation. Fortunately all my money was there. If any of it was missing, this would have been a serious situation. Your procedures are very lacking and unprofessional and your help is the same. I will be sending a copy of this to my congressman.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#573361-717252#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-07 17:35:41

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/23/2010 12:01:38 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

11/21/10

Comments: My husband has five fused vertebrae and a total hip replacement. It is very difficult and time consuming to remove his shoes for the security pat down. The attendant at La Guardia was very rough and actually broke off the button (a grommet) on his jeans during the pat down. He was pushed and treated roughly. He cannot pivot and has trouble standing totally straight. Please consider going easier on people with disabilities. Thank you

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC LGA CSQIM Veda Simmons @

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/7/2010 5:35:41 PM,CARL.MOBLEY 12/7/2010 5:36:58 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 7:02:41 PM

Linked Event IDs:

Responses:

Response

Airport: LGA LGA New York, NY, USA - Laguardia, DFW Dallas/Ft Worth, TX, USA - Dallas Ft Worth International,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#573385-717279#>>

Body:

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<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background:
#ffffff">
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P><FONT size=3>Thank you for your
e-mail message. We are sorry you were unhappy with your recent travel experience.</FONT> </P>
<P><FONT size=3>&nbsp;</FONT> </P>
<P><FONT size=3>Because your complaint is regarding screening at&nbsp;&nbsp;&nbsp;LGA, we have forwarded a copy of your email to the
Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce
adheres to TSA principles for professional processing.</FONT> </P>
<P><FONT size=3>&nbsp;</FONT> </P>
<P><FONT size=3>We monitor the number and nature of complaints 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-
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<P><FONT size=3>&nbsp;</FONT> </P>
<P><FONT size=3>Again, TSA offers our&nbsp;&nbsp;&nbsp;sincere apologies and encourage you to check the latest information at <A
href="http://www.tsa.gov/" shape=rect>www.tsa.gov</A>.</FONT> </P>
<P><FONT size=3>&nbsp;</FONT> </P>
<P>&nbsp;</P>
<P><FONT size=3>TSA Contact Center</FONT><BR clear=none></P></div>
</font><br />
<br><br><div>--- Original Message ---<BR>From: &lt;[b] [REDACTED] &gt;<BR>Received: 11/24/10 7:02:41 PM EST<BR>To: "TSA
Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL
HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm<BR>-----
<BR>Remote Client IP: [b] [REDACTED] <BR>Date Time: 11/23/2010 12:01:38 AM<BR>-----
<BR><BR>
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<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[b] [REDACTED] </TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[b] [REDACTED] </TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>La Guardia to DFW<BR>11/21/10</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>My husband has five fused vertebrae and a total hip replacement. It is very difficult and time consuming to remove his shoes for the
security pat down. The attendant at La Guardia was very rough and actually broke off the button (a grommet) on his jeans during the pat
down. He was pushed and treated roughly. He cannot pivot and has trouble standing totally straight. Please consider going easier on
people with disabilities. Thank you.</TD></TR></TBODY></TABLE></div>
<BR><BR>----- TCC Control Number: -----<BR><<#573385-717279#>></body></html>
END RECORD
```

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/22/2010 11:10:43 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Delta Terminal

@4pm

Asian Male TSA agent

Comments: Although I worn nothing but exercise clothes and set off no metal detector. A male guard ask me to remove my sweater. When ask why, he responded take it off or be subjected to a patdown. I felt like I had no choice but to take off my sweater. While many other men wearing a dress shirt and a sweater were not subjected to the same. It seems ridiculous that one person is subjected whereas other aren't and especially when NO metal detectors were set off when I pass through w/o taking off the sweater. When I asked the other female agents why such a request was necessary. Her remark was it was a male agent who didn't know better

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC Tiesha Walker-Patterson @

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE TRACY.HOLDEN-LANE 12/7/2010 6:42:37 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 1:01:23 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-09 09:12:53

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-11-19 19:00:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller wants to report that she was inappropriately touched at the checkpoint during a patdown inspection.

Body:

Agent Notes: Apologized to caller and advised that a message will be sent to the CSM at SYR informing them of this incident.

Apologized to caller and advised that a message will be sent to the CSM at SYR informing them of this incident.

Follow Up: (b)(6) stated that she was inappropriately touched at the checkpoint during a patdown inspection. She stated that she has been sexually assaulted in the past so its very hard for her to deal with the recent incident. (b)(6) wanted to inform someone of this incident and she would like for someone to give her a call back.

To TSOC Date:

From TSOC Date:

Last Updated By: MONIQUE.ROBINSON 12/9/2010 9:23:00 AM,MONIQUE.ROBINSON 12/9/2010 9:23:05 AM,

Last Update Date:

Opening Agent:

Opened Date: 12/9/2010 9:12:53 AM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International,

Airline: United Airlines --United Airlines --,

Subject Category: Inappropriate Screening- Pat Down-Complaint - Inappropriate Screening- Pat Down-Complaint

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-09 09:19:05

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/23/2010 1:10:56 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: Yesterday 11/22 I was asked to do the full body screening which I did. I was then subject to a full body pat down. What is the point of this? Based on your rules for a full body pat down, I should not be subject to one after a full body x-ray. Your procedures are screwed up and need to be fixed. Next time I am going to REFUSE and hold up your process. Get the government process fixed!!!!

Agent Notes: No Response Needed No Response Needed, butterfly

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 12/9/2010 9:19:05 AM,CLINTON.KIRKSEY 12/9/2010 9:19:54 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2010 7:21:34 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: TSAArchives@tsacc.sysintegration.com

Subject: Re: TSA Contact Us: Complaints <<#574560-718613#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background:

#ffffff">

<div>--- Original Message ---
From: <[b]X6[>>
Received: 11/24/10 7:21:32 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [b]X6[>
Date Time: 11/23/2010 1:10:56 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[b]X6[>/TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[b]X6[>/TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>JFK Airport. Ameican Airlines screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>Yesterday 11/22 I was asked to do the full body screening which I did. I was then subject to a full body pat down. What is the point of this? Based on your rules for a full body pat down, I should not be subject to one after a full body x-ray. Your procedures are screwed up and need to be fixed. Next time I am goin to REFUSE and hold up your process. Get the government process fixed!!!!</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#574560-718613#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-09 14:20:08

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, Stop the "Grandma Gropings" Now!

Body: (b)(6)

(b)(6)

Falls Church, Virginia 22044

November 23, 2010

The Honorable John S. Pistole, Administrator

Transportation Safety Administration

<mailto:TSA-ContactCenter@dhs.gov> TSA-ContactCenter@dhs.gov

Dear Mr. Pistole,

I write to congratulate you for having managed to completely humiliate my mother as she was invasively patted down not once, but twice in one day, as she was flying to visit her grandchildren for the Thanksgiving holiday. You see, my mother is 74 years old and is dying of congestive heart failure. As a result, she now has an implanted defibrillator and cannot go through electronic airport screening.

As there are no more direct flights between her home town of Albany and Pittsburgh, she has to travel through Washington, DC. In DC, she must change terminals and in a wheelchair, that requires going through security again.

The invasive pat-down that she was forced to endure in Albany was bad, but when she was forced to go through it a second time

in Washington, DC in one day, she was reduced to tears. No doubt very much like grandmothers everywhere, my mother has promised her grandchildren that nothing will prevent her from visiting her grandchildren for the holidays, no matter what. Not flying is not a "choice" for her, or many other Americans who are forced to travel for business or personal reasons, who are not able to subject themselves to airport electronic screening for health reasons.

The TSA is going to be sued for implementing these procedures. As you surely know, even though 4th Amendment Constitutional rights are limited in airport screening situations, the government does not have unlimited rights. The search must be no more extensive or intensive than necessary, to detect the presence of weapons or explosives. When you are patting down people who cannot reasonably be expected to carry weapons or explosives with the same vigor, you cross the line. You are treating private citizens no better than prisoners.

How did we get here? TSA has implemented the stepped-up grandma gropings because its own methods failed last Christmas! You know as well as anyone else that terrorists will find a way to circumvent your new system, and already have! You also have to know that whatever procedures we have in place, TSA misses threats and objects during searches all the time. So what makes you think that adding one more potential threat to search, i.e., a grandmother's crotch, is going to make you think you're going to find the next threat? I am not convinced, and neither are millions of Americans. In fact, this just makes you more distracted and more likely to miss then next attack.

TSA had better reexamine its decision to X-Ray everyone's private parts at airports, and to use prison pat-downs for people too sick to use the X-Ray method. You already do not have the public confidence, and you need to keep that unless you want TSA scrapped entirely. If you don't, you will be sued by some civil liberties group, and my mother's declaration will be Exhibit A for the plaintiffs. The notion that the "Transportation Security Administration (TSA) protects the nation's transportation systems to ensure freedom of movement for people and commerce," as you crow on your website, is an ironic joke. You have squelched the "freedom" of people and commerce with your over-zealous pat-downs. No one will be going anywhere, for business or pleasure, if you keep up your current policies and procedures.

Sincerely,

[REDACTED]

[REDACTED]

Agent Notes: New Pat Down New Pat Down, butterfly

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 12/9/2010 2:20:08 PM, JWAN.JENIFER 12/9/2010 2:21:10 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/25/2010 12:25:52 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: Stop the "Grandma Gropings" Now! <<#574769-718849#>>

Body:

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#ffffff">
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class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>Thank you for your e-mail regarding pat-down procedures
conducted at our NationGÇOs airports.</SPAN></FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>At airports nationwide, the
Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at
security checkpoints to provide a higher level of security and increase the safety of the traveling public.&nbsp; Patdowns are one
important tool to help TSA detect hidden and dangerous items, such as explosives.&nbsp; Passengers should continue to expect an
unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among
others.</SPAN></FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>Transportation Security Officers will
conduct different pat-down procedures to resolve different types of anomalies.&nbsp; During the assessment, officers will use revised
pat-down procedures in all instances to resolve anomalies.&nbsp; The updated pat-down procedures will address areas of the body that
we know are used as areas to conceal potentially dangerous items, like explosives. </SPAN></FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>TSA Administrator John Pistole has
stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints.&nbsp; As always, all
passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-
gender officers.&nbsp; However, passengers who are not willing to go through the screening process will not be permitted to fly.&nbsp;
</SPAN></FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>We&nbsp;believe these security
measures are necessary and appropriate for ensuring the security and confidence of all air travelers.&nbsp; TSA continues to develop
and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the
checkpoint.&nbsp; For more information regarding the pat-down procedures, please visit TSAGÇOs Web site (<A
href="http://www.tsa.gov/" shape=rect>www.tsa.gov</A>).</SPAN></FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>We hope this information is
helpful.</SPAN></FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><FONT size=3 face="Times New Roman"><SPAN>TSA Contact
Center</SPAN></FONT></P></div>
</font><br />
<br><br><div>--- Original Message ---<BR>From: [REDACTED] &lt;[REDACTED]> &lt;[REDACTED]> &gt;<BR>Received: 11/25/10 12:25:53
PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov>&gt;<BR>Subject: Stop the "Grandma Gropings"
Now!<BR><BR>
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[REDACTED]?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" /><o:p></o:p></SPAN></B></P>
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Church, Virginia 22044<o:p></o:p></SPAN></B></P>
<P style="MARGIN: 0in 0in 0pt" class=MsoNormal><B style="mso-bidi-font-weight: normal"><SPAN style="FONT-SIZE:
14pt"><o:p>&nbsp;&nbsp;&nbsp;</o:p></SPAN></B></P>
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23, 2010<o:p></o:p></SPAN></B></P>
<P style="MARGIN: 0in 0in 0pt" class=MsoNormal><o:p>&nbsp;&nbsp;&nbsp;</o:p></P>
<P style="TEXT-ALIGN: justify; MARGIN: 0in 0in 0pt" class=MsoNormal>The Honorable John S. Pistole, Administrator</P>
<P style="TEXT-ALIGN: justify; MARGIN: 0in 0in 0pt" class=MsoNormal>Transportation Safety Administration</P>
```


CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-09 15:31:06

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/23/2010 10:11:04 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jetblue flight @ 430pm from JFK to PIT @ Gate 17 on November 19th, 2010

Comments: I understand that, if one declines to be scanned by the body imaging technology, that they must be pat down. I, however, complied as I always do with walking through the imaging technology and was immediately pat-down upon exiting the scanner, as if I had A. done something wrong or B. declined the imaging, which neither was the case. Also, at the beginning of the security checkpoint, before I could finish my sentence to ask an employee which direction I go, she interrupted and yelled 'THAT WAY, GO THAT WAY NOW' It was by no means busy at this point, there was no reason to speak to me that way. I value my rights and above that, I value the TSA's overall goal to commit to international and domestic flight security, however, this unreasonable abuse of power to pat me down, search me, and speak to me in very rude manners is just that -- abusive and sending the wrong message to well-paying and respectable American citizens. I want this explained to me, ASAP

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC JFK CSQIM Tiesha Walker-Patterson at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 12/9/2010 3:31:06 PM, JWAN.JENIFER 12/9/2010 3:32:38 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/25/2010 12:26:44 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, PIT Pittsburgh, PA, USA - Greater Pit Intl Airport,
Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#574826-718913#>>

Body:

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#ffffff">
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P><FONT face=" Helvetica, sans-
serif,Arial">Thank you for your email message. We are sorry you were unhappy with your recent travel experience.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">Because your complaint is regarding screening at&nbsp;&nbsp;&nbsp;JFK, we have forwarded a copy of
your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener
workforce adheres to TSA principles for professional processing.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">We monitor the number and nature of complaints 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.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">Again,&nbsp;&nbsp;&nbsp;TSA offers our sincere apologies and encourage you to check the latest
information at </FONT><A href="http://www.tsa.gov/" shape=rect><FONT face=" Helvetica, sans-
serif,Arial">www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial">.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR
clear=none></FONT></P></div>
</font><br />
<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>&gt;<BR>Received: 11/25/10 12:26:45 PM EST<BR>To: "TSA
Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL
HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm<BR>-----
<BR>Remote Client IP: [REDACTED]<BR>Date Time: 11/23/2010 10:11:04 PM<BR>-----
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<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Jetblue flight @ 430pm from JFK to PIT @ Gate 17 on November 19th, 2010</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I understand that, if one declines to be scanned by the body imaging technology, that they must be pat down. I, however, complied
as I always do with walking through the imaging technology and was immediately pat-down upon exiting the scanner, as if I had A. done
something wrong or B. declined the imaging, which neither was the case. Also, at the beginning of the security checkpoint, before I could
finish my sentence to ask an employee which direction I go, she interrupted and yelled 'THAT WAY, GO THAT WAY NOW' It was by no
means busy at this point, there was no reason to speak to me that way. I value my rights and above that, I value the TSA's overall goal to
commit to international and domestic flight security, however, this unreasonable abuse of power to pat me down, search me, and speak
to me in very rude manners is just that -- abusive and sending the wrong message to well-paying and respectable American citizens. I
want this explained to me, ASAP.</TD></TR></TBODY></TABLE></div>
<BR><BR>----- TCC Control Number: -----<BR><<#574826-718913#>></body></html>
END RECORD
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CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-10 01:07:07

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)
Contact Middle Initial: (b)(6)
Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: (b)(6)

Date Time: 11/23/2010 6:45:30 PM

Subject: Suggestions

Name: (b)(6)
Email: (b)(6)

Comments: The last time I was at JFK, several months ago, I was dropping off a family friend for her flight - a 75 year old woman with white hair. She was the one that was pulled out of the line and patted down. Meanwhile a number of middle eastern looking men were passed right through the checkpoint. The TSA seems to bend over backwards to not search someone that appears in need of a pat down. I personally get no sense of security in seeing old women getting frisked. I want to see the middle eastern guys get some extra attention

Agent Notes: No Response Needed No Response Needed,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/10/2010 1:07:07 AM,CARL.MOBLEY 12/10/2010 1:08:01 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/25/2010 12:34:22 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: TSAArchives@tsacc.sysintegration.com

Subject: Re: TSA Contact Us: Compliments or Suggestions <<#575318-719489#>>

Body:

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#ffff">

<div>--- Original Message ---
From: <mlifgr@yahoo.com>
Received: 11/25/10 12:34:22 PM EST
To: "TSA
Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Compliments or Suggestions

THIS

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

Remote Client IP (b)(6)
Date Time: 11/23/2010 6:45:30 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

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<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Subject:</TD>

<TD>Suggestions</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>(b)(6)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>(b)(6)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>The last time I was at JFK, several months ago, I was dropping off a family friend for her flight - a 75 year old woman with white hair.

She was the one that was pulled out of the line and patted down. Meanwhile a number of middle eastern looking men were passed right

through the checkpoint. The TSA seems to bend over backwards to not search someone that appears in need of a pat down. I personally

get no sense of security in seeing old women getting frisked. I want to see the middle eastern guys get some extra

attention.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#575318-719489#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-11 03:03:01

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix: (b)(6)

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: 71.187.34.106

Date Time: 11/24/2010 5:49:05 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 0103/TP/B/LIBERTY????

Comments: It was horrible to see the way we are been treated on the Newark airport. We the people of America are been treated as terrorists or beasts.

What I sow in that airport almost make me scream and cry.

I sow people on wheel chairs have to be standing in front of the Xrays machines and after that, pat down, still trying to hold themself straight, limping ,holding them self not to fall down, little kids, old people.

I believed that in GOD WE TRUST.

Is that just a government lie???? Whats going on trough your minds. When something bad happens to us we turn into beasts? or we put our other cheeck??? Please correct what you are doing wrong. We are not lambs or cows, we are humans, and we want to be treated as humans.

The worst thing that happened to the USA it was that an agency like the HOME LAND SECURITY was created with so much power, that is scaring us all every single day, just to turn us into lambs, we don't even have the right to complaint. We the people are lucky that you can not read our minds, yet.

Hitler died, but what we arer turning into it is not to different from his crazziness.

I felt so ashamed, I thought that I was in a third world country.

By the way, I am an American and I love my country.

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE

(b)(6)

Kearny, NJ 07032

Agent Notes: No Response Needed No Response Needed,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/11/2010 3:03:01 AM,CARL.MOBLEY 12/11/2010 3:04:20 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/26/2010 6:17:50 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: TSAArchives@tsacc.sysintegration.com

Subject: Re: TSA Contact Us: Complaints <<#576123-720427#>>

Body:

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<div>--- Original Message ---
From: <mlpombo@live.com>
Received: 11/26/10 6:17:50 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 11/24/2010 5:49:05 AM

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<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>(b)(6)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>(b)(6)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>0103/TP/B/LIBERTY????</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>It was horrible to see the way we are been treated on the Newark airport. We the people of America are been treated as terrorists or beasts.
What I sow in that airport almost make me scream and cry.
I sow people on wheel chairs have to be standing in front of the Xrays machines and after that, pat down, still trying to hold themself straight, limping ,holding them self not to fall down, little kids, old people.
I believed that in GOD WE TRUST.
Is that just a government lie???? Whats going on trough your minds. When something bad happens to us we turn into beasts? or we put our other cheeck??? Please correct what you are doing wrong. We are not lambs or cows, we are humans, and we want to be treated as humans.
The worst thing that happened to the USA it was that an agency like the HOME LAND SECURITY was created with so much power, that is scaring us all every single day, just to turn us into lambs, we don't even have the right to complaint. We the people are lucky that you can not read our minds, yet.
Hitler died, but what we arer turning into it is not to different from his crazziness.
I felt so ashame, I thought that I was in a third world country.
By the way, I am an American and I love my country.
OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE
(b)(6)

(b)(6)
Kearny, NJ 07032</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#576123-720427#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-11 18:46:12

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/24/2010 12:06:41 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

jet blue

11/18/2010

12.30 pm

Comments: i have a knee replacement and set the metal decter off when i go through i first waited 20 minutes to be taken when i asked the supervisor why such a long waited she didnt have the courtesy of answering me i was not asked if i wanted to go through the body scan i was patted down in front of everyone i was not asked if i wanted a private room i have no problem i understand security but this was totally unproessional your tsa agents if they were not working for you they would be security guards at walmart

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, "Butterfly"

BCC JFK Tiesha Walker-Patterson @ (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/11/2010 6:46:12 PM,CARL.MOBLEY 12/11/2010 6:48:01 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/26/2010 6:26:21 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#576668-721078#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail message. We are sorry you were unhappy with your recent travel experience. </P>

<P> </P>

<P>Because your complaint is regarding screening at JFK, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>

<P> </P>

<P>We monitor the number and nature of complaints 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. </P>

<P> </P>

<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

<P> </P>

<P> </P>

<P>TSA Contact Center </P>

<P><BR clear=none> </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/26/10 6:26:20 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/24/2010 12:06:41 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>jfk airport
jet blue
11/18/2010
12.30 pm</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>i have a knee replacement and set the metal decter off when i go through i first waited 20 minutes to be taken when i asked the supervisor why such a long waited she didnt have the courtesy of answering me i was not asked if i wanted to go through the body scan i was patted down in front of everyone i was not asked if i wanted a private room i have no problem i understand security but this was totally unproessional your tsa agents if they were not working for you they would be security guards at walmart</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#576668-721078#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-12 02:45:55

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/24/2010 12:51:43 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Rochester, NY Airport October 25th, 2010 Delta flight to VPS

Comments: I have more of a question than a complaint. How do you decide who gets to go through the regular metal detectors and who goes through the body scanner? I am a woman and was in a line full of men. I was the only person asked to go through the body scanner. Why? My other question is, if the body scanner can see through my clothes and everything, why was I still molested (my breasts were felt up) when I came out of the scanner? I was wearing tight jeans with no pockets and a tight shirt. I also wore flip flops. I did all this to avoid having to waste any time with extra searches. I have no problem with the extra security measures, but I don't like feeling as though I was felt up for the pleasure of all the men TSA people working that afternoon

Agent Notes: New Pat Down New Pat Down, "Butterfly"

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/12/2010 2:45:55 AM,CARL.MOBLEY 12/12/2010 2:47:09 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/26/2010 6:27:58 PM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County Airport, VPS Valparaiso, FL, USA - Fort Walton Beach,

Airline: Delta Air Lines --Delta Air Lines --,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#576773-721200#>>

Body:

```
<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing><SPAN><FONT size=3>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports.</FONT></SPAN><FONT size=3> </FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><SPAN><FONT size=3>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public.&nbsp; Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives.&nbsp; Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.</FONT></SPAN><FONT size=3> </FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><SPAN><FONT size=3>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies.&nbsp; During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies.&nbsp; The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </FONT></SPAN></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><SPAN><FONT size=3>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints.&nbsp; As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers.&nbsp; However, passengers who are not willing to go through the screening process will not be permitted to fly.&nbsp; </FONT></SPAN></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><SPAN><FONT size=3>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures.&nbsp; Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.&nbsp; TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint.&nbsp; For more information regarding the pat-down procedures, please visit TSAGÇOs Web site (<A href="http://www.tsa.gov" shape=rect>www.tsa.gov</A>).</FONT></SPAN><FONT size=3> </FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><SPAN><FONT size=3>We hope this information is helpful.</FONT></SPAN><FONT size=3> </FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing><SPAN><FONT size=3>TSA Contact Center</FONT></SPAN><FONT size=3> </FONT></P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P>
<P style="MARGIN: 0in 0in 0pt" class=nospaceing>&nbsp; </P></div>
</font><br />
<br><br><div>--- Original Message ---<BR>From: &lt;[b]G1 [REDACTED]>&gt;<BR>Received: 11/26/10 6:27:58 PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov>&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtml<BR>-----
<BR>Remote Client IP: [b]G1 [REDACTED]<BR>Date Time: 11/24/2010 12:51:43 PM<BR>-----
<BR><BR>
<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[b]G1 [REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[b]G1 [REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
```

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Rochester, NY Airport October 25th, 2010 Delta flight to VPS</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>I have more of a question then a complaint. How do you decide who gets to go through the regular metal detectors and who goes through the body scanner? I am a woman and was in a line full of men. I was the only person asked to go through the body scanner. Why? My other question is, if the body scanner can see through my clothes and everything, why was I still molested (my breasts were felt up) when I came out of the scanner? I was wearing tight jeans with no pockets and a tight shirt. I also wore flip flops. I did all this to avoid having to waste any time with extra searches. I have no problem with the extra security measures, but I don't like feeling as though I was felt up for the pleasure of all the men TSA people working that afternoon.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#576773-721200#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-15 02:59:53

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/27/2010 12:00:31 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

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

Comments: Here's a question: how come I was able to walk through JFK in New York - walked through the metal detector with my keys - there was no scanning or anything - but in West Palm Beach (Florida) they are making me take off a belt, shoes, x-ray scanning.... one would think if you were going to have reactive security measures anywhere it would be in New York.

Also, the employees at PBI are very rude and threaten people without good cause

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Consumer Complaint BCC/CSM Response, Merged 2 or more responses and edited as needed

BCC PBI Program Analyst Bruce Buchmann @ (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/15/2010 2:59:53 AM,CARL.MOBLEY 12/15/2010 3:02:36 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/28/2010 6:49:24 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, PBI West Palm Beach, FL, USA - Palm Beach International Airport,
Airline:

Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#578436-723212#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail message. </P>

<P> </P>

<P>TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation. </P>

<P> </P>

<P>We work hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public 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 are the subject of repeated complaints. </P>

<P> </P>

<P>Additionally, because your complaint is regarding screening at <PBI>, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>

<P> </P>

<P>We monitor the number and nature of complaints 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. </P>

<P> </P>

<P>TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

<P> </P>

<P>TSA Contact Center<BR clear=none></P>

<P><BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/28/10 6:49:23 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/27/2010 12:00:31 PM

Name:	[REDACTED]
Email:	[REDACTED]
Complaints:	Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	
Comments:	Here's a question: how come I was able to walk through JFK in New York - walked through the metal detector with my keys - there was no scanning or anything - but in West Palm Beach (Florida) they are making me take off a belt, shoes, x-ray scanning.... one would think if you were going to have reactive security measures anywhere it would be in New York. Also, the employees at PBI are very rude and threaten people without good cause.</TD></TR></TBODY></TABLE></div> <p>

----- TCC Control Number: -----
<<#578436-723212#>></body></html></p> <p><u>END RECORD</u></p>

To: TSAArchives@tsacc.sysintegration.com

Subject: Re: TSA Contact Us: Complaints <<#578573-723371#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div>--- Original Message ---
From: <[b]616[br>Received: 11/28/10 6:51:31 PM EST
To: "TSA
Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [b]616[br>Date Time: 11/27/2010 4:58:03 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
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<TD>[b]616[br></TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[b]616[br></TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Fri 26-Nov-10
New York (LGA) Depart 7:29 pm
to Washington (IAD) Arrive 8:52 pm
215 mi (346 km) Duration: 1hr
23mn
Flight: 7586 Operated by: /UNITED EXPRESS/SHUTTLE AMERICA</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>This new pat down is a victory for the terrorists. It is un-american and disgusting. The scanning would be fine if you used the
technology that is used in Europe that takes the human form out of the image.
Also, why don't you learn from Israel who profile and
use other smart interception techniques also? You need to detect terrorists, not waste your time groping Americans -- especially children
and the elderly! Please stop with the political correctness concerning "profiling" and protect us. The natural progression of your idiotic
policies leads to cavity searches.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#578573-723371#>></body></html>
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-15 16:03:20

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/28/2010 10:59:59 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest flight from Islip, Long Island, to Midway, Chicago, at the gate on November 23, 2010.

Comments: I am a photographer and was carrying all of my equipment in my backpack for a flight to Illinois. At the gate, a Southwest employee announced over the loudspeaker that TSA agents would check our carry-on bags.

Well, a TSA agent did check my bag. Before saying anything, he came up from behind and simply began unzipping my pack, which contained my camera equipment -- some items that cost over a thousand dollars each. Only after beginning to open the compartment did this TSA employee say, "Sir, I'm going to check your bag."

Because I was surprised when I felt someone tampering with my pack, I turned around quickly and this inconsiderate employee had already opened part of the compartment and one of the lenses almost fell out.

Very luckily, nothing fell, but seriously -- opening my bag, before even saying anything? How self-righteous could this employee be? What would have been done had any of my equipment fallen and broken from him opening my pack?

Agent Notes: Gate Screening Gate Screening,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTA.CANNADAY 12/15/2010 4:03:20 PM,CHRISTA.CANNADAY 12/15/2010 4:04:06 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/28/2010 6:55:46 PM

Linked Event IDs:

Responses:

Response

Airport: ISPISP Islip, NY, USA - Long Island-Macarthur Airport, MDW Chicago, IL, USA - Midway,

Airline: Southwest AirlinesSouthwest Airlines,

Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#578826-723666#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail regarding security screening beyond the airport checkpoint. </P>
<P> </P>
<P>The Transportation Security Administration (TSA) has expanded security screening beyond the security checkpoint to other secured areas of the airport, including at the boarding gates. <P> TSA is constantly exploring initiatives to add unpredictability and expand security and threat mitigation activities. </P>
<P> </P>
<P>These additional screenings are part of TSAGÇÖs Aviation Direct Access Screening Program (ADASP). <P> In addition to screening passengers at the gate, ADASP includes checking passenger identification and boarding pass and searching carry-on baggage either visually or with a hand-held explosives detection unit. <P> These checks are not announced in advance and can occur at any boarding gate at any time. </P>
<P> </P>
<P>We regret any inconvenience you may have caused during your recent travels. <P> However, we are confident that these additional inspections can only serve to improve security at our NationGÇÖs airports. </P>
<P> </P>
<P>TSA Contact Center </P>
<P> </P></div>

<div>----- Original Message -----
From: <(b)(6)> >
Received: 11/28/10 6:55:46 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 11/28/2010 10:59:59 AM

</div>
<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Discourteous/Rude Employee</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Southwest flight from Islip, Long Island, to Midway, Chicago, at the gate on November 23, 2010.</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I am a photographer and was carrying all of my equipment in my backpack for a flight to Illinois. At the gate, a Southwest employee announced over the loudspeaker that TSA agents would check our carry-on bags.

Well, a TSA agent did check my bag. Before saying anything, he came up from behind and simply began unzipping my pack, which contained my camera equipment -- some items that cost over a thousand dollars each. Only after beginning to open the compartment did this TSA employee say, "Sir, I'm going to check your bag."

Because I was surprised when I felt someone tampering with my pack, I turned around quickly and this inconsiderate employee had already opened part of the compartment and one of the lenses almost fell out.

Very luckily, nothing fell, but seriously -- opening my bag, before even saying anything? How self-righteous could this employee be? What would have been done had any of my equipment fallen and broken from him opening my pack?</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----

</body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-16 15:05:45

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: none

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, FW: TSA Complaint

Body:

To Whom It May Concern:

I recently went through TSA security at the Buffalo Niagara International Airport on Wednesday, November 24, 2010. I flew on American Eagle's flight to Chicago O'Hare at 3:00 p.m. and went through security approximately two hours prior to my departure time. I went through the metal detector with no problem. However, the first screening agent said that my shoes were suspicious because the soles of my shoes (regular flat shoes purchased from DSW) were thicker than normal shoes. In light of this, a second TSA agent told me that they needed to search all of my belongings and do a full body search. She then proceeded to touch every area of my body, including my private parts (four separate times and then a breast examination), even though I had cleared the metal detector and even though I had no liquids, gels, or aerosols in my luggage. I was humiliated and felt sexually assaulted. The TSA agent also stuck her hands down the interior of my pants, all the way around. During this time, she pulled so hard that the buckle on my pants broke. While I do not have a receipt for my pants, the replacement cost is \$34.99. Accordingly, I am filing this complaint and claim. I am disappointed at the way I was treated and do not think a full body examination was appropriate, especially since, on my way home, TSA representatives at O'Hare devoted no special attention to me, despite my apparently too-thick-soled shoes. Additionally, my property was needlessly damaged during the search.

Sincerely,

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC CSQIM Brett O'Neil @

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 12/16/2010 3:05:45 PM,TRACY.HOLDEN-LANE 12/16/2010 3:08:04 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/29/2010 6:31:32 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: FW: TSA Complaint <<#579548-724561#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background:#ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at BUF, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints 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. </P>
<P> </P>
<P>Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: '(b)(6)'>
Received: 11/29/10 6:31:31 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: FW: TSA Complaint

<STYLE><!--.hmessage P{margin:0px;padding:0px}body.hmessage{font-size: 10pt;font-family:Tahoma}--></STYLE>

To Whom It May Concern:

I recently went through TSA security at the Buffalo Niagara International Airport on Wednesday, November 24, 2010. I flew on American Eagle's flight to Chicago O'Hare at 3:00 p.m. and went through security approximately two hours prior to my departure time. I went through the metal detector with no problem. However, the first screening agent said that my shoes were suspicious because the soles of my shoes (regular flat shoes purchased from DSW) were thicker than normal shoes. In light of this, a second TSA agent told me that they needed to search all of my belongings and do a full body search. She then proceeded to touch every area of my body, including my private parts (four separate times and then a breast examination), even though I had cleared the metal detector and even though I had no liquids, gels, or aerosols in my luggage. I was humiliated and felt sexually assaulted. The TSA agent also stuck her hands down the interior of my pants, all the way around. During this time, she pulled so hard that the buckle on my pants broke. While I do not have a receipt for my pants, the replacement cost is \$34.99. Accordingly, I am filing this complaint and claim. I am disappointed at the way I was treated and do not think a full body examination was appropriate, especially since, on my way home, TSA representatives at O'Hare devoted no special attention to me, despite my apparently too-thick-soled shoes. Additionally, my property was needlessly damaged during the search.

Sincerely,

(b)(6)
(b)(6)
</div>

----- TCC Control Number: -----
<<#579548-724561#>></body></html>
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-16 16:01:06

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/29/2010 2:47:19 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: On November 20, 2010, our family went to JFK airport to travel to Antigua on vacation. When we went through security, my 14-year old daughter was selected for an enhanced pat down. She did not set off the metal detector but apparently was selected because she was wearing a sweatshirt (a tight-fitting one). As the TSA officer explained to her that they were going to run their hands over her breasts, she began to tremble and cry. I told them that we would like to go through the scanner and was told that that was not an option. I continued to refused to give my permission for them to molest my daughter and ultimately they agreed to have her strip off her sweatshirt instead. This left her basically standing there in the airport in her underwear in front of everyone but that was preferable to her than being touched in an intimate way by a stranger. She was still humiliated and has been traumatized by the experience.

I am vehemently opposed to the new pat down procedure In my opinion, this screening is public child molestation and I cannot believe that this is allowed to happen in America. I know that I would feel violated myself if this had happened to me as an adult but young teenagers are exquisitely self-conscious about their bodies. We have told our children that they have the right to tell anyone not to touch their private parts. What are we supposed to tell them now? It is my understanding that if you or your child is selected for the enhanced pat down, you do not even have the right to refuse and just leave the airport without facing possible fines or arrest. This is not just a slippery slope, we have already gone way too far towards the loss of personal liberties. What do we hold more dear than the right to control our own bodies?

I have heard people who support the screening procedures say that you have the choice not to fly but the new security procedures were implemented only shortly before our trip, so we did not have a choice. Many people are required to fly for work, so they do not have a choice. But I do have a choice now, and I will not fly again. I am not afraid of the terrorists but I am terrified that I will be forced to stand by helplessly and watch my children be molested. The terrorists have already won if we allow them to force us to be subjected to this humiliation.

My daughter is not even 90 pounds and was wearing form-fitting clothing. No reasonable person would consider it possible that she could be concealing anything. There was a middle-eastern man wearing flowing religious robes and an ornate head turban ahead of us in line and he walked right through security. I understand the arguments against profiling and they are valid but there needs to be a better balance between being politically correct and being effective. We are being asked to give up our personal freedoms and that should not be taken lightly. We have the right to expect that the screening are carried out in a judicious manner where they will do the most good and the least harm

Agent Notes: Thank You Response Thank You Response, Butterfly

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: TRACY.HOLDEN-LANE 12/16/2010 4:01:06 PM,TRACY.HOLDEN-LANE 12/16/2010 4:03:18 PM,
Last Update Date:
Opening Agent:
Opened Date: 11/29/2010 6:33:01 PM
Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,

Airline:

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#579642-724670#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. <BR clear=none> <BR clear=none>Please accept our appreciation for taking the time to share your thoughts and concerns with us. Your help and support are important contributions to ensuring the safety and security of the Nation's aviation system.<BR clear=none> <BR clear=none>We encourage you to check the latest information at www.tsa.gov. <BR clear=none> </P>
<P><BR clear=none>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/29/10 6:33:00 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/29/2010 2:47:19 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD> </TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>On November 20, 2010, our family went to JFK airport to travel to Antigua on vacation. When we went through security, my 14-year old daughter was selected for an enhanced pat down. She did not set off the metal detector but apparently was selected because she was wearing a sweatshirt (a tight-fitting one). As the TSA officer explained to her that they were going to run their hands over her breasts, she began to tremble and cry. I told them that we would like to go through the scanner and was told that that was not an option. I continued to refused to give my permission for them to molest my daughter and ultimately they agreed to have her strip off her sweatshirt instead. This left her basically standing there in the airport in her underwear in front of everyone but that was preferable to her than being touched in an intimate way by a stranger. She was still humiliated and has been traumatized by the experience.
I am vehemently opposed to the new pat down procedure In my opinion, this screening is public child molestation and I cannot believe that this is allowed to happen in America. I know that I would feel violated myself if this had happened to me as an adult but young teenagers are exquisitely self-conscious about their bodies. We have told our children that they have the right to tell anyone not to touch their private parts. What are we supposed to tell them now? It is my understanding that if you or your child is selected for the enhanced pat

down, you do not even have the right to refuse and just leave the airport without facing possible fines or arrest. This is not just a slippery slope, we have already gone way too far towards the loss of personal liberties. What do we hold more dear than the right to control our own bodies?
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My daughter is not even 90 pounds and was wearing form-fitting clothing. No reasonable person would consider it possible that she could be concealing anything. There was a middle-eastern man wearing flowing religious robes and an ornate head turban ahead of us in line and he walked right through security. I understand the arguments against profiling and they are valid but there needs to be a better balance between being politically correct and being effective. We are being asked to give up our personal freedoms and that should not be taken lightly. We have the right to expect that the screening are carried out in a judicious manner where they will do the most good and the least harm.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#579642-724670#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-17 16:41:37

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 11/29/2010 8:58:19 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jetblue flight 9:30am Sunday November 28, 2010. Syracuse Airport - JFK NYC

Comments: Going through security at JFK with an infant in a soft baby carrier was no problem. No extra pat down or inspection. Returning through the Syracuse airport, I was subjected to unnecessary "inspection" and pat down. I did not set the alarm off on the metal detector, yet I still had to remove my son from my body and carrier, have the carrier be x-rayed on its own. I was also subjected to full body pat down...it was extremely unnecessary and upsetting. Not only did I have to experience this, but my 8 month old infant son did as well!! Absolutely absurd and you need to have more consistency within the airport. The TSA agent said that if I hadn't worn my son in the carrier I wouldn't have been subjected to the pat down. If this was really a rule, wouldn't I have had that experience at JFK?? There is no reason for the extreme physical contact and nothing that a metal detecting wand couldn't do. I'm also extremely upset that they agent felt she needed to touch my 8 month old son with a 'pat down'

Agent Notes: New Pat Down New Pat Down, "Butterfly"

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/17/2010 4:41:37 PM,CARL.MOBLEY 12/17/2010 4:43:20 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/30/2010 1:49:26 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International, JFK New York, NY, USA - John F Kennedy Intl Airport,

Airline: jetBlue AirwaysjetBlue Airways,

Subject Category: RED BALL - New Pat Down Procedures as of 10-28-10 - RED BALL - New Pat Down Procedures as of 10-28-10

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#579975-725071#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=nospaceing>Thank you for your e-mail regarding pat-down procedures conducted at our NationGÇOs airports. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>At airports nationwide, the Transportation Security Administration (TSA) is implementing more streamlined, consistent, and thorough pat-down procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>Transportation Security Officers will conduct different pat-down procedures to resolve different types of anomalies. During the assessment, officers will use revised pat-down procedures in all instances to resolve anomalies. The updated pat-down procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We understand and regret the discomfort and inconvenience you experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of pat-downs provides an additional layer of security at the checkpoint. For more information regarding the pat-down procedures, please visit TSAGÇOs Web site (www.tsa.gov). </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>We hope this information is helpful. </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing></P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing>TSA Contact Center </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P>

<P style="MARGIN: 0in 0in 0pt" class=nospaceing> </P></div>

<div>--- Original Message ---
From: <[REDACTED]>>
Received: 11/30/10 1:49:25 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]
Date Time: 11/29/2010 8:58:19 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>

<TBODY>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>

<TD>[REDACTED]</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>

<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Jetblue flight 9:30am Sunday November 28, 2010. Syracuse Airport - JFK NYC</TD></TR>

<TR>

<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>

<TD>Going through security at JFK with an infant in a soft baby carrier was no problem. No extra pat down or inspection. Returning through the Syracuse airport, I was subjected to unnecessary "inspection" and pat down. I did not set the alarm off on the metal detector, yet I still had to remove my son from my body and carrier, have the carrier be x-rayed on its own. I was also subjected to full body pat down...it was extremely unnecessary and upsetting. Not only did I have to experience this, but my 8 month old infant son did as well!! Absolutely absurd and you need to have more consistency within the airport. The TSA agent said that if I hadn't worn my son in the carrier I wouldn't have been subjected to the pat down. If this was really a rule, wouldn't I have had that experience at JFK??
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----- TCC Control Number: -----
<<#579975-725071#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-20 11:31:33

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, ISSUE, FW: Stop the "Grandma Gropings" Now!

Body:

From: [REDACTED]

Sent: Tuesday, November 30, 2010 7:42 PM

To: 'tsa.ombudsman@dhs.gov'

Subject: Stop the "Grandma Gropings" Now!

Importance: High

[REDACTED]

[REDACTED]

Falls Church, Virginia 22044

November 23, 2010

The Honorable John S. Pistole, Administrator

Transportation Safety Administration

<mailto:TSA-ContactCenter@dhs.gov> TSA-ContactCenter@dhs.gov

Dear Mr. Pistole,

I write to congratulate you for having managed to completely humiliate my mother as she was invasively patted down not once, but twice in one day, as she was flying to visit her grandchildren for the Thanksgiving holiday. You see, my mother is 74 years old and is dying of congestive heart failure. As a result, she now has an implanted defibrillator and cannot go through electronic airport screening.

As there are no more direct flights between her home town of Albany and Pittsburgh, she has to travel through Washington, DC. In DC, she must change terminals and in a wheelchair, that requires going through security again.

The invasive pat-down that she was forced to endure in Albany was bad, but when she was forced to go through it a second time in Washington, DC in one day, she was reduced to tears. No doubt very much like grandmothers everywhere, my mother has promised her grandchildren that nothing will prevent her from visiting her grandchildren for the holidays, no matter what. Not flying is not a "choice" for her, or many other Americans who are forced to travel for business or personal reasons, who are not able to subject themselves to airport electronic screening for health reasons.

The TSA is going to be sued for implementing these procedures. As you surely know, even though 4th Amendment Constitutional rights are limited in airport screening situations, the government does not have unlimited rights. The search must be no more extensive or intensive than necessary, to detect the presence of weapons or explosives. When you are patting down people who cannot reasonably be expected to carry weapons or explosives with the same vigor, you cross the line. You are treating private citizens no better than prisoners.

How did we get here? TSA has implemented the stepped-up grandma gropings because its own methods failed last Christmas! You know as well as anyone else that terrorists will find a way to circumvent your new system, and already have! You also have to know that whatever procedures we have in place, TSA misses threats and objects during searches all the time. So what makes you think that adding one more potential threat to search, i.e., a grandmother's crotch, is going to make you think you're going to find the next threat? I am not convinced, and neither are millions of Americans. In fact, this just makes you more distracted and more likely to miss then next attack.

TSA had better reexamine its decision to X-Ray everyone's private parts at airports, and to use prison pat-downs for people too sick to use the X-Ray method. You already do not have the public confidence, and you need to keep that unless you want TSA scrapped entirely. If you don't, you will be sued by some civil liberties group, and my mother's declaration will be Exhibit A for the plaintiffs. The notion that the "Transportation Security Administration (TSA) protects the nation's transportation systems to ensure freedom of movement for

people and commerce," as you crow on your website, is an ironic joke. You have squelched the "freedom" of people and commerce with your over-zealous pat-downs. No one will be going anywhere, for business or pleasure, if you keep up your current policies and procedures.

Sincerely,

(b)(6)

(b)(6)

Agent Notes: INAPPROPRIATE SCREENING OF PERSONS WITH PROSTHETIC DEVICES INAPPROPRIATE SCREENING OF PERSONS WITH PROSTHETIC DEVICES, Search & Seizure, MERGED RESPONSES

butterfly

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 12/20/2010 11:31:32 AM,COREY.SHELTON 12/20/2010 11:34:19 AM,COREY.SHELTON 12/20/2010 11:35:40 AM,

Last Update Date:

Opening Agent:

Opened Date: 12/1/2010 2:00:36 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport, PIT Pittsburgh, PA, USA - Greater Pit Intl Airport,

Airline:

Subject Category: Secondary Screening - General - Secondary Screening - General

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: FW: Stop the "Grandma Gropings" Now! <<#197722-726371#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff"><html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail. </P>

<P> </P>

<P>The Transportation Security Administration (TSA) seeks to ensure that Transportation Security Officers (TSOs) consistently provide professional and courteous checkpoint processing while maintaining a high level of security. </P>

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<P>Please understand that the Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have since held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the GovernmentGÇÖs interest in protecting the traveling public. Furthermore, Federal law requires that commercial airlines must refuse to transport any passengers who do not submit to a search of their person and possessions. While all passengers must submit to an administrative search in order to gain access to an aircraft, TSAGÇÖs policy is to afford passengers professional and courteous treatment with dignity and respect. </P>

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<P>One screening procedure that causes concern is the use of pat-down

searches. However, when a passenger alarms the walk-through metal detector, TSOs must conduct additional screening, including a pat-down, to locate and resolve the source of the alarm. Because metal implants regularly alarm the walk-through metal detector, the following special considerations are given for these screenings.

The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs have received training to offer passengers a private screening before proceeding with a pat-down inspection. Also, a passenger may ask for and receive a private screening at any time during their screening. Private screenings are conducted in a room or in an area away from other passengers. Again, if a passenger does not permit the search, he or she will not be permitted to board an aircraft. We understand the frustration of passengers routinely undergoing secondary screening because of metal implants and prosthetic devices, and regret the discomfort and inconvenience experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with the Assistant Federal Security Director for Screening at that airport to address any concerns.

For more information regarding the pat-down procedures, please visit TSAG's website at www.tsa.gov/

TSA Contact Center

From:

[REDACTED] [mailto:[REDACTED]]

Sent:

Tuesday, November 30, 2010 7:42 PM

To:

'tsa.ombudsman@dhs.gov'

Subject:

Stop the "Grandma Gropings" Now!
Importance:

High

[REDACTED]

[REDACTED]

Falls Church, Virginia 22044

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<p class="msonormal">

November 23, 2010

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The Honorable John S. Pistole, Administrator

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Transportation Safety Administration

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TSA-ContactCenter@dhs.gov

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