

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-22 11:32:40

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-12-22 11:35:00

Contact Prefix: Mr.

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 he has a problem with the inconsistencies that he experiences when traveling thru the security checkpoints at the Nation's airports.

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 stated that the TSO took out materials from his bag.

Caller was flabagasted when he saw the screener take items out of his bag.

Caller would like to know if TSA is having new AIT why not prevent someone from coming into the airport and leaving the bag there.

Advised caller that Imaging Technology is an option for all passengers. If a passenger opts out of imaging technology, they will receive alternative screening including a pat down.

Caller suggested that the screening should be more consistent.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUNE.WILSON 12/22/2010 11:49:09 AM,

Last Update Date:

Opening Agent:

Opened Date: 12/22/2010 11:32:40 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:

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: 2010-12-23 19:31:16

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: 12/4/2010 8:10:54 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: At about 10:00 a.m., on 10/20/2010, I was traveling with a neighbor from Buffalo, NY to Fort Lauderdale, FL for a vacation. After I finished placing all my personal items into two bins to be x-rayed, I was directed by one of the TSA personnel to go through a body scanner.

As I was unfamiliar with passing through a body scanner, I followed the directions given to me by a TSA officer. After I placed my hands above my head and my feet in position as marked on the floor, the TSA officer said "ok" wherein I moved from the scanner.

He then stated I had moved before the scan was completed which mandated a pat down search. In front of my neighbor and in full view of everyone else in the security checkpoint line, I was told to "spread'em" and place my arms up in the air and out to my side as if I was a criminal. I was wearing just a t-shirt, jeans, and socks, and the TSA officer proceeded to run his hands all over my body. He searched me as if he fully expected to find something, which of course, there was nothing to find. Upon completion, I was allowed to retrieve my belongings and go to my gate.

This entire experience was beyond absurd. I am clean-cut, white male, 54 years old, who based on appearance and demeanor, provided no reason whatsoever to be probed, groped, and dehumanized. On top of that, I am also a Special Agent with the Federal Bureau of Investigation and have been for the past twenty one years. Because I was traveling with a neighbor on vacation, I chose to fly unarmed. It was obvious to me I had just entered the sphere of power of a 50 year old, white male TSA officer sporting a ponytail and a diamond earring.

The TSA needs to use common sense. The TSA is not the sole protector of airline safety, nor even the final line of defense. All the law enforcement and intelligence agencies around the world are working to prevent another terrorist attack, and it was airline passengers who prevented the two most recent attempted attacks

Agent Notes: New Pat Down New Pat Down, "Butterfly"

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/23/2010 7:31:16 PM,CARL.MOBLEY 12/23/2010 7:32:33 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/6/2010 12:55:15 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport, FLL Ft Lauderdale, FL, USA - Ft Lauderdale/Hollywood Intl Apt, 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 <<#582831-729737#>>

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>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>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: 12/6/10 12:55:34 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: 12/4/2010 8:10:54 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>[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>Buffalo Niagara International Airport</TD></TR>

<TR>

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

<TD>At about 10:00 a.m., on 10/20/2010, I was traveling with a neighbor from Buffalo, NY to Fort Lauderdale, FL for a vacation. After I finished placing all my personal items into two bins to be x-rayed, I was directed by one of the TSA personnel to go through a body scanner.

As I was unfamiliar with passing through a body scanner, I followed the directions given to me by a TSA officer. After I placed my hands above my head and my feet in position as marked on the floor, the TSA officer said "ok" wherein I moved from the scanner.

He then stated I had moved before the scan was completed which mandated a pat down search. In front of my neighbor and in full view of everyone else in the security checkpoint line, I was told to "spread'em" and place my arms up in the air and out to my side as if I was a criminal. I was wearing just a t-shirt, jeans, and socks, and the TSA officer proceeded to run his hands all over my body. He searched me as if he fully expected to find something, which of course, there was nothing to find. Upon completion, I was allowed to retrieve my belongings and go to my gate.

This entire experience was beyond absurd. I am clean-cut, white male, 54 years old, who based on appearance and demeanor, provided no reason whatsoever to be probed, groped, and dehumanized. On top of that, I am also a Special Agent with the Federal Bureau of Investigation and have been for the past twenty one years. Because I was traveling with a neighbor on vacation, I chose to fly unarmed. It was obvious to me I had just entered the sphere of power of a 50 year old, white male TSA officer sporting a ponytail and a diamond earring.

The TSA needs to use common sense. The TSA is not the sole protector of airline safety, nor even the final line of defense. All the law enforcement and intelligence agencies around the world are working to prevent another terrorist attack, and it was airline passengers who prevented the two most recent attempted attacks.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#582831-729737#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2010-12-25 04:13:37

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: Security Issues

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

Remote Client IP: [REDACTED]

Date Time: 12/6/2010 10:23:14 PM

Security Issues All Other Security Issues

Name: [REDACTED]

Email: [REDACTED]

Message: We flew out of Syracuse Airport on Sunday November 28 in route to Seattle Washington. When we arrived home, we found that the flyer that TSA Agents put inside baggage they have had to open to review was wrapped around a dildo inside a set of socks. This means the agent had to open our bags, go thru our luggage, find the socks, remove the dildo from the socks, wrap the dildo in the flyer, return the dildo to the sock and replace it in our bag.

We find this to be a horrible invasion of privacy and certainly inappropriate. It is not a stretch to imagine said agent laughing it up with his peers and perhaps snapping a few pictures with his cell phone camera.

This is an appalling lack of professionalism and seriously puts in doubt any kind of respect I would normally have for people engaged in the serious business of securing the safety of airline passengers.

I would like to hear from someone with regard to the agent involved. I would hope that any time a bag is opened, the agent would be required to scan the tag to maintain an evidence trail. We are more than willing to assist in finding out who took such an offensive approach to safety and making sure they receive some sort of appropriate HR action.

[REDACTED]

Agent Notes: ALL BAGGAGE MUST BE SCREENED ALL BAGGAGE MUST BE SCREENED,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/25/2010 4:13:37 AM,CARL.MOBLEY 12/25/2010 4:15:10 AM,

Last Update Date:

Opening Agent:

Opened Date: 12/7/2010 2:46:05 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International, SEA Seattle, WA, USA - Seattle Tacoma Intl 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: Security Issues <<#416518-731099#>>

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 concerning the checked baggage screening process for air travel. </P>
<P> </P>
<P>The Aviation and Transportation Security Act (ATSA) established the Transportation Security Administration (TSA) and mandated deadlines for enhanced security measures. 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>We encourage you to visit our website at http://www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. </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: <[REDACTED]>>
Received: 12/7/10 2:46:23 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Security Issues

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

Remote Client IP: [REDACTED]
Date Time: 12/6/2010 10:23:14 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">Security Issues</TD>
<TD>All Other Security Issues</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>
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[REDACTED]</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#416518-731099#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-27 02:39:17

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: Your procedure says

"The procedure for screening metal implants does not involve removing, lifting, or displacing clothing,"

The procedure I had because of hip replacements did involve lifting and displacing the top of my elasticized pants in the front and in the back. The agent pulled out the top of the pants as if she were going to pull them down.

Also at the White Plains airport the agent put her hands too high on the private parts. It is gross. You have no way of stopping the agent.

More thought should be given to targeting terrorists and less to political correctness. What applies to bigoted police stopping blacks on the NJ Turnpike should not be used as a lesson to stop female, white, 68 year old people with hip replacements who qualified for top secret government clearance because you want to be fair.

It is not fair according to the Americans with Disabilities Act.

(b)(6)

On Tue, Dec 7, 2010 at 9:04 AM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote:

Thank you for your e-mail.

The Transportation Security Administration (TSA) seeks to ensure that Transportation Security Officers (TSOs) consistently provide professional and courteous checkpoint processing while maintaining a high level of security. When we receive reports to the contrary, we take appropriate action, which may include additional training and disciplinary action.

One screening procedure that causes concern is the use of pat-down searches. TSA considered passenger feedback when we developed the procedure. However, when a passenger alarms the walk-through metal detector, TSOs must conduct additional screening, including a pat-down, to locate and resolve the source of the alarm. Because metal implants and prosthetic devices regularly alarm the walk-through metal detector, the following special considerations are given for these screenings:

* The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs have received training to offer passengers a private screening before proceeding with a pat-down inspection. Also, a passenger may ask for and receive a private screening at any time during their screening. Private screenings are conducted in a room or in an area away from other passengers. If a passenger does not permit the search, he or she will not be permitted to board an aircraft.

* Screening prosthetic devices involves a physical and visual inspection, as well as explosives trace detection (ETD) sampling. Passengers should not remove their prosthetic devices during screening, and TSOs should not require passengers to remove the device. The TSO should offer a private screening if clothing must be lifted or raised to obtain the ETD sample. However, passengers should not be required to remove any clothing during the process nor remove or display the belt that holds their prosthetic device to their body.

We understand the frustration of passengers routinely undergoing secondary screening because of metal implants and prosthetic devices, and regret the discomfort and inconvenience experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with the Assistant Federal Security Director for Screening at that airport to address any concerns.

For more information regarding the pat-down procedures, please visit TSA's website at <http://www.tsa.gov/> www.tsa.gov.

TSA Contact Center

--- Original Message ---

From: [REDACTED]
Received: 11/24/10 12:56:17 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: 11/22/2010 8:38:30 PM

Name: [REDACTED]
Email: [REDACTED]

Complaints: Consistently Selected for Secondary Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): From White Plains to Fort Myers and from Fort Lauderdale to White Plains

Comments: Pat down "screenings" are discriminatory against people like myself who have hip replacements because they had arthritis. The general population is checked for reasons other than health issues. This is a violation of the spirit of the Americans with Disabilities Act. I have an ID card from my doctor; I was a Clinton administration appointee with top secret clearance. Why can't you find my records and use my MD's card? I am willing to be finger printed and do anything to avoid being harassed by humiliating "pat downs." It is just gross. Al-Qaeda does not have to do one more thing. They have already won by taking away Americans' freedom and our values of innocent until proven guilty. I felt like a common criminal being "patted down" because my arthritis caused me to have artificial hips.

----- TCC Control Number: -----

<<#572971-716792#>>

[REDACTED]

Bridgewater, CT 06752

[REDACTED]

Skype: [REDACTED]

Agent Notes: New Pat Down New Pat Down, "Butterfly"

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/27/2010 2:39:17 AM,CARL.MOBLEY 12/27/2010 2:40:28 AM,

Last Update Date:

Opening Agent:

Opened Date: 12/7/2010 2:52:30 PM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN Westchester County, NY, USA - Westchester 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 <<#572971-716792#>>

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=spacing>TSA Contact Center </P>

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<div>--- Original Message ---
From: [REDACTED]>
Received: 12/7/10 2:52:30 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: Re: TSA Contact Us: Complaints

<DIV>Your procedure says </DIV>

<DIV>"The procedure for screening metal implants does not involve removing, lifting, or displacing clothing,"</DIV>

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</DIV>The procedure I had because of hip replacements did involve lifting and displacing the top of my elasticized pants in the front and in the back. The agent pulled out the top of the pants as if she were going to pull them down.

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<DIV>
</DIV>

<DIV>More thought should be given to targeting terrorists and less to political correctness. What applies to bigoted police stopping blacks on the NJ Turnpike should not be used as a lesson to stop female, white, 68 year old people with hip replacements who qualified for top secret government clearance because you want to be fair.</DIV>

<DIV>It is not fair according to the Americans with Disabilities Act.</DIV>

<DIV>

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

<DIV>

<DIV class=gmail_quote>On Tue, Dec 7, 2010 at 9:04 AM, TSA-ContactCenter TSA-ContactCenter@dhs.gov> wrote:

<BLOCKQUOTE style="BORDER-LEFT: #ccc 1px solid; MARGIN: 0px 0px 0px 0.8ex; PADDING-LEFT: 1ex" class=gmail_quote>

<DIV style="BACKGROUND: #ffffff" bgcolor="#ffffff">

<DIV style="WIDTH: 100%; FONT-FAMILY: Arial; WORD-WRAP: break-word; 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. When we receive reports to the contrary, we take appropriate action, which may include additional training and disciplinary action. </P>

<P></P>

<P>One screening procedure that causes concern is the use of pat-down searches. TSA considered passenger feedback when we developed the procedure. However, when a passenger alarms the walk-through metal detector, TSOs must conduct additional screening, including a pat-down, to locate and resolve the source of the alarm. Because metal implants and prosthetic devices regularly alarm the walk-through metal detector, the following special considerations are given for these screenings: </P>

<P></P>

The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs have received training to offer passengers a private screening before proceeding with a pat-down inspection. Also, a passenger may ask for and receive a private screening at any time during their screening. Private screenings are conducted in a room or in an area away from other passengers. If a passenger does not permit the search, he or she will not be permitted to board an aircraft. <BR clear=none>

Screening prosthetic devices involves a physical and visual inspection, as well as explosives trace detection (ETD) sampling. Passengers should not remove their prosthetic devices during screening, and TSOs should not require passengers to remove the device. The TSO should offer a private screening if clothing must be lifted or raised to obtain the ETD sample. However, passengers should not be required to remove any clothing during the process nor remove or display the belt that holds their prosthetic device to their body. <BR clear=none>

<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. 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. </P>

<P></P>

<P>For more information regarding the pat-down procedures, please visit TSA's website 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: 11/24/10 12:56:17 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: (b)(6)
Date Time: 11/22/2010 8:38:30 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>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>From White Plains to Fort Myers and from Fort Lauderdale to White Plains</TD></TR>

<TR>

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

<TD>Pat down "screenings" are discriminatory against people like myself who have hip replacements because they had arthritis. The general population is checked for reasons other than health issues. This is a violation of the spirit of the Americans with Disabilities Act. I have an ID card from my doctor; I was a Clinton administration appointee with top secret clearance. Why can't you find my records and use my MD's card? I am willing to be finger printed and do anything to avoid being harassed by humiliating "pat downs." It is just gross. Al-Qaeda does not have to do one more thing. They have already won by taking away Americans' freedom and our values of innocent until proven guilty. I felt like a common criminal being "patted down" because my arthritis caused me to have artificial

hips.</TD></TR></TBODY></TABLE></DIV>

----- TCC Control Number: -----
<<#(b)(6)

(b)(6)>></DIV></BLOCKQUOTE></DIV>
<BR clear=all>

(b)(6)

(b)(6)</BR>Bridgewater, CT 06752
(b)(6)
Skype: (b)(6)
</DIV></DIV></div>

----- TCC Control Number: -----
<<#572971-716792#>></body></html>

END RECORD

CONTACT RECORD

EID: [b](6)

Contact Type:

Contact Date: 2010-12-28 04:00:02

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: 12/8/2010 7:03:40 PM

Name: [b](6)

Email: [b](6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US AIR Fl#3395;SYR to DCA12/ 6/ 2010

Syracuse NY Screening station

Comments: TSA agent insisted I pull my blouse up to the level of shoulders, exposing my bra. I have stitches and open wounds on legs. I pleaded with the agent to use caution if she was going to touch me there. Instead of being reasonably gentle, she purposefully squeezed hard enough that she broke open up the stitches and caused copious drainage from my wounds. Was forced to stand from wheelchair despite disability condition that causes this to be extremely dangerous and painful for me. Screener put her hands inside of my underwear and spread my genitalia apart then checking between my legs. When I complained, I was abruptly threatened not to be allowed to fly. I was told that this, "between the labia lips, and inside of the underpants" screening is now required. However, On my return flight, being screened at DCA. NONE of this happened. No one asked me to expose my bra, no one put their hands in my underpants and the DCA TSA agent was very cautious when warned of my wounds. This TSA agent assured me that what happened in SYR is NOT standard/ This agent who did this in Syracuse is a Caucasian woman w. curly brown hair who had been born with a cleft palate and had a scar on her upper lip. She should be fired or, at the very least, severely reprimanded for taking the screening way, way, way too far and especially for purposefully squeezing my injured leg when she was warned that it was a surgical site and very tender. There was no reason for her to squeeze to find out if anything was concealed there. She did it ONLY to cause pain which she did. I have just returned from the hospital. Minor surgery had to be repeated on the leg that she inappropriately squeezed. The doc was horrified to learn that anyone had applied direct pressure to such a sensitive wound. I expect that this situation will be fully investigated. My phone number is [b](6). SOMEONE HAS TO PROTECT THE INNOCENT TRAVELING CITIZEN, ESPECIALLY THOSE OF US WHO ARE DISABLED AND HAVE MORE TROUBLE PROTECTING OURSELVES FROM MISTREATMENT. !!!!!!!!!!!!!!!

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, "Butterfly"

BCC SYR SH/CS/Security Manager Brian Bushnell @ [b](6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/28/2010 4:00:02 AM,CARL.MOBLEY 12/28/2010 4:01:31 AM,

Last Update Date:

Opening Agent:

Opened Date: 12/9/2010 12:01:14 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International, DCA Washington, DC, USA - Ronald Reagan National 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 <<#584995-732757#>>

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 SYR, 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: <[REDACTED]>>
Received: 12/9/10 12:01:14 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: 12/8/2010 7:03:40 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>US AIR FI#3395;SYR to DCA12/ 6/ 2010

Syracuse NY Screening station</TD></TR>

<TR>

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

<TD>TSA agent insisted I pull my blouse up to the level of shoulders, exposing my bra. I have stitches and open wounds on legs. I pleaded with the agent to use caution if she was going to touch me there. Instead of being reasonably gentle, she purposefully squeezed hard enough that she broke open up the stitches and caused copious drainage from my wounds. Was forced to stand from wheelchair

despite disability condition that causes this to be extremely dangerous and painful for me. Screener put her hands inside of my underwear and spread my genitalia apart then checking between my legs. When I complained, I was abruptly threatened not to be allowed to fly. I was told that this, "between the labia lips, and inside of the underpants" screening is now required. However, On my return flight, being screened at DCA. NONE of this happened. No one asked me to expose my bra, no one put their hands in my underpants and the DCA TSA agent was very cautious when warned of my wounds. This TSA agent assured me that what happened in SYR is NOT standard/ This agent who did this in Syracuse is a Caucasian woman w. curly brown hair who had been born with a cleft palate and had a scar on her upper lip. She should be fired or, at the very least, severely reprimanded for taking the screening way, way, way too far and especially for purposefully squeezing my injured leg when she was warned that it was a surgical site and very tender. There was no reason for her to squeeze to find out if anything was concealed there . She did it ONLY to cause pain which she did. I have just returned from the hospital . Minor surgery had to be repeated on the leg that she inappropriately squeezed. The doc was horrified to learn that anyone had applied direct pressure to such a sensitive wound. I expect that this situation will be fully investigated. My phone number is [REDACTED] SOMEONE HAS TO PROTECT THE INNOCENT TRAVELING CITIZEN, ESPECIALLY THOSE OF US WHO ARE DISABLED AND HAVE MORE TROUBLE PROTECTING OURSELVES FROM MISTREATMENT.

!!!!!!!!!!!!!!</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#584995-732757#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-31 11:43:57

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: 12/13/2010 1:49:47 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): UA 819 out of EWR - Gate 16

Comments: On a recent business trip through Newark airport, I was informed by a TSA agent that my contact lens solution and solid deodorant, must be contained within my 3 quart size bag. This is inconsistent with my understanding of the treatment of these items, and at least for the contact lens solution listed on your website (<http://www.tsa.gov/press/releases/2008/1110.shtm>).

I certainly take no issue with additional screening of my contact solutions, but unfortunately the bottles don't come small enough to fit inside my quart size bags, and I've yet to be told, since 3-1-1 started, that my solid deodorant must be contained within my quart size bag. If you all could please help clarify the treatment of these items on your website so that I can adjust my carry-on items, and/or provide additional information to the agents at Newark airport, it would be greatly appreciated!!

Thanks,

(b)(6)

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/31/2010 11:43:57 AM,CARL.MOBLEY 12/31/2010 11:44:46 AM,

Last Update Date:

Opening Agent:

Opened Date: 12/13/2010 3:13:59 PM

Linked Event IDs:

Responses:

Response

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

Airline: United Airlines --United 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 <<#587017-735343#>>

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: <[REDACTED]>>
Received: 12/13/10 3:13:59 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: 12/13/2010 1:49:47 PM

Name:
[REDACTED]
Email:
[REDACTED]
Complaints:
Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
UA 819 out of EWR - Gate 16
Comments:
On a recent business trip through Newark airport, I was informed by a TSA agent that my contact lens solution and solid deodorant, must be contained within my 3 quart size bag. This is inconsistent with my understanding of the treatment of these items, and at least for the contact lens solution listed on your website (http://www.tsa.gov/press/releases/2008/1110.shtm). I certainly take no issue with additional screening of my contact solutions, but unfortunately the bottles don't come small enough to fit inside my quart size bags, and I've yet to be told, since 3-1-1 started, that my solid deodorant must be contained within my quart size bag. If you all could please help clarify the treatment of these items on your website so that I can adjust my carry-on items, and/or provide additional information to the agents at Newark airport, it would be greatly appreciated!! Thanks, [REDACTED]</TD></TR></tbody></table></div> <p>

----- TCC Control Number: -----
<<#587017-735343#>></body></html></p>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-12-31 13:05:21

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: 12/13/2010 3:48:06 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #1959/Delta/Terminal #3/JFK/Flight was 8:15 am flight from JFK to MCO. Sunday December 12, 2010.

Comments: During a random person search, my 17 year old daughter had her sweat pants pulled down to her knees, exposing her complete rear-end, and the front of her panties. The TSA employee informed me that she should have been holding them up, which is completely absurd due to the fact that the same employee also had her holding her arms extended out from her body, with hands palms up. I am completely on-board with homeland security, and fully support the required actions to secure our country, however, I am not on-board with the actions that were taken to search my daughter. Upon the onset of the search, she OFFERED to remove her sweat shirt completely, because she had a sports bra and tank top on underneath. She was directed not to do so. Futhermore, having the TSA employee blame my daughter for exposing her private areas of her body by not holding up her pants herself, when she was directed to have her arms extended out from her body, is absolutely ridiculous. That is a completely impossible act for someone with only two arms and hands.

Please advise me on how you would like to rectify this situation

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC JFK Tiesha Walker-Patterson

@ (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 12/31/2010 1:05:21 PM,CARL.MOBLEY 12/31/2010 1:07:21 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/13/2010 6:36:23 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, MCO Orlando, FL, USA - Orlando International Airport,

Airline: Delta Air Lines --Delta Air Lines --,

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 <<#587121-735488#>>

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 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<BR clear=none></P>
<P> </P></div>

<div>--- Original Message ---
From: <(b)(6)>>
Received: 12/13/10 6:36:23 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)(6)
Date Time: 12/13/2010 3:48:06 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>Flight #1959/Delta/Terminal #3/JFK/Flight was 8:15 am flight from JFK to MCO. Sunday December 12, 2010.</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>During a random person search, my 17 year old daughter had her sweat pants pulled down to her knees, exposing her complete rear-end, and the front of her panties. The TSA employee informed me that she should have been holding them up, which is completely absurd due to the fact that the same employee also had her holding her arms extended out from her body, with hands palms up. I am completely on-board with homeland security, and fully support the required actions to secure our country, however, I am not on-board with the actions that were taken to search my daughter. Upon the onset of the search, she OFFERED to remove her sweat shirt completely, because she had a sports bra and tank top on underneath. She was directed not to do so. Futhermore, having the TSA employee blame my daughter for exposing her private areas of her body by not holding up her pants herself, when she was directed to have her arms extended out from her body, is absolutely ridiculous. That is a completely impossible act for someone with only two arms and hands.
Please advise me on how you would like to rectify this situation.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#587121-735488#>></body></html>
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2011-01-05 20:02:54

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: 12/15/2010 5:28:44 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 4403 JFK - RDU

Dec 11, 2010 2:55 PM

Comments: I was selected to go through the body scanner which I did without question. After the scan I was told to wait until it was read, almost 10 minutes without getting any response from the officer. I asked several times what is going on with no answer. He was going through my wallet, drivers, license, credit cards, cash, etc. I asked again and then was told I needed to get the full patdown which I did and was then allowed to proceed. I thought the choice was the scanner or the pat down, not both, and had my wife not been able to get my computer and bags from the xray area, they could have been stolen or tampered with. I complained but he had supervisor on his ID and the general impression is they can do whatever they want and if you complain they make it more difficult on you

Agent Notes: New Pat Down New Pat Down, "Butterfly"

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 1/5/2011 8:02:54 PM,CARL.MOBLEY 1/5/2011 8:05:10 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/15/2010 6:08:22 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, RDU Raleigh/Durham, NC, USA - Raleigh Durham International Arpt,

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 <<#588469-738253#>>

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>

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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: <[b] [REDACTED] >
Received: 12/15/10 6:08:32 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] [REDACTED]
Date Time: 12/15/2010 5:28:44 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>Flight 4403 JFK - RDU
Dec 11, 2010 2:55 PM</TD></TR>

<TR>

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

<TD>I was selected to go through the body scanner which I did without question. After the scan I was told to wait until it was read, almost 10 minutes without getting any response from the officer. I asked several times what is going on with no answer. He was going through my wallet, drivers, license, credit cards, cash, etc. I asked again and then was told I needed to get the full patdown which I did and was then allowed to proceed. I thought the choice was the scanner or the pat down, not both, and had my wife not been able to get my computer and bags from the xray area, they could have been stolen or tampered with. I complained but he had supervisor on his ID and the general impression is they can do whatever they want and if you complain they make it more difficult on you.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#588469-738253#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2011-01-12 17:44:02

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: Contact Us: Contact Center

Body: This form statement does not address the comment that prompted my e-mail. I wear surgical breast forms which will not pass an AIT scanner. I understand there is a TSA medical ID card I can present so I don't have to discuss why I'm opting for a pat-down in front of a line of passengers. Recently at Newark Airport, the security person (male) I spoke to first tried to insist I go through the scanner. It took two more agents (female) before they agreed to a pat-down. The ID could save this embarrassment, time and aggravation.

From: TSA-ContactCenter@dhs.gov

To: [REDACTED]

Subject: Re: Contact Us: Contact Center <<#339309-736634#>>

Date: Wed, 5 Jan 2011 15:16:44 -0500

Dear Traveler:

Thank you for your e-mail to the Transportation Security Administration (TSA) Contact Center. Due to a significant increase in e-mail inquiries, TSA was unable to respond to your correspondence in a timely manner. We apologize for the delay. In an effort to resolve your concerns, included for your reference is information related to our most commonly asked questions.

Passenger Screening

Revised Patdown Procedures

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown 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.

Enhanced patdown procedures are conducted by a TSO of the same gender. Passengers may request that enhanced screenings are conducted in a private location, and TSOs are required to offer a private screening to passengers who are subject to a patdown inspection of sensitive body areas. Passengers should communicate to the TSO if they are experiencing physical or emotional discomfort during the procedure. However, if a passenger declines to permit the search, he or she will not be permitted to board an aircraft. Every person and item must be screened before entering the secured area of an airport.

Advanced Imaging Technology (AIT)

AIT allows TSA to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under a passenger's clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need of

patdown searches for passengers with joint replacements and other medical conditions, and improves passenger safety and convenience.

* **Health Concerns:** AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, and each has affirmed the safety of AIT.

* **Privacy:** AIT images of the body, with facial features blurred for privacy, are displayed on a remote monitor. Transportation Security Officers (TSOs) attending a passenger cannot view the AIT image; instead, a second TSO views the image in a remote location where he or she cannot view the passenger. Devices capable of capturing images are not permitted in the viewing area, and the AIT image cannot be stored, transmitted, or printed, and is immediately deleted.

* **Opting Out:** Screenings using AIT are voluntary. Individuals who do not wish to be screened by AIT will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

* **Children:** If an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from the accompanying adult, and the adult observes the entire patdown process.

Allowable/Permitted Items

The TSA Web site, <http://www.tsa.gov> <<http://www.tsa.gov/>> , provides a guide to help passengers determine what items may be transported in carry on and in checked luggage. Regardless of whether an item is on the prohibited or permitted items list, TSOs have discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft if the item may pose a security threat.

Identification (ID) Requirements

TSAs' identity verification policy requires all adult passengers (18 years old and older) to provide a valid Federal or State Government-issued photo ID for inspection before entering the security checkpoint. IDs must contain the following: name, date of birth, gender, expiration date, and a tamper-resistant feature. TSA currently does not require commercial airline ticket holders under the age of 18 to provide a valid form of ID. Additionally, TSOs always have the option of requesting a second form of ID. If a passenger is unwilling, unable, or has an expired ID (including passports and drivers licenses), the passenger is required to undergo additional screening before entering the boarding area. Passengers whose identity cannot be verified or who refuse to undergo additional screening by TSA may be denied entry to the secured area of the airport.

Claims

To protect passenger rights under federal law and to file a valid claim, passengers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim accrued. Passengers may access a claim form online at TSA's Claims Management Branch website at www.tsa.gov/travelers/customer/claims/index.shtm. Once the Claims Management Branch receives the completed claim form, passengers will be sent a letter of acknowledgement and a claim number. Passengers should keep their claim number for reference when inquiring about a claim.

We hope this information was helpful.

TSA Contact Center

--- Original Message ---

From: [REDACTED]
Received: 12/15/10 1:17:14 PM EST
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.shtm>

Remote Client IP: [REDACTED]
Date Time: 12/14/2010 9:35:55 PM

Name [REDACTED]

Email Address [REDACTED]

Comments I find no information on your site stating how to obtain a medical identification card.

----- TCC Control Number: -----

<<#339309-736634#>>

Agent Notes: Thank You Response Thank You Response,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 1/12/2011 5:44:02 PM,CARL.MOBLEY 1/12/2011 5:45:31 PM,CARL.MOBLEY 1/12/2011 5:45:46 PM,CARL.MOBLEY 1/12/2011 5:46:06 PM,

Last Update Date:

Opening Agent:

Opened Date: 1/6/2011 12:44:06 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: [REDACTED]

Subject: Re: RE: Contact Us: Contact Center <<#339309-736634#>>

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</P>

<P><BR clear=none> </P></div>

<div>--- Original Message ---
From: [REDACTED]>
Received: 1/6/11 12:44:05 PM EST
To: "TSA Contact Center" &It;TSA-ContactCenter@dhs.gov>
Subject: RE: Contact Us: Contact Center

<STYLE><!--.hmmmessage P{margin:0px;padding:0px}body.hmmmessage{font-size: 10pt;

font-family:Tahoma)--></STYLE>

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<HR id=stopSpelling>

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To: [REDACTED]
Subject: Re: Contact Us: Contact Center &It;&It;#339309-736634#>>
Date: Wed, 5 Jan 2011 15:16:44 -0500

<META name=Generator content="Microsoft SafeHTML">

<STYLE>.ExternalClass p

{margin-bottom:0;}</STYLE>

<DIV style="WIDTH: 100%; FONT-FAMILY: Arial; WORD-WRAP: break-word; COLOR: #000000">

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<P style="LINE-HEIGHT: normal; MARGIN-BOTTOM: 0pt; MARGIN-LEFT: 0in; MARGIN-RIGHT: 0in" class=ecxmsonormal></P>

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claim. </P>

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<P style="LINE-HEIGHT: normal; MARGIN-BOTTOM: 0pt; MARGIN-LEFT: 0in; MARGIN-RIGHT: 0in" class=ecxmsonormal>TSA Contact Center </P></DIV>

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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.shtm

Remote Client IP: [b] [REDACTED] [b]
Date Time: 12/14/2010 9:35:55 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] [b]</TD></TR>

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

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

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

<TD>I find no information on your site stating how to obtain a medical identification card.</TD></TR></TBODY></TABLE></DIV>

----- TCC Control Number: -----
<<#339309-736634#>> </div>

----- TCC Control Number: -----
<<#339309-736634#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2011-01-17 10:55:19

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, My Recent Travels

Body: To Whom It May Concern:

I hope you are well. I am writing this letter to inform TSA of a recent experience I had when going through security at JFK airport, JetBlue's Terminal 5, on December 25, 2010 at around 7pm. I was flying from NY to Austin. Over the past couple of years, I have travelled by plane quite a few times and am more than use to the security procedures. I am a Muslim woman that covers with a headscarf, or hijab, and can typically expect that I will be pulled to the side for a pat-down on my scarf, which I have always been compliant with--either doing it myself or having the female assist do it for me. This however always comes after I am given the same treatment as everyone else by having to walk through the metal detector, which after the TSA agent watching the machine usually calls for the female assist and shares there was no alarm.

However, this past flight, the TSA agent looked at me (I was wearing a pair of slacks with a long cardigan) and immediately asked me to step to the side not even allowing me to walk through the metal detector, making it obligatory on the female assist he called on to give me a full body pat down as opposed to the typical pat down on my scarf only. The female assist asked me if the alarm went off and I shared that I had not even been given the chance to walk through--she had been bothered by this commenting that the male TSA agent should have at least let me walk through. In fairness, the female assist was kind and attempted to make me feel comfortable. However, JFK is not your standard airport and the amount of traffic running through is great all times of year, especially on Christmas night. I felt a fair share of eyes on me watching the TSA agent giving me a pat-down and I felt completely embarrassed. I had already felt embarrassed and bothered by the TSA agent's actions of pulling me to the side immediately and then even moreso when the pat-down had to be done out in the open in front of everyone--as though I was someone guilty of a crime, merely because I choose to wear a loose-fitting shirt and my headscarf. I had wanted to ask for a private area--but I looked around briefly and did not find a place suitable, but I realize that it should be on the responsibility of the TSA to provide a place regardless--furthermore, my embarrassment and nerves got the better of me and I felt shy to ask the TSA agent for a place, or to even ask her to allow the other TSA agent to allow me to walk through the metal detector.

I have only been given a light frisk once in the past, and that was when I was wearing a skirt--to ensure this wouldn't happen again I am conscious to wear pants everytime I fly. This time, however, there were a couple of ladies in front of me wearing skirts and neither had been pulled to the side, while I had been. I am an American citizen, born and raised in the United States and I have never known any other country to be home. I believe I deserve and moreover have the legal right to be treated with the same dignity, respect, and fair treatment and procedures as everyone else.

I unfortunately, due to my feeling flustered, did not get the name of either TSA agent. However, I hope this issue can be addressed across the board--that is, that an individual should have the right to walk through the metal detector just the same as everyone else and the issue of bulky clothes can then be addressed after this.

Thank you for your time and I hope you have a happy holiday.

Sincerely,

fair share of eyes on me watching the TSA agent giving me a pat-down and I felt completely embarrassed. I had already felt embarrassed and bothered by the TSA agent's actions of pulling me to the side immediately and then even moreso when the pat-down had to be done out in the open in front of everyone--as though I was someone guilty of a crime, merely because I choose to wear a loose-fitting shirt and my headscarf. I had wanted to ask for a private area--but I looked around briefly and did not find a place suitable, but I realize that it should be on the responsibility of the TSA to provide a place regardless--furthermore, my embarrassment and nerves got the better of me and I felt shy to ask the TSA agent for a place, or to even ask her to allow the other TSA agent to allow me to walk through the metal detector.</DIV>

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<DIV></DIV>

<DIV>Thank you for your time and I hope you have a happy holiday.</DIV>

<DIV></DIV>

<DIV>Sincerely,</DIV>

<DIV></DIV>

<DIV>[REDACTED]</DIV></div>

----- TCC Control Number: -----
<<#597583-752058#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2011-02-02 16:05:03

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2011-02-02 14:30:00

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:ACY

Body:

Agent Notes: Advised caller that a message sent to CSM at ACY. Advised caller that a message sent to CSM at ACY.

Follow Up: (b)(6) phoned the TCC and stated that he had a pat down inspection at the checkpoint after not alarming any of the screening machines. The screener advised him that he had to have a pat down because his pants were baggy. Caller stated that the screener did not offer him a private screening area. He stated that the screener aggressively patted and groped him. He then reported this to the CSM (b)(6) who stated that she did not hear the screener offer him a private screening area but she knew the screener gave him that option. Caller also stated that a supervisor (b)(6) was rude. The screener performing the pat down was (b)(6);(b)(7)(C) a U.S. Marshall. Caller is also missing a ring from his carry on belongings and he was not able to keep an eye on his items during the pat down. Caller said that (b)(6) initially did not offer him any phone number or any helpful information. (b)(6) feels that the incident at the checkpoint was unnecessary and would like to speak with a TSA representative who is superior to (b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: KRYSTLE.WILLIAMS 2/2/2011 4:35:04 PM,KRYSTLE.WILLIAMS 2/2/2011 4:35:27 PM,KRYSTLE.WILLIAMS 2/2/2011 4:35:36 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/2/2011 4:05:03 PM

Linked Event IDs:

Responses:

Response

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

Airline: Spirit AirlinesSpirit 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: 2011-02-09 09:00:31

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 Representatives of the US Government,

It is now more then 30 days since you apologized for the delay in responding to the my complaint.

At some point are you going to answer my questions or the issues I raised?

Or will I have to turn to my representatives in congress to get some sort of response that is not auto generated?

(b)(6)

At 05:11 PM 1/6/2011, TSA-ContactCenter wrote:

Dear Traveler:

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Passenger Screening

Revised Patdown Procedures

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown 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.

Enhanced patdown procedures are conducted by a TSO of the same gender. Passengers may request that enhanced screenings are conducted in a private location, and TSOs are required to offer a private screening to passengers who are subject to a patdown inspection of sensitive body areas. Passengers should communicate to the TSO if they are experiencing physical or emotional discomfort during the procedure. However, if a passenger declines to permit the search, he or she will not be permitted to board an aircraft. Every person and item must be screened before entering the secured area of an airport.

Advanced Imaging Technology (AIT)

AIT allows TSA to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under a passenger's clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need of patdown searches for passengers with joint replacements and other medical conditions, and improves passenger safety and convenience.

* **Health Concerns:** AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, and each has affirmed the safety of AIT.

* **Privacy:** AIT images of the body, with facial features blurred for privacy, are displayed on a remote monitor. Transportation Security Officers (TSOs) attending a passenger cannot view the AIT image; instead, a second TSO views the image in a remote location where he or she cannot view the passenger. Devices capable of capturing images are not permitted in the viewing area, and the AIT image cannot be stored, transmitted, or printed, and is immediately deleted.

* **Opting Out:** Screenings using AIT are voluntary. Individuals who do not wish to be screened by AIT will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

* **Children:** If an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from the accompanying adult, and the adult observes the entire patdown process.

Allowable/Permitted Items

The TSA Web site, <http://www.tsa.gov> <<http://www.tsa.gov/>> , provides a guide to help passengers determine what items may be transported in carry on and in checked luggage. Regardless of whether an item is on the prohibited or permitted items list, TSOs have discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft if the item may pose a security threat.

Identification (ID) Requirements

TSA's identity verification policy requires all adult passengers (18 years old and older) to provide a valid Federal or State Government-issued photo ID for inspection before entering the security checkpoint. IDs must contain the following: name, date of birth, gender, expiration date, and a tamper-resistant feature. TSA currently does not require commercial airline ticket holders under the age of 18 to provide a valid form of ID. Additionally, TSOs always have the option of requesting a second form of ID. If a passenger is unwilling, unable, or has an expired ID (including passports and drivers licenses), the passenger is required to undergo additional screening before entering the boarding area. Passengers whose identity cannot be verified or who refuse to undergo additional screening by TSA may be denied entry to the secured area of the airport.

Claims

To protect passenger rights under federal law and to file a valid claim, passengers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim accrued. Passengers may access a claim form online at TSA's Claims Management Branch website at www.tsa.gov/travelers/customer/claims/index.shtm. Once the Claims Management Branch receives the completed claim form, passengers will be sent a letter of acknowledgement and a claim number. Passengers should keep their claim number for reference when inquiring about a claim.

We hope this information was helpful.

TSA Contact Center

--- Original Message ---

From: <(b)(6)>

Received: 12/30/10 9:12:11 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: 12/29/2010 10:23:18 AM

Name [REDACTED]

Email [REDACTED]

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EI Al flight 28 from Newark to Tel Aviv Scheduled to depart on Tuesday December 28th at 1:15pm. Terminal B Gate 54

Comments: I have flown many times in the past month and this is the first negative incident I have had with the TSA at a checkpoint. Overall our experience was positive. When we got to the front of the line about 12:30 we (my wife and 3 month old baby) were directed into a new line. That was not our issue. Overall the checkpoint seemed to function well. My issue is that after we placed all of our belongings on the belt to be screened by the X-Ray and went to the metal detector the agent there asked for our passport and boarding passes (which were of course in the x ray machine as we were directed to place ALL belongings there). The specific agent involved, [REDACTED] whose name badge listed him as a Lead agent, asked me to retrieve them and present them to him. I did, leaving our other items on the conveyor belt as he seemed to be in a rush and the process did not seem like it would take so long. When I presented them to [REDACTED]. He requested that I clear our items off of the conveyor belt. Personally, I would have thought that he would have asked us to clear the items off of the conveyor belt first, but I was not running the checkpoint. I mentioned that I would prefer to wait until he was done reviewing our passports since I had seen documents go missing before at checkpoints. He was insistent that I clear the belt. At the same time he accepted passports and boarding passes from two other travelers. I complied with his order as quickly as possible. My wife was nursing at the time and was unable to assist. Some of our bags needed additional screening and perfectly delightful fellow took care of that - and I wish I had time to write down his name and complement him but unfortunately I had to return to [REDACTED]. When I returned to [REDACTED] he had finished reviewing the passports in his hand and handed my wife's to one of our fellow travelers - EXACTLY the situation I was trying to avoid by requesting from [REDACTED] to stand with him while he reviewed the documents. Thankfully this woman was alert, noticed it was not her passport and returned it to me. When I brought this to [REDACTED] attention he seemed completely unconcerned and simply wished me a good flight with no apology for either setting up the situation, forcing me to leave my documents with him or almost realizing through his actions the specific fears I had voiced to him when presenting my documents and asking to be present during the review. In short, he just did not care who got which passport - and did not feel that he had to apologize or even recognize that the situation occurred. I found this to be simply stunning. This is not an attitude that builds confidence in the TSA as an organization or [REDACTED] as a TSO in particular. There was no supervisor present (or at least when I asked another agent if there was one they just shrugged their shoulders and seem to indicate that [REDACTED] WAS the supervisor) nor did I have any additional time to search one out at that time. Ideally, if this was the private sector, I would ask for an apology from [REDACTED] or whoever his supervisor is (if they could be found) and confirmation that he has been sent to some sort of additional training on how not to hand passports back to random people after checking them.. Of course, this being the government (and the TSA), I have been lead to believe that it is silly to have such expectations. Feel free to respond in a polite personal way, address my issue and dissuade me from this attitude. If you would like any additional information feel free to contact me. [REDACTED]

----- TCC Control Number: -----

<<#593881-746480#>>

No virus found in this message.

Checked by AVG - www.avg.com

Version: 10.0.1191 / Virus Database: 1435/3362 - Release Date: 01/05/11

[REDACTED]

Jerusalem, 91073

Israel

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC CSM Ofelia Ruiz @

[REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 2/9/2011 9:00:31 AM, TRACY.HOLDEN-LANE 2/9/2011 9:25:07 AM,

Last Update Date:

Opening Agent:

Opened Date: 2/7/2011 5:33:44 PM

Linked Event IDs:

AIT images of the body, with facial features blurred for privacy, are displayed on a remote monitor. Transportation Security Officers (TSOs) attending a passenger cannot view the AIT image; instead, a second TSO views the image in a remote location where he or she cannot view the passenger. Devices capable of capturing images are not permitted in the viewing area, and the AIT image cannot be stored, transmitted, or printed, and is immediately deleted.

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Once the Claims Management Branch receives the completed claim form, passengers will be sent a letter of acknowledgement and a claim number. Passengers should keep their claim number for reference when inquiring about a claim.

We hope this information was helpful.

Original Message

From: [REDACTED]
Received: 12/30/10 9:12:11 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

Remote Client IP: 79.183.204.156 Date Time: 12/29/2010 10:23:18 AM-----

Name: [REDACTED] - Complaints: Inattentive Screener - Lax Security - Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EI Al flight 28 from Newark to Tel Aviv Scheduled to depart on Tuesday December 28th at 1:15pm. Terminal B Gate 54 - Comments: I have flown many times in the past month and this is the first negative incident I have had with the TSA at a checkpoint. Overall our experience was positive. When we got to the front of the line about 12:30 we (my wife and 3 month old baby) were directed into a new line. That was not our issue. Overall the checkpoint seemed to function well. My issue is that after we placed all of our belongings on the belt to be screened by the X-Ray and went to the metal detector the agent there asked for our passport and boarding passes (which were of course in the x ray machine as we were directed to place ALL belongings there). The specific agent involved, [REDACTED] whose name badge listed him as a Lead agent, asked me to retrieve them and present them to him. I did, leaving our other items on the conveyor belt as he seemed to be in a rush and the process did not seem like it would take so long. When I presented them to [REDACTED] He requested that I clear our items off of the conveyor belt. Personally, I would have thought that he would have asked us to clear the items off of the conveyor belt first, but I was not running the checkpoint. I mentioned that I would prefer to wait until he was done reviewing our passports since I had seen documents go missing before at checkpoints. He was insistent that I clear the belt. At the same time he accepted passports and boarding passes from two other travelers. I complied with his order as quickly as possible. My wife was nursing at the time and was unable to assist. Some of our bags needed additional screening and perfectly delightful fellow took care of that - and I wish I had time to write down his name and complement him but unfortunately I had to return to [REDACTED] When I returned to [REDACTED] he had finished reviewing the passports in his hand and handed my wives to one of our fellow travelers - EXACTLY the situation I was trying to avoid by requesting from [REDACTED] to stand with him while he reviewed the documents. Thankfully this woman was alert, noticed it was not her passport and returned it to me. When I brought this to [REDACTED] attention he seemed completely unconcerned and simply wished me a good flight with no apology for either setting up the situation, forcing me to leave my documents with him or almost realizing through his actions the specific fears I had voiced to him when presenting my documents and asking to be present during the review. In short, he just did not care who got which passport - and did not feel that he had to apologize or even recognize that the situation occurred. I found this to be simply stunning. This is not an attitude that builds confidence in the TSA as an organization or [REDACTED] as a TSO in particular. There was no supervisor present (or at least when I asked another agent if there was one they just shrugged their shoulders and seem to indicate that

(b)(6) WAS the supervisor) nor did I have any additional time to search one out at that time. Ideally, if this was the private sector, I would ask for an apology from (b)(6) or whoever his supervisor is (if they could be found) and confirmation that he has been sent to some sort of additional training on how not to hand passports back to random people after checking them.. Of course, this being the government (and the TSA) , I have been lead to believe that it is silly to have such expectations. Feel free to respond in a polite personal way, address my issue and dissuade me from this attitude.If you would like any additional information feel free to contact me.

(b)(6)

----- TCC Control Number: -----
&It;&It;#593881-746480#>>

No virus found in this message.
Checked by AVG - www.avg.com
Version: 10.0.1191 / Virus Database: 1435/3362 - Release Date: 01/05/11</BLOCKQUOTE><X-SIGSEP>

<P></X-SIGSEP>

(b)(6)

(b)(6)
Jerusalem, 91073
Israel</P></div>

----- TCC Control Number: -----
<#593881-746480#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2011-02-10 14:41:36

Medium: TELEPHONE

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller wants to know why he wife had to go back and check one of her bags in with her airline. Caller stated that she was traveling with her laptop bag, purse and carry on bag. Caller said this has never been an issue at any other airport.

Body:

Agent Notes: Advised caller that each passenger is only permitted to have two carry on items and this is why she was stopped. Advised caller that each passenger is only permitted to have two carry on items and this is why she was stopped.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: KRYSTLE.WILLIAMS 2/10/2011 2:45:39 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/10/2011 2:41:36 PM

Linked Event IDs:

Responses:

Response

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

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: 2011-02-14 16:29:59

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: 2/12/2011 9:19:53 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CO2218/Continental/Terminal A/Newark Airport on 2/11/11 approx 6:00pm

Comments: The screeners at this Terminal were a joke last night. Two females had 2 newborns with breast milk and every bottle was tested which makes no sense at all. One screener was hollering it was 6:01pm so she was on overtime. Another screener was too busy looking at her hair in a mirror to assist in getting more bins to put our things in. All of the screeners looked liked "amateur hour" which is an embarrassment to the TSA. It was taking too much time to screen the ladies and the babies, no bins available until I asked twice for them and screening breast milk. Someone needs to talk to these TSA employees in regards to the behaviour displayed at this terminal.

Thank you.

(b)(6)

Frequent Flyer - fly each week

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC CSM Ofelia Ruiz @

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 2/14/2011 4:29:59 PM, TRACY.HOLDEN-LANE 2/14/2011 4:32:10 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/12/2011 6:51:38 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: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#610460-768372#>>

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: <(b)(6)> >
Received: 2/12/11 6:51:38 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: 2/12/2011 9:19:53 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>CO2218/Continental/Terminal A/Newark Airport on 2/11/11 approx 6:00pm</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>The screeners at this Terminal were a joke last night. Two females had 2 newborns with breast milk and every bottle was tested which makes no sense at all. One screener was hollering it was 6:01pm so she was on overtime. Another screener was too busy looking at her hair in a mirror to assist in getting more bins to put our things in. All of the screeners looked liked "amateur hour" which is an embarrassment to the TSA. It was taking too much time to screen the ladies and the babies, no bins available until I asked twice for them and screening breast milk. Someone needs to talk to these TSA employees in regards to the behaviour displayed at this terminal.

Thank you.

(b)(6)
Frequent Flyer - fly each week</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#610460-768372#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 18 2011 10:30AM

Medium: Email

Contact Status: Closed

Incident Date: Apr 16 2011 12:00AM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: Why should I be subjected to pedantry

Body: Forwarding for your action.

-----Original Message-----

From: (b)(6)

Sent: Sunday, April 17, 2011 11:03 AM

To: Civilrights, TSA

Subject: Why should I be subjected to pedantry

Dear Sir ,

Yesterday afternoon I flew from Terminal 7 at JFK on BA 112 to London.

I would have missed my flight if the BA staff hadn't kindly reopened the plane door so that I could board. This was almost entirely due to the pedantic and inexcusable attitude of (b)(6)?? And I don't know her surname who was working on the business /1st class security I was late to the airport due to an accident in the mid-town tunnel but as I was flying 1st class this should not have been a major issue .

I am in the Jewellery business and was hand carrying a consignment of Jewellery and objects.

On passing through security the officers rightly asked to see my bags . I asked for a private search. The facilities provided were inadequate and a table had to be brought into the private booth. When this had been done I explained that I was in the jewellery business and also that by now the final call had been made for my flight . I was told by (b)(6) that she only had one speed and proceeded with the most pedantic search that I have ever experienced. It should have been manifestly obvious to anyone with an ounce of intelligence that I was carrying jewellery as my containers are made of clear plastic and I also had auction catalogues in my bag. (b)(6) made it clear that because I had said that I was in a hurry she would take her own sweet time and proceeded to look at every piece of jewellery individually . At this point I got angry and complained that she was exceeding her remit.

It was only when a superior officer heard my irritation that he relieved her and the search was concluded quickly.

I do not expect to encounter "attitude " from TSA staff who are there to ensure my safety . I expect the officers to assist conscientiously and courteously and with a regard for who they are dealing with. This requires a degree of intelligence that (b)(6) obviously doesn't possess.

I travel through Terminal 7 regularly and have never encountered this sort of asinine behaviour before . As a business traveller carrying high value goods in my hand baggage it also makes me feel nervous to have to deal with this sort of wise - cracking ghetto attitude. It is not becoming of your service.

I expect this complaint to be taken seriously, and not be told that she just has a job to do ,as I have been searched many times and only once before had cause to complain. Usually the officers are far more pragmatic when they see what I am carrying and react carefully and sympathetically . I am not there to present a trunk show after all!

I have never before felt that an officers behaviour would engender the misogynist and racist thoughts that this woman did and I could quite understand if she caused serious problems with a more confrontational and aggressive person than myself.

I would respectfully suggest that you find out who this (b)(6) is and find her a job where she doesn't have to interact with humans.

Yours faithfully

(b)(6)

Agent Notes: Could not discern the airline name from the info provided.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: delores.deaton

Last Update Date: Aug 14 2011 12:05PM

Opening Agent: delores.deaton

Opened Date: 4/18/2011 6:51:56 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: JFK

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b) (3)

Subject: In Response to your inquiry.

Body:

Thank you for your email message. We are sorry you were unhappy with your recent travel experience.

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

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.

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.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 20 2011 1:11PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 16 2011 12:00PM

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: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: TSA Contact Us: Complaints

Body: Forwarded for appropriate action.

Evelyn Webb

Office of Civil Rights and Liberties/TBI

DHS/TSA

From: (b)(6)

Sent: Wednesday, April 20, 2011 12:58 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: 4/20/2011 12:57:37 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

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

Jet Blue flight #83 from JFK to SEA on 4/16/11.

Jet Blue T5, security checkpoint #13 or 14 around noon.

Comments:

I was walking through security and the TSA agent asked me to take off my sweater and it does not state you need to remove sweaters, only blazers and outerwear. The TSA agent let other black customers through and did not have them remove their sweaters, once he saw me, he asked that I remove my sweater. I am caucasian and felt as though my civil rights have been violated and others were treated differently than me. His name was (b)(6)" Another TSA agent, name was (b)(6) was rude when I commented on his behavior.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 12:09PM

Opening Agent: sandra.rudder

Opened Date: 4/20/2011 2:39:10 PM

Linked Event IDs:

Responses:

Response

Template Name: Passenger Screening- Bulky Clothing Item Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Screener Rudeness Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail.

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. The Transportation Security Administration's (TSA) policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Each Federal screener receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

All members of the traveling public are permitted to wear any type of clothing they wish through the security checkpoint. 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. This policy extends to all clothing items and is not directed to any one particular item or group.

TSOs will use their professional discretion to determine if a particular item could hide a threat object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit and sport coats, athletic warm-up jackets, and blazers for X-ray before proceeding through the walk-through metal detectors. It is important to note that if a sport coat or blazer is worn as the outermost garment - not worn over a blouse or sweater, for example - it does not have to be removed.

For more information on screening procedures, please visit our website at www.tsa.gov.

We hope this information is helpful.

Thank you for your email expressing your concern regarding your dissatisfaction with the way you were treated by Transportation Security Officers (TSOs) at the security checkpoint.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or the Assistant Director for Screening to address any complaint regarding screening procedures.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 20 2011 11:41PM

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: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 4/20/2011 11:41:51 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): Various flights between dfw and ewr.

Comments: The ewr tsa seems to be manpower inefficient and the process of electronics out of bag vs in makes no sense. For a year I have been able to leave my iPad in it's bag. For 6 years or more my portable hard drives have been in a consolidated small case and left in my bag. Now all of sudden I have to break them all out. This is insane. Add too that on any given thursday afternoon it looks like only one screening gate is open for AA gates. Add to that at least 1 rude TSA agent a week.

Signed. We pay their salary!

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 12:09PM

Opening Agent: sandra.rudder

Opened Date: 4/21/2011 10:23:24 AM

Linked Event IDs:

Responses:

Response

Template Name: Electronic Devices Screening - Response

Airport: EWR

Airline: American Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Lengthy Wait Times @ Airports Response

Airport: EWR

Airline: American Airlines

Subject Category: Screening - Secondary
Interaction Type: Complaint

Response

Template Name: Screener Rudeness Response
Airport: EWR
Airline: American Airlines
Subject Category: Screening - Discourteous/Rude Screener
Interaction Type: Complaint

Response

Template Name: Consistency @ Airports Response
Airport: EWR
Airline: American Airlines
Subject Category: Screening - Secondary
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail concerning wait times at airports.

Airports are responsible for security of airport access. Air carriers are responsible for identifying passengers, controlling passengers prior to entering checkpoints, controlling gate access, and controlling baggage before and after screening. TSA employees are responsible for all passenger and baggage screening to ensure that prohibited items are not placed on board aircraft.

We would like to apologize for the misunderstanding that TSA is responsible for the lengthy lines leading to the checkpoint. TSA is responsible for the area beginning at the security checkpoint leading into the secured area. The area leading up to the security checkpoint is regulated by the airport and the airlines assigned to that particular terminal. TSA consults regularly with its various partners to effectively integrate their respective security responsibilities.

One of TSA's primary goals is minimizing passenger wait times at our Nation's airports without adversely affecting the highest levels of security required in today's aviation environment. TSA continues to work with all stakeholders to determine industry changes in schedules and service so that we can provide the workforce, processes, and procedures to ensure these high levels of security, as well as customer service.

While customers will experience varying wait times from airport to airport, TSA has actively worked with its stakeholder partners to reduce wait times, especially during the higher volume travel months. Working together with the air carriers and airport managers, TSA compiled a set of "best practice" processes that were shared with airports where passenger delays were routinely encountered.

These procedures have had a significant effect in reducing wait times. 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.

Should you need additional assistance, feel free to contact us at toll free 866-289-9673.

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.

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.

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

Thank you for contacting the Transportation Security Administration (TSA) regarding TSA's policy for requiring laptop and other electronic devices, as well as all associated wires, cords, and other connecting equipment, to be placed through x-ray screening.

TSA screening procedures require all accessible property be cleared before allowing an individual and his or her accessible property to

enter the sterile area. Full size laptop computers (unless in a checkpoint friendly bag), full-size video game consoles, full-size DVD players, Continuous Positive Airway Pressure (CPAP) breathing machines, and video cameras that use cassettes must be removed from their carrying case prior to x-ray screening.

Small, portable electronic items, such as Kindles and iPods, and wires, cables, or other connecting equipment associated with any electronic equipment are not required to be removed from carrying cases. 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.

We hope this information is helpful.

Thank you for your email expressing your concern regarding your dissatisfaction with the way you were treated by Transportation Security Officers (TSOs) at the security checkpoint.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or the Assistant Director for Screening to address any complaint regarding screening procedures.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 20 2011 7:48PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 14 2011 12:00AM

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: 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: 4/20/2011 7:48:00 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 No. 1585, Southwest Airlines, MacArthur NY, 4/14/11

Comments: I am a 75 year old white male who has had a bilateral knee replacement. Why is it necessary to subject me every time I fly to a complete manual body scan. Can't the inspectors figure out the only metal is in my knees?

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Aug 14 2011 12:09PM

Opening Agent: andrew.depew

Opened Date: 4/21/2011 9:37:47 AM

Linked Event IDs:

Responses:

Response

Template Name: Secondary Screening Reasons Response- Metal Implants

Airport: ISP

Airline: Southwest Airlines

Subject Category: Persons w/ Disabilities (PWD) - Metal Implants (joint)

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email message expressing your concern regarding the secondary screening you received at the security checkpoint because of your metal implant.

The Transportation Security Administration (TSA) seeks to provide the highest 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 secure 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.

TSA uses a variety of security measures to screen passengers and their property. One of these security measures is secondary screening, which is in addition to the walk-through metal detector. This involves screening a passenger with a hand-held metal detector and possibly conducting a patdown inspection which necessarily involves touching passengers.

Passengers may be selected for secondary screening for different reasons: (1) to clear an alarm of the walk-through metal detector, (2) to address an irregularity or anomaly in the passenger's clothing outline, or (3) for random selection. Another way passengers are selected for additional screening is through the Computer Assisted Passenger Prescreening System (CAPPS). CAPPS identifies passengers either randomly or based on certain travel behavior associated with threats to aviation security reflected in their reservation information.

Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. Passengers with metal implants may help TSOs resolve the alarm by telling them where the implant is located. A TSO then checks the passenger with a hand-held metal detector, and conducts a patdown of any area that alarms even if they are not where the implant is located. This procedure is necessary, in addition to the screening of the implant, to ensure that other alarms not associated with the implant are resolved.

You mentioned that the pat-down procedure caused significant discomfort and you believe you were singled out because of your disability. Although our Transportation Security Officers (TSOs) are following TSA procedures, we nonetheless understand and regret the distress you experienced. We realize that the intensive nature of the patdown can be stressful, and many passengers don't understand the reason for this additional procedure. We also understand your frustration at routinely alarming the metal detector because of your implant.

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 Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public secure.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Mar 1 2011 5:48AM

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: 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: 3/1/2011 5:48:10 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): Flying from Venice Italy directly to New York JFK.

Comments: My husband and I were flying from Venice Italy on military orders directly to New York JFK. We have a dog that I have flown with back and forth two and from the states at the most 5 times. We missed our flight yesterday due to insufficient information from the TSA agents in Customs at JFK and the TSA Agents who denied my dog clearance.

When we left Italy ,the Delta representative told me that my dog would be checked all the way through to Cincinnati. Which seemed normal to me because every time I have flown with my 100 lb dog I have never had to re-check him either going to Europe or back to the States. I would check him in when I checked in for my flight and then not see my dog again until I reach my final destination.

Yesterday in Italy, the cage that was carrying my dog was checked, scanned, and wiped down, like it should be and all the paperwork was on hand. Once we got to New York JFK we had to re-claim all of our bags, I asked the TSA agent and Customs Agent that were down there about my dog just to make sure, they said " No, You do not have to claim your dog, he has been checked all the way through, claim him in Cincinnati." So I headed to my gate.

Not after 25 min of sitting at my gate, we were there an hour prior to boarding, we get a call from Customs saying there is no paperwork for the dog, so we figured that all out. Then after all that another TSA agent said they could not clear my dog because they have to open the crate to check it. It was checked in Italy!!

We head up and over to the check in area for Delta and your incompetent TSA agent looks at me and asks me if the tape around the crate was holding it together when clearly he can see that there are bolts holding it together and if you really knew your shit as a TSA agent you would know that clamps nor tape is allowed, just screws and bolts that must be covered. On top of that the tape around the crate says "Alitalia" so clearly it was put on by the people in Italy.

He then proceeds to ask me how he is suppose to get into the crate if there is tape around it. Anyone who has passed 1st grade knows what scissors are. USE THEM! I had told him that my crate was already checked and that's why it was marked by Alitalia by the tape. He said " I don't care" After that we asked them where my dog was going, they told me that the dog would be transferred to the plane that my husband and I had to run too now. On the way through security for the 2nd time we asked a TSA Agent if we were going the right way to catch the shuttle, mind you our flight left in 5 minutes, and instead of him telling us "yes, you

are going the right way" or "no you are not" or even a simple "yes u are, better hurry" ... he proceeds to say "don't bother"

What kind of people do you hire to be TSA agents? I know everyone in the security departments are assholes but everyone else? And then to have one agent tell me No I dont need to claim my dog till Cincinnati and then the other one, who was with 10 other people just sitting there with no sense of urgency, looking at each other, and just 'hangin out' telling me I have to take my dog out all over again, have his crate scanned all over again and because of unintelligent TSA agents I miss my flight?

I'm very unhappy with the customer service your TSA agents provide or I guess I should say lack there of. Not having the right information and causing a Military family to miss their flight is not okay with me.

I would appreciate and demand some sort of response because I intend to go higher with this issue. Thank You.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:09AM

Opening Agent: deborah.collins

Opened Date: 3/1/2011 6:20:44 PM

Linked Event IDs:

Responses:

Response

Template Name: Consistency @ Airports Response

Airport: JFK

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Procedures

Response

Template Name: General Complaint & Falling Short of Standard Response

Airport: JFK

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Procedures

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b) (6)

Subject: In Response to your inquiry.

Body:

Thank you for your electronic mail message. We are sorry you were unhappy with your recent travel experience and hope that the following information will be helpful.

One of our key objectives has been to ensure that all passengers consistently receive professional and courteous checkpoint processing while maintaining our high level of security. Along with expanded training on the enhanced security procedures, each Federal airport screener receives training on professional and courteous conduct to make the process run smoothly and reduce the inconvenience to the public.

Enhanced security measures require that all checked baggage undergo some form of screening for prohibited items. A variety of security measures are applied to the baggage and/or persons of passengers selected through the screening process, including random searches. Physical search of the luggage is required to clear every alarm. TSA screeners should exercise great care during the screening process to ensure that passengers' belongings are returned and not damaged when a bag needs to be opened. Unfortunately, on some occasions the screening process may fall short of our established standard. We apologize if these high standards were not met.

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.

We appreciate your taking the time to share your thoughts and concerns with us.

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.

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.

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

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Apr 22 2011 10:32AM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Mar 2 2011 9:00AM

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: (b)(6)

Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)

Subject: Inappropriate Screening

Body: Caller is 85 years old and was in a wheelchair when going through checkpoint. Went through security and alarm sounded. Employee stated that it was more than likely her jewelry but caller did not want to take jewelry off. She was okay with undergoing patdown instead. Caller stated that employee kept tugging at her waistband and flipping her waistband down during the patdown. Caller also had an Equal sugar packet in pocket. TSO took the sugar packet and disappeared for over half an hour. Caller had also just had her hair done and she stated that the TSO completely messed her hair up and pulled tugged at it during the patdown. Whole ordeal took over an hour. TSO was young woman, thin with black hair. When coming back from Miami, the patdown was great and lasted very few minutes so caller believes that it was the individual at LaGuardia that didn't know what she was doing. Caller stated several times that she thought the TSO was schizo or not mentally competent.

Phone: (b)(6)
Fax: (b)(6)
Email: daughter's email address: (b)(6)

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: delores.deaton
Last Update Date: Apr 22 2011 4:47PM
Opening Agent: delores.deaton
Opened Date: 4/22/2011 4:47:17 PM
Linked Event IDs:

Responses:
Response
Template Name: Apology for Insensitive Screening Experience
Airport: LGA
Airline: American Airlines
Subject Category: Inappropriate Screening - Pat Down - Complaint
Interaction Type: Complaint

Response
Template Name: Consumer Complaint- BCC CSM Response
Airport: LGA
Airline: American Airlines
Subject Category: New Patdown 11/1/2010 - New Patdown 11/1/2010
Interaction Type: Complaint

Response Email:
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 22 2011 11:04AM

Medium: Email

Contact Status: Closed

Incident Date: Apr 11 2011 9:14AM

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: 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: 4/22/2011 11:04:44 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): April 11, 2011

Confirmation number A796GV

Flight CO3379

Continental depart 9:14 AM

Gate 103

Security check point terminal A or C

PHONE: (b)(6)

Comments: Arrive at 3:00 AM at security checkpoint and waiting.

TSA Employees are entering from a different entrance and cutting in front of me and my family and other families also. They're are about 50 to a 100 employees showing TSA tags to the security person to pass by.

Very rude and disrespectful, discourteous to the people waiting patiently in line.

Agent Notes: Entered airport from EID (b)(6) 2nd email that only included the Airport for the complaint.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 12:11PM

Opening Agent: sandra.rudder

Opened Date: 4/22/2011 1:31:03 PM

Linked Event IDs:

Responses:

Response

Template Name: Lengthy Wait Times @ Airports Response

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail concerning wait times at airports.

Airports are responsible for security of airport access. Air carriers are responsible for identifying passengers, controlling passengers prior to entering checkpoints, controlling gate access, and controlling baggage before and after screening. TSA employees are responsible for all passenger and baggage screening to ensure that prohibited items are not placed on board aircraft.

We would like to apologize for the misunderstanding that TSA is responsible for the lengthy lines leading to the checkpoint. TSA is responsible for the area beginning at the security checkpoint leading into the secured area. The area leading up to the security checkpoint is regulated by the airport and the airlines assigned to that particular terminal. TSA consults regularly with its various partners to effectively integrate their respective security responsibilities.

One of TSA's primary goals is minimizing passenger wait times at our Nation's airports without adversely affecting the highest levels of security required in today's aviation environment. TSA continues to work with all stakeholders to determine industry changes in schedules and service so that we can provide the workforce, processes, and procedures to ensure these high levels of security, as well as customer service.

While customers will experience varying wait times from airport to airport, TSA has actively worked with its stakeholder partners to reduce wait times, especially during the higher volume travel months. Working together with the air carriers and airport managers, TSA compiled a set of "best practice" processes that were shared with airports where passenger delays were routinely encountered.

These procedures have had a significant effect in reducing wait times. 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.

Should you need additional assistance, feel free to contact us at toll free 866-289-9673.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 24 2011 12:58PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 16 2011 4:15PM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 4/24/2011 12:58:07 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # DL82, Delta, International Terminal at JFK. Departure Gate 8, only 1 TSA security check present. Incident took place on April 16, 2011 around 16:15.

Comments: Supervisor name: (b)(6)

Short description of Incident:

Rudeness, threats, unprofessional behavior, and abuse of authority.

If you need more details please do not hesitate to contact.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 12:11PM

Opening Agent: deborah.collins

Opened Date: 4/25/2011 2:10:55 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: JFK

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email message. We are sorry you were unhappy with your recent travel experience.

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

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.

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.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Fulfillment

Contact Date: Apr 24 2011 4:35AM

Medium: Email

Contact Status: Closed

Incident Date: Feb 23 2011 12:00AM

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: none

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: I am VERY upset

Body: Dear Sirs

I travel 3-4 times a month and I am never bothered by security measures as I understand clearly the importance.

However, it is simply UNACCEPTABLE to see incompetence and VERY poor service, like your department just showed to me

I took the Continental flight 56 from Newark to Paris which left yesterday at 6:15pm and your department searched my suitcase. I am perfectly ok with it as I mentioned I value the security measures. But I am not ok when I see a job poorly executed. Attached you will find the picture of a book (originally nicely wrapped ... a simple book ... Can't you see it in your x rays ??!!!) which was DESTROYED by your officer And this was a gift !!! Are you going to reimburse me for the \$ 50 lost as I can not give this anymore ????

My temptation is to tell you all to go to hell ... But I will definitely be more polite and more civilized than your incompetent officer that did this very poor service ! Also, in the same suitcase there was a box with a metal object that was not opened ... I am now really concerned with the poor quality of your security procedures ...

Is this the arrogant and incompetent image of the USA that you would like to have abroad ? ... I don't think so, then my question is what are you going to do about this ?

Regards

(b)(6)

Flight co 56 departed on Saturday Feb 23rd

Agent Notes: DH EMAIL FILLED 4/25/2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: danielle.hollifield

Last Update Date: Aug 22 2011 6:38PM

Opening Agent: danielle.hollifield

Opened Date: 8/14/2011 12:11:54 PM

Linked Event IDs:

Responses:

Response

Template Name: Gifts-Wrapping Response

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: General Complaint w/ Claims Response

Airport: EWR

Airline: Continental Airlines

Subject Category: Claim Form Requests - Emailed

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail requesting information on traveling with wrapped gifts through the airport screening checkpoint

The Transportation Security Administration (TSA) recommends that you wait to wrap your gifts until after your travel has been completed. Be aware that wrapped gifts may need to be opened for inspection. This applies to items in both carry-on and checked baggage. Unfortunately, TSA does not have the resources to rewrap gifts that require unwrapping for inspection.

Please visit our Web site at 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.

We hope this information was helpful

Enhanced security measures require that all checked baggage undergo some form of screening for prohibited items. Physical search of the luggage is required to clear every alarm. Transportation Security Administration (TSA) screeners should exercise great care during the screening process to ensure that passengers' belongings are returned and not damaged when a bag needs to be opened. We regret if these high standards were not met.

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 subject of repeated complaints.

TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage. To protect your rights under federal law and to file a valid claim, you must send your claim in writing to TSA, stating the circumstances of the loss and the exact amount you are claiming (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after your claim accrued. The claim must be signed by you or your authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority).

To file a claim, fill out the attached Standard Form 95 (claim form) in accordance with the instructions, and return it to the address in box #1. Please be sure to follow the instructions carefully, and to fill out the claim form completely. While use of the form is not mandatory, it will help you ensure that you meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once the Claims Management Office has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about your claim. TSA will try to resolve your claim as quickly as possible, but it may need time to make a further investigation of the facts. If TSA denies your claim, or has not finally resolved it within 6 months after you have filed it, you may have a right to bring your claim to court.

You can also access claim forms online at the TSA's Claims Management Office's website at www.tsa.gov/travelers/customer/claims/index.shtm. This website also has information related to filing a claim, checking the status of a claim, and other claim-related issues. You can also access this website by clicking on the Claims Management Office link in the "Resource Center" on TSA's homepage at www.tsa.gov. If you have additional questions related to the claims process, please contact the Claims Management Office at tsaclaimsoffice@dhs.gov.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 23 2011 6:36PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 23 2011 6:32PM

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: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 4/23/2011 6:36:49 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): Cape Air 1816 (ALB-BOS) --6:32pm on 23 April.

Comments: Last persons through security - for the last flight of the night. We had only 1 back back -- and the TSA agent (an older woman) said I needed my boarding pass to go through the metal detector. I said, wow, I haven't seen that in years. She replied "Albany Airport has our own set of rules and yes, you need it so get it out" ---

The inconsistency of service is so ridiculous, especially considering no other airport has done this double check in years and we were the ONLY two people in the line with the original boarding pass/id check like 6 feet behind us.

The attitude of the employee and the stragglng old school rules are silly and obviously have NOTHING to do with actual security.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: gregory.henline

Last Update Date: Aug 14 2011 12:12PM

Opening Agent: gregory.henline

Opened Date: 4/25/2011 1:51:53 PM

Linked Event IDs:

Responses:

Response

Template Name: Consistency @ Airports Response

Airport: ALB

Airline: Cape Air

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Screener Rudeness Response

Airport: ALB

Airline: Cape Air

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports.

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.

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.

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

Thank you for your email expressing your concern regarding your dissatisfaction with the way you were treated by Transportation Security Officers (TSOs) at the security checkpoint.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or the Assistant Director for Screening to address any complaint regarding screening procedures.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 23 2011 12:31PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 22 2011 12:00AM

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: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 4/23/2011 12:31:00 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Fri 22APR DELTA 1765

JFK

Comments: Hi TSA,

In our recent trip to NYC we were selected to go through the x-ray scanners. We opted out. We've both been patted down by TSA before, but this time, my wife, who wants to remain nameless, felt she was touched inappropriately. She also told me the TSA security professional was rude.

As such, she doesn't want to fly anymore anywhere. It seems that your security procedures are harming the people they are meant to keep safe.

I would like you to adjust the security screening procedures so my wife will feel safe instead of violated and helpless.

Thanks in advance,

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: teresa.messer

Last Update Date: Aug 14 2011 12:12PM

Opening Agent: teresa.messer

Opened Date: 4/25/2011 9:01:05 AM

Linked Event IDs:

Responses:

Response

Template Name: Secondary Screening Reasons Response

Airport: JFK
Airline: Delta
Subject Category: Screening - Secondary
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email expressing your concern regarding the additional screening you received at the security checkpoint.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secure 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.

TSA uses a variety of security measures to screen passengers and their property. One of these security measures is additional screening, which is in addition to the walk-through metal detector or advanced imaging technology (AIT). This additional screening involves conducting a pat-down of the passenger

Passengers may be selected for additional screening for different reasons: (1) to clear an alarm of the walk-through metal detector or AIT, (2) to address an irregularity or anomaly in the passenger's clothing outline, or (3) for random selection. Another way passengers are selected for additional screening is through the Computer Assisted Passenger Prescreening System (CAPPS). CAPPS identifies passengers either randomly or based on certain travel behavior associated with threats to aviation security reflected in their reservation information.

Passengers with the "SSSS" designation on their boarding pass have been preselected for additional screening. There are different ways in which passengers are preselected to receive the "SSSS" designation. One method of selection is by CAPPS. The airlines may have placed the "SSSS" designation on passengers' boarding pass based on CAPPS.

TSA also selects passengers and their property 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.

Terrorist actions in Russia involving explosives concealed on the body made it necessary to step up the frequency and thoroughness of pat-downs. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

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 to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 23 2011 11:20AM

Medium: Email

Contact Status: Closed

Incident Date: Apr 20 2011 1:30PM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 4/23/2011 11:20:06 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LaGuardia Airport, Frontier Airlines, Flight 511, gate B3

Comments: On April 20 my son who is 14 years old were scheduled to travel with his grandmother and 6 year old sister reached the airport at around 1:30 pm for a scheduled flight at 5:30 pm from LaGuardia Airport into a connecting flight to Denver, CO. At the time of entering the gate, My son was asked if he was wearing something underneath his hooded sweater. He stated to the guard that the sweater was his cloth and that yes he was wearing a tank top under it. He was then told to remove the sweater and was left at the line only wearing a tank top. When I was told of the situation, I was outrage because in other words my son was told to get undressed in front of other people at the airport, you have violated his privacy. I do undestand that if you are wearing a sweater, you must remove it, but he was wearing a hooded sweater which was part of his clothing (it didn't have a zipper, only buttons on the top). what if he was not wearing a tank top, he would have then been left half naked at the gate. Where on your policy states that you must remove a sweater, specially if is part of your clothing. I specifically instructed my children to wear comfortable clothing in order to make the screening go easier. My mother didn't complaint at the time about her grandson removing his sweater because she doesn't know anything about your policies. I need to know why was my son was instructed to remove his clothing and what actions will be taken about this complaint.

Thank You

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 12:12PM

Opening Agent: deborah.collins

Opened Date: 5/26/2011 2:18:18 PM

Linked Event IDs:

Responses:

Response

Template Name: Passenger Screening- Bulky Clothing Item Response

Airport: LGA

Airline: Frontier Airlines
Subject Category: Patdown - Flyer
Interaction Type: Complaint

Response

Template Name: PATDOWN—CHILDREN
Airport:
Airline:
Subject Category: Patdown - Flyer
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail.

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. The Transportation Security Administration's (TSA) policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Each Federal screener receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

All members of the traveling public are permitted to wear any type of clothing they wish through the security checkpoint. 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. This policy extends to all clothing items and is not directed to any one particular item or group.

TSOs will use their professional discretion to determine if a particular item could hide a threat object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit and sport coats, athletic warm-up jackets, and blazers for X-ray before proceeding through the walk-through metal detectors. It is important to note that if a sport coat or blazer is worn as the outermost garment - not worn over a blouse or sweater, for example - it does not have to be removed.

For more information on screening procedures, please visit our website at www.tsa.gov.

We hope this information is helpful.

When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search. Also, a patdown of specific areas of a child's body may be conducted if the child is wearing bulky clothing.

The patdown can always be conducted in a private screening location when requested. The Transportation Security Administration (TSA) never separates a child from an accompanying adult. The accompanying adult may observe the entire patdown process and may assist by holding the child's hand. TSOs are trained to conduct these procedures professionally and respectfully.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b) (6)

Contact Type: Normal/General
Contact Date: Apr 23 2011 11:01AM
Medium: Email
Contact Status: Closed
Incident Date: Apr 22 2011 12:00AM
Contact Prefix:
Contact First Name: none
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: none
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b) (6)
Subject: Complaint and TSA violation - you are providing false email address
Body: I submitted a complaint via the process indicated online, and the complaint email address your office provided was returned – see below:

Your message was not delivered to the following recipients:

HYPERLINK "mailto:TSA.OCR-ExternalCompliance@dhs.gov" TSA.OCR-ExternalCompliance@dhs.gov: User unknown

How is it that YOUR OFFICE cannot provide a VALID email??!! This is yet another violation of my civil right to file a complaint.

So now I will proceed with my complaint in this email:

On April 22nd, at JFK while in line to board my flight on Virgin America, at gate 25 (flight 413) I was selected for secondary gate screening; was told it was individually random but since I was travelling with a minor child, my son was pulled over and also made to present his luggage. This is not "random." This is harassment of a minor. The agents were rude, discourteous and intentionally revealed articles of clothing to the line of passengers boarding the flight next to their table.

They were three African American women who behaved very unprofessionally and were making jokes and snide remarks about our belongings. I did not interfere with the process at any point in time and when it was complete, we began to board the plane and were already walking away onto the accordion when one agent called me back and said she didn't like my attitude; she took my boarding pass and driver's license, photocopied it and said she would report me.

This is unconscionable and unacceptable; I have every right to make comments AFTER THE FACT, and privately to my son, while I was

steps from the plane. I told her this was a private conversation out of earshot and protected by the first amendment - She said she could "read my lips." I want to know what "report" she could have possibly filed since it appears to be in violation of my civil rights. When I asked for the agent's name, she hid her nameplate behind her jacket and said she did not have to give it to me. Her supervisor only gave the name [REDACTED]. I will pursue this psychological and emotional assault through every means necessary until I receive an apology and this woman is relieved of her job – she is unfit and uneducated; inarticulate, as well as a bully. The fact that she and her gang have my credentials and home information makes me feel unsafe. Further, my son, who has nothing to do with this other than being my travel companion, and never spoke, had his information taken as well.

I wish to be contacted so that I may discuss this further with a superior officer who clearly speaks English (who knows the difference between "ask" and "akse" for example) and who understands protocols have been disregarded.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 12:12PM

Opening Agent: deborah.collins

Opened Date: 4/25/2011 2:19:19 PM

Linked Event IDs:

Responses:

Response

Template Name: Capps- General Response- Updated

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Screener Rudeness Response

Airport: JFK

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Discrimination Public Response

Airport: JFK

Airline:

Subject Category: Civil Rights - Perceived Discrimination

Interaction Type: Complaint

Response

Template Name: Consumer Observation BCC- CSM Response

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Information

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail in which you have concerns regarding your travel experience.

If you believe that you have been discriminated against by a Transportation Security Administration employee on the basis of:

• race

- color
- national origin
- sex
- religion
- age
- disability
- sexual orientation
- gender identity

You may submit in writing an explanation of the complaint, including: the name of the airport, your flight information, date and time of the incident, and if possible, the name of the employee via mail to:

Transportation Security Administration
OCRL, TSA-6
601 12 Street South
Arlington, VA 20598-6006

Or via e-mail to:

TSAOCR-externalcompliance@tsa.dhs.gov

If you need additional information, you may contact the Office of Civil Rights and Liberties toll-free at (877)-EEO-4TSA (4872). You will not reach a live person at this number, but if you leave your name, number, and best time to call you back, someone will return your call.

We hope this information is helpful.

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 which may be triggered by a number of factors. For instance TSA may randomly select an individual for enhanced screening or as a result of selection by the Computer Assisted Passenger Prescreening System (CAPPS). CAPPS identifies passengers for additional screening either on a random basis or based on certain factors reflected in their reservation information. This random element is particularly important as it prevents potential terrorists from "beating the system" by learning how it operates.

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

Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to the Transportation Security Administration's (TSA) principles for professional processing.

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.

Thank you for your email expressing your concern regarding your dissatisfaction with the way you were treated by Transportation Security Officers (TSOs) at the security checkpoint.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or the Assistant Director for Screening to address any complaint regarding screening procedures.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Apr 25 2011 11:57AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Apr 24 2011 5:00PM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: Refused

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: Refused

Subject: Complaint- Screening

Body: Callers ex-wife came through JFK - Went through customs and then went to pick up her baggage. After getting her baggage a TSA agent stopped her and asked certain questions- Asked why did she go through Aruba, where did she get the money for her ticket and then asked if her husband knew where she flew. Then the TSO asked her to go through a random patdown. After going through this patdown the TSA agents took her cell phone and then asked for the password to get access to the cell phone. Furthermore, they asked her to remove her sunglasses and kept the sunglasses case and then went through her wallet and purse. After going through a lot of questions and the pat down. The TSO went into the office and came back out with 6 other agents who said We are going to give you a second chance to answer the questions and tell me the truth.

Caller feels that the TSA agents had no authority to ask these type of questions and were abusing their authority. The caller feels that this entire incident was unnecessary because his ex wife was not boarding another flight, she was coming home and had already answered all the questions that customs had. He does not understand why she was singled out and forced to undergo this type of harassment.

He would like to hear from the CSM as to why this incident took place and what gave the TSA the authority to conduct this type of harassment. The caller was not comfortable providing his email address or last name due to a fear of being put on the No Fly List. However, he would appreciate a phone call in regards to this matter.

Details Below:

John. F Kennedy

American Airlines

Flight # 7199

04 24 2011 at 5pm EST

Terminal 4 International

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: May 26 2011 2:24PM

Opening Agent: deborah.collins

Opened Date: 5/26/2011 2:24:06 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint & Falling Short of Standard Response

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 25 2011 12:29PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 22 2011 12:00AM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: TSA Contact Us: TSA Ombudsman

Body:

From: (b)(6)

Sent: Saturday, April 23, 2011 11:04 AM

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: 4/23/2011 11:04:10 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Violation of civil rights and civil liberties

Comments:

On April 22nd, at JFK while in line to board my flight on Virgin America, at gate 25 (flight 413) I was selected for secondary gate screening; was told it was individually random but since I was travelling with a minor child, my son was pulled over and also made to present his luggage. This is not "random." This is harassment of a minor. The agents were rude, discourteous and intentionally revealed articles of clothing to the line of passengers boarding the flight next to their table.

They were three African American women who behaved very unprofessionally and were making jokes and snide remarks about our belongings. I did not interfere with the process at any point in time and when it was complete, we began to board the plane and were already walking away onto the accordion when one agent called me back and said she didn't like my attitude; she took my boarding pass

and driver's license, photocopied it and said she would report me.

This is unconscionable and unacceptable; I have every right to make comments AFTER THE FACT, and privately to my son, while I was steps from the plane. I told her this was a private conversation out of earshot and protected by the first amendment - She said she could "read my lips." I want to know what "report" she could have possibly filed since it appears to be in violation of my civil rights. When I asked for the agent's name, she hid her nameplate behind her jacket and said she did not have to give it to me. Her supervisor only gave the name (b)(6) I will pursue this psychological and emotional assault through every means necessary until I receive an apology and this woman is relieved of her job – she is unfit and uneducated; inarticulate, as well as a bully. The fact that she and her gang have my credentials and home information makes me feel unsafe. Further, my son, who has nothing to do with this other than being my travel companion, and never spoke, had his information taken as well.

I wish to be contacted so that I may discuss this further with a superior officer who clearly speaks English (who knows the difference between "ask" and "akse" for example) and who understands protocols have been disregarded.

Agent Notes: No listing for Virgen American Airlines

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 12:13PM

Opening Agent: deborah.collins

Opened Date: 4/25/2011 4:48:16 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email message. We are sorry you were unhappy with your recent travel experience.

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

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.

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.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Apr 25 2011 4:18PM

Medium: Inbound Call

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: [REDACTED]

Subject: Metal Implant

Body: Her patdown gets to rough cause she is petite.

White Plains

Westchester County Airport

Compliments and Complaints: 718-803-5448

Lost and Found/Missing Items: 914-289-4901

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Apr 25 2011 4:24PM

Opening Agent: michael.middleton

Opened Date: 4/25/2011 4:24:46 PM

Linked Event IDs:

Responses:

Response

Template Name: Screening- All Passengers

Airport: HPN

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: PRIVACY CONCERNS

Airport: HPN

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Apr 26 2011 2:12PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Apr 10 2011 1:00PM

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: [REDACTED]

Subject: pat down

Body: Caller has a knee implant and has no problem going through security and the pat down. The last 2 times she flew the side of the hand was jammed into her private area. The first time was in Atlanta and the second was in Newark. She wanted to report the incident at the Newark Airport. She does not want this to happen again. Caller wanted to be contacted by the CSM at the Newark airport by telephone if possible. Caller said the pat down had become invasive and that something had to be done about it.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: gregory.henline

Last Update Date: Apr 26 2011 5:13PM

Opening Agent: gregory.henline

Opened Date: 4/26/2011 5:13:16 PM

Linked Event IDs:

Responses:

Response

Template Name: Apology for Insensitive Screening Experience

Airport: EWR

Airline:

Subject Category: New Patdown 11/1/2010 - New Patdown 11/1/2010

Interaction Type: Complaint

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: EWR

Airline:

Subject Category: New Patdown 11/1/2010 - New Patdown 11/1/2010

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Apr 26 2011 2:17PM
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: None
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: 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: 4/26/2011 2:17:08 PM

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

Complaints: Inattentive Screener - Lax Security
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #: 771
American Airlines
JFK Airport
Gate 34

Comments: I recently traveled through JFK Airport in New York. There were 3 TSA employees at the gate who I assume were supposed to be conducting random searches of carry-on items. However, I was one of the last ones to board and I only saw them conduct 1 search, of my mother. While I do not have a complaint to make about their duty, I must complain about their lack of professional conduct. They were carrying on personal conversations while they were supposed to be carrying out their duty which leads me to believe they were not focused and not paying attention to what they were doing. They had condescending and inappropriate remarks towards my mother and amongst each other in front of other passengers. While I understand the importance of their job, I do not feel their job was being carried out how it should be and in an extremely unprofessional manner. Their conduct completely contraindicates the duties and responsibilities of their job and no one can feel safe in the hands of such lacksidassical employees.

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: andrew.depew
Last Update Date: Aug 14 2011 12:14PM
Opening Agent: andrew.depew
Opened Date: 4/26/2011 4:19:52 PM
Linked Event IDs:

Responses:
Response
Template Name: Screener Rudeness Response
Airport: JFK
Airline:
Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email expressing your concern regarding your dissatisfaction with the way you were treated by Transportation Security Officers (TSOs) at the security checkpoint.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or the Assistant Director for Screening to address any complaint regarding screening procedures.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Apr 27 2011 11:25AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Apr 27 2011 12:00AM

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: Refused

Subject: Complaints

Body: Caller had concerns about screening and personnel at Newark and Atlanta. Caller went through the AIT this a.m.; she was patted down for, according to comments made to her by TSO, she had a beaded blouse. Caller was very upset. She was concerned about the radiation emitted by the AIT. She was also upset about having to go through the pat down and referred to the incident at MSY.

Also, she wanted to advise that another TSO was sleeping on duty in Atlanta. She advised the supervisor on duty of the same, but wanted it brought to the attention of TSA in general.

She expressed concerns regarding issues specific to the airlines as well. Caller had to get on her flight as she was speaking to CSS. She also advised at least once that she would be contacting Fox News about both situations.

Call came in on the security queue.

Agent Notes: Contacted TSOC: They advised to alert the CSM and that the customer s contacting the supervisor on duty in Atlanta was the proper response.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Apr 27 2011 2:02PM

Opening Agent: deborah.collins

Opened Date: 4/27/2011 2:02:33 PM

Linked Event IDs:

Responses:

Response

Template Name: Secondary Screening Reasons Response

Airport: EWR

Airline:

Subject Category: New Patdown 11/1/2010 - New Patdown 11/1/2010

Interaction Type: Complaint

Response

Template Name: General Complaint & Falling Short of Standard Response

Airport: ATL

Airline:

Subject Category: Screener Inattentive to Duties - Lax Security

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 27 2011 3:11PM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 4/27/2011 3:11:20 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

Comments: The TSA employee, fondled my scrotum and penis. How is this making me safer??

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Aug 14 2011 12:15PM

Opening Agent: andrew.depew

Opened Date: 4/27/2011 4:23:56 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaints Response

Airport: JFK

Airline:

Subject Category: New Patdown 11/1/2010 - New Patdown 11/1/2010

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail. We regret to hear that you had an unpleasant experience and hope the following information is helpful in addressing your concerns.

Please know that the Transportation Security Administration (TSA) takes comments such as yours very seriously. TSA is responsible for

all passenger and baggage screening to ensure that weapons and other prohibited items are not brought on-board aircraft. One of our key objectives has been to ensure that all passengers consistently receive professional and courteous processing while maintaining our high level of security. We train security screeners to conduct enhanced screening with courteous professionalism in order to treat passengers with dignity and respect. We regret that you feel these high standards were not met.

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.

Again, we deeply regret any inconvenience or discomfort you may have suffered as a result of enhanced screening procedures. TSA appreciates you for taking 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.

Please visit our website at www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Apr 28 2011 7:10AM

Medium: Email

Contact Status: Closed

Incident Date: Mar 20 2011 12:00AM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: complaint

Body: Apr 27, 2011

To Whom It May Concern:

It's not the first time I'm complaining about feeling humiliated during the pre-flight security check. However, my recent experience of somebody going over my genitals repeatedly because of the unclear airport indications of further detection to take was the last straw for me. That happened during the check for the Air Berlin flight JFK, New York-Duesseldorf-Tegel, Berlin on March 20, 2011. I didn't mind so much using the appropriate technological equipment nor did I feel so bad about moving different parts of my body in various directions following commands. And yet the touch of the genitals and other intimate parts of the body was the humiliation complete. Whoever came up with that dubious narrow-minded humiliating idea possibly as a result being unable to catch up with the real perpetrators of the nasty terrorist attempts using less humiliating ways, in my humble opinion, deserves nothing else but being humiliated him/herself to the utmost degree. And that's despite my being a well-wisher and a peaceful and quite person by nature. I believe it is a degeneration of democracy and the basic human rights, with which I'll never agree. Furthermore, it was for me an unforgettable experience, which will remain in my memory forever, which I will never condone nor forgive.

[REDACTED]

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: rey.gonzalez

Last Update Date: Aug 14 2011 12:15PM

Opening Agent: rey.gonzalez

Opened Date: 4/28/2011 11:13:27 AM

Linked Event IDs:

Responses:

Response

Template Name: Secondary Screening Reasons Response

Airport: JFK

Airline:

Subject Category: New Patdown 11/1/2010 - New Patdown 11/1/2010

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@scenture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email expressing your concern regarding the additional screening you received at the security checkpoint.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secure 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.

TSA uses a variety of security measures to screen passengers and their property. One of these security measures is additional screening, which is in addition to the walk-through metal detector or advanced imaging technology (AIT). This additional screening involves conducting a pat-down of the passenger

Passengers may be selected for additional screening for different reasons: (1) to clear an alarm of the walk-through metal detector or AIT, (2) to address an irregularity or anomaly in the passenger's clothing outline, or (3) for random selection. Another way passengers are selected for additional screening is through the Computer Assisted Passenger Prescreening System (CAPPS). CAPPS identifies passengers either randomly or based on certain travel behavior associated with threats to aviation security reflected in their reservation information.

Passengers with the "SSSS" designation on their boarding pass have been preselected for additional screening. There are different ways in which passengers are preselected to receive the "SSSS" designation. One method of selection is by CAPPS. The airlines may have placed the "SSSS" designation on passengers' boarding pass based on CAPPS.

TSA also selects passengers and their property 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.

Terrorist actions in Russia involving explosives concealed on the body made it necessary to step up the frequency and thoroughness of pat-downs. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

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 to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 28 2011 10:37AM

Medium: Email

Contact Status: Closed

Incident Date: Apr 18 2011 12:00AM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 4/28/2011 10:37:12 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Items Not Permitted Through the Security Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EWR American Airlines Terminal, April 18th 2011

Comments: Hello. I wear contact lenses and do not check bags when I travel, and so in my carry-on I have my contact cleaning solution. The brand I use is called Clear Care, and the container is over 3oz. On my last two trips through the airport, after declaring the bottle it has been taken from me after the agents read the label the bottle. The reason given is that it contains Peroxide and so it is not allowed through. I have looked over the website here and I can not find any information saying that peroxide is not allowed. A supervisor told me that this is a "new rule." Can you clarify this for me? Can I take my contact cleaning solution through or not? Is there a webpage that you can direct me to that specifically says peroxide is not allowed? Thanks

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: Kenneth.hill

Last Update Date: Aug 14 2011 12:16PM

Opening Agent: Kenneth.hill

Opened Date: 4/28/2011 1:39:20 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: EWR

Airline: American Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Non-Prescription Medication Response

Airport: EWR

Airline: American Airlines

Subject Category: Prohibited & Permitted Items - Liquids/Gels/Aerosols

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding changes to Transportation Security Administration (TSA) policies for liquids, gels, and aerosols at the screening checkpoint.

Since the liquid explosives threat was discovered as part of a foiled terrorist plot in the United Kingdom, TSA changed its airport screening checkpoint procedures. Individuals passing through screening checkpoints may carry liquids, gels, and aerosols if they are in containers 3.4 ounces or smaller. All of these must be placed and fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule). When individuals board aircraft, they may also bring any beverages and other items that they purchased in the secured area of the airport.

Individuals may also bring all prescription and over-the-counter liquid, gel, and aerosol medications for medical purposes. Individuals are not limited in the amount or volume of these items they may bring in their carry-on or checked baggage. However, if the medically necessary items exceed 3.4 ounces or are not contained in a one-quart, resealable plastic bag, the passenger must declare the items to the Transportation Security Officers at the checkpoint for further inspection.

For the most current information on TSA security screening procedures, we encourage you to visit our Web site at www.tsa.gov.

We hope this information is helpful.

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

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.

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.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General
Contact Date: Apr 28 2011 4:48PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Apr 24 2011 8:25PM
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: Refused
Subject: Inappropriate Screening

Body: Caller is 77yr old American Citizen - On 04 24 2011 at around 8:25pm her Nephew and his wife were traveling from Newark International Airport to go back to Canada. When they got to the airport, they went through the TSA security and waited for their flight. Unfortunately their flight was delayed for 5 hours so they left the sterile area and went to eat pizza outside of the airport. When they came back, they went to the checkpoint a second time and the wife was pulled aside for secondary screening. Caller said that the wife had to go through a strip search and vaginal examination during this secondary screening. She was very upset about this, there was no reason for this type of search to be conducted. After the search was completed the TSO found no issues and released her to board her flight. The caller is very concerned and wants to know why a Strip Search was conducted and why they did a vaginal examination on her nephews wife. The names of the TSOs that conducted this strip search were not available. However please see the information below.

Passengers name [REDACTED] (Maiden Name)

Flight # Air Canada AC0773
Time 04 24 2011 around 8:25pm
Newark International Airport
Terminal - Unknown

Caller does not have email, but would very much like to speak with the CSM via phone.

Agent Notes: D Collins Sent to the CSM 04/28/2011

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: deborah.collins
Last Update Date: Apr 28 2011 6:11PM
Opening Agent: deborah.collins
Opened Date: 4/28/2011 6:11:11 PM
Linked Event IDs:

Responses:

Response

Template Name: Apology for Insensitive Screening Experience
Airport: EWR
Airline:
Subject Category: Inappropriate Screening - Pat Down - Complaint
Interaction Type: Complaint

Response

Template Name: Consumer Complaint- BCC CSM Response
Airport: EWR

Airline:

Subject Category: Inappropriate Screening - Pat Down - Complaint

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Apr 29 2011 11:29AM

Medium: Email

Contact Status: Closed

Incident Date: Mar 15 2011 12:00AM

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: 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: 4/29/2011 11:29:56 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CO 768 Newark Airport Terminal C 3/15/11

Comments: I went through the body x-ray scan. Supposedly, something was amiss. I was then told I needed to be body searched. During the search, I asked the TSA agent why I needed a body pat down. He said that my wristwatch showed up on the scan as abnormal

Why did I need to have my upper legs, back, from, back, arms patted down for an anomaly on my wrist?

In the scan position, with hands over head, the wrist is nowhere near the body. Why was my body searched?

If it was my watch that was an issue, then only my watch should have been looked at, not my genitals!

Agent Notes: Per Mayme

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Aug 14 2011 12:17PM

Opening Agent: kenneth.gumm

Opened Date: 4/29/2011 3:09:19 PM

Linked Event IDs:

Responses:

Response

Template Name: Secondary Screening Reasons Response

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email expressing your concern regarding the additional screening you received at the security checkpoint.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secure 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.

TSA uses a variety of security measures to screen passengers and their property. One of these security measures is additional screening, which is in addition to the walk-through metal detector or advanced imaging technology (AIT). This additional screening involves conducting a pat-down of the passenger

Passengers may be selected for additional screening for different reasons: (1) to clear an alarm of the walk-through metal detector or AIT, (2) to address an irregularity or anomaly in the passenger's clothing outline, or (3) for random selection. Another way passengers are selected for additional screening is through the Computer Assisted Passenger Prescreening System (CAPPS). CAPPS identifies passengers either randomly or based on certain travel behavior associated with threats to aviation security reflected in their reservation information.

Passengers with the "SSSS" designation on their boarding pass have been preselected for additional screening. There are different ways in which passengers are preselected to receive the "SSSS" designation. One method of selection is by CAPPS. The airlines may have placed the "SSSS" designation on passengers' boarding pass based on CAPPS.

TSA also selects passengers and their property 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.

Terrorist actions in Russia involving explosives concealed on the body made it necessary to step up the frequency and thoroughness of pat-downs. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

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 to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 29 2011 2:29PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 11 2011 12:00AM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 4/29/2011 2:29:28 PM

Name (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): March 11,2011 Delta Flight #1785, LaGuardia to Orlando, TSA Checkpoint

Comments: My husband and I are frequent flyers and understand how to process through the various stages of security checks. We both have laptops and I have diabetic meds which are packaged according to guidelines. On this day, things were very different. A TSA security officer came through the scanner past the officer watching people go through the scanner and came up to me and told me to hurry up and just put my things on the belt, now to be clear the table to place the bins was about four feet long and with someone in front of me and someone behind me pushing forward and taking bins and beginning to use them out of turn it was a squeeze play for sure...I am pretty good at going through security at a fast pace, however, with this officer interrupting and creating chaos by instructing me to put through a bag with a computer and medications seemed to anger the officer scanning the bags...which must have been some kind of trigger for her...I made a statement to my husband in a private conversation that this women created all this chaos for no reason for me and apparently the women at the bag scanner thought I was talking about her...she left the scanner and came in front of me, telling me that it was not her...a bit confused as I had said nothing to this person...she stood before me with her hands on her hips ready for a fight...I declined...she then was so angered that I did not respond to her that she left and went back to her post on three separate occasions and returned to tell me you don't talk to me that way, it was not me...and very threateningly told me do you understand me...you do not say anything to me like that...you do not disrespect me! I was flabbergasted and very scared that this persons unprofessionalism would cost me my flight...I just remained quiet and kept moving and she kept coming back to me within that minute to two minute period with an axe to grind...it was very unfortunate that I did not get a badge number of this person as I was so shaken by the experience. Trauma was not the order of the day in order to start a vacation. This tall, imposing women with a badge and a uniform felt so emboldened to act in such a over the top way, trying three times to provoke me in some way, I shudder to think of what someone else may innocently do to set her off. This officer? was ready for a fight. Please have these folks undergo some kind of training/anger management for their frustrations and not to take it out on innocent passengers. Between the two of these officers it did not go well for TSA screening when the passengers know how to do it better that the officers checking you in! Thank you.

Agent Notes: Sending to the CSM due to the nature of the complaint, and the flight number being available. Sent to CSM 04 29 2011 GH

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: gregory.henline
Last Update Date: Aug 14 2011 12:17PM
Opening Agent: gregory.henline
Opened Date: 4/29/2011 5:40:44 PM
Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC- CSM Response

Airport: LGA

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email message. We appreciate that you took the time to share your concerns with us.

Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to the Transportation Security Administration's (TSA) principles for professional processing.

TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We also encourage you to check the latest information at www.tsa.gov.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 30 2011 7:07AM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 4/30/2011 7:07:25 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EWR Terminal C-3, Employee "(b)(6)"

Comments: After being told for the first time in over TWO YEARS that my Vibram socks had to be taken off and scanned (<http://www.vibramfivefingers.com/products/Five-Fingers-Classic-Mens.htm>) I proceeded through security, upon picking my socks up on the other side (as I'm now barefoot - DISGUSTING, by the way, to walk BAREFOOT on your floors,) I get "(b)(6)" telling me to "hurry up." I said "I'm putting on my socks that you made me take off for the first time in two years. His reply: "You got an attitude, take it somewhere else, I don't need your shit."

Lovely, TSA. So as always, your rules and regulations change based on the day, week, and employee of the moment, and then I get crap from one of your screeners. As always, this 300,000 mile flyer is less than impressed with your agency.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Aug 14 2011 12:18PM

Opening Agent: andrew.depew

Opened Date: 5/2/2011 9:28:27 AM

Linked Event IDs:

Responses:

Response

Template Name: Screeners Have Final Say Response

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Shoe Screening Response
Airport: EWR
Airline:
Subject Category: Shoe Screening Policy - Shoe Screening Policy
Interaction Type: Complaint

Response

Template Name: Additional Info Needed Response
Airport: EWR
Airline:
Subject Category: Additional Information Required/Insufficient Information - EMAIL ONLY
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail to the Transportation Security Administration (TSA) regarding shoe screening at the security checkpoint.

Transportation Security Officers (TSOs) are required to screen all footwear to ensure that no prohibited items are hidden inside. Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. Our TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint.

There is an exception to the shoe removal policy for passengers with disabilities, medical conditions, and prosthetic devices. These passengers do not have to remove their shoes, however, security officers will give them additional screening. This includes a visual and physical inspection as well as explosives trace detection sampling of the footwear while it remains on the passenger's feet.

Please visit our website at 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.

We hope this information was helpful.

So that we may forward your e-mail to the appropriate office for action, please provide us with the following specific details:

- Specific name of the airport where the incident occurred
- Date and time of incident
- Airline
- Contact number if one is available.

You can also provide us with this information by calling the TSA Contact Center, toll-free at (866) 289-9673. If you are outside the United States and cannot use the toll-free number, please call us at (571) 227-2900.

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

The Transportation Security Administration's (TSA) security screening procedures require all carry-on property be screened before passengers take it onboard an aircraft. Regardless of whether an item is on the prohibited or permitted items list, the Transportation Security Officers (TSO's) have discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft if the item may pose a security threat.

Therefore, TSA security screening personnel make the final decision on whether to permit certain items into the sterile area of the airport.

Please visit our website at 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.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [b(6)]

Contact Type: Normal/General

Contact Date: May 1 2011 3:31PM

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: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [b(6)]

Subject: 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: 5/1/2011 3:31:28 PM

Name: [b(6)]

Email: [b(6)]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Albany NY airport, San Diego, LAX, St Croix, Hartford.....

Frequent traveler....

Comments: I feel it is a violation of civil rights for law abiding American citizens to be subjected to dangerous radiation and inappropriate pat downs when we travel through airports. This practice has to stop. Either you start targeting those responsible for terrorism or scrap this program all together. Touching my private parts and being groped by the agent in an attempt to arrest terrorists is completely unacceptable and ineffective. Targeting and groping women and children is disgusting. Why don't you target those with passports from countries who have shown us they cannot be trusted? It is not that hard.... Start with any and all Middle eastern and Muslim countries. Its not rocket science.

Furthermore, taking away our water source and forcing us to purchase over priced bottled water from airport rip-off stores that charge exorbitant prices is a disgrace. There has to be a better way to have a secure flight other than taking away our water and molesting innocent people. Lets get moving on improving. I am a blonde haired American women, I do not look like a terrorist, yet I was subjected to extreme harrassment under the guise of "security" in the airport in St Croix US Virgin Islands just recently. There were 2 other women dressed in muslim garb who walked thru without any harrassment AT ALL! I was then picked out of a line while I was waiting to get on the plane at the gate, and asked to go thru an ADDITIONAL screening where they swabbed my hands for explosives. This was AFTER I had been thru security, all my bags were screened and gone thru manually, computer turned on, and waiting at the gate) Are you kidding me? Do I look like I was handling explosives and could actually be getting on a plane with my husband that I planned to bomb? Like HARLDY! What kind of a game are these people playing? I am sick of this and something needs to be done about it. Groping women and children, harrassing innocent law abiding Americans wth valid passports and making them out to be criminals? This HAS TO STOP immediately.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 12:19PM

Opening Agent: sandra.rudder

Opened Date: 5/2/2011 4:24:22 PM

Linked Event IDs:

Responses:

Response

Template Name: AIT Concerns - Privacy Health Opt Out Concerns

Airport: ALB

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Racial Profiling or Discrimination Response

Airport: ALB

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Secondary Screening Reasons Response

Airport: ALB

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: General 3-1-1 Inquiries Response

Airport: ALB

Airline:

Subject Category: Prohibited & Permitted Items - Food/Beverages

Interaction Type: Complaint

Response

Template Name: TCC Comment Reply Response

Airport: ALB

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail expressing concern regarding the use of racial profiling or discrimination as a screening factor at airport security checkpoints.

The Transportation Security Administration (TSA) regrets any possible insensitivity or inappropriate treatment you may have experienced during the screening process. TSA seeks to provide a high level of security and customer service to all who pass through our screening checkpoints. Every person and item must be screened before entering each secured area, and the way screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Transportation Security Officers (TSOs) are required to be sensitive and considerate, and they are trained to explain what they are doing and what will happen next in the process.

TSA is committed to ensuring that airline passengers are not subjected to additional screening based on illegal discriminatory factors. Absent specific intelligence information, TSA does not include as a screening factor any passenger traits that may be directly associated with race, color, national, or ethnic origin, such as a passenger's name or mode of dress, religion, or gender. TSO training stresses these points. A variety of security measures is applied at the security checkpoint, and none of these measures including the additional screening you may have experienced, is conducted based on illegal profiling.

Illegal profiling is an ineffective security strategy, the predictability of which terrorists could use against us. It is also generally prohibited by the U.S. Constitution and Federal antidiscrimination laws. TSA wants to assure you that application of secondary screening is based on objective factors unrelated to the identity of an individual or that person's personal attributes.

Passengers may be selected for additional screening for different reasons: (1) to clear an alarm of the walk-through metal detector, (2) to

address an irregularity or anomaly in the passenger's clothing outline, or (3) random selection. Additional screening can involve a pat-down inspection, explosives trace detection sampling, or other forms of inspection.

The selection of passengers for additional screening may appear inconsistent and arbitrary. The intensive nature of additional screening also may seem to indicate that an individual is regarded as high risk or a security threat. Neither impression is accurate. The random selection of passengers for additional screening adds a layer of protection and a degree of unpredictability to the screening process. The random element prevents terrorists from undermining aviation security by learning how the system operates. Random selection for secondary screening prevents terrorists from using the predictability of security measures to their advantage. TSA continues to explore different security measures that make security screening more effective and unpredictable.

Please understand that TSA's primary responsibility is the security of the traveling public. This can include the need for regular security checkpoint screening, as well as secondary screening, which passengers may find inconvenient or frustrating. While we make every effort to minimize travelers' inconvenience, security must take precedence.

We hope this information is helpful.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secure 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.

TSA uses a variety of security measures to screen passengers and their property. One of these security measures is additional screening, which is in addition to the walk-through metal detector or advanced imaging technology (AIT). This additional screening involves conducting a pat-down of the passenger

Passengers may be selected for additional screening for different reasons: (1) to clear an alarm of the walk-through metal detector or AIT, (2) to address an irregularity or anomaly in the passenger's clothing outline, or (3) for random selection. Another way passengers are selected for additional screening is through the Computer Assisted Passenger Prescreening System (CAPPS). CAPPS identifies passengers either randomly or based on certain travel behavior associated with threats to aviation security reflected in their reservation information.

Passengers with the "SSSS" designation on their boarding pass have been preselected for additional screening. There are different ways in which passengers are preselected to receive the "SSSS" designation. One method of selection is by CAPPS. The airlines may have placed the "SSSS" designation on passengers' boarding pass based on CAPPS.

TSA also selects passengers and their property 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.

Terrorist actions in Russia involving explosives concealed on the body made it necessary to step up the frequency and thoroughness of pat-downs. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

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 to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

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.

You may wish to submit future feedback to the TSA Blog, "Evolution of Security," which can be found at www.tsa.gov/blog. The purpose of this blog is to facilitate an ongoing dialogue on innovations in security, technology, and the checkpoint screening process.

We appreciate that you took the time to share your concerns with us and hope this information is helpful.

[WHAT IS AIT]

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

[HEALTH CONCERNS]

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as “radiation.” However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

[PRIVACY CONCERNS]

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area. To further protect passenger privacy, all facial images are blurred.

Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

[ADULT OPT OUT]

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

[CHILD OPT OUT]

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

In response to the threat to aviation posed by liquid explosives, Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule). At the screening checkpoint, each passenger is asked to remove his or her quart-size bag of liquids, gels, and aerosols, and place it on the conveyor belt. X-raying the items separately allows Transportation Security Officers (TSO) to more easily examine the declared items. After clearing security, passengers may take onboard any beverages and other items they purchase in the sterile boarding area beyond the security checkpoint.

The 3-1-1 rule applies to all domestic and international flights departing U.S. airports. Passengers should, however, check with transportation security authorities in their country-of-origin for information about security regimes at airports outside the United States.

Travel tips to make TSA screening hassle-free:

- De-clutter your carry-on bag. This allows TSOs to have a clear, unobstructed x-ray image of your carry-on.
- When possible, place liquids in checked baggage. Doing so will allow you to process through security faster.
- Limit quantities of medical liquids, gels, and aerosols to what is needed for the duration of the flight.
- If you must leave the sterile boarding area and re-enter through the screening checkpoint, items exceeding 3.4 ounces that are not medically exempt are prohibited.

TSA's 3-1-1 rule originates from the August 10, 2006, arrests in the United Kingdom of extremists who plotted to use liquid explosives to destroy multiple passenger aircraft flying from the United Kingdom to the United States. Since then, Government experts, including the FBI and our national laboratories, conducted extensive explosives testing to get a better understanding of this specific threat. Our policy is intended to enhance security and balance human needs based on our understanding of the threat and security risks associated with liquids, aerosols, and gels.

TSA encourages you to visit our Web site at 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.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: May 3 2011 4:30PM

Medium: Inbound Call

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: [REDACTED]

Subject: CSM Complaint

Body: Newark Airport is where the incident happened - The pax filled out the complaint card at the airport -- She has been in contact with the CSM Ofelia Ruiz and that the CSM advised the customer to contact the CSM back in 3 days if the pax hasn't heard from the CSM and has called an left more messages for the CSM and no response from the CSM --

The pax has had hip replacements and that she has to go through the pat down and that the procedure was completely inappropriate - She has had both hips replaced she let the TSO know that she has had hip replacement they didn't let her know that she could go thru the AIT - When she was going thru the additional screening process the TSO were making fun of her and made comments that what did it matter that she was receiving this pat down she has had 3 children. PAX states she has flown over 70 times and has never been treated before. She feels that the CSM is a nice lady but doesn't have time to help all PAX and take care of the TSO.

The caller wants know how she can get through Newark airport without getting an very physical exam -

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: May 3 2011 4:59PM

Opening Agent: michael.middleton

Opened Date: 5/3/2011 4:59:08 PM

Linked Event IDs:

Responses:

Response

Template Name: Inappropriate Screening of Persons with Prosthetic Devices Response

Airport: EWR

Airline:

Subject Category: Inappropriate Screening - Pat Down - Complaint

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 4 2011 6:11AM

Medium: Email

Contact Status: Closed

Incident Date: Feb 4 2011 11:30AM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/4/2011 6:11:01 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark airport in Feb 2011. 11:30am flight, i believe. This complaint is long overdue. I still think about this pat down to this day.

I chose to do a pat down because I did not want to go through an xray scan due to radiation exposure. I had to wait awhile to get the pat down. A tsa person told me to spread my legs and hold my arms out. She proceeded to pat me down. She was closing in on my genitalia area and grazed over it a few times. I could not process what was happening but I did feel violated and I still do. I am only bringing this up because (b)(6) (whom Im sure you've heard of) went throught the same thing, but at a different airport. That is a violation of my 4th Amendment with what that lady did and is NOT right. There must be some other way, esp if you choose not to go thru the xray.

Comments: Newark airport in Feb 2011. 11:30am flight, i believe. This complaint is long overdue. I still think about this pat down to this day.

I chose to do a pat down because I did not want to go through an xray scan due to radiation exposure. I had to wait awhile to get the pat down. A tsa person told me to spread my legs and hold my arms out. She proceeded to pat me down. She was closing in on my genitalia area and grazed over it a few times. I could not process what was happening but I did feel violated and I still do. I am only bringing this up because (b)(6) (whom Im sure you've heard of) went throught the same thing, but at a different airport. That is a violation of my 4th Amendment with what that lady did and is NOT right. There must be some other way, esp if you choose not to go thru the xray.

Agent Notes: Email doesn't specify what day in Feb so i went to the incident date to see if could just select Feb in general and instead of clicking the mouse off the date, i clicked "DONE" and now i can't remove the date. So I just picked a random date and chose the time.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.davidson

Last Update Date: Aug 14 2011 12:21PM

Opening Agent: michael.davidson

Opened Date: 5/4/2011 11:07:20 AM

Linked Event IDs:

Responses:

Response

Template Name: Apology for Insensitive Screening Experience

Airport: EWR

Airline:

Subject Category: New Patdown 11/1/2010 - New Patdown 11/1/2010

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail concerning your recent screening experience.

The Transportation Security Administration (TSA) would like to extend our apologies for any insensitivity or inappropriate treatment experienced during the screening process. The TSA seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area, and the way in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

TSA has a program for screening people with disabilities and their associated equipment, mobility aids, and devices. Our program covers all categories of disabilities (mobility, hearing, visual, and hidden). As part of that program, we work with a coalition of more than 73 disability-related groups and organizations to help us understand the concerns of people with disabilities and medical conditions.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: May 4 2011 1:49PM
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: none given
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: 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: 5/4/2011 1:49:14 PM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Tertminal 123 at gate 3 jfk delta fl# d1123
Comments: The lady at the tsa check point called me a fucking asshole and would not give me her name.I let the supervisor on duty know that she called me that.he would not give me her name either she was a black lady with short black hair.
Agent Notes: sent to csm 5/4/11 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Aug 14 2011 12:21PM
Opening Agent: melissa.nelson
Opened Date: 5/4/2011 3:43:38 PM
Linked Event IDs:

Responses:
Response
Template Name: Screener Rudeness Response
Airport: JFK
Airline:
Subject Category: Screening - Discourteous/Rude Screener
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@sensure.com
To: (b)(6)
Subject: In Response to your inquiry.
Body:

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to

provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the 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.

Please be advised that a passenger can always request to speak with the Supervisory TSO or the Assistant Director for Screening to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the TSO workforce adheres to TSA principles for professional and courteous checkpoint screening.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 4 2011 4:30PM

Medium: Email

Contact Status: Closed

Incident Date: May 3 2011 7:20PM

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: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/4/2011 4:30:13 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LGA/gate D/5-3-11/7:20pm

TSA employee: (b)(6)

Comments: Due to severe nerve damage in RT knee from implant, I requested to be allowed to raise my knit pant leg, exposing bare skin to avoid pat down in that area. I made the request twice. The agent said "we will address that when we come to it". As she gave instructions and asked if I had sensitive areas, I repeated for the 3rd time my injury. She preceeded the pat down without allowing me to expose the skin and patted my knee area hard enough to cause pain. When I cried out, she became EXTREEMLY rude. I do have 2 witnesses to what I consider an assult. I travel weekly and had never been denied the right to expose the skin, only advised that I need to advise the agent before hand.

Agent Notes: sent to csm 5/5/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:21PM

Opening Agent: melissa.nelson

Opened Date: 5/5/2011 3:56:18 PM

Linked Event IDs:

Responses:

Response

Template Name: Apology for Insensitive Screening Experience

Airport: LGA

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Screener Rudeness Response

Airport: LGA

Airline:

Subject Category: Discourteous - Rude Employee

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail concerning your recent screening experience.

The Transportation Security Administration (TSA) would like to extend our apologies for any insensitivity or inappropriate treatment experienced during the screening process. The TSA seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area, and the way in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

TSA has a program for screening people with disabilities and their associated equipment, mobility aids, and devices. Our program covers all categories of disabilities (mobility, hearing, visual, and hidden). As part of that program, we work with a coalition of more than 73 disability-related groups and organizations to help us understand the concerns of people with disabilities and medical conditions.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the 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.

Please be advised that a passenger can always request to speak with the Supervisory TSO or the Assistant Director for Screening to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the TSO workforce adheres to TSA principles for professional and courteous checkpoint screening.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: May 5 2011 12:56PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Apr 19 2011 12:00AM

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: Declined

Subject: Delayed by Screening

Body: Caller is upset because she was delayed by security screening at the airport and missed her flight. Airline rescheduled her flight for the next day and she took that flight. She is calling wanting to file a SF95 claim for her loss. However she did not have any monetary loss, but wanted to be compensated because of the situation.

I explained the claim filing process and informed her that she could not be compensated through this process if there was no damage, injury, or death. Or at a minimum evidence of monetary loss through the process of having to reschedule the flight; which the airline did not charge her.

Caller was very confused and unwilling to understand why she could not be compensated for a loss of money that did not occur.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: gary.warfield

Last Update Date: May 5 2011 1:15PM

Opening Agent: gary.warfield

Opened Date: 5/5/2011 1:15:53 PM

Linked Event IDs:

Responses:

Response

Template Name: Delayed by Security Screening Response

Airport: LGA

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Claims Process and Status Response

Airport: LGA

Airline:

Subject Category: Claim Form Requests - Website

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 8 2011 11:01PM

Medium: Email

Contact Status: Closed

Incident Date: May 8 2011 9:40AM

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: none given

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/8/2011 11:01:38 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 #175 From JFK to Seattle. (terminal 5) TSA security screening at lanes 8-10 (I was on lane 9).

Comments: My wife and I observed that all women (and ONLY women) were pulled in for whole body scans. My wife actually escaped this by going through when the two officials manning the scanner were preoccupied with a few other passengers, and did not pay attention to her as she quickly walked through the regular scanner ahead of me to the third official.

I was dismissive of my wife's assertion initially -but then as I waited for over 5 minutes for a recheck of my bag (left half bottle of seltzer ;) - and management huddle of TSA employees kept my bag check on hold for longer than usual) I observed a steady stream of people coming through security - yet only women were sent through the scanner!! This was at approximately 9:40 am EDT.

I respect the work TSA does to keep us secure- and am not one to raise hell for attention (I myself travel often and have repeatedly gone through whole-body scanners) - but something was going on in JFK airport today that seemed inappropriate.

Thank You,

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: stacey.patton

Last Update Date: Aug 14 2011 12:23PM

Opening Agent: stacey.patton

Opened Date: 5/9/2011 3:18:52 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint & Falling Short of Standard Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your electronic mail message. We are sorry you were unhappy with your recent travel experience and hope that the following information will be helpful.

One of our key objectives has been to ensure that all passengers consistently receive professional and courteous checkpoint processing while maintaining our high level of security. Along with expanded training on the enhanced security procedures, each Federal airport screener receives training on professional and courteous conduct to make the process run smoothly and reduce the inconvenience to the public.

Enhanced security measures require that all checked baggage undergo some form of screening for prohibited items. A variety of security measures are applied to the baggage and/or persons of passengers selected through the screening process, including random searches. Physical search of the luggage is required to clear every alarm. TSA screeners should exercise great care during the screening process to ensure that passengers' belongings are returned and not damaged when a bag needs to be opened. Unfortunately, on some occasions the screening process may fall short of our established standard. We apologize if these high standards were not met.

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.

We appreciate your taking the time to share your thoughts and concerns with us.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 8 2011 2:57PM

Medium: Email

Contact Status: Closed

Incident Date: May 8 2011 12:00AM

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: 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: 5/8/2011 2:57:14 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): newark airport on sun 5/8/2011

Comments: I tried to pack and obey all the rules. i was courteous and kind. when i went through the line i was pulled aside put through some sort of machine that closed me off. I was told to raise my arms. give them everything in my pockets.(i keep religious non metallic items in my pocket.) Because of my combat experience i cannot be in inclosed spaces. Also i cannot raise my hands for any kind of extended time. No one even asked me. Then on top of everything else i was searched. I'm am telling you now this is the last time this will ever happen. i don't feel safer i feel harassed. we are safer because of people like me not people like yourselves.

I don't like the fact i can't touch my own belongings, nor do i like the fact that they are out of my posession. so either i'm not going to fly anymore or your going treat me with more consideration. At this point i don't care which.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: Kenneth.hill

Last Update Date: Aug 14 2011 12:23PM

Opening Agent: Kenneth.hill

Opened Date: 5/9/2011 12:02:14 PM

Linked Event IDs:

Responses:

Response

Template Name: AIT Concerns - Privacy Health Opt Out Concerns (Condensed)

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Reasons for Secondary Screening

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for contacting the Transportation Security Administration (TSA) regarding passenger screening using Advanced Imaging Technology (AIT).

[WHAT IS AIT]

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

[HEALTH CONCERNS]

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

[PRIVACY CONCERNS]

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area. To further protect passenger privacy, all facial images are blurred.

Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

[ADULT OPT OUT]

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

[CHILD OPT OUT]

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the 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.

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 to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced

Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced 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, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers 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 to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 9 2011 12:52PM

Medium: Email

Contact Status: Closed

Incident Date: May 3 2011 2:00PM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/9/2011 12:52:54 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): New York LaGuardia Airport. U.S. Airways Shuttle Terminal. May 3, 2011. 2:00 p.m. Rude Employee: Edward Rennix.

Comments: I was carrying a can of deoderant in my carry-on plastic bag of liquids. It was less than 3.5 ounces, and I had traveled with the same can at least 5 times in the previous two months. A black, female TSA Agent stopped me as I came through the baggage screener to inspect the can. The supervisor, (b)(6) was called over. He told me that all aerosol cans were forbidden items and that I could not take it. I told him that I travel frequently and know that if it is a toiletry or personal item in an aerosol can and it is under 3.5 ounces it is allowable. He rudely told me it was not and told me to move on. I asked if he could provide this rule in writing and he told me to look it up on the website. I had my iPhone with me and looked it up on the spot; and it was just as I had said. I showed it to him on the tsa.gov website where it says that aerosol cans are forbidden unless it is a toiletry or personal item under 3.5 ounces. He said he didn't care what it said, he was not going to let me take it. I was furious. I told him that I wanted to file a complaint, and he said "good luck, I doubt it will do you any good". I travel often and want to obey the rules, but whoever is on charge seems to be able to make up their own rules. As another example, when I go from LGA to DFW, they say I must show my boarding pass when I go through the screener. From DFW to LGA, you are forbidden to carry your boarding pass with you and get yelled at if you do. (b)(6) behavior was rude and inexcusable. I also think we treated me rudely because I am white and he is black; he seemed to treat white passengers more rudely. It was just a can of deoderant, but it did inconvenience me as I was on a schedule and had to find time when I got to my destination to buy more deoderant. Plus, it is embarrassing and frustrating to get pulled aside when I know I am clearly following the rules as posted on the tsa website. (b)(6) needs some sort of sensitivity training, if not training on racial harassment. He also needs to be ordered to follow the tsa rules and not make up his own. Thank you for your time and attention to this matter. I will also be complaining to my congressional representatives.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: gary.warfield

Last Update Date: Aug 14 2011 12:24PM

Opening Agent: gary.warfield

Opened Date: 5/9/2011 5:09:27 PM

Linked Event IDs:

Responses:

Response

Template Name: Screeners Have Final Say Response

Airport: LGA

Airline: US Airways

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: General Complaint Response

Airport: LGA

Airline: US Airways

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail.

The Transportation Security Administration's (TSA) security screening procedures require all carry-on property be screened before passengers take it onboard an aircraft. Regardless of whether an item is on the prohibited or permitted items list, the Transportation Security Officers (TSO's) have discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft if the item may pose a security threat.

Therefore, TSA security screening personnel make the final decision on whether to permit certain items into the sterile area of the airport.

Please visit our website at 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.

We hope this information is helpful.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

TSA monitors 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 subject of repeated complaints.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 9 2011 8:29PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 30 2011 7:30PM

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: not given

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/9/2011 8:29:36 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CO 1611Y Newark NJ to Houston Bush Intercontinental. Left from gate C 135 at 11:40 pm Saturday, April 30, 2011.

We went thru the Terminal C check point about 7:30 pm that evening.

Comments: My elderly father (89 y/o) was roughly handled by 3 TSA agents at the same time. I had already gone thru the screening device and could not go back to help him. He was in a wheelchair. One agent took his chair from him and then LEFT with it even though I called out to come back with it. He ignored me and I never saw that chair again.

Another agent removed my father's belt off his slacks without even asking him and then almost knocked him over taking his shoes off. I could tell my father was frightened.

The third agent took my Dad's jacket off very hurriedly and then removed his eyeglasses case and Mont Blanc pen from his breast pocket in his shirt. We got the jacket back, but not the glasses, its case or the pen.

These 3 men converged on my feeble father and just manhandled him. It was rude and scared him too. Plus I couldn't believe that one guy just took his wheelchair (airport property) and ran off with it. I was furious at all of this!!

Agent Notes: sent to csm 5/10/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:25PM

Opening Agent: melissa.nelson

Opened Date: 5/10/2011 11:13:36 AM

Linked Event IDs:

Responses:

Response

Template Name: PWD—Apology with Standard Opening

Airport: EWR
Airline:
Subject Category: Screening - Discourteous/Rude Screener
Interaction Type: Complaint

Response
Template Name: Consumer Observation BCC CSM Response
Airport: EWR
Airline:
Subject Category: Screening - Discourteous/Rude Screener
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email message. We appreciate that you took the time to share your concerns with us.

Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport.

TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We also encourage you to check the latest information at www.tsa.gov.

We apologize for any insensitivity or inappropriate treatment you experienced during the screening process. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area, and the way in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

TSA has a program for screening people with disabilities and their associated equipment, mobility aids, and devices. Our program covers all categories of disabilities (mobility, hearing, visual, and hidden). As part of that program, we work with a coalition of more than 73 disability-related groups and organizations to help us understand the concerns of people with disabilities and medical conditions.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or the Assistant Director for Screening to address any complaint regarding screening procedures.

Additionally, a passenger may register a concern or complaint with security through the TSA Customer Service representative or TSA supervisory personnel at each airport. The "Talk to TSA" section of the TSA website offers passengers the ability to send complaints directly to the Customer Service representative at each airport at: <https://contact.tsa.dhs.gov/talktotsa/talktotsa.aspx> by clicking on a map and selecting the correct airport.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 10 2011 9:57AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Apr 24 2011 8:30PM

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: Rockaway

Contact State: NJ

Contact Zip: 07866

Contact Country: USA

Contact Phone: (b)(6)

Contact Fax: (b)(6)

Fulfillment Sent:

Mail Return Date:

Contact Email: refused

Subject: Inappropriate Screening

Body: The Caller reported that her nephews wife (b)(6) was detained and given a vaginal exam in Newark airport after traveling through the security checkpoint once previously the same evening. It happened on 4 24 11 approximately around 8:30pm.

(b)(6) came through the screening checkpoint at approximately 8:30pm being permitted into the sterile area and then a short time later was notified by her carrier that flight was going to be delayed for five hours so she and her husband left the sterile area to eat something in one of the airport vendors, upon their return to the sterile area from eating (approximately 1-2 hours later), she was stopped and asked for additional screening. During this screening session she was asked by two female TSO s to accompany them to a private area where she was subjected to a vaginal cavity search. Both (b)(6) and her husband were furious. They could not understand why the increased screening when they had already been cleared once earlier in the evening at the same checkpoint and then being subjected to this type of treatment by TSA on the second entrance through the checkpoint a short time later.

They (b)(6) are both Canadian residents living in Ontario traveling here to visit family (b)(6) in the USA. (b)(6) the caller (a close relative) reported this incident over a week ago but has heard nothing to resolve the situation and is considering legal counsel. She does not speak english very well (a slight barrier) and does not utilize email at all. She requested a response by TSA, otherwise she and her family intend to make this known to the media as well as seeking an attorney.

The (b)(6) are retired MD s (OBGYN) (in their 70 s) here in the USA.

Air Canada----Flight # AC0773

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: gregory.henline

Last Update Date: May 10 2011 5:10PM

Opening Agent: gregory.henline

Opened Date: 5/10/2011 10:58:09 AM

Linked Event IDs:

Responses:

Response

Template Name: Forward to CSM Response

Airport: EWR

Airline:

Subject Category: Inappropriate Screening - Pat Down - Complaint

Interaction Type: Complaint

Response Email:
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 10 2011 10:03PM

Medium: Email

Contact Status: Closed

Incident Date: May 8 2011 7:00PM

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: not given

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/10/2011 10:03:47 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): FLT# 588/SOUTHWEST AIRLINES/ALBANY AIRPORT/ALBANY, NY, TIME-1900, SUNDAY EVENING , 8 MAY 2010- SECURITY CHECKPOINT- TSA AGENT-YOUNG, BLONDE SLENDER WOMAN

Comments: ON MOTHER'S DAY, MY 90 YEAR OLD MOTHER, (b)(6) SEATED IN AN AIRPORT WHEELCHAIR, HAD AN INAPPROPRIATE HAND PROBING IN HER PANTS IN THE REAR BUTTOCKS AREA AND AN INTRUSIVE FEELING UP HER LEGS AND INTO HER PELVIC REGION, AS WELL AS PALPATION OF HER BREASTS. AS A PHYSICIAN, I WAS MORTIFIED THAT MY MOTHER WAS TREATED IN THIS FASHION. SHE VOLUNTEERED TO STEP OUT OF THE WHEELCHAIR TO WALK THRU THE METAL DETECTOR, AS SHE HAS PREVIOUSLY, BUT WAS TOLD THAT SHE COULD NOT. I NOTED THAT OTHER FAR MORE SUSPICIOUS CHARACTERS WERE ALLOWED THRU WITHOUT A PAT DOWN. THIS IS ELDER ABUSE, AS I NOTED ON A PAST OCCASION THAT ANOTHER ELDERLY WOMAN WITH SEVERE ARTHRITIS WAS TARGETED AT THE SAME AIRPORT. I BELIEVE AS A US DoD CIVILIAN WORKING IN A SECURE SITE THAT THIS IS OVERZEALOUS INSPECTION OF THE VULNERABLE ELDERLY POPULATION. I WOULD LIKE A WRITTEN APOLOGY FROM THE OFFENDING TSA AGENT AND PROOF OF RE-TRAINING OF THIS INDIVIDUAL. THIS PHYSICAL PROBING WAS TOTALLY DISCOURTEOUS AND UNECESSARY. I AM APPALLED THAT THIS DISRESPECTFUL BEHAVOIR IS ALLOWED IN AMERICA.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: angela.johnson

Last Update Date: Aug 14 2011 12:26PM

Opening Agent: angela.johnson

Opened Date: 5/11/2011 10:42:56 AM

Linked Event IDs:

Responses:

Response

Template Name: PWD—Apology with Standard Opening

Airport: ALB

Airline: Southwest Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Reasons for Secondary Screening

Airport: ALB

Airline: Southwest Airlines

Subject Category: Screening - Secondary

Interaction Type: Information

Response

Template Name: Patdown General Response

Airport: ALB

Airline: Southwest Airlines

Subject Category: Screening - Secondary

Interaction Type: Information

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) patdown procedures.

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown 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.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

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.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown 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 patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site (www.tsa.gov).

We hope this information is helpful.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the 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.

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 to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced 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, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers 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 to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's

airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

We apologize for any insensitivity or inappropriate treatment you experienced during the screening process. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area, and the way in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

TSA has a program for screening people with disabilities and their associated equipment, mobility aids, and devices. Our program covers all categories of disabilities (mobility, hearing, visual, and hidden). As part of that program, we work with a coalition of more than 73 disability-related groups and organizations to help us understand the concerns of people with disabilities and medical conditions.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or the Assistant Director for Screening to address any complaint regarding screening procedures.

Additionally, a passenger may register a concern or complaint with security through the TSA Customer Service representative or TSA supervisory personnel at each airport. The "Talk to TSA" section of the TSA website offers passengers the ability to send complaints directly to the Customer Service representative at each airport at: <https://contact.tsa.dhs.gov/talktotsa/talktotsa.aspx> by clicking on a map and selecting the correct airport.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 10 2011 2:58PM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: TSA Contact Us: Complaints

Body: Forwarded for appropriate action.

Evelyn Webb

Office of Civil Rights and Liberties

DHS/TSA

From: (b)(6)

Sent: Tuesday, May 10, 2011 1:37 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: 5/10/2011 1:36:43 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

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

DL2343/delta/B/Newark/46B

Comments:

At the desk for the screening, the tsa agent who checks id against boarding passes was sexually harrassing and inappropriate. He made comments regarding my looks and attire and keep me at the desk for an unnecessary long period of time. When I asked for my id back he stated "i'll let you now but I will see you again soon". He held my id for quite sometime as if to memorize my address. As a regular traveler out of Newark airport I have never seen or experienced this type of harassing behavior. I am quite concerned as his ending comments gave the impression that he would see me again and has my home address. The information he wrote on my boarding pass is [b] I hope this will be investigated fully and appropriate action taken as no female travel should be sexually harrassed by a member of the tsa.

Agent Notes: sent to csm 5/11/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:26PM

Opening Agent: melissa.nelson

Opened Date: 5/11/2011 11:33:00 AM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: EWR

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Civil Rights Complaint & Discrimination—Response to General Public

Airport: EWR

Airline: Delta

Subject Category: Civil Rights - Perceived Discrimination

Interaction Type: Complaint

Response

Template Name: Complaints Response

Airport: EWR

Airline: Delta

Subject Category: Discourteous - Rude Employee

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [b]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail. We regret to hear that you had an unpleasant experience and hope the following information is helpful in addressing your concerns.

Please know that the Transportation Security Administration (TSA) takes comments such as yours very seriously. TSA is responsible for all passenger and baggage screening to ensure that weapons and other prohibited items are not brought on-board aircraft. One of our key objectives has been to ensure that all passengers consistently receive professional and courteous processing while maintaining our high level of security. We train security screeners to conduct enhanced screening with courteous professionalism in order to treat passengers with dignity and respect. We regret that you feel these high standards were not met.

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.

Again, we deeply regret any inconvenience or discomfort you may have suffered as a result of enhanced screening procedures. TSA appreciates you for taking 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.

Please visit our website at 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.

Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport.

TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We also encourage you to check the latest information at www.tsa.gov.

TSA OCRL serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees. OCRL is responsible for the enforcement of all Federal laws, Executive Orders, and policies prohibiting discrimination in employment, in applications for employment, or in the TSA's Federally assisted and Federally conducted programs or activities.

OCRL is also responsible for ensuring that TSA treats all travelers equally, without regard to a person's race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation.

If someone believes they have been discriminated against by a TSA employee on the basis of one of these criteria, they may submit an explanation of their complaint to the OCRL. Passenger's complaints should include the following: the name of the airport, flight information, date and time of the incident, and if possible, the name of the employee. Send complaints by e-mail to TSAOCR-externalcompliance@tsa.dhs.gov, or via postal mail to:

Transportation Security Administration
OCRL, TSA-6
601 12 Street South
Arlington, VA 20598-6006

For additional information, passengers may contact OCRL toll-free at (877)-EEO-4TSA (4872). Callers may leave their name, number, and best time to return their call.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 11 2011 7:26PM

Medium: Email

Contact Status: Closed

Incident Date: May 9 2011 12:00AM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/11/2011 7:26:38 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta 2623 JFK-LAX 5/9/11

Comments: When entering screening the initial TSA employee was extremely rude. In general i have found staff exceptionally courteous. Based on his behavior I asked for his name and ID number which he refused to give me. After clearing the x-ray and such, I then aksed to speak with a supervisor, who demanded my ID and boarding pass whcih he copied down before giving me his name of the name of the employee. I am not sure why he needed this information from me or what he plans to do with it. I hope he will not use it in a retaliatory way that could affect my future travel. WHEN he fianlly spoke ot me he refused to give me the name of the employee so I could file a complain and would only point to his nametag which lited his name as (b)(6) Lastly, he was dismissive of my complaints and concerns and stated I do not understandthe process or the TSA jobs. I am a vey frequent flyer 125k or more miles per year and I work with DHS so I well understand the process and this was outside the norm both for the employees behavior, refusal to provide name and supervisors verbal attack on me, demand for my ID for what use I am not sure and disssmissive of my complaint.

Agent Notes: sent to csm 5/12/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:26PM

Opening Agent: melissa.nelson

Opened Date: 5/12/2011 4:38:18 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Consumer Observation BCC CSM Response

Airport: JFK

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the 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.

Please be advised that a passenger can always request to speak with the Supervisory TSO or the Assistant Director for Screening to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the Customer Service Manager at that airport.

We hope this information is helpful.

Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport.

TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We also encourage you to check the latest information at www.tsa.gov.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 12 2011 11:27AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Jan 5 2011 12:00AM

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: Caller Refused

Subject: Discourteous Rude Screener

Body: Spoke to a supervisor named Melissa on 1-24-11 about an incident in New York, flew out of JFK, but the supervisor was from the TCC.

She wanted to put this incident on record and wanted someone to let her know what happened.

Complaint is about officer (b)(6) who was rude and nasty officer refused to pack the dog - not my job to pack your dog. Officer was speaking in Spanish to other officers, didn't know that the caller understood Spanish. Officer was screaming at the caller, said that the dog was nasty.

Caller said she was disabled and unemployed.

Caller had not heard from anyone since January; supervisor said that someone would get in touch with her.

Flew with Jetblue.

Complained to Supervisor Horsford at the airport, lodged a complaint there.

Supervisor Greg Henline: Caller stated that officer (b)(6) was rude to her and was speaking Spanish to her co-worker saying she wasn't going to touch that dog. Caller had a dog with her. The TSO then spoke to her in English and asked her if she wanted a private screening. Caller stated that the officer was very rude during the screening. She wants that officer reprimanded.

Agent Notes: Sending to the CSM because of alleged treatment by officer, and the customer had been told there would be a follow up, and that has not come yet.

sent to csm 5/12/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: May 12 2011 4:55PM

Opening Agent: melissa.nelson

Opened Date: 5/12/2011 4:55:12 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: JFK

Airline:

Subject Category: Screening - Discourteous/Rude Screener
Interaction Type: Complaint

Response Email:
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 14 2011 2:11PM

Medium: Email

Contact Status: Closed

Incident Date: May 13 2011 3:00PM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/14/2011 2:11:28 PM

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Flt 4136 SWF airport 5/13/11 3 pm

TSA Employee (b)(6) and female accomplice

Comments: The x-ray operator could not figure out what my dual 12v car power adapter was in my bag. This turned into a 30 minute ordeal that lead to extremely disrespectful and rude treatment to myself and my fiance by (b)(6) and his female accomplice.

I have flown over 110k miles this year on over 80 segments. I have been diamond with Delta since it was formed and Platinum before that. I have flown over 500k mi in the last 5 years.

My bag was searched, the item pulled out, and run through again. Then they started swabbing my bag. apparently the machine made a different noise than before, so instead of checking the results on a different machine like they they do at other airports, (b)(6) said I now had to have a pat down. I set my laptop in a bin so they could reexamine that. I walked over to the mat with the footprints and started taking my belt and shoes off. I was not happy as we were retuning from a funeral that morning and this is the 10th time I have been patted down in the last 30 days.

He literally was in my face berating me for disrespecting him, although I had not said a word to him at that point. He literally berated me like a 3 year old. I literally was spoken to like the inmates on COPS are spoken to. I have not been spoken to like that since I was a child. My fiance had never been through this thing before, and mentioned to another agent that there was no reason for (b)(6) to jump all over me.

He did the pat down, where he did every spot twice. Since I get this so often, I noticed he did not do the bottom of my feet like every other screening facility.

While I was going through this disgrace, the other agent was still pulling stuff out of my bag. My fiance was tired of seeing me humiliated, so she went to go sit down. At this point the agent with my bag told her she was not allowed to leave, and that she had to stay there and watch her go through my stuff. The agent got mad at my fiance when she said she trusted the agent, but it was not her bag and she wanted to sit.

After this ordeal was finally through, I asked for a trash can so I could throw the adapter away. They asked me why I would want to do that. I told them it has flown with me for the last 2 years with no problems. But, if there is any item I owned that would lead to half the treatment I received that day, I would MUCH rather live without it than be treated the way I was there.

This type of rude treatment, by an agency that has no accountability is why so many frequent flyers despise the TSA. We wouldn't fly if our jobs didn't depend on it.

When will you implement a system that will allow trusted flyers to get to their destination with as little harassment as possible? Why can't I go through the same security clearance as the people that work for TSA? I would gladly pay for it out of my own pocket if it meant my

family would never have to deal with the likes of the rude agents like (b)(6) and his female counterpart at SWF again. I am an honorable American, I pay my taxes, I have never been arrested, I have never even had a speeding ticket, but am automatically considered a criminal as soon as I enter a screening area.

Agent Notes: D Collins sending to the CSM on 05 16 2011

Follow Up: From: Klusacek, Michael (b)(6)

Sent: Tuesday, June 21, 2011 12:38 PM

To: TSA TCC

Subject: FW: TSACC event #78943 (b)(6)

TSACC:

Please see the response from AFSD Greg Sitler regarding this complaint by (b)(6). As noted (b)(6) version of the event is not supported by the review of the checkpoint CCTV, the timeline involved or the independent responses of the involved employees. This matter is closed at SWF, with no further action taken.

Mike Klusacek

TSA Albany

518-452 (b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:29PM

Opening Agent: melissa.nelson

Opened Date: 6/23/2011 9:46:29 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: SWF

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@sentrure.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the 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.

Please be advised that a passenger can always request to speak with the Supervisory TSO or the Assistant Federal Security Director for Screening to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 17 2011 8:42AM

Medium: Email

Contact Status: Closed

Incident Date: May 17 2011 8:15AM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: 10.238.90.252

Date Time: 5/17/2011 8:42:39 AM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight EK204 on 17 May 2011 departing JFK Terminal 4- Screening area for "A" gates at 8:15 AM.

Comments: Flight EK204 on 17 May 2011 departing JFK Terminal 4- Screening area for "A" gates. I placed my laptop and bag on the screening belt and pushed them into the xray unit as room became available. Then, the tall (6ft2")young man asked me to walk through the body screening section...meanwhile, the xray operator reversed the belt and pushed one bag off the belt and back onto the belt rollers. This meant my bag did not come through. I was then scolded by the young man, required to say "thank you" out loud to the passenger who pushed my bag off the rollers and back on the belt. This was all done in a humiliating fashion. I suggest you spend more time screening and less time humiliating people for your flawed processes. I also suggest that this same young man spends less time flirting with the duty free ladies.

Agent Notes: Sending to the CSM because of the perceived inappropriate treatment by the officer.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: delores.deaton

Last Update Date: Aug 14 2011 12:31PM

Opening Agent: delores.deaton

Opened Date: 5/17/2011 5:52:04 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the 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.

Please be advised that a passenger can always request to speak with the Supervisory TSO or the Assistant Federal Security Director for Screening to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 17 2011 6:58PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 30 2011 12:00AM

Contact Prefix: Dr

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/17/2011 6:58:26 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Saturday, 30 April 2011

Flight 1441 - Southwest Airlines from Albany, NY to Houston, TX

Comments: TSA:

We arrived at the Albany, NY airport about an hour prior to departure on Flight 1441, SWA on 30 April 2011. The items I was carrying onto the plane went through screening without a problem. I passed through the screening portal with no problem but then "a random" screening sound went off. I was asked to go to a transparent glass area for further screening - "Just random", I was assured.

I entered the clear glassed area in full view of the x-ray luggage scanning line and everyone else in that area of the airport. Someone said that they would need to get a female screener. I was not very comfortable with this process or the public nature of whatever was going to happen. A young female screener came into my area and put on blue rubber gloves. She described in detail that she would be patting me down "with the backs of her hands". This truly felt creepy. I began to feel quite anxious and she asked me if I was uncomfortable. I replied that "yes", I was uncomfortable and she said she would need to get a supervisor. Another young woman came into this glassed area and asked if I was "uncomfortable". I replied in the affirmative. I could see my husband along with everyone else having their luggage screened outside the glassed area in which I was being detained.

The supervising young woman then said that if I was uncomfortable I could go to a private screening area and "could take a witness". I said "OK" but then was told that I would not be permitted to speak to the witness (that would have been my husband). That comment simply made me even more anxious.

By now, my anxiety level was really high and I just wanted to get out of there. I told the screener to go ahead and just get this done. So, with my arms held away from my body the screener with the blue gloves patted me all over - including my chest and inside the waistband of my slacks. At this point I was asked to look down to see footprints on the mat on which I was standing. I was told to place my feet on the footprints which frankly did not feel decent, nor did it feel appropriate in the transparently glassed-in space. The blue-gloved TSA agent then patted the inside of my legs and crotch.

At this point I was done and could leave. I was also fighting tears, was anxious beyond belief and headed for the ladies' room to wash my

face and to sit down for a few minutes.

I am a 67 year old Caucasian woman - a clinical psychologist - a grandmother - and I like to think a rather pleasant, both easygoing and outgoing type of person. I tend to be a bit but not overly modest. I have also traveled overseas including the USSR and in Romania. I must say that never in my life did I ever imagine that I would undergo such a humiliating "random" search in the USA. The closest experience I have ever had to the Albany search was in Romania in 1976 - a police state at the time. Of course, I had gone there knowing it was a police state and expected police state behavior at the airport.

My "ordeal" in the Albany area became a story that I related to my sister when I got to Texas. She - in an attempt to make me feel better - mentioned that when she went through security in San Antonio on her way back to Dallas that day, two middle aged white ladies were undergoing extensive screenings. Then, a few days later, a patient of mine - another middle-aged white lady - reported that she'd been subjected to two separate extensive screenings on a recent vacation and had been quite uncomfortable with the process. This made me wonder whether there some sort of attempt to offset criticisms having to do with racial profiling by throwing a lot of benign middle-aged white ladies into the extensive screening mix?

I have been thinking about my Albany experience for a couple weeks now. It was an unnecessary violation of my dignity to be patted down in such a public area for no reason other than for a random check. What about people who have histories of abuse or other violation? If my level of discomfort was any indicator, people who come to the screening situations with histories of abuse or problems with anxiety disorders could experience even more unreasonable degrees of discomfort.

In conclusion, I must say that I found the entire experience grossly unpleasant and felt violated by the entire procedure. I do not think that it made me or anyone on my flights any safer for me to have undergone such an examination. And, I think that conducting such pat downs in a transparent glassed area is most inappropriate. The formal language - I "could take a witness but could not speak to the witness" - is language that is used with "bad guys" - the kind of people who get arrested for having done bad things. Not for a woman who must go on a trip to help oversee care for an aged mother-in-law.

This entire process is a disincentive to travel.

Sincerely,

[REDACTED]

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: Kenneth.hill

Last Update Date: Aug 14 2011 12:31PM

Opening Agent: Kenneth.hill

Opened Date: 5/18/2011 9:15:58 AM

Linked Event IDs:

Responses:

Response

Template Name: Patdown General Response

Airport: ALB

Airline: Southwest Airlines

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response

Template Name: How to Ask for a Private Screening

Airport: ALB

Airline: Southwest Airlines

Subject Category: Patdown - Flyer

Interaction Type: Information

Response

Template Name: Racial Profiling or Discrimination

Airport: ALB

Airline: Southwest Airlines

Subject Category: Patdown - Flyer

Interaction Type: Information

Response

Template Name: Reasons for Secondary Screening

Airport: ALB

Airline: Southwest Airlines

Subject Category: Patdown - Flyer

Interaction Type: Information

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail inquiring about how to ask for a private security screening.

Passengers may request a private screening area at any time during the process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. However, the passenger may choose to remain in the public area rather than go to a private area for screening. If passengers refuse screening in the public or private area, they will not be permitted to board the aircraft.

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown 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.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

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.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown 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 patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site (www.tsa.gov).

We hope this information is helpful.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the 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.

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 to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced 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, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers 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 to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all who pass through our screening checkpoints. Every person and item must be screened before entering each secured area, and the way screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Transportation Security Officers (TSOs) are required to be sensitive and considerate, and they are trained to explain what they are doing and what will happen next in the process. We regret if this was not your experience during your security screening.

TSA is committed to ensuring that airline passengers are not subjected to additional screening based on discriminatory factors. Absent specific intelligence information, TSA does not include as a screening factor any passenger traits that may be directly associated with race, color, or national or ethnic origin, including a passenger's name or mode of dress, religion, or gender. TSO training stresses these points. Various security measures are applied at the security checkpoint, and none of these measures, including additional screening, is conducted based on illegal profiling.

Illegal profiling is an ineffective security strategy, the predictability of which terrorists could use against us. It is also generally prohibited by the U.S. Constitution and Federal antidiscrimination laws. Please be assured that application of secondary screening is based on objective factors unrelated to the identity of an individual or that person's personal attributes.

Passengers may be selected for additional screening for different reasons: (1) to clear an alarm, (2) to address an irregularity or anomaly in the passenger's clothing outline, or (3) random selection. Additional screening can involve a patdown inspection, explosives trace detection (ETD) screening, or other forms of inspection.

The selection of passengers for additional screening may appear inconsistent and arbitrary. The intensive nature of additional screening also may seem to indicate that an individual is regarded as high risk or a security threat. Neither impression is accurate. The random selection of passengers for additional screening adds a layer of protection and a degree of unpredictability to the screening process. The random element prevents terrorists from undermining aviation security by learning how the system operates. TSA continues to explore different security measures that make security screening more effective and unpredictable.

TSA's primary responsibility is the security of the traveling public. This can include the need for regular security checkpoint screening, as well as secondary screening, which passengers may find inconvenient or frustrating. While we make every effort to minimize travelers' inconvenience, security must take precedence.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 19 2011 7:16PM

Medium: Email

Contact Status: Closed

Incident Date: May 18 2011 6:31PM

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: Filer,

Contact State: Idaho

Contact Zip: 83328

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/19/2011 7:16:34 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight# 1733 Delta Airlines terminal 3, NYC JFK, May 18,2011, 6:30 p.m. to gate 20

Comments: During checking process TSA employees did not want to take into consideration that there was too little time to board connecting Delta flight # 1733 to SLC because of the chaotic mess at their terminal. While screening my carry-on baggage they spotted three anodized aluminum uniform buttons not bearing any offensive stamping, but the former USSR emblem. A female employee demanded to put a suitcase on a bench, told me to stay aside, while trying to open it up. Then she told me that there was a trick with it, and ordered me to open that old style bag. After that she told to step aside again, not allowing me to see what she was doing. As a result she removed from the soft electric shaver case those three buttons, not saying a word about that. I considered it, such an outrageous act as a thievery. Due to a matter that there were TSA individuals at the time, it is a Federal issue, and must treated as a Federal offence. I demand those three buttons to be returned to me as soon as possible, and appropriate appology must be provided. My address is: (b)(6)

Filer, Idaho 83328. Phone: (b)(6)

Agent Notes: D Collins sent to the CSM on 05/20/2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 12:33PM

Opening Agent: deborah.collins

Opened Date: 5/20/2011 1:59:07 PM

Linked Event IDs:

Responses:

Response

Template Name: TCC Complaint—Customer Service Manager

Airport: JFK

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, 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 Transportation Security Administration (TSA) principles for professional processing.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: May 23 2011 8:29AM

Medium: Email

Contact Status: Closed

Incident Date: May 9 2011 12:00AM

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: none

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: airport screening newark liberty international airport

Body: To whom it may concern!

Hopefully I'm addressing the proper department ... if not, please forward to proper department. Thank you.

Recently (May 9th, 2011) my husband went to Germany. Going thru security was a disaster (for me) as the way I was treated was short of being a criminal.

As to what occurred: Shoes were to be removed (I wore sandals/barefoot) Standing on the dirty floor was not very palatable...has anyone ever given a thought as to how many germs are transmitted from floor to traveler and visa versa? Beyond description!!

Next: * months ago I had bilateral knee joint replacement...(obviously, metallic) ... I mentioned this to the TSA employee that this would set off the alarm, plus giving her my medical ID card (which her comment was: this didn't concern her). So, I went thru the metal detector setting alarm off; other prospective passengers staring; asked if the search should be done on the spot or in a room...of course, a room I said. Did I want my husband to come along...again, yes I said. Now, why would the TSA employee ask where a passenger wanted to be "patted" down? Aren't passengers allowed some privacy and dignity??? IF THIS PROCEDURE DIDN'T MAKE ONE FEEL LIKE A CRIMINAL, WHAT WOULD???? The "patting down" process was embarrassing, to say the least! The clothes which I had on, nothing could be hidden without showing a bulge as to ...

Interestingly enough, one hears reports of metallic items still being brought on board despite the so called security checks...how come? I can honestly say that this experience at Newark - Liberty International gives me thought as to whether or not I would travel overseas/domestic again.

My experience returning from Europe was much better ... the security personnel were much more considerate and friendly. Perhaps your security employees should have better "sensitive" training. Sensitivity to ones needs and feelings are/should be the priority of the TSA employees doing the security checks!

One last comment: This was not my first such experience ... except previously I had no metal joint implants. The impression I had was "TSA employees were given some POWER and this POWER was exercised to THE FULLEST PLUS!!!! Given POWER, people often "abuse" this. Definitely, this was the case here.

I'm hoping that this e-mail will be used constructively as this was my intent. I'm sure others have voiced their displeasure also.

I appreciate the opportunity to voice my concerns ... [REDACTED]

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Aug 14 2011 12:35PM

Opening Agent: kenneth.gumm

Opened Date: 5/23/2011 4:43:09 PM

Linked Event IDs:

Responses:

Response

Template Name: PWD - Screening of Metal Implants

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the screening of metal implants.

The Transportation Security Administration (TSA) seeks to ensure that Transportation Security Officers (TSOs) consistently provide professional and courteous checkpoint processing while maintaining a high level of security. When we receive reports to the contrary, TSA takes appropriate action, which may include additional training and or disciplinary action.

When there is an alarm during screening, TSOs must conduct additional screening, including a patdown, to locate and resolve the source of the alarm. Although our TSOs are following TSA procedures, we understand and regret the distress sometimes experienced. We realize that the intensive nature of the patdown can be stressful, and many passengers don't understand the reason for this additional procedure.

The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs are trained to offer passengers a private screening before proceeding with a patdown inspection. Additionally, a passenger may ask for and receive a private screening at any time during their screening process. Private screenings are conducted in a room or in an area away from other passengers. If a passenger does not permit the search, he or she will not be allowed to board an aircraft.

TSA understands the frustration some travelers experience from routinely alarming the metal detector because of metal implants. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

For more information regarding patdown procedures, please visit TSA's website at www.tsa.gov. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with TSA's Assistant Federal Security Director for Screening at that airport to address any concerns.

When available, an alternative method to being screened using the walk-through metal detector is Advanced Imaging Technology (AIT). For passengers with metal implants, this type of screening may reduce the need for undergoing patdowns. AIT is a voluntary alternative to the walk-through metal detector and was designed with security and privacy in mind. AIT screens passengers for metallic and nonmetallic threats including weapons, explosives, and other objects concealed under layers of clothing, without physical contact, to help TSA keep the traveling public safe.

Strict safeguards are built in to AIT screening procedures to ensure privacy and anonymity. In independent polling of passengers regarding acceptance of this technology, the majority preferred this procedure to alternates such as a patdown. For more information regarding privacy and public acceptance of AIT screening please visit our website at <http://www.tsa.gov/approach/tech/ait/index.shtm>.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 23 2011 11:20AM

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: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/23/2011 11:20:13 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): 4039 / US Airways / Main Terminal / ROC

Comments: (1) Was informed (for the first time ever) that I was not allowed to hold my wallet above my head for the x-ray scanner. Wallet was placed in a bin, and because of the duration of the x-ray procedure, a stranger handled my wallet. Absolutely unacceptable.

(2) Pockets were obviously empty (and were turned inside out for proof prior to X-ray scan), but was told that there was "something in my right pocket" and was given a pat-down without any warning. A man just came up to me and started patting my legs without saying anything.

These are the types of events that make people less compliant at TSA screening checkpoints. I am happy to follow the rules, but arbitrary rules that place my personal belongings in jeopardy (and my dignity in doubt) are just too much.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 12:35PM

Opening Agent: sandra.rudder

Opened Date: 5/23/2011 5:11:47 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint Response

Airport: ROC

Airline: US Airways

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Maintaining Line - of - Sight Response

Airport: ROC

Airline: US Airways

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent screening experience.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

TSA monitors 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 subject of repeated complaints.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a 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, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

We hope this information was helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 23 2011 4:08PM

Medium: Inbound Call

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: no

Subject: Hip Replacement

Body: She had to have a pat-down and says anyone could have stole her things because they where so far away from her for around 6 mins.

I read her the line of sight templante.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: May 23 2011 4:12PM

Opening Agent: michael.middleton

Opened Date: 5/23/2011 4:12:39 PM

Linked Event IDs:

Responses:

Response

Template Name: Maintaining Line - of - Sight Response

Airport: LGA

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 23 2011 5:48PM

Medium: Email

Contact Status: Closed

Incident Date: May 22 2011 7:24PM

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: none

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/23/2011 5:48:09 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue 9:00 pm flight to Buffalo, May 22, 2011, JFK airport

Comments: I am a 76 year old retired college professor; I doubt I look like a terrorist.

Last year I had a total knee replacement, and the surgeon gave me a laminated card which stated the date of the surgery, the surgeon's name, and other information. The card said I had a permanent metal implant which may activate a metal detection devise.

On May 19 I flew from Buffalo to NYC. I had the card in my hand, but didn't hand it to the screener until I passed through the gate, and set off the alarm. He said "You should have given it to me before you went through," and then did a further inspection, but NO patdown.

When I returned to Buffalo on the flight above, this time I did hand the card to the screener, who paid no attention to it. Again, I set off the alarm, but this time two special security agents were called over, and I got a head-to-toe patdown.

In light of this experience, I have three questions:

1. Does the card have any purpose, and if so, are screeners informed about that purpose?
2. Why the inconsistency between the two airports--in Buffalo, despite not having informed the agent in advance, I was not subject to the patdown, but in JFK, I was, even though I had handed the card to the screener before passing through the gate. He paid no attention to it, and neither he nor the supervisor who observed the patdown answered me when I asked--very politely--whether the card meant anything.
3. Must I expect that every time I fly now, for the rest of my life, I will be subject to the same patdown procedure, regardless of the card?

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Aug 14 2011 12:35PM

Opening Agent: kenneth.gumm

Opened Date: 5/24/2011 9:14:45 AM

Linked Event IDs:

Responses:

Response

Template Name: PWD--Maintaining a Listing of PWDs

Airport: JFK

Airline: JetBlue

Subject Category: Persons w/ Disabilities (PWD) - Metal Implants (joint)

Interaction Type: Complaint

Response

Template Name: Consistency at Airports Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Patdown General Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email message regarding your concerns about the consistency of procedures at our Nation s airports.

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 and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

TSA works 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 enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the Transportation Security Officer workforce adheres to TSA principles for professional and courteous checkpoint screening.

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown 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.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

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.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown 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 patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site (www.tsa.gov).

We hope this information is helpful.

TSA has considered the idea of maintaining a listing of persons with metal implants or issuing a medical identification card (ID) for persons with metal implants, disabilities, or medical conditions. Maintaining lists of those with implants or having a medical ID card system would require TSA resources to certify medical documents, issue ID cards to qualified persons, update listings daily with distribution to 429 airports nationwide, and validate ID cards when presented at the checkpoint. Regrettably, we are unable to establish and execute an ID card system or maintain such a listing at this time due to limited resources.

As stated on our website at www.tsa.gov, a passenger may present medical documentation to the Transportation Security Officer with information regarding his or her medical condition that may be helpful during the screening process. This documentation is not required and does not exempt a passenger from the screening process.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 24 2011 9:54PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 1 2011 12:00AM

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: none

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/24/2011 9:54:37 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): EWR april 2011

Comments: I have been sent a letter in the mail that wrongly accuses me of carrying a lighter while boarding a flight. I now have to provide a TSA NUMBER when i try to book a flight and I feel harrassed. They have now also placed me on a watch list and I need this to be looked into. I am not sure if there was someone else with the same name travelling on that day or what the procedures of the day were but i was never singled out and searched or pat down. I went through the metal detectors just as everyone else did and boarded as everyone else and am not sure why I have been wrongfully sent this mail and been placed on a list. I would like to know the details of this case as this is something i find offensive and serious. I look forward to hearing from you. Thanks in advance

Agent Notes: I listed April 1, because he did not list a specific day.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 12:36PM

Opening Agent: jeff.burke

Opened Date: 5/25/2011 11:17:50 AM

Linked Event IDs:

Responses:

Response

Template Name: Reasons for Secondary Screening

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Applying to Redress

Airport: EWR

Airline:

Subject Category: DHS TRIP - General

Interaction Type: Complaint

Response

Template Name: Outside the Scope of DHS TRIP Mission: not TSA

Airport: EWR

Airline:

Subject Category: DHS TRIP - General

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- watch list issues
- screening problems at ports of entry
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation s transportation hubs.

DHS TRIP is part of an effort by the United States Departments of State and Homeland Security to welcome legitimate travelers while still securing our country from those who want to do us harm.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: www.dhs.gov TRIP.

In the alternative, you may complete the appended Traveler Inquiry Form, including your original signature, and return it with at least one unexpired photograph-bearing government-issued travel document (e.g., driver s license or unexpired passport) to Trip@dhs.gov.

The Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experienced during their security screening at transportation hubs, such as airports and train stations, or U.S. borders crossings, including:

- watch list issues
- screening problems at ports of entry
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation s transportation hubs.

DHS TRIP is part of an effort by the Departments of State and Homeland Security to welcome legitimate travelers while still securing our country from those who want to do us harm.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the 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.

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 to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced 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, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers 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 to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 24 2011 4:13PM

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: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/24/2011 4:13:50 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

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

Comments: I boycott the cancer-giving screening process for health reasons. After declining the process, your staff had me wait for a minute right next to the machine that is still emitting the radiation despite my requests to move to a different area while I awaited the pat-down. Once the pat-down agent arrived, she refused to change her gloves insisting that they were clean. If I were at a doctor's office, my nurse would be required to change gloves in front of me for health reasons. Your agents are supposed to do the same, as they can easily transmit lice, diseases and other contaminants from passenger to passenger. Yet your agents here refused. I don't care how clean you or she thinks the gloves are, they should be changed upon request and between EVERY passenger right before the search- not when carrying luggage or moving about. You're touching the inside of my underwear- the least you can do is not give me crabs.

Agent Notes: Sent to CSM 5/25/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:36PM

Opening Agent: melissa.nelson

Opened Date: 5/25/2011 11:34:31 AM

Linked Event IDs:

Responses:

Response

Template Name: AIT Concerns - Privacy Health Opt Out Concerns

Airport: JFK

Airline: Delta

Subject Category: Advanced Imaging Technology (AIT) - Flyer

Interaction Type: Complaint

Response

Template Name: TCC Complaint—Customer Service Manager

Airport: JFK
Airline: Delta
Subject Category: Screening - Secondary
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for contacting the Transportation Security Administration (TSA) regarding passenger screening using Advanced Imaging Technology (AIT).

[WHAT IS AIT]

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

[HEALTH CONCERNS]

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as “radiation.” However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

[PRIVACY CONCERNS]

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area. To further protect passenger privacy, all facial images are blurred.

Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

[ADULT OPT OUT]

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

[CHILD OPT OUT]

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

Because your complaint concerns security screening at a specific airport, 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 Transportation Security Administration (TSA) principles for professional processing.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Mar 4 2011 9:52AM

Medium: Email

Contact Status: Closed

Incident Date: Feb 19 2011 12:00AM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 3/4/2011 9:52:33 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental Airline; Terminal C; Newark; February 19th.

Comments (b)(6) had finish processing us and we were on our way to get screened. I had already removed my shoes, when she loudly yell out to my son "is that your mother or your nanny". My son replied "she is my mother" and smiled in disbelief. My husband and I are a mixed race couple. We have flown my times and it's the first time this has happened. My husband thought she was being racist, but I though she was being antagonic. (b)(6) also yelled out that she had a son just like "you" to my son. I don't know what she meant by that. I felt if (b)(6) has any business to conduct it should have been done while we were at her station- Not yell out these comments while other passengers are looking on and waiting to be processed. At the very least (b)(6) needs retraining or a reprimand.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: danielle.hollifield

Last Update Date: Aug 10 2011 8:44AM

Opening Agent: danielle.hollifield

Opened Date: 8/10/2011 8:44:13 AM

Linked Event IDs:

Responses:

Response

Template Name: Discrimination Public Response

Airport: EWR

Airline: Continental Airlines

Subject Category: Civil Rights - Perceived Racial Profiling

Interaction Type: Complaint

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport:
Airline:
Subject Category: CSM/Stakeholder Follow-up - General
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail in which you have concerns regarding your travel experience.

If you believe that you have been discriminated against by a Transportation Security Administration employee on the basis of:

- race
- color
- national origin
- sex
- religion
- age
- disability
- sexual orientation
- gender identity

You may submit in writing an explanation of the complaint, including: the name of the airport, your flight information, date and time of the incident, and if possible, the name of the employee via mail to:

Transportation Security Administration
OCRL, TSA-6
601 12 Street South
Arlington, VA 20598-6006

Or via e-mail to:

TSAOCR-externalcompliance@tsa.dhs.gov

If you need additional information, you may contact the Office of Civil Rights and Liberties toll-free at (877)-EEO-4TSA (4872). You will not reach a live person at this number, but if you leave your name, number, and best time to call you back, someone will return your call.

We hope this information is helpful.

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

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.

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.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 29 2011 4:10PM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/29/2011 4:10:56 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jetblue Flight B6 185

Comments: TSA Security Supervisor (b)(6) at JFK international was unprofessional with her dealings towards myself and my family.

(b)(6) advised me that we could not carry on a gummy bear that weighed approximately 1 lb. When I requested she throw the gummy bear away she said it was against policy. She then said we could check it in with our bags and told me that I would have to locate my bags in order to do so. I again requested (b)(6) to throw it away but she refused. I asked if I can go back out and dispose of it myself. She then gave it back to me and I exited the security area when she began saying out loud to a co-worker that I was foolish and stupid for leaving and throwing away the candy. My girlfriend then told her that she should conduct herself in a more professional manner rather than insult people and could further escalate a potentially volatile situation. (b)(6) should be able to quell any potential confrontation rather than help create a problem. When my girlfriend asked her for her name she handed my girlfriend a piece of paper with the TSA website and her name which was not legible. I then asked her for her name and she stated she already gave it to my girlfriend and walked away. I then asked another TSA employee (b)(6) if he could tell me her name but he stated I would have to ask her. I asked another employee her name and he was kind of reluctant to tell me her name but finally gave it to me when I told him she gave me her name but I wasn't able to read what she wrote. This type of behavior should not be tolerated and employees that work for a government agency should not conduct themselves in a manner which could be counterproductive towards the safety and security of our airports.

Agent Notes: Sending to a screener because of the exchange detailed by the emailer.

Sent to CSM 05/30/2011 GAH

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: gregory.henline

Last Update Date: Aug 14 2011 12:38PM

Opening Agent: gregory.henline

Opened Date: 5/30/2011 5:45:58 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK
Airline: JetBlue
Subject Category: Screening - Discourteous/Rude Screener
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the 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.

Please be advised that a passenger can always request to speak with the Supervisory TSO or the Assistant Federal Security Director for Screening to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 29 2011 8:15AM

Medium: Email

Contact Status: Closed

Incident Date: May 24 2011 12:00AM

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: none

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/29/2011 8:15:09 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): delta flight from laguardia to boston shuttle service thursday 24 th may at the marine terminal

Comments: i went through the inspection x ray and the man exraying yelled at me about my shoes on the laptop computer and told me to run them through again he then shook his head at me and said beginner beginner that was very insulting to me and very uncalled for i never had this problem before and have put my shoes on top of my laptop several times befor instead of tying up another tray and time who is right this time??

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Aug 14 2011 12:39PM

Opening Agent: michael.middleton

Opened Date: 5/30/2011 12:27:56 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the 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.

Please be advised that a passenger can always request to speak with the Supervisory TSO or the Assistant Federal Security Director for Screening to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 30 2011 9:21PM

Medium: Email

Contact Status: Closed

Incident Date: May 29 2011 10:30AM

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: not given

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/30/2011 9:21:07 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): american airlines, 10:30 am flight from jfk to lax on sunday morning may 29, 2001, at the security gate at jfk

Comments: i was treated inappropriately by a tsa officer and when complained after the pat down to the supervisor, i was told that the woman who went between my legs 3 times and touched my private parts should have done it 4 time, my husband is a witness, they lied about the xray machines not working and when i threatened to complained the supervisor (b)(6) sent two tsa officers to follow me around the airport to get my name so she could send in a complaint about me before i could send one in about her, i have tried to send you this info, i am making it very brief as i keep getting the mail undeliverable, but this woman should be fired, i don't think you want female officers to touch other woman's private parts, i try to go thru the xray machines, apparently i asked the wrong person, and if the machine isn't available i must be patted down since i have replaced my two hips due to arthritis but i have never been patted down so inappropriately or treated so horribly by a supervisor, can you imagine she said to me that the woman should have gone between my legs 4 times not 3 and then send two officers to follow me to get my name, they actually went into the business class lounge to get my name, with all the unemployment in this country are these the kinds of people you want dealing with the public, i travel very often, always on american airlines, and i have never had such a dehumanizing experience, please contact me,

Agent Notes: Sent to CSM 5/31/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:40PM

Opening Agent: melissa.nelson

Opened Date: 6/2/2011 8:56:00 AM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: American Airlines

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

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Passengers may register a concern or complaint with security through the TSA CSM or TSA supervisory personnel at each airport. Customer Service Managers may be contacted via the "Talk to TSA" section of the TSA Web site at <https://contact.tsa.dhs.gov/talktotsa/talktotsa.aspx>.

TSA monitors the number and nature of complaints we receive 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.

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.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Fulfillment

Contact Date: May 31 2011 10:58AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: May 27 2011 5:00AM

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: [REDACTED]

Subject: Complaint: Pat down

Body: Caller wants to file a complaint in regards to a pat down she experienced during security screening departing JFK on her way to Panama on 5 27 11 at roughly 5:00AM-5:10AM.

She was given a pat down but the officer did not use the back of the palm in certain areas that she thought that would have been appropriate. The caller is pregnant so she is quite sensitive. The caller was screened in the middle of the security checkpoint so she was embarassed during this procedure. She would have felt much better with a private screening. The TSO also did not explain that she was going to do before doing so.

The TSO in question:

Tall African American lady. The is somewhat heavy and quite tall. She does not wear glasses.

Terminal 4

Copa airlines: Flight 803

JFK Airport

Agent Notes: Sent to CSM 5/31/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 15 2011 3:11PM

Opening Agent: melissa.nelson

Opened Date: 9/15/2011 3:08:59 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline:

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: May 31 2011 9:37PM

Medium: Email

Contact Status: Closed

Incident Date: May 30 2011 1:15PM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 5/31/2011 9:37:41 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # CO 728 at 1:55 pm

Depart Newark-Liberty Intl

Monday, May 30, 2011

Check Point C1

Between the hours of 1:00 pm and 1:30

pm approx.

Name of Employee: (b)(6) (per on duty Supervisor)

Comments: On the above date I was traveling with my seven year old daughter, 2 year old niece and four other adult family members. After checking some of our bags we went to check point C2 and were advised to go to C1 due to a shorter wait time. After going across the airport to the other checkpoint and getting into the line after passing the first TSA employee my daughter informed me that she had to use the restroom. Since we were already in the line we could not ensure that we would be able to get out then get back in a be with our family. After going passing the second TSA employee in the line my daughter started crying because of her need to go to the restroom. After putting our stuff in the bins we were allowed to walk through the sensor since our family was with our items to try to get her to the restroom before she had an accident. I was chosen for inspection after going through the sensor and the TSA employee at the sensor called for a "quote". There were numerous TSA employees standing around talking amongst each other and walking past me doing nothing and the TSA employee at the sensor had to call multiple times. Finally a male TSA employee came over and I asked if he could just check me as my daughter could not wait for a female TSA employee to decide she was going to come over. During this time (b)(6) said very loudly something to the effect that there was a bathroom before the line and my daughter should have used it before getting in line. At that point I addressed her and stated something to the effect of, "she's my daughter, she has to go to the bathroom and it is what it is". At that point the female TSA employee that appeared to be one of the people involved in the random searches began walking toward (b)(6) and another female employee who was watching the monitor. Then (b)(6) said something to the effect of, "she's going to make me lose my job today" at which time I had a few choice words to say as I was led to one of the machines to check my hands. Through out all of this because it was taking so long for someone to come and check me at approximately 10 people made it through the sensors and my daughter ended up not being able to make it to the restroom. My family was on our way back home and my daughter did not have any clean under ware to replace her soiled pair so she had to put on a dirty pair. Needless to say I am far from happy with the way my daughter was treated by your staff and will continue to look at my options to pursue this matter as this complaint will not end here. Thank you for your time and I look forward to hearing from you soon.

Agent Notes: Sending to the CSM at EWR for review of the incident.

Sent to CSM 6/1/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:40PM

Opening Agent: melissa.nelson

Opened Date: 6/2/2011 8:56:00 AM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jun 1 2011 9:03AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: May 28 2011 12:00AM

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: Refused

Subject: Complaint

Body: She is trying to find out what are the standard procedure on patdowns are, because her and her daughter flew out of the Newark Airport and her daughter was sexually harassed by a TSO, and she has filed a complaint with tsa, and she has talked with the supervisor and gave her all the information and the supervisor at that airport never contacted her back and this happened on saturday and it is now wednesday. She has already called in to the contact center and this has been sent to the CSM and she has not been contacted back by the CSM as well so she wants to know why has nobody contacted her back, she is going to get an attorney due to the fact that her daughter has been sexually harassed by a TSO and nobody seems concerned because they are not calling her back. I gave her the CSM's number to the Newark International Airport and she is going to contact them.
flying out of Newark Airport her daughter was sexually harassed by a tso.

Info:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

TSA monitors the number and nature of complaints we receive 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.

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.

Agent Notes: Greg gave me permission to give the CSM's number out to the caller.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: dakota.brock

Last Update Date: Jun 2 2011 8:56AM

Opening Agent: dakota.brock

Opened Date: 6/1/2011 5:31:23 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Jun 3 2011 9:41AM
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: none
Contact Fax:
Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)
Subject: 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: 6/3/2011 9:41:09 AM

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

Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental flt 2217, Syracuse,ny, gate 21
Comments: First of all, I am a diabetic who wears an insulin pump and a cgm, devices that I'm sure the screeners have come across. I flew to syracuse from phoenix, az and both screenings were totally different. But more importantly, I'm a survivor of childhood sexual abuse. I received a very invasive body screening, after I asked would the screener be touching my genital area. After assuring me that she wouldn't she then proceeded to run her hands along my thighs up to my genitals and touched it two times. These actions were so upsetting that it brought tears to my eyes. I understandably don't like strangers touching me in that way. I'm a 60 year old black woman and I definitely don't fit the profile of a terrorist. I shouldn't have to be subjected to this type of invasion of my personal space, all this does is trigger the trauma again. Nor do other victims of sexual abuse.

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: michael.middleton
Last Update Date: Aug 14 2011 12:42PM
Opening Agent: michael.middleton
Opened Date: 6/3/2011 1:08:37 PM
Linked Event IDs:

Responses:
Response
Template Name: PWD—Apology with Standard Opening
Airport: SYR
Airline: Continental Airlines
Subject Category: Patdown - Flyer
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com
To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent screening experience.

We apologize for any insensitivity or inappropriate treatment you experienced during the screening process. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area, and the way in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

TSA has a program for screening people with disabilities and their associated equipment, mobility aids, and devices. Our program covers all categories of disabilities (mobility, hearing, visual, and hidden). As part of that program, we work with a coalition of more than 73 disability-related groups and organizations to help us understand the concerns of people with disabilities and medical conditions.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or the Assistant Director for Screening to address any complaint regarding screening procedures.

Additionally, a passenger may register a concern or complaint with security through the TSA Customer Service representative or TSA supervisory personnel at each airport. The "Talk to TSA" section of the TSA website offers passengers the ability to send complaints directly to the Customer Service representative at each airport at: <https://contact.tsa.dhs.gov/talktotsa/talktotsa.aspx> by clicking on a map and selecting the correct airport.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jun 3 2011 11:16AM

Medium: Email

Contact Status: Closed

Incident Date: Jun 3 2011 11:00AM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 6/3/2011 11:16:47 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta flight 969, JFK airport, Terminal 2, on June 3, 2011, 11 a.m.

Comments: The TSA crew screening people here was the most obnoxious, bossy, discourteous, and rude bunch we have ever seen. They should all be fired!!!!

Agent Notes: Sending for a CSM review of the attitudes attributed to the TSOs.

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

We hope this information is helpful.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 12:42PM

Opening Agent: deborah.collins

Opened Date: 6/3/2011 5:56:32 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the 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.

Please be advised that a passenger can always request to speak with the Supervisory TSO or the Assistant Federal Security Director for Screening to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

We hope this information is helpful.

TSA Contact Center
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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 4/8/2009 8:59:53 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines Flight 269 JFK to Seattle April 7, 2009.

Comments: Why in the world would you have 4 agents practically stripping down my son and insisting that he would have to put in checked baggage (he didn't have any checked baggage)a flat belt buckle in the image of a gun -- a total of about 4 inches in size. They wanted to confiscate his belt buckle, he refused, so they escorted him out. Please advise me as to what sort of damage you think he could do with a belt buckle. I am truly truly amazed. 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

Last Update Date:

Opening Agent:

Opened Date: 4/9/2009 12:19:35 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, SEA Seattle, WA, USA - Seattle Tacoma Intl Airport,

Airline: American Airlines --American 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 <<#311597-413916#>>

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-04-10 18:00:13

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-04-10 18:00:13

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 is complaining because his wife is being given secondary screening at (LGA)

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:

To TSOC Date:

From TSOC Date:

Last Updated By: FRANK.WOODRUFF

Last Update Date:

Opening Agent:

Opened Date: 4/10/2009 6:00:13 PM

Linked Event IDs:

Responses:

Response

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

Airline: Frontier Airlines (present)Frontier Airlines (present),

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-04-11 23:07:23

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-04-06 23:07:23

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) is calling about her 78 father who flew from JFK 6:00 on jetblue terminal. When he was going through security he advise the screeners he had a pacemaker and presented a medical card. She stated he walked through the metal detector and he was selected for additional screening and lay him on the floor.

Body:

Agent Notes: Apologized to caller and advise an FYI will be sent to the CSM Apologized to caller and advise an FYI will be sent to the CSM The TCC received the following information as an FYI. We are forwarding this information to you for your review.

For Your Information: (b)(6) is calling about her 78 father who flew from JFK 6:00 on JetBlue terminal. When he was going through security he advise the screeners he had a pacemaker and presented a medical card. She stated he walked through the metal detector and he was selected for additional screening and lay him on the floor. (b)(6) feels that no one should be treated the way her 78 year old father was treated.

Date of Incident: 4/6/2009

Customer Name: (b)(6)

Customer Contact Information: (b)(6)

Airport: JFK

Airline: JetBlue

Flight#: 851

Terminal/Gate: ?

Incident Time: 11:07:23 PM

Security Checkpoint: Yes

Event ID #: (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: HILDA.CARRILLO

Last Update Date:

Opening Agent:

Opened Date: 4/11/2009 11:07:23 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, RSW Fort Myers, FL, USA - Regional Southwest 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:

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 4/14/2009 4:59:31 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): Syracuse Airport USAir side

Comments: Inconsistent Screening with in the Syracuse airport. On the USAir side when ever the tall Blonde young lady with glasses is on the bag screener They have to empty my computer bag and rescan it. I put my cell phone in the side pocket of my carry on bag and They have to unpack that as well. They go through and remove all my papers, pens business cards etc. My bag is rescanned and completely empty. Waste of my time and theirs.

When I fly out on the DELTA side or there is a different person on the bag screener I have my bag packed the same way I have no problem. Once in a while they will open my bag to verify the laptop power supply or my GPS unit or my car keys but they do not have my bag emptied. When ever I fly on USAir out of Syracuse I have to arrive 2 hours earlier than I normally would because I spend on average 1 extra hour getting my bag rechecked. The bag scanner needs to be retrained or removed from that position. Papers in a folder pens and pencils should be identified as the bag is scanned. I only have a few pages in a couple of folders. I flew last month and the cable to my GPS was broken when they took it out of my bag and jammed it back in because when the person unpacked my bag completely I made them repack it.

The problem with the bag screening needs to be addressed and fixed

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN

Last Update Date:

Opening Agent:

Opened Date: 4/14/2009 12:33:10 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR,Syracuse, NY, USA - Hancock International,

Airline: US Airways (present)US Airways (present), 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 <<#313352-415985#>>

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: 4/14/09 12:33:12 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 4/14/2009 4:59:31 AM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>

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

<TR>

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

<TD>Syracuse Airport USAir side</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>Inconsistent Screening with in the Syracuse airport. On the USAir side when ever the tall Blonde young lady with glasses is on the bag screener They have to empty my computer bag and rescan it. I put my cell phone in the side pocked of my carry on bag and They have to unpack that as well. They go through and remove all my papers, pens business cards etc. My bag is rescanned and completely empty. Waste of my time and thiers.
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unpacked my bag completly I made them repack it.

The problem with the bag screening needs to be addressed and fixed.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#313352-415985#>></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, JFK April 12th
Body: Dear Sir / Madam,

We traveled from JFK Terminal 7 on April 12th. We went through security screening at the BA First Class security line (there is only one line there) around 8:30am on April 12th.

I travel over 50 flights per year within the U.S. over the last 10 years so I have seen a lot of improvement with the screening process and in general your colleagues are now very professional and courteous. However, I would like to bring to your attention an incident that occurred when we passed through security screening a few days ago.

- 1) When we arrived, there were about 6 TSA agents that were all gathered around chatting. They were not paying attention to how we were placing our bags on the belt or offering any suggestions on what we need to do. Given that I've traveled so much, I know what to do. However, this time is one of the rare occasions I was traveling with 2 babies. So a little advice on what to do with the stroller, etc... would have been helpful. Instead, they continued to chat and after we passed through the metal detector we had to remove some more items and go back. My complaint here is the unprofessional attitude of the entire TSA team.
- 2) After passing through security (we were traveling as a family of 4 adults and 2 babies) we were busy removing our bags from the belt and collecting our items. I saw one TSA Supervisor (2 bars/stripes on his uniform) open one of our bags WITHOUT asking or explaining what he was doing. Normally, TSA agents would ask and explain the procedure. He did not do either. He then proceeded to remove some milk bottles from the bag. I saw this from a distance while handling my other bags. My complaint is that this supervisor did NOT ask me to be present in front of him and the bag when doing so. I find this totally unprofessional.
- 3) After removing the bottles of milk, again I observed from a distance the same TSA Supervisor about to open the bottle and break the "seal" of the milk bottles WITHOUT asking or explaining what he was doing. I had to speak loudly at him to request he stop what he was doing. Then I asked him to explain what he was doing and he very rudely said I have to open all the bottles and carry out a test. I understand the procedure but he did NOT give us any warning or chance to explain that breaking the seal would ruin the milk because once the seal is broken they can only be kept for 2 hours before it has to be thrown away. We were on a 16 hour direct flight to Hong Kong.
- 4) I then had to quickly explain what the situation was and he very forcefully said that he would then throw away all the milk. This was the only milk we had to feed the babies for a 16 hour flight. I had to request his supervisor to come. At first he explained that he was the supervisor (with 2 bars) so I cannot ask for anyone else, but I insisted he asked for his next level up. His immediate supervisor (with 3 bars) arrived, I explained the situation and he allowed us just to do the swab test for explosives.

I absolutely understand the procedure to make sure everything is safe and does not contain explosives. I personally travel a lot and appreciate the safety process. However, this TSA supervisor (with 2 bars) failed in many areas:

- 1) He did not control his group of TSA agents in a professional manner. There were all chatting when we (the customers) were going through the security process.
- 2) The same supervisor did not have me present and explain what he was doing when he opened my bag and took out the milk.
- 3) He very quickly backed himself into a corner by declaring he open all the bottles, break the seal or throw away all the milk. We were very appreciative of his supervisor (with 3 bars) to understand the situation and make a judgment call.
- 4) If in the end, they had to break the seals of the milk or throw the bottles away, I would also understand because it was the procedure. However, the attitude and the actions of the TSA supervisor brings down the entire image of the rest of the hard working and good TSA agents and this is what upset us so much.

I sincerely hope this information will help you educate this person and improve the traveling experience for future passengers.

Sincerely,

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC CSM Tiesha Walker Patterson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON

Last Update Date:

Opening Agent:

Opened Date: 4/14/2009 12:32:51 PM

Linked Event IDs:

Responses:

Response

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

Airline: British Airways (present)British Airways (present),

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: JFK April 12th <<#313335-415965#>>

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. 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 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.

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.

TSA Contact Center

Original Message From: (b)(6); Received: 4/14/09 12:32:49 PM

To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>; Subject: JFK April 12th

Microsoft Word 11 (filtered medium) name=Generator <?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" />

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SmartTagType name="place" namespaceuri="urn:schemas-microsoft-com:office:smarthtags" />

SmartTagType

st1:behavior:url(#default#ieooui) />

Style Definitions

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font-size:12.0pt; font-family:"Times New Roman";}a.link, span.MsoHyperlink

{color:blue; text-decoration:underline;}a.visited, span.MsoHyperlinkFollowed

{color:purple; text-decoration:underline;}span.EmailStyle17

{mso-style-type:personal-compose; font-family:Arial; color:windowtext;}

@page Section1 {size:8.5in 11.0in; margin:1.0in 1.25in 1.0in 1.25in;}

div.Section1 {page:Section1;} /> List Definitions />

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mso-list-template-ids:504255526 67698705 67698713 67698715 67698703 67698713 67698715 67698703 67698713 67698715;}

list 10:level1 {mso-level-text:"%1\>"; mso-level-tab-stop:.5in;

mso-level-number-position:left; text-indent:-.25in;} /> list 11

list 11 {mso-list-id:987368600; mso-list-type:hybrid;

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list 11:level1 {mso-level-text:"%1\>"; mso-level-tab-stop:.5in;

mso-level-number-position:left; text-indent:-.25in;} /> ul

list 11:level1 {margin-bottom:0in;} />

Section1

Dear Sir /

Madam,

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When we arrived, there were about 6 TSA agents that were all

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helpful. Instead, they continued to chat and after we passed through the metal detector we had to remove some more items and

go back. My complaint here is the unprofessional attitude of the entire TSA team.

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

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

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

(b)(6) <o:p></o:p></P></DIV></div>

----- TCC Control Number: -----
<<#313335-415965#>></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, ISSUE, To TSA/ Urgent

Body:

I traveled from Newark to Orlando on Thursday April 9th, Flight 521

This was the scenario & a VERY DANGEROUS one.

A bunch of us were on line going thru security. A man two people ahead of me was stopped because he had two bottles of water in his carry on bag that was caught by the x-ray machine. When I saw that, I said to the man in front of me "Oh no, I have a can of coke in my carry on, do you think that will pass thru"? He said "no way" & so we waited & IT DID. A full can of Coke soda passed thru without detection. I don't know if security just missed it or missed it because of the commotion caused by the passenger with the water ahead of me, but whatever the reason was it is UNACCEPTABLE. That can could have been filled with anything including explosives. I actually opened the can of soda & drank it in front of a bunch of people in the boarding area before getting on the plane (because they did not believe the soda can was in my bag & had passed thru).

This was a breach that could have brought down our plane, had it not been an innocent incident.

(b)(6)

Have A Nice Day!
MetroCheer Staff :)

<<http://pr.atwola.com/promoclk/100126575x1220631252x1201390195/aol?redir=http:%2F%2Fad.doubleclick.net%2Fclk%3B213968550%3B35701427%3Bh>> Great deals on Dell GÇÖs most popular laptops GÇô Starting at \$479

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Screeners have the final say, Merged 2 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Added (can of coke) as the item in the 01-FINALSAY response.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN

Last Update Date:

Opening Agent:

Opened Date: 4/15/2009 8:17:37 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, MCO Orlando, FL, USA - Orlando 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: (b)(6)

Subject: Re: To TSA/ Urgent <<#314170-416930#>>

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>Additionally, The Transportation Security Administration's current security screening procedures require all carry-on luggage and accessible property be screened before passengers take them onboard an aircraft. <P>Regardless of whether an item is on the prohibited or permitted items list, the Transportation Security Officers (TSO's) have discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft if the item poses a security threat. </P>
<P> </P>
<P>Therefore, TSA security screening personnel make the final decision on whether to permit items like a <U>can of coke</U> into the sterile area of the airport. </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: 4/15/09 8:17:37 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: To TSA/ Urgent

<META content="MSHTML 8.00.6001.18372" name=GENERATOR>
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<TBODY>
<TR height="100%">
<TD width="100%">
<DIV id=role_body style="FONT-SIZE: 10pt; COLOR: #000000; FONT-FAMILY: Arial; HEIGHT: 100%">
<DIV>I traveled from Newark to Orlando on Thursday April 9th,Flight 521</DIV>
<DIV>This was the scenario & a VERY DANGEROUS one.
A bunch of us were on line going thru security. A man two people ahead of me was stopped because he
had two bottles of water in his carry on bag that was caught by the x-ray machine. When I saw that,
said to the man in front of me "Oh no, I have a can of coke in my carry on, do you think that will
pass thru"? He said "no way" & so we waited & IT DID. A full can of Coke soda passed thru without
detection. I don't know if security just missed it or missed it because of the commotion caused by
the passenger with the water ahead of me, but whatever the reason was

it is UNACCEPTABLE. That can
could have been filled with anything including explosives. I actually opened the can of soda & drank
it in front of a bunch of people in the boarding area before getting on the plane (because they did not believe the soda can was in my bag & had passed thru).</DIV>

<DIV>This was a breach that could have brought down our plane, had it not been an innocent incident.

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

<DIV>Have A Nice Day!
MetroCheer Staff :)</DIV></DIV></TD></TR></TBODY></TABLE></DIV>

<HR style="MARGIN-TOP: 10px">

Great deals on Dell GÇOs most popular laptops GÇo Starting at \$479

<DIV></DIV></div>

----- TCC Control Number: -----
<<#314170-416930#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-04-26 16:58:56

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-04-26 16:30:00

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 reported that she was inappropriately screened 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). The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumers' issue.

Brief Description: (b)(6) stated that while going through the security checkpoint at LGA she informed a female supervisor (b)(6) (b)(6) that she had a pacemaker within her body and presented her pace maker card. As she continued to wait to be screener (b)(6) wandered her after this occurred (b)(6) stated that she has a pacemaker and this was not supposed to occur. (b)(6) then stated that she should of stopped her thus making it seem as though it was (b)(6) fault that this occurred. She also said that due to the heat everything was moving so fast. When she requested to speak to (b)(6) supervisor she stated that there was no one present to speak to her supervisor was not present. (b)(6) was upset about this. And would like to receive a written notification regarding this incident in the event that there are any medical problems that occur.

Date of Incident: 4/26/2009

Customer Name: (b)(6)

Customer Contact Information: (b)(6)

Airport: LGA

Airline: Midwest Airlines

Flight#: 6

Terminal/Gate: B-1

Check In/Incident Time: 4:30:00 PM

Carry On or Checked Baggage: N/A

Baggage Tag Number: N/A

Event ID #: (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIANA.GRAHAM

Last Update Date:

Opening Agent:

Opened Date: 4/26/2009 4:58:56 PM

Linked Event IDs:

Responses:

Response

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

Airline: Midwest Airlines (present)Midwest 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:

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: I was treated unfair and humiliated

Body:

From: (b)(6)

Sent: Saturday, April 11, 2009 10:48 PM

To: OCR-externalcompliance, tsa

Subject: I was treated unfair and humiliated

I try my best to forget about this situation that took place at JFK air port, on march 22- 2009 at terminal 4, Caribbean Airline flight # 521 about 7 am.

This is hard for me to even write about the way i was treated at the check point, i was humiliated and kept for more than an hour standing on a cold floor without shoes , all for what look like the screeners did not have much training on what they are suppose to look for.

My carry on was kept in the x-ray machine for about forty five minutes, the line was shut down the screeners was fussing with each others, i heard one saying that is nothing to keep me for, one of them told me that the reason i was kept was because the machine detect traces, of what i don't know then then i saw them took a what look like a piece of cotton wipe it on my carry on then take it to a machine.

they then call a supervisor while they were talking to each other i heard her told them to let me go through because she did not find anything, but one of the screeners decided that he was not going to let me go on my way,

so he put on his gloves pat me down in a very un-comfortable way,he squeeze his hand in my goring area, he press his fingers under my armpit like if he was digging for something. I was also question what i do for a hobby,if i have a house, so what am i? weather i have a house or not. He also took my passport and made a photocopy of it, the supervisor then came back from where ever she went take all the things out of my carry on she made one of them stand right there while she take the things out piece by piece then they scan them again this time in the bins that was

provided for passengers. they was swabbing everything in my carry on and testing them, like my computer charger,cell phone and inside the carry on itself. I told the supervisor i can miss my flight her reply was so what.

they still did not find anything wrong so the supervisor told me i can go on my way without even an apology for the way i was treated i was left there all by myself to pack my stuff where they went i don't know.

this is what i had in my carry on, two apples,some foam cups, a pack of paper napkins,a pack of peanuts in shell,one lap top charger,two cell phones with the chargers,a transmission cooler, and three packs of chocolate candy bars. so tell me if i should of been kept for more than an hour for that. I have taken a picture of the things to keep as proof, it is not right to treat people like this for what i call nothing.

and should i be now worry when i go through an airport because some one wanted to satisfy there own ego. It is very sad when law abiding citizen have to be treated like this, so i hope that my complain will help to stop screeners from treating passengers in this awful way with no necessary cause.

(b)(6)

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<<http://ie8.msn.com/microsoft/internet-explorer-8/en-us/ie8.aspx?ocid=B037MSN55C0701A>>

Agent Notes: Pat Down - BCC:CSM/FSD Pat Down - BCC:CSM/FSD, DELAYED BY SECURITY SCREENING RESPONSE, Placed the airport code for (JFK) into the Pat Down - BCC:CSM/FSD response and BCC: (b)(6) - the CSM of the (JFK) airport.Merged 2 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTA.CANNADAY

Last Update Date:

Opening Agent:

Opened Date: 4/20/2009 12:41:51 PM

Linked Event IDs:

Responses:

Response

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

Airline: Caribbean AirlinesCaribbean 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: FW: I was treated unfair and humiliated <<#63509-418313#>>

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 JFK, 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 class=msonormal style="MARGIN: 0in 0in 0pt">In addition, travelers should check with their airport to confirm which parking lots are open if they will be parking at the airport, as some lots may be closed for security reasons. Please keep in mind that passengers should allow the recommended standard 2-hour domestic and 3-hour international travel arrival times prior to flight departure to allow for parking and shuttle transportation, obtaining a boarding pass, going through passenger security screening, and having checked and carry-on baggage screened. </P>

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

<P class=msonormal style="MARGIN: 0in 0in 0pt">These times may vary depending on the airport and the day and date of travel. We encourage you to contact your airline prior to travel. <l> </l>You may also visit our website at <A title=http://waittime.tsa.dhs.gov/index.html href="http://waittime.tsa.dhs.gov/index.html"

shape=rect><U>http://waittime.tsa.dhs.gov/index.html</U> to verify anticipated Security Checkpoint Wait Times prior to your departure. </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: "TSA OCR-externalcompliance" <IMCEAEX-
_O=TSAORG_OU=HEAD+20QUARTERS_CN=RECIPIENTS_CN=TSA+2EOCR-
EXTERNALCOMPLIANCE@TSACC.SYSINTEGRATION.COM>
Received: 4/20/09 12:41:50 PM EDT
To: "TCC-Referrals"
<TCC-Referrals@tsa.dhs.gov>
Subject: FW: I was treated unfair and humiliated

<META content="Microsoft Word 11 (filtered medium)" name=Generator>

<STYLE>v:* {behavior:url(#default#VML);}
o:* {behavior:url(#default#VML);}w:* {behavior:url(#default#VML);}
.shape {behavior:url(#default#VML);}</STYLE>

<STYLE><!--
/* Font Definitions */ @font-face {font-family:Tahoma;
panose-1:2 11 6 4 3 5 4 4 2 4;}@font-face {font-family:Verdana;
panose-1:2 11 6 4 3 5 4 4 2 4;} /* Style Definitions */
p.MsoNormal, li.MsoNormal, div.MsoNormal {margin:0in; margin-bottom:.0001pt;
font-size:12.0pt; font-family:"Times New Roman";}a.link, span.MsoHyperlink
{color:blue; text-decoration:underline;}a:visited, span.MsoHyperlinkFollowed
{color:blue; text-decoration:underline;}p {mso-margin-top-alt:auto;
margin-right:0in; mso-margin-bottom-alt:auto; margin-left:0in;
font-size:12.0pt; font-family:"Times New Roman";}span.EmailStyle18
{mso-style-type:personal-reply; font-family:Arial; color:navy;}@page Section1
{size:8.5in 11.0in; margin:1.0in 1.25in 1.0in 1.25in;}div.Section1
{page:Section1;}--></STYLE>

<DIV class=Section1>
<P class=MsoNormal><?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" /><o:p> </o:p></P>
<P class=MsoNormal><o:p> </o:p></P>

<DIV>
<DIV class=MsoNormal style="TEXT-ALIGN: center" align=center>
<HR tabIndex=-1 align=center width="100%" SIZE=2>
</DIV>

<P class=MsoNormal>From: (b)(6)
(b)(6) mailto:(b)(6)
Sent: Saturday, April 11, 2009 10:48
PM
To: OCR-externalcompliance, tsa
Subject: I was treated unfair and humiliated<o:p></o:p></P></DIV>

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

<P class=MsoNormal style="MARGIN-BOTTOM: 12pt">I try my best to forget about this situation that took place at JFK air port, on march 22- 2009 at terminal 4, Caribbean Airline flight # 521 about 7 am.
This is hard for me to even write about the way i was treated at the check point, i was humiliated and kept for more than an hour standing on a cold floor without shoes , all for what look like the screeners did not have much training on what they are suppose to look for.
My carry on was kept in the x-ray machine for about forty five minutes, the line was shut down the screeners was fussing with each others, i heard one saying that is nothing to keep me for, one of them told me that the reason i was kept was because the machine detect traces, of what i don't know then then i saw them took a what look like a piece of cotton wipe it on my carry on then take it to a machine.
they then call a supervisor while they were talking to each other i heard her told them to let me go through because she did not find anything, but one of the screeners decided that he was not going to let me go on my way,
so he put on his gloves pat me down in a very un-comfortable way,he squeeze his hand in my goring area, he press his fingers under my armpit like if he was digging for something. I was also question what i do for a hobby,if i have a house, so what am i? weather i have a house or not.
He also took my passport and made a photocopy of it, the supervisor then came back from where ever she went take all the things out of my carry on she made one of them stand right there while she take the things out piece by piece then they scan them again this time ; in the bins that was provided for passengers. they was swabbing everything in my carry on and testing them, like my computer charger,cell phone and inside the carry on itself. I told the supervisor i can miss my flight her reply was so what.
they still did not find anything wrong so the supervisor told me i can go on my way without even an apology for the way i was treated
i was left there all by myself to pack my stuff where they went i don't know.
this is what i had in my carry on, two apples,some foam cups, a pack of paper napkins,a pack of peanuts in shell,one lap top charger,two cell phones with the chargers,a transmission cooler, and three packs of chocolate candy bars. so tell me if i should of been kept for more than an hour for that. I have taken a picture of the things to keep as proof, it is not right to treat people like this for what i call nothing.
 and should i be now worry when i go through an airport because some one wanted to satisfy there own ego. It is very sad when law abiding citizen have to be treated like this, so i hope that my complain will help to stop screeners from treating passengers in this awful way with no necessary cause.

(b)(6)<o:p></o:p></P>

<DIV class=MsoNormal style="TEXT-ALIGN: center" align=center>

<HR align=center width="100%" SIZE=2>

</DIV>

<P class=MsoNormal>Quick access to your favorite MSN content and Windows Live with Internet Explorer 8. Download FREE now!<o:p></o:p></P></DIV></div>

----- TCC Control Number: -----
<<#63509-418313#>></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, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 4/24/2009 8:07:45 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Items Not Permitted Through the Security Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I only eat kosher food. No way can this be gotten at the airports. What is wrong with a fresh package, totally factory sealed package of cottage cheese (carefully factory labelled) and matching container (also factory sealed and labelled) of sour cream. These are single portion sizes.

Another item: I am handicapped. I wear a foot brace. ALSO, I have a pacemaker, and have had 2 total knee replacements. Normally, when we fly, I am taken aside and they use a wand to check me, and the foot brace, and my shoes. This time, I had to ARGUE before they took me aside to check. Both at Akron-Canton Airport, and at LaGuardia, they took me aside (after my fussing), but the area was totally open...not at all enclosed even, and they would not use a wand, but the women did a pat-down search, and were rather inappropriate in their "search".

Comments: LaGuardia Airport. Akron-Canton Airport

Agent Notes: Pat Down - BCC:CSM/FSD Pat Down - BCC:CSM/FSD, Screeners have the final say, BCC CSQIM Veda Mabray @

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE

Last Update Date:

Opening Agent:

Opened Date: 4/25/2009 3:33:08 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, CAK, Akron/Canton, OH, USA - Akron-Canton Regional 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 <<#317696-420985#>>

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;"></div>

<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 LGA.

</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>

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<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>

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.

;

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.

;

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.

;

;

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

</p>

<p>
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<font face="

Helvetica, sans-serif,Arial" size="2">

or by calling toll free (877) 336-4872 or (866) 536-9679 (TTY).

</p>

<p>

</p>

<p>
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.

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<p>
TSA security screening personnel make the final decision
on whether to permit food items into the sterile area of the airport.

</p>

<p>

</p>

<p>
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.

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<p>

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</p>

<p>
TSA Contact Center<br
clear="none">

</p></div>

<div>--- Original Message ---
From (b)(6)
Received: 4/25/09 3:33:09 PM EDT
To: "TSA
Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL
HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 4/24/2009 8:07:45 PM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>

<TD>Items Not Permitted Through the Security Checkpoint</TD></TR>

<TR>

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

<TD>I only eat kosher food. No way can this be gotten at the airports. What is wrong with a fresh package, totally factory sealed package of cottage cheese (carefully factory labelled) and matching container (also factory sealed and labelled) of sour cream. These are single portion sizes.

Another item: I am handicapped. I wear a foot brace. ALSO, I have a pacemaker, and have had 2 total knee replacements. Normally, when we fly, I am taken aside and they use a wand to check me, and the foot brace, and my shoes. This time, I had to ARGUE before they took me aside to check. Both at Akron-Canton Airport, and at LaGuardia, they took me aside (after my fussing), but the area was totally open....not at all enclosed even, and they would not use a wand, but the women did a pat-down search, and were rather inappropriate in their "search".</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>LaGuardia Airport. Akron-Canton Airport.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#317696-420985#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-04-28 12:02:31

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-04-28 12:02:31

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: Caller says screening practices between airports are inconsistent, in HPN

Body:

Agent Notes: Informed caller to contact FAA for Policy regarding crew member screening. Informed caller to contact FAA for Policy regarding crew member screening. No callback number left. Caller is an airline pilot. Caller believes TSA at the airport is especially difficult on his crew members. Caller would to know a listing for screening for airline employees. Advised caller to get in contact with the CSM if he incurs any issue .

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: SPENSER.CRUZ

Last Update Date:

Opening Agent:

Opened Date: 4/28/2009 12:02:31 PM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN Westchester County, NY, USA - Westchester County Airport, ATL Atlanta, GA, USA - Hartsfield International, DFW Dallas/Ft Worth, TX, USA - Dallas Ft Worth International,

Airline: Avant AirlinesAvant 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: 2009-04-28 15:25:26

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-04-28 15:25:26

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 the screener was very rude and disrespectful at the LGA checkpoint.

Body:

Agent Notes: Advised caller that a message sent to CSM at (LGA) Advised caller that a message sent to CSM at (LGA) Advised caller that a message sent to CSM at (enter name of airport), The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumers' issue.

Brief Description: (b)(6) stated that while travelling through the LGA checkpoint he had an incident with a very rude TSA screener. He stated that the screener was very disrespectful and unprofessional when dealing with dealing with him at the checkpoint.

(b)(6) stated that the incident happened back in October and has just now found the information on the screener.

Stated that his name is (b)(6) and his badge number is (b)(6) (b)(6) requested that someone contact him regarding the incident.

Date of Incident: October,2008

Customer Name: (b)(6)

Customer Contact Information:

Airport: LGA

Airline:

Flight#:

Terminal/Gate:

Check In/Incident Time:

Carry On or Checked Baggage:

Baggage Tag Number:

Event ID #: (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: RONALD.TAYLOR

Last Update Date:

Opening Agent:

Opened Date: 4/28/2009 3:25:26 PM

Linked Event IDs:

Responses:

Response

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

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: 2009-05-01 11:42:51

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: Caller says screening practices between airports are inconsistent, Newark Airport--Bad Experience

Body: Today, going to gate 33, line 3.....The TSA screener is REQUIRING everyone to remove their belt. I travel about 80,000 miles (both international and domestic) miles a year. I have NEVER been told this is mandatory and it doesn't appear it is mandatory to take off the belt before going thru the screening. Funny thing is that I come to Newark about 24-30 times a year and haven't experienced a mandatory removal of my belt. I fly out of Chicago and never experience this.

Why is it that this screener was demanding that everyone remove their belt? He wouldn't let anyone pass thru the metal detector without removing their belts. Seems inconsistent with policy, a hassel, and ultimately a slow down to the process. Other screeners, when I complained, said it was his poragative. I guess I would understand that if I were wearing a cowboy belt buckle or if I was singled out...However, asking everyone to remove their belt isn't in-line with TSA policy as far as I can tell.

What next, do I have to remove my shirt or some other items?

(b)(6)

(b)(6)

*****Legal Disclaimer*****

"This communication may contain confidential and privileged material for the sole use of the intended recipient. Any unauthorized review, use or distribution by others is strictly prohibited. If you have received the message in error, please advise the sender by reply email and delete the message. Thank you."

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response,
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: BRIAN.WARREN 5/1/2009 11:42:51 AM,BRIAN.WARREN 5/1/2009 11:43:27 AM,
Last Update Date:
Opening Agent:
Opened Date: 4/29/2009 8:03:00 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 Airports

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: Newark Airport--Bad Experience <<#319320-422873#>>

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. 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<BR clear=none></P></div>

<div>--- Original Message ---
From: (b)(6)

Received: 4/29/09

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-01 18:22:44

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-05-01 18:25:00

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 says that she is a crew member on an airline and would like to know if crew members are subjected to the 3-1-1 rule for their personal items in the forms of liquids, gels, and aerosols.

Body:

Agent Notes: Advised the caller that a CSM complaint will be sent and someone will be giving her a call back.

Advised the caller that a CSM complaint will be sent and someone will be giving her a call back.

Advised the caller that a CSM complaint will be sent and someone will be giving her a call back. (b)(6) supervisor at PHX.

Follow Up: (b)(6) says that she is an employee for American Airlines. (b)(6) was informed by a TSA supervisor at JFK that airline employees in full uniform are allowed to carry on their personal items exceeding the 3.4 ounce limit. (b)(6) says that the TSO's at the Phoenix airport do not allow her to pass through the checkpoint with her personal items that exceed the 3.4 ounce rule and always confiscates her items. (b)(6) would like to know what the official rule is. (b)(6) would like to receive a call back from the customer service manager at the Phoenix Sky Harbor International Airport.

To TSOC Date:

From TSOC Date:

Last Updated By: QUANTEZ.MINOR 5/1/2009 6:40:15 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/1/2009 6:22:44 PM

Linked Event IDs:

Responses:

Response

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

Airline: American Airlines --American Airlines --, jetBlue Airways, US Airways (present),

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:

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 5/2/2009 4:55:20 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United 635

Newark Liberty International,

A -17

Time 4:34 am

2nd may

Comments: I am a turban wearing sikh and a regular traveller. While it is not uncoomon for me to be pulled aside for secondary screening because of bulk headwear. But today i was wearing a underturban, which is as form fitting as it gets. (Incase you need a picture i can send that separately). Still i was stopped for a secondary pat down. I even talked to the supervisor, who though polite was insistent that the headwear was not form fitting. I told him them i should be getting a wand down as my clotes are less form fitting.

I am more than willing to lend myself to additional screening, but this system of subjecting people with a certain dress style to additional screening doesnt instill any confidence in the system from my perspective.

I am also struggling with the deifnition of what is form fitting Vs what is not as it seems subjective and inconsistent

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, TCC COMMENT REPLY, BCC CSM

Ofelia Ruiz @ (b)(6)

Merged 2 or more responses

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE TRACY.HOLDEN-LANE 5/5/2009 10:22:28 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/2/2009 3:31:47 PM

Linked Event IDs:

Responses:

Response

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

Airline: United Airways --United Airways --,
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 <<#320281-423976#>>

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 class=msonormal style="MARGIN: 0in 0in 0pt">TSA and its employees take their responsibility of securing our NationGÇOs 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. </P>
<P class=msoheader style="MARGIN: 0in 0in 0pt"> </P>
<P class=msobodytext style="MARGIN: 0in -24pt 0pt 0in">You may wish to submit future feedback to the TSA Blog, GÇ£Evolution of Security,GÇ¥ which can be found at <A href="http://www.tsa.gov/blog" shape=rectwww.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 class=msobodytext style="MARGIN: 0in -24pt 0pt 0in"> </P>
<P class=msobodytext style="MARGIN: 0in -24pt 0pt 0in">We appreciate that you took the time to share your concerns with us and hope this information is helpful. </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 <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: (b)(6);
Received: 5/2/09 3:31:45 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 5/2/2009 4:55:20 AM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>

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

<TR>

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

<TD>United 635
Newark Liberty International,
A -17
Time 4:34 am
2nd may</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>I am a turban wearing sikh and a regular traveller. While it is not uncoomon for me to be pulled aside for secondary screening because of bulk headwear. But today i was wearing a underturban, which is as form fitting as it gets. (Incase you need a picture i can send that separately). Still i was stopped for a secondary pat down. I even talked to the supervisor, who though polite was insistent that the headwear was not form fitting. I told him them i should be getting a wand down as my clotes are less form fitting.
I am more than willling to lend myself to additional screening, but this system of subjecting people with a certain dress style to additonal screening doesnt instill any confidence in the system from my perspective.
I am also struggling with the deifnition of what is form fitting Vs what is not as it seems subjective and inconsistent.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#320281-423976#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-06 11:01:32

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 CUSTOMER COMMENT CARD -Outraged at the Security Search I Suffered

Body: Sent email to TSA-ContactCenter@dhs.gov 5/4/09

(b)(6)
Carlstadt, NJ. 07072

(b)(6)

To Whom It May Concern,

Date: 4/11/2009 Time: 7:10 am Airport NEWARK LIBERTY INTERNATIONAL (EWR)

Date /Time of travel SAME Airline & flight Number: DELTA DL2009

Checkpoint/area of airport: B-1 TSA Employee

(b)(6)

& nbsp;

Supervisor

(b)(6)

I am writing to tell you that my experience at the security checkpoint was not GÇ£customer-friendlyGÇ¥, to use the wording that is on your TSA CUSTOMER COMMENT CARD. Matter of fact is was down right embarrassing, humiliating, and totally unnecessary. First let me say that I am always subjected to being searched because I have a hip replacement that sets off the alarms. During a security check by (b)(6) where I was thoroughly searched, I was forced to a private area to expose the Surgical Appliance (an Illeostomy bag) that I have had for 26 years. Yes there is a minute projected area under my waist line that is caused by this appliance but no security guard has ever required me to expose it. It is stressful enough for me, who am also a heart patient, to be searched constantly due to the hip replacement but to have to go through this is just too much.

The reason why (b)(6) and his supervisor whom I later spoke to, (b)(6) is wrong for subjecting this to me is:

1. Ever since 9/11/2001 where security has been heightened, I have flew internationally and nationally and never been asked to expose my illeostomy bag to anyone anywhere, including security at the airports.
2. To look at my illeostomy bag (similar to a colostomy bag if that helps you understand) and not expose and thoroughly examine the content (human feces) for some kind of liquid or solid explosive or some other terrorist device is USELESS AND POINTLESS This embarrassing search has accomplished nothing. In my dismay, this reasoning was thoroughly explained to the supervisor (b)(6) (b)(6) who was unsympathetic to my situation from the beginning. His attitude was as if there was nothing he could do and that their procedure was the correct one, sorry pal. What he could have done was to diffuse this situation by ensuring me that he would speak to the employee in question to better instruct him and explain that he was overly zealous. This supervisor needs to be supervised himself!
3. An example of how this matter should have been treated was what the TSA security guard did at Orlando. Keep in mind that I purposely wore the same pare of paints that I did when flying out of Newark so there would be no difference in the metal fasteners of the garment. He subjected me to a search that was even more thorough than (b)(6) at Newark. When he noticed the

projection20under my belt due that the illeostomy bag causes, he pulled and felt the waist line of my paints (very discriminately I might add as he explained everything he did before it happened) and was able to satisfy the security check in this manner without forcing me to a private area and to becoming humiliated. I was not subjected to the embarrassing strip search that happened at Newark.

What the difference between a (b)(6) and (b)(6) at Newark and the rest of the TSA team through out the world. Clearly, (b)(6) was overly zealous and did not listen to my reasoning when I raised my objections and (b)(6) is even more of an antagonist because he should have corrected this situation right then and there and assured me that this would not ever happen again to me or to any of the hundreds of thousands of flyers who have the same surgical appliance that I have. I am out raged and want to know what reprimands you will impose on the two TSA guards named above and what changes in your procedure will be im plemented so this will never happened to me or any else with my condition again.

On behalf of all those who have the same surgical appliances that I have, I will be taking this situation to the media if I am not assured that this will be corrected!

Thank You,

(b)(6)

Shopping for Mom? Save yourself a little time and money on AOL Shopping <<http://shopping.aol.com/mothers-day-gifts-for-mom?ncid=emlweinstor00000003>>

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 5/6/2009 11:01:32 AM,JWAN.JENIFER 5/6/2009 11:07:30 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/4/2009 7:43:21 PM

Linked Event IDs:

Responses:

Response

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

Airline: Delta Air Lines --Delta Air Lines --,

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 CUSTOMER COMMENT CARD -Outraged at the Security Search I Suffered <<#320922-424711#>>

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

<P> </P>

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-08 14:40:40

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, Fwd: - TSA CUSTOMER COMMENT CARD -Outraged at the Security Search I Suffered

Body: Please tell me who the Customer Service Manager and how I can contact him to find out what he is doing about correcting this egregious act and what reprimands are being put in place.

(b)(6)

-----Original Message-----

From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov>

To: (b)(6)

Sent: Wed, 6 May 2009 11:07 am

Subject: Re: - TSA CUSTOMER COMMENT CARD -Outraged at the Security Search I Suffered <<#320922-424711#>>

Thank you for your email message. We are sorry you were unhappy with your recent travel experience.

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.

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.

Again, the TSA offers sincere apologies and encourage you to check the latest information at www.tsa.gov <<http://www.tsa.gov/>> .

TSA Contact Center

--- Original Message ---

From: (b)(6)

Received: 5/4/09 7:43:23 PM EDT

To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>

Subject: - TSA CUSTOMER COMMENT CARD -Outraged at the Security Search I Suffered

Sent email to TSA-ContactCenter@dhs.gov

5/4/09

(b)(6)

Carlstadt, NJ. 07072

(b)(6)

To Whom It May Concern,

Date: 4/11/2009 Time: 7:10 am Airport NEWARK LIBERTY INTERNATIONAL (EWR)

Date /Time of travel SAME Airline & flight Number: DELTA DL2009

Checkpoint/area of airport: B-1 null Employee

(b)(6) null ID # (b)(6)
& null;

Supervisor (b)(6) null

I am writing to tell you that my experience at the security checkpoint was not GÇ£customer-friendlyGÇ¥, to use the wording that is on your null CUSTOMER COMMENT CARD. Matter of fact is was down right embarrassing, humiliating, and totally unnecessary. First let me say that I am always subjected to being searched because I have a hip replacement that sets off the alarms. During a security check by (b)(6) null where I was thoroughly searched, I was forced to a private area to expose the Surgical Appliance (an null bag) that I have had for 26 years. Yes there is a minute projected area under my waist line that is caused by this appliance but no security guard has ever required me to expose it. It is stressful enough for me, who am also a heart patient, to be searched constantly due to the hip replacement but to have to go through this is just too much.

The reason why (b)(6) null and h is supervisor whom I later spoke to, (b)(6) null is wrong for subjecting this to me is:

1. Ever since 9/11/2001 where security has been heightened, I have flew internationally and nationally and never been asked to expose my illeostomy bag to anyone anywhere, including security at the airports.
2. To look at my illeostomy bag (similar to a colostomy bag if that helps you understand) and not expose and thoroughly examine the content (human feces) for some kind of liquid or solid explosive or some other terrorist device is USELESS AND POINTLESS This embarrassing search has accomplished nothing. In my dismay, this reasoning was thoroughly explained to the supervisor (b)(6) (b)(6) who was unsympathetic to my situation from the beginning. His attitude was as if there was nothing he could do and that their procedure was the correct one, sorry pal. What he could have done was to diffuse this situation by ensuring me that he would speak to the employee in question to better instruct him and explain that he was overly zealous. This supervisor needs to be supervised himself!
3. An example of how this matter should have been treated was what the null security guard did at Orlando. Keep in mind that I purposely wore the same pare of paints that I did when flying out of Newark so there would be no difference in the metal fasteners of the garment. He subjected me to a search that was even more thorough than (b)(6) null at Newark. When he noticed the null my belt due that the null bag causes, he pulled and felt the waist line of my paints (very null I might add as he explained everything he did before it happened) and was able to satisfy the security check in this manner without forcing me to a private area and to becoming humiliated. I was not subjected to the embarrassing strip search that happened at Newark.

What the difference between a (b)(6) at Newark and the rest of the TSA team through out the world. Clearly, (b)(6) was overly zealous and did not listen to my reasoning when I raised my objections and (b)(6) is even more of an antagonist because he should have corrected this situation right then and there and assured me that this would not ever happen again to me or to any of the hundreds of thousands of flyers who have the same surgical appliance that I have. I am out raged and want to know what reprimands you will impose on the two TSA guards named above and what changes in your procedure will be im plemented so this will never happened to me or any else with my condition again.

On behalf of all those who have the same surgical appliances that I have, I will be taking this situation to the media if I am not assured that this will be corrected!

Thank You,

(b)(6)

and money on AOL Shopping. </DIV></div>

----- TCC Control Number: -----
<<#320922-424711#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-13 10:51:34

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 5/10/2009 5:08:41 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental Flight 2659 to Columbus, OH at terminal A gates 20-27 screening area at Newark airport approximately 4:35 pm on Sunday May 10, 2009.

Comments: Upon entering the metal detector, an alarm sounded. After removing all jewelry and my watch I was sent for a screening-in public. I advised the agent, last name (b)(6) that my underwire bra probably set off the detector as this has occurred in the past. She scanned me with the hand held metal detector, which went off under my breasts. She told me I would need a private screening and took me to an office with a second female agent of Hispanic descent (I did not notice her name). In the office, agent (b)(6) checked me again with the hand held metal detector, which went off in the same location. I again advised her it was my bra. The second agent, agitated said she had to get some gloves. When she returned she proceeded to check me by hand without warning me she was about to do so, in a very brusque and unnecessarily hard manner. I happen to have scar tissue under my breast where the underwire sits. Had she warned me she was going to pat me down, I would have told her about this sensitivity. Instead, she proceeded to practically knock the wind out of me while determining that it was in fact my bra that set off the detector. I am highly surprised and offended by this inappropriate method of screening. I have never experienced an incident like this before

Agent Notes: Pat Down - BCC:CSM/FSD Pat Down - BCC:CSM/FSD, Placed the airport code for EWR into the Consumer Complaint BCC/CSM Response, and BCC: (b)(6) - the SHM/CSM of the EWR airport.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 5/13/2009 10:51:34 AM,BRIAN.WARREN 5/13/2009 10:53:28 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/10/2009 6:16:30 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, CMH Columbus, OH, USA - Port Columbus Intl 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: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#323576-427774#>>

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 Newark Airport (EWR), 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: (b)(6)
Received: 5/10/09 6:16:27 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP:(b)(6)
Date Time: 5/10/2009 5:08:41 PM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>
<TD>(b)(6)com</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Continental Flight 2659 to Columbus, OH at terminal A gates 20-27 screening area at Newark airport approximately 4:35 pm on Sunday May 10, 2009.</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>
<TD>Upon entering the metal detector, an alarm sounded. After removing all jewelry and my watch I was sent for a screening-in public. I advised the agent, last name (b)(6) that my underwire bra probably set off the detector as this has occurred in the past. She scanned me with the hand held metal detector, which went off under my breasts. She told me I would need a private screening and took me to an office with a second female agent of Hispanic descent (I did not notice her name). In the office, agent (b)(6) checked me again with the hand held metal detector, which went off in the same location. I again advised her it was my bra. The second agent, agitated said she had to get some gloves. When she returned she proceeded to check me by hand without warning me she was about to do so, in a very brusque and unnecessarily hard manner. I happen to have scar tissue under my breast where the underwire sits. Had she warned me she was going to pat me down, I would have told her about this sensitivity. Instead, she proceeded to practically knock the wind out of me while determining that it was in fact my bra that set off the detector. I am highly surprised and offended by this inappropriate method of screening. I have never experienced an incident like this before.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#323576-427774#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-14 10:58:22

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, FW: TSA IN ATLANTIC CITY

Body:

From: (b)(6)

Sent: Tuesday, April 28, 2009 10:39 AM

To: OCR-externalcompliance, tsa; (b)(6)

Subject: TSA IN ATLANTIC CITY

TO: Transportation Security Administration
Office of Civil Rights and Liberties (TSA-6)
External Compliance Division
601 S. 12th Street
Arlington, VA 22202

FROM: (b)(6)

(b)(6)

Massillon, Ohio 44646

e-mail: (b)(6)

CELL: (b)(6)

Dear office of Civil Rights and Liberties,

I am an aircraft Flight Mechanic working for a small charter airline out of Atlantic City New Jersey. I am badged as an Atlantic City Airport employee and as a Flight Mechanic with my charter airline. My duties are to prepare and service our aircraft before and after flight for scheduled and non-scheduled maintenance. As I routinely do I arrived at the Atlantic City Airport on 24, April at around 0530. Our aircraft a 737-200 aircraft was parked at the Midlantic Aviation FBO at Atlantic City airport and I was performing my morning aircraft systems checks and aircraft servicing such as oils and tire pressure checks etc., but any rate please note that our aircraft was parked at the FBO and not at the airport terminal.

As always when I arrived at the airport I walked straight out to our aircraft to begin the daily before flight maintenance as previously noted. Please also note that most of the time (typically at night or early in the morning) TSA screeners are not on duty at the airport but this is not of a consequence since the aircraft was parked at the FBO. While performing my duties to maintain the aircraft a TSA supervisor sent the New Jersey State police out to our aircraft while I was working to take me back to the airport terminal to go through TSA screening. While this was happening as I mentioned I was working on the aircraft and parked right in front of our aircraft were two other aircraft boarding passengers and bags that had arrived through the FBO office and were not subject to TSA screening, but for some reason the TSA selected me to be interrupted to leave the General Aviation ramp under escort by the New Jersey State Police for screening. This interrupted my assigned duties and made me late for preparing our aircraft for a FAA Part 91 flight.

As I mentioned I am a Airport (SIDA) badged employee, an airline badged employee, the aircraft was parked on the general aviation ramp, and was to depart later in the morning for a part 91 flight, not scheduled 121 service from a general aviation ramp.

As it is made to be a common practice at Atlantic City Airport I always go through TSA screening before I depart for a FAA part 121 flight, but my duties to prepare the aircraft come first. I have tools and service equipment that I cannot take through TSA screening that must be used for the servicing of the aircraft before I report for TSA screening. I always go through TSA screening before I fly, but my first job is to prepare the aircraft for the days flight.

My complaint is two fold. First without discussion the TSA supervisor sent the New Jersey state police to the general aviation ramp to escort me by police vehicle to the airport terminal for TSA screening, and second that I was made to go through TSA screening before I could complete my assigned duties while right in front of our aircraft passengers and bags were being loaded from the FBO on other aircraft. It seems to me that TSA has singled me out and applied the rules in an inconsistent manner, and I am very upset that that the State Police were sent out instead of a TSA Supervisor to access the situation. I was intimidated and unable to complete my assigned duties in a timely manner, and as I mentioned I always go through TSA screening after I have safely completed my duties and properly stowed all of my tools and equipment.

I am sending a copy of this complaint to the ACLU, my Congressman, and anyone else who may feel that I was unjustly harassed and threatened by the actions taken by the TSA supervisor.

Sincerely,

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, Consumer Complaint BCC/CSM Response, Placed the airport code for (EWR) into the Consumer Complaint BCC/CSM Response and BCC: (b)(6) the CSM of the (EWR) airport.Merged 2 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: Christa.Cannaday 5/14/2009 10:58:22 AM,CHRISTA.CANNADAY 5/14/2009 11:40:47 AM,CHRISTA.CANNADAY 5/14/2009 11:41:05 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/9/2009 3:57:58 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)(6)

Subject: Re: FW: TSA IN ATLANTIC CITY <<#63509-427249#>>

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">
<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></P>
<P></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; 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>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">Because your complaint is regarding&nbsp; TSA 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.</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 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>&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;"><p class="msonormal">
  <span><font style="font-size: 10pt" face="Tahoma"><b>From:</b></font></span><span><font style="font-size: 10pt" face="Tahoma">
    (b)(6) </font><font style="font-size: 10pt" face="Tahoma"><br
clear="none"></font></span><span><font style="font-size: 10pt" face="Tahoma"><b>Sent:</b></font></span><span><font style="font-size: 10pt" face="Tahoma">
    Tuesday, April 28, 2009 10:39 AM</font><font style="font-size: 10pt" face="Tahoma"><br clear="none"></font></span><span><font style="font-size: 10pt" face="Tahoma"><b>To:</b></font></span><span><font style="font-size: 10pt" face="Tahoma">
    OCR-externalcompliance, tsa; (b)(6) </font><font style="font-size: 10pt" face="Tahoma"><br
clear="none"></font></span><span><font style="font-size: 10pt" face="Tahoma"><b>Subject:</b></font></span><span><font style="font-size: 10pt" face="Tahoma">
    TSA IN </font></span><o o="urn:x-prefix:o" xmlns="#DEFAULT" p="#DEFAULT"></o>
  </p>
<p class="msonormal">
  </p>
<p class="msonormal">
  <span><font style="font-size: 10pt" face="Verdana">TO: Transportation
  Security Administration</font><font style="font-size: 10pt" face="Verdana"><br clear="none"></font><font style="font-size: 10pt"
face="Verdana">&#160;&#160;&#160;&#160;&#160;&#160;&#160;Office
  of Civil Rights and Liberties (TSA-6)</font><font style="font-size: 10pt" face="Verdana"><br clear="none"></font><font style="font-
```


the New Jersey state police to the general aviation ramp to escort me by police vehicle to the airport terminal for TSA screening, and second that I was made to go through TSA screening before I could complete my assigned duties while right in front of our aircraft passengers and bags were being loaded from the FBO on other aircraft. It seems to me that TSA has singled me out and applied the rules in an inconsistent manner, and I am very upset that that the State Police were sent out instead of a TSA Supervisor to access the situation. I was intimidated and unable to complete my assigned duties in a timely manner, and as I mentioned I always go through TSA screening after I have safely completed my duties and properly stowed all of my tools and equipment.

I am sending a copy of this complaint to the ACLU, my Congressman, and anyone else who may feel that I was unjustly harassed and threatened by the actions taken by the TSA supervisor.

Sincerely,

(b)(6)

TCC Control Number: -----BR-----#63509-427249#

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-18 12:30:59

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 IN ATLANTIC CITY

Body: This was not at EWR Airport. If you had taken the time to read any of my ltter the incident was at ACY.....I see how much attention to detail I have been afforded.....

(b)(6)

From: TSA-ContactCenter@dhs.gov

To: (b)(6)

Subject: Re: FW: TSA IN ATLANTIC CITY <<#63509-427249#>>

Date: Thu, 14 May 2009 11:41:33 -0400

Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports.

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.

Because your complaint is regarding TSA 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.

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.

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 <<http://www.tsa.gov>> .

TSA Contact Center

From: (b)(6)

Sent: Tuesday, April 28, 2009 10:39 AM

To: OCR-externalcompliance, tsa; (b)(6)

Subject: TSA IN

TO: Transportation Security Administration
Office of Civil Rights and Liberties (TSA-6)
External Compliance Division

FROM: (b)(6)

(b)(6)

(b)(6)

Dear office of Civil Rights and Liberties,

I am an aircraft Flight Mechanic working for a small charter airline out of . I am badged as an employee and as a Flight Mechanic with my charter airline. My duties are to prepare and service our aircraft before and after flight for scheduled and non-scheduled maintenance. As I routinely do I arrived at the on 24, April at around 0530. Our aircraft a 737-200 aircraft was parked at the Midlantic Aviation FBO at Atlantic City airport and I was performing my morning aircraft systems checks and aircraft servicing such as oils and tire pressure checks etc., but any any rate please note that our aircraft was parked at the FBO and not at the airport terminal.

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As I mentioned I am a Airport (SIDA) badged employee, an airline badged employee, the aircraft was parked on the general aviation ramp, and was to depart later in the morning for a part 91 flight, not scheduled 121 service from a general aviation ramp.

As it is made to be a common practice at I always go through TSA screening before I depart for a FAA part 121 flight, but my duties to prepare the aircraft come first. I have tools and service equipment that I cannot take through TSA screening that must be used for the servicing of the aircraft before I report for TSA screening. I always go through TSA screening before I fly, but my first job is to prepare the aircraft for the days flight.

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Sincerely,

(b)(6)

----- TCC Control Number: -----

<<#63509-427249#>>

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, BCC ACY TSM Charlotte Levin at

(b)(6) Added words/phrases to response in order to help specifically address consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 5/18/2009 12:30:59 PM,JWAN.JENIFER 5/18/2009 12:37:18 PM,JWAN.JENIFER 5/18/2009 4:58:01 PM,
Last Update Date:
Opening Agent:
Opened Date: 5/14/2009 3:55:44 PM
Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, ACY 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)(6)

Subject: Re: RE: TSA IN ATLANTIC CITY <<#63509-427249#>>

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>We apologize for any inconvenience this has caused and your email has been forwarded to the appropriate office at ACY Airport 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. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: "(b)(6)"
Received: 5/14/09 3:55:45 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: RE: TSA IN ATLANTIC CITY

<STYLE>.hmmmessage P{margin:0px;padding:0px}body.hmmmessage{font-size: 10pt; font-family:Verdana}</STYLE>
This was not at EWR Airport. If you had taken the time to read any of my ltter the incident was at ACY.....I see how much attention to detail I have been afforded.....

(b)(6)

<HR id=stopSpelling>
From: TSA-ContactCenter@dhs.gov
To: (b)(6)
Subject: Re: FW: TSA IN ATLANTIC CITY <<#63509-427249#>>
Date: Thu, 14 May 2009 11:41:33 -0400

<STYLE>.ExternalClass p{margin-bottom:0;}</STYLE>
<STYLE>.ExternalClass p {margin-bottom:0;}</STYLE>

<DIV style="WIDTH: 100%; COLOR: #000000; FONT-FAMILY: Arial; WORD-WRAP: break-word">Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports.

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.

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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.

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.

TSA Contact Center<BR

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-18 12:41:46

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 asked why his 67 year old wife was selected for additional screening.

Body:

Agent Notes: Informed caller that there are a variety of reasons why she experienced additional screening. Informed caller that there are a variety of reasons why she experienced additional screening. Caller did not wish to provide a name.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: FRANCES.JONES 5/18/2009 12:47:23 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/18/2009 12:41:46 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, FLL Ft Lauderdale, FL, USA - Ft Lauderdale/Hollywood Intl Apt,

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: 2009-05-20 17:19:22

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: Compliments or Suggestions

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

Remote Client IP: (b)(6)

Date Time: 5/17/2009 1:44:26 PM

Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

Comments: I'm a continental flight attendant based out of EWR. As a crew member I needed to know are slippers allowed going through security? They are cotton slippers no metal. Some tsa check points say yes and some say no. TSA is unclear about your policy. As crew we like to wear slippers some floors are wet due to weather and some are not very clean. Also do shoes need to be removed if they don't go off through the detector. I would also like info regarding what is and what is not allowed for crews this too is very unclear depending who you speak to at TSA and what city you may be in. Please let me know where I can receive this info

Agent Notes: Shoe Screening Response Shoe Screening Response, BOOTIES AND DISPOSABLE FOOT COVERS RESPONSE, Merged two or more responses.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 5/20/2009 5:19:22 PM, CHRISTOPHER.WALL 5/20/2009 5:21:47 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/18/2009 12:44:11 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: (b)(6)

Subject: Re: TSA Contact Us: Compliments or Suggestions <<#326750-431396#>>

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 to the Transportation Security Administration (TSA) regarding shoe screening at the security checkpoint. </P>

<P> </P>

<P>Transportation Security Officers (TSOs) are required to screen all footwear to ensure that no prohibited items are hidden inside. Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. Our TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint. </P>

<P> </P>

<P>The Transportation Security Administration (TSA) allows passengers to wear disposable booties or slippers through the checkpoint to help protect their feet. Because these disposable booties and slippers are worn by passengers through the walk-through metal detector and are never screened through the x-ray machine for hidden prohibited items, they are not permitted beyond the security screening checkpoint. </P>

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

<P class=msonormal style="MARGIN: 0in 0in 0pt">TSA policy states that except for passengers who cannot remove their footwear for medical reasons, all footwear must be x-rayed; if itGÇOs not x-rayed, it cannot pass through the security checkpoint. </P>

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

<P>Please visit our website at 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 was helpful. </P>

<P> </P>

<P> </P>

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

<div>--- Original Message ---
From: (b)(6)
Received: 5/18/09 12:44:03 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Compliments or Suggestions

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 5/17/2009 1:44:26 PM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Subject:</TD>

<TD>Suggestions</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>I'm a continental flight attendant based out of EWR. As a crew member I needed to know are slippers allowed going through security? They are cotton slippers no metal.Some tsa check points say yes and some say no.TSA is unclear about your policy. As crew we like to wear slippers some floors are wet due to weather and some are not very clean.Also do shoes need to be removed if they don't go off throuht the detector.I would also like info regarding what is and what is not allowed for crews this too is very unclear depending who you speak to at TSA and what city you may be in.Please let me know where I can receive this info.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#326750-431396#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-21 14:40:27

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, RE:

Body: I have no issue with existing procedures except when the pat down is for the total body after the implant area has already been cleared. This is subjecting passengers with medical devices to unnecessary and discriminating additional screening.

It is a bad use of resources, poor policy and almost certainly illegal because it discriminates against a group of individuals as a class.

(b)(6)

From: TSA-ContactCenter [mailto:TSA-ContactCenter@dhs.gov]

Sent: Wednesday, May 13, 2009 4:31 PM

To: (b)(6)

Subject: Re: <<#251533-428019#>>

Thank you for your e-mail.

The Transportation Security Administration (TSA) seeks to ensure that Transportation Security Officers (TSOs) consistently provide professional and courteous checkpoint processing while maintaining a high level of security. When we receive reports to the contrary, we take appropriate action, which may include additional training and disciplinary action.

One screening procedure that causes concern is the use of pat-down searches. TSA considered passenger feedback when we developed the procedure. However, when a passenger alarms the walk-through metal detector, TSOs must conduct additional screening, including a pat-down, to locate and resolve the source of the alarm. Because metal implants and prosthetic devices regularly alarm the walk-through metal detector, the following special considerations are given for these screenings:

* The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs have received training to offer passengers a private screening before proceeding with a pat-down inspection. Also, a passenger may ask for and receive a private screening at any time during their screening. Private screenings are conducted in a room or in an area away from other passengers. If a passenger does not permit the search, he or she will not be permitted to board an aircraft.

* Screening prosthetic devices involves a physical and visual inspection, as well as explosives trace detection (ETD) sampling. Passengers should not remove their prosthetic devices during screening, and TSOs should not require passengers to remove the device. The TSO should offer a private screening if clothing must be lifted or raised to obtain the ETD sample. However, passengers should not be required to remove any clothing during the process nor remove or display the belt that holds their prosthetic device to their body.

We understand the frustration of passengers routinely undergoing secondary screening because of metal implants and prosthetic devices, and regret the discomfort and inconvenience experienced as a result of pat-down procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with the Assistant Federal Security Director for Screening at that airport to address any concerns.

For more information regarding the pat-down procedures, please visit TSA's website at <http://www.tsa.gov/> www.tsa.gov.

TSA Contact Center

--- Original Message ---

From: (b)(6)
Received: 5/11/09 1:21:02 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject:

I have had double knee implants. After ascertaining the only reason I had set off the metal screener was my knee replacements, the employee insisted on a full pat down.

The TSA at LaGuardia insists that in addition to a wand screen that I receive a full pat down. I was previously told that this is their right selectively but they were doing it as standard operating procedure. Most recently (last week) I was informed that this is now POLICY and I will always require a full body pat down. My understanding is that this is not in accordance with TSA guidelines; it's discriminatory against people who have implants, not good policy and almost certainly illegal. I have complained about this multiple times, most recently today with (b)(6) at the Austin Airport.

I would like a response from you. I have numerous complains specific to LaGuardia.

Date of Travel: May 5, 2009

Flight Number: Jet Blue 1068

Arial"><o:p> </o:p></P>
<P class=MsoNormal><?xml:namespace prefix = st1 ns = "urn:schemas-microsoft-com:office:smarts" /><st1:PersonName w:st="on">(b)(6)</st1:PersonName><o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<DIV>
<DIV class=MsoNormal style="TEXT-ALIGN: center" align=center>
<HR tablnIndex=-1 align=center width="100%" SIZE=2>
</DIV>
<P class=MsoNormal>From: TSA-ContactCenter [mailto:TSA-ContactCenter@dhs.gov]
Sent: Wednesday, May 13, 2009 4:31 PM
To: <st1:PersonName w:st="on">(b)(6)</st1:PersonName>
Subject: Re: <<#251533-428019#>><o:p></o:p></P></DIV>
<P class=MsoNormal><o:p> </o:p></P>
<DIV style="WORD-WRAP: break-word">
<P>Thank you for your e-mail. <o:p></o:p></P>
<P> </o:p></o: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. <o:p></o:p></P>
<P> </o:p></o:p></P>
<P>One screening procedure that causes concern is the use of pat-down searches. TSA considered passenger feedback when we developed the procedure. However, when a passenger alarms the walk-through metal detector, TSOs must conduct additional screening, including a pat-down, to locate and resolve the source of the alarm. Because metal implants and prosthetic devices regularly alarm the walk-through metal detector, the following special considerations are given for these screenings: <o:p></o:p></P>
<P> </o:p></o:p></P>
<UL type=disc>
<LI class=MsoNormal style="COLOR: black; mso-list: l0 level1 lfo1; mso-margin-top-alt: auto; mso-margin-bottom-alt: auto">The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs have received training to offer passengers a private screening before proceeding with a pat-down inspection. Also, a passenger may ask for and receive a private screening at any time during their screening. Private screenings are conducted in a room or in an area away from other passengers. If a passenger does not permit the search, he or she will not be permitted to board an aircraft.
 <o:p></o:p>
<LI class=MsoNormal style="COLOR: black; mso-list: l0 level1 lfo1; mso-margin-top-alt: auto; mso-margin-bottom-alt: auto">Screening prosthetic devices involves a physical and visual inspection, as well as explosives trace detection (ETD) sampling. Passengers should not remove their prosthetic devices during screening, and TSOs should not require passengers to remove the device. The TSO should offer a private screening if clothing must be lifted or raised to obtain the ETD sample. However, passengers should not be required to remove any clothing during the process nor remove or display the belt that holds their prosthetic device to their body.
 <o:p></o: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. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with the Assistant Federal Security Director for Screening at that airport to address any concerns.

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

TSA Contact Center

Original Message

From: (b)(6)
& (b)(6) &
Received: 5/11/09 1:21:02 PM EDT
To: TSA Contact Center

Subject: I have had double knee implants. After ascertaining the only reason I had set off the metal screener was my knee replacements, the employee insisted on a full pat down.

The TSA at LaGuardia insists that in addition to a wand screen that I receive a full pat down. I was previously told that this is their right selectively but they were doing it as standard operating procedure. Most recently (last week) I was informed that this is now POLICY and I will always require a full body pat down. My understanding is that this is not in accordance with TSA guidelines; it's discriminatory against people who have implants, not good policy and almost certainly illegal. I have complained about this multiple times, most recently today with (b)(6) Badge (b)(6) at the Austin Airport.

I would like a response form you. I have numerous complains specific to LaGuardia.

Date of Travel: May 5, 2009

Flight Number: Jet Blue 1068

(b)(6)

203-256-3900

Arial"><o:p> </o:p></P>

<P class=MsoNormal><l>(b)(6)

(b)(6) /SPAN></l><o:p></o:p></P>

<P class=MsoNormal><l>(b)(6)

Inc.</l><o:p></o:p></P>

<P class=MsoNormal><u1:Street u2:st="on"><u1:address u2:st="on"><st1:Street w:st="on"><st1:address w:st="on"><l>(b)(6)

(b)(6) /SPAN></l></st1:address></st1:Street></u1:address></u1:Street><o:p></o:p></P>

<P class=MsoNormal><u1:address u2:st="on"><u1:Street u2:st="on"><st1:address w:st="on"><st1:Street w:st="on"><l>Suite</l></st1:Street><l></u1:Street>

(b)(6) /SPAN></l></st1:address></u1:address><o:p></o:p></P>

<P class=MsoNormal><u1:place u2:st="on"><u1:City u2:st="on"><st1:place w:st="on"><st1:City w:st="on"><l>Shelton</l></st1:City><l></u1:City>, <u1:State u2:st="on"><st1:State w:st="on">CT</u1:State></st1:State> <u1:PostalCode u2:st="on"><st1:PostalCode w:st="on">06484</u1:PostalCode></st1:PostalCode></l></st1:place></u1:place><o:p></o:p></P>

<P class=MsoNormal><l>W (b)(6)

(b)(6) /SPAN></l><o:p></o:p></P>

<P class=MsoNormal><l>(b)(6)

(b)(6) /SPAN></l><o:p></o:p></P>

<P class=MsoNormal><l>(b)(6) SPAN></l><o:p></o:p></P>

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

<P class=MsoNormal>

----- TCC Control Number: --

<<#251533-428019#>><o:p></o:p></P></DIV></div>

----- TCC Control Number: -----
<<#251533-428019#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-23 20:27:10

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-05-23 14:30:00

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 someone missed their flight due to security screening.,

Body:

Agent Notes: Advised caller that he can file a claim for reimbursement., Advised caller that he can file a claim for reimbursement., flight departure: 3:15pm

Advised caller that the airline recommends he arrives at the airport 2-3 hours prior to the departure of his flight. Advised caller that if he was there 45 minute prior to departure, he was cutting it close and that did not allow enough time for screening.,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: MECHELLE.WILKINS 5/23/2009 8:26:55 PM,MECHELLE.WILKINS 5/23/2009 8:36:30 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/23/2009 8:27:10 PM

Linked Event IDs:

Responses:

Response

Airport: SWFSWF Newburgh/Poughkeepsie, NY, USA - Stewart,

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: 2009-05-25 10:51:37

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: No-Fly/Selectee List

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

Remote Client IP: (b)(6)

Date Time: 5/20/2009 1:22:45 PM

Inquiry for: Delays at Check-in or Unable to Obtain an Online Boarding Pass

Name: (b)(6)

Email: (b)(6)

Message: i would like to know why my fiancee and i had to go through extra security on both our flights from new york to orlando and back. on both trips we had a mess of shampoo and body wash that was all over our clothes in our suitcases. i travel frequently and this is the first time this has happened. i'm all for safer flying but i wish some of the tsa officers would be a bit more caring when going through my personal stuff. i also had to point out to a tsa officer that i needed the extra screening which she did not notice on my boarding pass at jfk airport

Agent Notes: CAPPS-General Response- UPDATED CAPPS-General Response- UPDATED, General Complaint & Falling Short of Standard, Merged 2 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUSTIN.STEWART 5/25/2009 10:52:27 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/20/2009 7:37:17 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: No-Fly/Selectee List <<#328510-433380#>>

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 email message concerning additional screening.&nbsp; </FONT></P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">TSA applies a variety of security measures in screening passengers and their property
prior to boarding a flight.&nbsp; In some instances, this includes enhanced screening of passengers and their carry-on baggage, which
may be triggered by a number of factors.&nbsp; </FONT></P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">For instance TSA may select an individual for enhanced screening in order to resolve an
alarm of the walk-through metal detector, or as a result of selection by the Computer Assisted Passenger Prescreening System (CAPPS),
which identifies passengers for additional screening either on a random basis or based on certain factors reflected in their reservation
information.&nbsp; This random element is particularly important as it prevents potential terrorists from "beating the system" by
learning how it operates.</FONT> </P></div>
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><p>
  &#160;
</p>
<p>
  <font face=" Helvetica, sans-serif,Arial">Furthermore, one of our key
  objectives has been to ensure that all passengers consistently receive
  professional and courteous checkpoint processing while maintaining our
  high level of security.&#160; Along with expanded training on the enhanced
  security procedures, each Federal airport screener receives training on
  professional and courteous conduct to make the process run smoothly and
  reduce the inconvenience to the public. </font>
</p>
<p>
  &#160;
</p>
<p>
  <font face=" Helvetica, sans-serif,Arial">Enhanced security measures
  require that all checked baggage undergo some form of screening for
  prohibited items.&#160; A variety of security measures are applied to the
  baggage and/or persons of passengers selected through the screening
  process, including random searches.&#160; Physical search of the luggage is
  required to clear every alarm.&#160; TSA screeners should exercise great care
  during the screening process to ensure that passengers' belongings are
  returned and not damaged when a bag needs to be opened.&#160; Unfortunately,
  on some occasions the screening process may fall short of our
  established standard.&#160; We apologize if these high standards were not met.</font>
</p>
<p>
  &#160;
</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.&#160; 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>
  &#160;
</p>
<p>
  <font face=" Helvetica, sans-serif,Arial">We appreciate your taking the
  time to share your thoughts and concerns with us.&#160; </font>
</p>
<p>
  &#160;
</p>
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<p>

</p>

<p>
TSA Contact Center

</p>

<p>

</p>

<p>
<br clear="none">

</p></div>

<div>--- Original Message ---
From: (b)(6);
Received: 5/20/09 7:37:14 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>;
Subject: TSA Contact Us: No-Fly/Selectee List

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 5/20/2009 1:22:45 PM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Inquiry for:</TD>

<TD>Delays at Check-in or Unable to Obtain an Online Boarding Pass</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Message:</TD>

<TD>i would like to know why my fiancee and i had to go through extra security on both our flights from new york to orlando and back. on both trips we had a mess of shampoo and body wash that was all over our clothes in our suitcases. i travel frequently and this is the first time this has happened. i'm all for safer flying but i wish some of the tsa officers would be a bit more caring when going through my personal stuff. i also had to point out to a tsa officer that i needed the extra screening which she did not notice on my boarding pass at jfk airport.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<#328510-433380#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-25 16:44:54

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, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 5/21/2009 10:25:52 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): The inspector name: (b)(6)

Airport: Buffalo International

Date: 5/14/09

Time: Approximately 11:35 am

SouthWest Airline to BWI @ 12:35

Comments: I was singled out by (b)(6) (a TSA employee) because he was uncomfortable with my scarf. He asked me "can you take your scarf off" and when I said NO. I was subject to screening , delay, and my bags and purse was hand searched. When I asked why my scarf is particularly a problem...I was not given any explanation. I asked what is the difference between my scarf and my other cloths ...again no explanation was given, this was totally unacceptable...particularly at the same check point several men with Hindu religious multi-layered head cover have passed without any problem.

The most important that I realized that I lost my Flash Drive from my purse which has a very important files related my courses and study.

I would appreciate your attention to this matter.

Thank You,

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, Retrieve Items, 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. Included BUF lost and found number in response. BCC BUF CSQIM Brett ONeil at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 5/25/2009 4:44:54 PM,JWAN.JENIFER 5/25/2009 4:52:50 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/21/2009 7:46:09 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl 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 <<#328931-433870#>>

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> </P>

<P> </P>

<P>TSA continues <P> </P>

<P> </P>

<P>In addition, each airport establishes procedures for handling lost and found items. TSA follows those procedures where they exist. <P> </P>

<P> </P>

<P>Again, the TSA offers sincere apologies for the <P> </P>

<P> </P>

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

<div>--- Original Message ---
From: (b)(6)
Received: 5/21/09 7:46:08 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 5/21/2009 10:25:52 AM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>The inspector name: (b)(6)
Airport: Buffalo International
Date: 5/14/09
Time: Approximately 11:35 am

SouthWest Airline to BWI @ 12:35</TD></TR>

<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>
<TD>I was singled out by (b)(6) (a TSA employee) because he was uncomfortable with my scarf. He asked me "can you take your scarf off" and when I said NO. I was subject to screening , delay, and my bags and purse was hand searched. When I asked why my scarf is particularly a problem...I was not given any explanation. I asked what is the difference between my scarf and my other cloths ...again no explanation was given, this was totally unacceptable...particularly at the same check point several men with Hindu religious multi-layered head cover have passed without any problem.
The most important that I realized that I lost my Flash Drive from my purse which has a very important files related my courses and study.

I would appreciate your attention to this matter.

Thank You,

(b)(6):
(b)(6) /TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#328931-433870#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-26 10:05:09

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 5/21/2009 10:44:07 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): The inspector name: (b)(6)

Airport: Buffalo International

Date: 5/14/09

Time: Approximately 11:35 am

SouthWest Airline to BWI @ 12:35

Comments: I was singled out by (b)(6) (a TSA employee) because he was uncomfortable with my scarf. He asked me "can you take your scarf off" and when I said NO. I was subject to screening, delay, and my bags and purse was hand searched. When I asked why my scarf is particularly a problem...I was not given any explanation. I asked what is the difference between my scarf and my other cloths ...again no explanation was given, this was totally unacceptable...particularly at the same check point several men with Hindu religious multi-layered head cover have passed without any problem.

The most important that I realized that I lost my Flash Drive from my purse which has a very important files related my courses and study.

I would appreciate your attention to this matter.

Thank You,

(b)(6)

Agent Notes: Pat Down - General Pat Down - General, Cultural-Religious Response, Retrieve Items, Added the L&F for BUF TSA (716-635-1229) to Retrieve Items & Claims Response.

Merged 3 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: BRIAN.WARREN 5/26/2009 10:05:09 AM,BRIAN.WARREN 5/26/2009 10:08:20 AM,BRIAN.WARREN 5/26/2009 10:09:13 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/21/2009 7:46:16 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl 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 <<#328931-433878#>>

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>The Transportation Security Administration (TSA) made a number of enhancements to its procedures at the security checkpoints to address the threat of explosives which took down two Russian airliners last year. </P>

Changes included more use of explosives trace detectors, more pat-down searches, and an increased number of passengers referred to additional screening. </P>

<P> </P>

<P>TSA continues to aggressively develop and deploy new technology, including document scanners, trace portals, and backscatter devices to address the explosives threat. </P>

In the meantime, the increased use of pat-downs enhances our ability to detect explosives at the Nation's checkpoints and keep the traveling public safe. </P>

In the months since the new pat-down procedures were first instituted, TSA has been closely evaluating the effectiveness of the new procedures, as well as customer feedback. </P>

Based on our own analysis, the agency has adjusted the procedures in a way which will not compromise security. </P>

<P> </P>

<P><U>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</U>. </P>

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>As part of current torso pat-down procedures, screeners first pat down the individual's sides and then invite the individual to lower his or her arms. </P>

This reduces the period of time that an individual is in an extended search posture and provides for a more comfortable natural stance. </P>

Screeners then complete a limited torso pat-down from front to back, covering a line below the chest area to the waist, followed by a pat-down of the individual's entire back. </P>

When conducting this routine pat-down, screeners will now include the individual's chest area only if the hand-held metal detector alarms or there is an irregularity or anomaly in the person's clothing outline. </P>

A full-body pat-down is still required for individuals who cannot pass through the walk-through metal detector. </P>

<P> </P>

<P>TSA has implemented special procedures for conducting searches of sensitive areas of a passenger's body. </P>

In these situations, the security screener is required to use the back of the hand to pat down the passenger. </P>

In situations when a woman's chest area must be cleared, especially if the woman is wearing an undergarment such as an underwire bra, the security screener is also required to use the back of the hand to pat down the passenger. </P>

For non-sensitive areas, including other parts of the torso, screeners are required to use the front of the hand. </P>

A screener of the same gender should conduct the pat-down. </P>

Passengers should communicate to the screener if they are experiencing physical or emotional discomfort during the procedure. </P>

However, if the passenger declines to permit the search, he or she will not be permitted to board an aircraft. </P>

<P> </P>

<P>As the screening is being conducted, the screener should be describing the procedures he or she is employing. </P>

Passengers may request any enhanced screening be conducted in a private location, and screeners are

required to offer private screening to passengers who are subject to a pat-down inspection of their sensitive body areas. Private screening will be conducted in a room or in an area away from other passengers, depending on the configuration of the airport.

We believe that these security measures are necessary and appropriate for ensuring the safety and confidence of all air travelers. Furthermore, TSA continues to develop and deploy new technologies, including document scanners, trace portals, and backscatter devices to address the explosives threat. In the meantime, the use of pat-downs enhances our ability to detect explosives at the Nation's checkpoints and keep the traveling public safe. For more information regarding the pat-down procedures, please visit our website at www.tsa.gov

General Screening Considerations for Religious or Cultural Needs

- If you do not want to go through the metal detector, you may request a personal search (pat-down inspection) as an alternative.
- You may also ask the screener for a private area for this personal search. You will be provided a screener of the same gender, except in extraordinary situations. In the unlikely situation where a screener of the same gender is not available, you will be provided with alternatives, which may include waiting for a same-gender screener to arrive, or consenting to a search by a screener of the opposite gender.
- If you refuse appropriate screening you will not be allowed to pass the security checkpoint and you will be unable to board your plane.

Head Coverings

It may be necessary for you to remove your head covering during the screening process. If the screener asks you to remove a head covering, you may request a private area to provide privacy while the head cover is removed, inspected, and restored.

Religious, Cultural or Ceremonial Items

- There are items in this category that are not permitted through the security checkpoint (e.g., religious knives, swords). Therefore, it is advised that you place such items in your checked baggage. Check the permitted/prohibited list for more information.
- If the screener asks you to provide a religious, cultural or ceremonial item for screening, you may request a hand-inspection. If the item is prohibited from the cabin of the aircraft you will be asked to place the item in your checked baggage or speak to your airline about checking the item. If the item is delicate or fragile, or special handling is otherwise required, please let the screener know so that he or she can handle the item accordingly.
- If the screener requests that you put a delicate or fragile item through the X-ray machine, you may want to ask the screener to ensure that there is no bag immediately before or after the item so that it will not be damaged. Bins are available at the X-ray machine.

Furthermore, each airport establishes procedures for handling lost and found items. TSA follows those procedures where they exist. The airports in those instances are responsible for holding and disposing items under applicable local laws. Items such as locks, tags, straps, and other external luggage pieces are often lost or damaged as the baggage goes through the baggage handling equipment and may or may not have been found by airline/airport personnel.

At an airport where no policy exists, found articles are collected, stored, and disposed of under General Services Administration rules. TSA is unable to identify and return all items, but may be able to locate and return items on a case-by-case basis. We suggest you contact the airport at which your items were confiscated or lost at the **BUF (716-635-1229) TSA L&F**

Please accept our appreciation for taking the time to share your thoughts and concerns with us. We hope that this information provides you with a better understanding of the screening process and the procedures necessary to ensure safety and security of the Nation's aviation system.

TSA Contact Center

Original Message
From: (b)(6); Received: 5/21/09 7:46:27 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>; Subject: TSA Contact Us: Complaints
THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6) Date Time: 5/21/2009 10:44:07 AM

<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>The inspector name: (b)(6)
Airport: Buffalo International
Date: 5/14/09
Time: Approximately 11:35 am

SouthWest Airline to BWI @ 12:35</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>
<TD>I was singled out by (b)(6) (a TSA employee) because he was uncomfortable with my scarf. He asked me "can you take your scarf off" and when I said NO. I was subject to screening , delay, and my bags and purse was hand searched. When I asked why my scarf is particularly a problem...I was not given any explanation. I asked what is the difference between my scarf and my other cloths ...again no explanation was given, this was totally unacceptable...particularly at the same check point several men with Hindu religious multi-layered head cover have passed without any problem.
The most important that I realized that I lost my Flash Drive from my purse which has a very important files related my courses and study.

I would appreciate your attention to this matter.

Thank You,

(b)(6)
716 909-3463</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#328931-433878#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-26 13:49:39

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, Newark International Confiscated Bag [Personal]

Body: Dear TSA: My elderly mother who has low-vision due to age-related macular degeneration travelled from Newark Liberty International to Orange County California (SNA) yesterday. When I picked her up at SNA, she told me that security in Newark confiscated her toothpaste (obviously, she should not have brought-too big) as well as her carry-on bag itself. She said she was hurried along and told to sign something but did not get her bag back.

I have 2 questions: 1) Why was her bag itself taken? She was left to hand- carry her newspaper and other belongings without a container. 2) If she was asked to sign something, is there a chance of getting it back? Since she has low-vision, she can no longer read text that is anything smaller than 2 inches tall. She is embarrassed to point out her disabilities, so if she is asked to sign something, she will sign it without knowing what it is. She was on Continental Flight #CO 387 on 5/20/09 and resides in Bronxville, NY 10708.

Thank you for any help or guidance you can provide. We'd love to get the bag back. I think TSA is really improving the security process and it generally works well, but for an elderly or disabled person it still is a bit of a rodeo due, mostly, to other impatient travelers.

(b)(6)

The information in this e-mail and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. If you believe that you have received this e-mail in error, please contact the sender immediately and delete the e-mail and all of its attachments.

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, TCC TOOTHPASTE CREAM DEODORANT LOTION IN CARRYON BAGGAGE, bcc csm Ofelia Ruiz at (b)(6)

*Merged Responses

A lost and found number was not given because the email has been forwarded to the CSM; the consumer didn't indicate if their bag was confiscated, left behind on accident, if she was mailing the item, etc.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 5/26/2009 1:49:39 PM,COREY.SHELTON 5/26/2009 1:59:41 PM,COREY.SHELTON 5/26/2009 2:02:34 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/21/2009 7:47:40 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, SNA Santa Ana, CA, USA - John Wayne 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: (b)(6)

Subject: Re: Newark International Confiscated Bag [Personal] <<#329028-433975#>>

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>Please keep in mind that we do 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>Furthermore, regarding traveling with toothpaste in carry-on baggage, the Transportation Security Administration (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). The 3-1-1 rule responds to the threat of liquid explosives revealed in August 2006 when British authorities uncovered a plot to destroy multiple aircraft flying from the United Kingdom to the United States. The plot consisted of bringing liquid explosives aboard the flights to be detonated in-flight using an electronic device. While TSA believes that the arrests in Britain have significantly disrupted the threat, we cannot be sure that the threat has been entirely eliminated or the plot completely thwarted. </P>

<P> </P>

<P>Sadly, ongoing threats to aviation security require that these security measures be undertaken. TSA understands that this policy may be inconvenient and frustrating for passengers. However, this policy is a regrettable necessity given the nature of the threat, and security must take precedence. Our measures are not based on the belief that ordinary liquids, gels, and aerosols themselves pose a risk, but rather that they and their containers could be used to conceal liquid explosives. This includes some personal products and their containers, such as toothpaste, cream, deodorant, or lotion. </P>

<P> </P>

<P>TSAGCÖs website, www.tsa.gov, states that passengers can carry on board toothpaste, cream, deodorant, lotion, and gel-like personal care items, provided each item is in a container no larger than 3.4 ounces and all items 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. Passengers may also wish to contact their airlines before they travel about their particular needs. Airlines will generally work with passengers to meet these needs. </P>

<P> </P>

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-05-29 13:26:52

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-05-26 13:26:00

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., There was a NOI.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: GARY.MACK 5/29/2009 1:32:14 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/29/2009 1:26:52 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, MCO Orlando, FL, USA - Orlando 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: 2009-05-30 13:35:36

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-05-28 05:30:00

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 stated that she is upset due to the fact that TSA screeners made her elderly mother remove her wig and undergo a pat down all while undergoing screening in front of the public. Also caller feels her mother was selected for additional screening based on racial profiling.

Body:

Agent Notes: Informed caller that TSA applies a variety of security measures in screening passengers which may include removal of loose garments that may conceal weapons therefore i apologized to caller and advised caller that i would notate her concern. Informed caller that TSA applies a variety of security measures in screening passengers which may include removal of loose garments that may conceal weapons therefore i apologized to caller and advised caller that i would notate her concern. Caller calling on behalf of her mother.

Also advised caller for future travels to request a private screening.

Forwarded concern to the CSM and provide caller with phone number to the TSA Civil Rights office.

Follow Up: (b)(6) stated that she is upset due to the fact that TSA screeners made her elderly mother remove her wig and undergo a pat down all while undergoing screening in front of the public. Also caller feels her mother was selected for additional screening based on racial profiling.

To TSOC Date:

From TSOC Date:

Last Updated By: BRIANA.GRAHAM 5/30/2009 1:53:29 PM,BRIANA.GRAHAM 5/30/2009 1:53:39 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/30/2009 1:35:36 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, KIN Kingston, Jamaica,

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: 2009-06-02 19:33:32

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: All Other Inquiries

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

Remote Client IP: (b)(6)

Date Time: 5/30/2009 2:22:39 PM

Name: (b)(6)

Email: (b)(6)

Brief Description of Inquiry: which airport booties are allowed

Comments: The paper booties compliments of park'n fly(airportbooties.net) were not allowed at jfk because tsa was unfamiliar with them. Walking on the dirty floor was unpleasant & I hope not to encounter this situation again. thanks for information clarifying whether these booties are okay

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: RASHARD.TUCKER 6/2/2009 7:33:32 PM,RASHARD.TUCKER 6/2/2009 7:34:22 PM,RASHARD.TUCKER 6/2/2009 7:34:43 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/30/2009 4:24:36 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl 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: (b)(6)

Subject: Re: TSA Contact Us: All Other Inquiries <<#332691-438091#>>

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. < 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<BR clear=none></P></div>

<div>--- Original Message ---
From: <(b)(6)>;
Received: 5/30/09 4:24:06 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: All Other Inquiries

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client:(b)(6)
Date Time: 5/30/2009 2:22:39 PM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Brief Description of Inquiry:</TD>

<TD>which airport booties are allowed</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>The paper booties compliments of park'n fly(airportbooties.net) were not allowed at jfk because tsa was unfamiliar with them. Walking on the dirty floor was unpleasant & I hope not to encounter this situation again. thanks for information clarifying whether these booties are okay.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#332691-438091#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-06-03 16:26:18

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, ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 6/1/2009 8:08:50 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Buffalo, NY airport at the Southwest gate

Comments: we had gone through the security check point and were at the gate as 2 TSA were doing random checks at the gate at the Buffalo, NY airport. The female TSA said she didn't have to answer any question when asked if this is a new practice We were told it was not a new practice and that it had been going on . This women took out my underwaer and bra and layed them on the floor along with everything that was in my bag,at the gate just as we were getting ready to board. no privacy screen. I fly at least 20 times a year and have never seen this before!

Agent Notes: Gate Screening Gate Screening, Consumer Complaint BCC/CSM 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.

BCC BUF CSQIM Brett O'Neil (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 6/3/2009 4:26:18 PM,JWAN.JENIFER 6/3/2009 4:34:18 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/1/2009 7:40:45 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl 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 <<#333194-438658#>>

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>Because your complaint is regarding screening at BUF, 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>In addition, 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>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 </P></div>

<div>--- Original Message ---
From: <(b)(6)>
Received: 6/1/09 7:39:30 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP:(b)(6)
Date Time: 6/1/2009 8:08:50 AM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>

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

<TR>

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

<TD>Buffalo, NY airport at the Southwest gate</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>we had gone through the security check point and were at the gate as 2 TSA were doing random checks at the gate at the Buffalo, NY airport. The female TSA said she didn't have to ansvere any question when asked if this is a new practice We were told it was not a new practice and that It had been going on . This women took out my underwaer and bra and layed them on the floor along with everything that was in my bag,at the gate just as we were getting ready to board. no privacy screen. I fly at least 20 times a year and have never seen this before!</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#333194-438658#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-06-05 15:23:06

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-05-26 07:00:00

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 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 stated that noone assisted her with her kids at the checkpoint

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: KELLY.JONES 6/5/2009 3:29:46 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/5/2009 3:23:06 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport, CLT Charlotte, NC, USA - Charlotte/Douglas Intl Airport,

Airline: US Airways (present)US Airways (present),

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: 2009-06-05 17:24:16

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-06-04 12:06:00

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 she is in the military and was screened inappropriately 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) explained that she was inappropriately screened while going through security at EWR. She explained that she needed secondary screening and the woman screener that was screening her made her miss her flight for military training because she continuously patted her down and hand wanded her. She would like a call back from the CSM at EWR concerning the issue.

To TSOC Date:

From TSOC Date:

Last Updated By: GARY.MACK 6/5/2009 5:39:41 PM,GARY.MACK 6/5/2009 5:39:47 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/5/2009 5:24:16 PM

Linked Event IDs:

Responses:

Response

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

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: (b)(6)

Contact Type:

Contact Date: 2009-06-08 13:09:44

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-06-07 10:55:00

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 report that his sister-in-law allegedly was given a strip search at the JFK airport,

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) stated that his sister-in law (b)(6) traveled through the JFK airport. He stated that the passenger's trip was international and that she was allegedly given a "strip search". He stated that the screener made her take her clothes off, and asked her how much money she had. (b)(6) also stated that they told her to turn around, but she was too afraid to do so, thinking that they may take her money. He would like to speak with someone regarding this issue. Thank you for your assistance.

To TSOC Date:

From TSOC Date:

Last Updated By: ASHLEY.BAKER 6/8/2009 1:21:54 PM,ASHLEY.BAKER 6/8/2009 1:22:07 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/8/2009 1:09:44 PM

Linked Event IDs:

Responses:

Response

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

Airline: TACA Airways TACA 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: 2009-06-10 13:23:27

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-03-23 14:30:00

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 TSA stopped every 20th person for screening.

Body:

Agent Notes: Informed caller that he was selected for secondary screening. Informed caller that he was selected for secondary screening.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: FRANCES.JONES 6/10/2009 1:37:29 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/10/2009 1:23:27 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, MEM Memphis, TN, USA - Memphis 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: 2009-06-10 20:30:44

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-06-09 06:45:00

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 was not allowed to take hollow-point ammunition in checked luggage at EWR.

Body:

Agent Notes: Advised caller that a complaint would be sent to the CSM for follow-up., Advised caller that a complaint would be sent to the CSM for follow-up., Caller contacted the local police to get gun laws. Caller brought 9 rounds of ammunition. He said the TSA representative said that he could not have hollowpoint ammunition when traveling through EWR. Caller stated that he contact the police and there was nothing illegal about carrying this kind of ammuniton.,

TSA SCREENER: (b)(6)

Follow Up: (b)(6) called to complain that when he took his gun and ammunition through screening at EWR, the screener said that he can not check in hollow-point ammunition. Caller stated that prior to travel he contacted the local police and airport police to get gun laws for flying .

He had his ammunition in a locked hard-sided container with a TSA lock. He also had a lock on the gun and declared it. He was careful to follow all the rules as told. He was told by the local police and airport police that he can take hollow-point ammunition. Therefore, caller brought 9 rounds of hollow-point ammunition.

When he explained to the screener that he had made various contacts to confirm that he can check the ammunition, the screener said that he did not care and he would have to leave it there and pick it up upon his return. Caller wants to know is there a specific rule when going through EWR concerning hollow-point ammunition.

The screener's name was: (b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: MECHELLE.WILKINSMECHELLE.WILKINS 6/10/2009 8:47:32 PM,MECHELLE.WILKINS 6/10/2009 8:47:38 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/10/2009 8:30:44 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark 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:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-06-13 16:24:43

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-06-08 13:50:00

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:

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 6/10/2009 10:10:44 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: On June 8, 2009, my father, a man in his eighties, was headed for a 1:50 pm American Airlines flight from New York/La Guardia to Toronto. The security agent repeatedly screened him and checked him at least three times. He kept on inspecting his legs. After that, he emptied out his hand luggage and took a container of cottage cheese wrapped with a cold ice pack and threw them in the garbage. There was no explanation as to what possible threat this could be to anyone. Because of this ridiculous harrassment, my father, a Holocaust survivor who is friendly and mild-mannered, had to rush to his flight. The entire experience was very distressing and upsetting to him.

I cannot imagine what that agent was thinking. This was a purely arbitrary exercise of power by a petty employee, who showed absolutely no powers of discretion and no good sense. What really concerns me is that your agents choose to focus their attention on non-threatening, law-abiding citizens. Anyone with half a mind could see that my father is not the person they should be looking for. If they have such poor powers of discretion, I am concerned that they really don't know what they are doing and the real threats are being ignored.

It did not occur to my father to take the agent's name so that we could report him.

This incident is indicative of a disturbing lack of competence by your security staff

Agent Notes: SECONDARY SCREENING REASONS RESPONSE SECONDARY SCREENING REASONS RESPONSE, General Complaint & Falling Short of Standard, Merged two or more responses.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 6/13/2009 4:24:43 PM,CHRISTOPHER.WALL 6/13/2009 4:27:05 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/10/2009 7:19:22 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, YTZ Toronto, Ontario, Canada,

Airline: American Airlines --American 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 <<#337599-443622#>>

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 electronic mail message. We are sorry you were unhappy with your recent travel experience and hope that the following information will be helpful. </P>
<P> </P>
<P>One of our key objectives has been to ensure that all passengers consistently receive professional and courteous checkpoint processing while maintaining our high level of security. Along with expanded training on the enhanced security procedures, each Federal airport screener receives training on professional and courteous conduct to make the process run smoothly and reduce the inconvenience to the public. </P>
<P> </P>
<P>Enhanced security measures require that all checked baggage undergo some form of screening for prohibited items. A variety of security measures are applied to the baggage and/or persons of passengers selected through the screening process, including random searches. Physical search of the luggage is required to clear every alarm. TSA screeners should exercise great care during the screening process to ensure that passengers' belongings are returned and not damaged when a bag needs to be opened. Unfortunately, on some occasions the screening process may fall short of our established standard. We apologize if these high standards were not met. </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>Additionally, The Transportation Security Administration (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 secure 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 class=msonormal style="MARGIN: 0in 0in 0pt"> </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt">TSA uses a variety of security measures to screen passengers and their property. One of these security measures is secondary screening, which is in addition to the walk-through metal detector. This involves screening a passenger with a hand-held metal detector and possibly conducting a patdown inspection which necessarily involves touching passengers. </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt"> </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt">Passengers may be selected for secondary screening for different reasons: (1) to clear an alarm of the walk-through metal detector, (2) to address an irregularity or anomaly in the passenger's clothing outline, or (3) for random selection Another way passengers are selected for additional screening is through the Computer Assisted Passenger Prescreening System (CAPPS). CAPPS identifies passengers either randomly or based on certain travel behavior associated with threats to aviation security reflected in their reservation information. </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt"> </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt">Passengers with the GÇËSSSSGÇ¥ designation on their boarding pass have been preselected for additional screening. There are different ways in which passengers are preselected to receive the GÇËSSSSGÇ¥ designation One method of selection is by CAPPS. The airlines may have placed the GÇËSSSSGÇ¥ designation on passengers'GÇÖ boarding pass based on CAPPS. </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt"> </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt">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. </P>

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

<P class=msonormal style="MARGIN: 0in 0in 0pt">Airline bombings in involving explosives concealed on the body made it necessary to step up the frequency and thoroughness of pat-downs. This additional procedure further decreases a terroristGÇÖs ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items. </P>

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

<P class=msonormal style="MARGIN: 0in 0in 0pt">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 NationGÇÖs airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public secure.</P>

<P> </P>

<P>We appreciate your taking the time to share your thoughts and concerns with us. </P>

<P> </P>

<P> </P>

<P>TSA Contact Center</P>

<P> </P>

<P><BR clear=none> </P></div>

<div>--- Original Message ---
From: (b)(6)
Received: 6/10/09 7:19:22 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 6/10/2009 10:10:44 AM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>

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

<TR>

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

<TD> </TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>On June 8, 2009, my father, a man in his eighties, was headed for a 1:50 pm American Airlines flight from New York/La Guardia to Toronto. The security agent repeatedly screened him and checked him at least three times. He kept on inspecting his legs. After that, he emptied out his hand luggage and took a container of cottage cheese wrapped with a cold ice pack and threw them in the garbage. There was no explanation as to what possible threat this could be to anyone.
Because of this ridiculous harrassment, my father, a Holocaust survivor who is friendly and mild-mannered, had to rush to his flight. The entire experience was very distressing and upsetting to him.
I cannot imagine what that agent was thinking. This was a purely arbitrary exercise of power by a petty employee, who showed absolutely no powers of discretion and no good sense. What really concerns me is that your agents choose to focus their attention on non-threatening, law-abiding citizens. Anyone with half a mind could see that my father is not the person they should be looking for. If they have such poor powers of discretion, I am concerned that they really don't know what they are doing and the real threats are being ignored.
It did not occur to my father to take the agent's name so that we could report him.
This incident is indicative of a disturbing lack of competence by your security staff.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#337599-443622#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-06-15 19:19:05

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 6/12/2009 1:25:41 PM

Name: (b)(6)

Email:

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 1219 from LGA to CVG on June 3, 2009

Comments: My complaint actually pertains to different screening practices between passengers at Laguardia (one airport; not between airports). I witnessed special treatment (line skipping) being granted to (b)(6) and her travel companions at Laguardia. While a uniformed serviceman waited with me and others in a lengthy line, (b)(6) was pulled to the front of the line and did not have to follow the same rules as other passengers (i.e., did not have to remove jacket, hat, or sunglasses). I resent her being given special treatment simply because of her fame. It is inappropriate and disrespectful. She proceeded to shop at the airport newsstand, so she was not running late or avoiding the public. If anyone in that line should have been given special treatment, it was the service man. Please consider asking your employees to treat everyone with the same level of rules and respect. Thank you for your consideration

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: RASHARD.TUCKER 6/15/2009 7:19:05 PM,RASHARD.TUCKER 6/15/2009 7:20:01 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/12/2009 7:49:41 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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 <<#338616-444773#>>

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: 6/12/09 7:49:40 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 6/12/2009 1:25:41 PM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>

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

<TR>

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

<TD>1219 from LGA to CVG on June 3, 2009</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>My complaint actually pertains to different screening practices between passengers at Laguardia (one airport; not between airports). I witnessed special treatment (line skipping) being granted to (b)(6) and her travel companions at Laguardia. While a uniformed serviceman waited with me and others in a lengthy line, (b)(6) was pulled to the front of the line and did not have to follow the same rules as other passengers (i.e., did not have to remove jacket, hat, or sunglasses). I resent her being given special treatment simply because of her fame. It is inappropriate and disrespectful. She proceeded to shop at the airport newsstand, so she was not running late or avoiding the public. If anyone in that line should have been given special treatment, it was the service man. Please consider asking your employees to treat everyone with the same level of rules and respect. Thank you for your consideration.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#338616-444773#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-06-16 19:05:36

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 6/14/2009 5:49:19 PM

Name: (b)(6)

Email:

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Terminal 3

Comments: As I checked in for a connecting flight I had to go through screening. I presented my T.W.I.C card for identification and was told that it was not acceptable. I then presented my passport and asked to speak with a manager. I spoke with a Black Lady and a Black Gentleman in a suit who had never heard of a T.W.I.C. card. They asked to see it and I presented mine. He then went over and looked it up and admitted that it was a valid I.D. but was not know to the screeners. I asked why since it was issued by TSA and he couldn't answer me. Imagine my surprise that following this screening I went out on to the concourse and was immediately greeted by an advertisement for a

CLEAR card that would allow you to bypass security. I asked the salesman and he provided that they had a special deal with TSA that if I purchased a CLEAR car for \$199.00 I wouldn't have to go through security. This seems rather interesting that a TSA issued T.W.I.C. card is not accepted but a Civilian CLEAR card is

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, JFK CSM Tiesha Walker-Patterson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: RASHARD.TUCKER 6/16/2009 7:05:36 PM,RASHARD.TUCKER 6/16/2009 7:07:14 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/15/2009 12:24:28 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl 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: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#339192-445438#>>

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)(6)
Received: 6/15/09 12:24:26 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 6/14/2009 5:49:19 PM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>
<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>JFK Terminal 3</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>
<TD>As I checked in for a connecting flight I had to go through screening. I presented my T.W.I.C card for identification and was told that it was not acceptable. I then presented my passport and asked to speak with a manager. I spoke with a Black Lady and a Black Gentleman in a suit who had never heard of a T.W.I.C. card. They asked to see it and I presented mine. He then went over and looked it up and admitted that it was a valid I.D. but was not know to the screeners. I asked why since it was issued by TSA and he couldn't answer me. Imagine my surprise that following this screening I went out on to the concourse and was immediately greeted by an advertisement for a
CLEAR card that would allow you to bypass security. I asked the salesman and he provided that they had a special deal with TSA that if I purchased a CLEAR car for \$199.00 I wouldn't have to go through security. This seems rather interesting that a TSA issued T.W.I.C. card is not accepted but a Civilian CLEAR card is.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#339192-445438#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-06-18 12:45:55

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-06-16 05:00:00

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:

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 6/16/2009 5:18:38 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 Terminal B 40-49 gates. 6-16-09 approx. 5 am.

Comments: I keep getting told different thing by different officers. at one station i only need to take out my laptop. The next time thru its all my electronic devices. someone needs to make up their mind her folks!!!! I fly every week. Always out of Newark and I am getting tired of the different polices!

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Laptop Screening-Cords and Wires, Electronic Devices, Merged two or more responses.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 6/18/2009 12:45:55 PM,CHRISTOPHER.WALL 6/18/2009 12:47:57 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/16/2009 1:09:38 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 Airports

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#274675-446334#>>

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. 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, laptop computers, full-size video game consoles, full-size DVD players, CPAP breathing machines and video cameras that use video cassettes must be removed from their carrying cases and submitted separately for x-ray screening. <P> Laptop computers and video cameras that use cassettes have long been subject to this policy. <P> Small and portable electronic items do not need to be removed from their carrying cases. </P>

<P> </P>

<P>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. <P>However, these items may require removal subsequent to the x-ray screening if the bagÇÖs x-ray image appears to display a prohibited item and a Transportation Security Officer is required to inspect the bag. </P>

<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)
Received: 6/16/09 1:09:38 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 6/16/2009 5:18:38 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 Terminal B 40-49 gates. 6-16-09 approx. 5 am.
Comments:	I keep getting told different thing by different officers. at one station i only need to take out my laptop. The next time thru its all my electronic devices. someone needs to make up their mind her folks!!!! I fly every week. Always out of Newark and I am getting tired of the different polices!

----- TCC Control Number: -----
<<#274675-446334#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-06-18 15:19:02

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 6/16/2009 11:24:13 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Midwest Flight 2 from LGA to Milwaukee, 7 a.m. June 15.

Comments: My stepson, (b)(6) was flying back to school. He forgot his drivers license and was barred from the plane. He was carrying a social security card. The airline (Midwest) later told him that TSA could have done a background check on him, and allowed him to fly. He was there in plenty of time before the flight!! Midwest charged him \$50 to change to the 11:20 a.m. flight (once he went back home and found his license). I want TSA to refund the \$50 to him. Thank you!

(b)(6)

Agent Notes: ID GÇô VALID ID NOT ACCEPTED ID GÇô VALID ID NOT ACCEPTED, ID Requirements, MISSING TSA LOCKS RESPONSE, Merged 3 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

bcc csm (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUSTIN.STEWART 6/18/2009 3:19:02 PM,JUSTIN.STEWART 6/18/2009 3:20:24 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/16/2009 1:12:05 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, MKE Milwaukee, WI, USA - General Mitchell Field,

Airline: Midwest Airlines (present)Midwest Airlines (present),

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 <<#340111-446482#>>

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;"></div>

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><p>

Thank you for e-mail, regarding identification (ID) requirements at the security screening checkpoint. Specifically, you felt that the ID you presented should have been accepted.

</p>

<p>

</p>

<p>

<br clear="none">

We regret you found your screening experiences unsatisfactory. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. Our current policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

</p>

<p>

</p>

<p>

We are unable to determine why the Transportation Security Officer (TSO) did not accept the ID your presented at the screening checkpoint. If the ID you presented is from the list below, it is a valid form of identification and it should have been accepted without an additional ID requirement. We regret any inconvenience this caused.

</p>

<p>

</p>

<p>

The following forms of ID are fully acceptable and must contain name, date of birth, gender, expiration date, and a tamper-resistant feature:

</p>

<p>

</p>

State-issued driver’s license

U.S. passport

U.S. passport card

U.S. Department of Homeland Security (DHS); Trusted Traveler cards (NEXUS, SENTRI, FAST)

U.S. Military ID (Active and Retired)

Permanent Resident Card

Border Crossing Card

DHS-designated enhanced driver's license

A Native American Tribal Photo ID

An airline or airport-issued ID (if issued under a TSA-approved security plan)

A Registered Traveler Card (that contains the following: Name; Date of Birth; Gender; Expiration date; and a Tamper-resistant feature)

A Transportation Workers Identification Credential (TWIC)

Photo ID issued by DMV or equivalent State or U.S. Territory Government Office for the sole purpose of identification.

A foreign government-issued passport, Canadian provincial driver's license, or Indian and Northern Affairs Canada (INAC) card are also acceptable forms of photo ID.

If a passenger is unable to present a valid photo ID, or TSA has questions about the ID presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If we are able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint. However, the individual may be subject to additional screening. **If we are unable to confirm the passenger's identity, TSA will deny the passenger entry into the security checkpoint.**

** **

</p>

<p>

If a passenger refuses to provide ID or otherwise cooperate in the ID verification process, TSA again, will deny access to the security checkpoint.

</p>

<p>

</p>

<p>

Furthermore, 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 TSO workforce adheres to TSA principles for professional and courteous customer service.

</p>

<p>

</p>

<p>

With that said, youmay wish to file a claim by completing the Standard Form 95 (claim form). Claim forms are available on our website at <font size="2" face="Arial,sans-serif"

color="#0000ff"><u>www.tsa.gov.</u>

If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

</p>

<p>

</p>

<p>

</p>

<p>

TSA Contact Center

</p>

<p>

</p></div>

<div>--- Original Message ---
From: (b)(6)
Received: 6/16/09 1:12:06 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 6/16/2009 11:24:13 AM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>

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

<TR>

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

<TD>Midwest Flight 2 from LGA to Milwaukee, 7 a.m. June 15.</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>My stepson, (b)(6) was flying back to school. He forgot his drivers license and was barred from the plane. He was

carrying a social security card. The airline (Midwest) later told him that TSA could have done a background check on him, and allowed him to fly. He was there in plenty of time before the flight!! Midwest charged him \$50 to change to the 11:20 a.m. flight (once he went back home and found his license). I want TSA to refund the \$50 to him. Thank you!

(b)(6)

(b)(6) </TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#340111-446482#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-06-19 08:25:26

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-06-19 08:00:00

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 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) reported that they were inappropriately touched by a screener at EWR. She stated that the a female TSO named (b)(6) touched her inappropriately at the check point. (b)(6) stated that she report the issue to a supervisor who told her he didn't have time to listen to her complaint. (b)(6) is very upset about this issue and stated that she will be contacting her attorney. Your assistance in this matter is greatly appreciated.

To TSOC Date:

From TSOC Date:

Last Updated By: FRANCES.JONES 6/19/2009 8:39:02 AM,FRANCES.JONES 6/19/2009 8:39:14 AM,

Last Update Date:

Opening Agent:

Opened Date: 6/19/2009 8:25:26 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, DAB Daytona Beach, FL, USA - Daytona Beach International Airport, ATL Atlanta, GA, USA - Hartsfield International,

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: 2009-06-19 14:06:41

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-05-20 06:00:00

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, Caller wanted to report that screener(s) weren't paying attention to the X-ray machine at (enter airport code),

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., Advised caller that TSA works very hard to achieve consistency in the security processes. As we inspect screening operations at airports and receive feedback from the traveling public, we address inconsistencies and ensure corrective actions are taken, along with forwarding information to CSM., (b)(6) states that while she and her husband were traveling through the security checkpoint @ HPN, the screener who screened their ID did not notice that (b)(6) presented her husband's boarding pass with her ID and her husband presented his wife's boarding pass with his ID. (b)(6) would like to know why the screener did not detect the issues with the boarding passes because he was not being attentive. She would like to speak with the CSM regarding the issue.

Follow Up: (b)(6) states that while she and her husband were traveling through the security checkpoint @ HPN, the screener who screened their ID did not notice that (b)(6) presented her husband's boarding pass with her ID and her husband presented his wife's boarding pass with his ID. (b)(6) would like to know why the screener did not detect the issues with the boarding passes because he was not being attentive. She would like to speak with the CSM regarding the issue.

To TSOC Date:

From TSOC Date:

Last Updated By: PAMELA.TURNER 6/19/2009 2:33:07 PM,PAMELA.TURNER 6/19/2009 2:33:15 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/19/2009 2:06:41 PM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN Westchester County, NY, USA - Westchester County Airport, IAD Washington, DC, USA - Washington-Dulles International, SFO San Francisco, CA, USA - San Francisco Intl Airport, SBA Santa Barbara, CA, USA - Santa Barbara 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: 2009-06-25 16:00:24

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-06-24 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 said that he was pulled for additional screening due to his metal knee replacements. Caller said that the screener asked him what was in his pockets. Caller said that his antacid and eye drops, caller said that the screener took them and put them through the x-ray.

Body:

Agent Notes: Told caller that he should declare the liquid medications to the screener for proper screening. Told caller that he should declare the liquid medications to the screener for proper screening.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: KENDRA.JOHNSON 6/25/2009 4:07:14 PM,KENDRA.JOHNSON 6/26/2009 12:49:52 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/25/2009 4:00:24 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:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-06-28 10:41:01

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 6/26/2009 1:02:33 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener GÇô Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Terminal 4/Screening Point serving Gate B31 and others

Comments: I am a retired San Francisco Police Sgt. On Thursday, June 25, at approx. 0630 hrs. I observed a white male wearing a black fedora hat common with Hassidic Jews in the screening line. The screeners did not request the man to remove his hat, although they did so with other passengers who were wearing ballcaps. This is inconsistent and lax security as a variety of dangerous weapons or substances could have fit under the large fedora

Agent Notes: Screening of Head Coverings GÇô 08-04-07 Screening of Head Coverings GÇô 08-04-07,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 6/28/2009 10:41:01 AM, JWAN.JENIFER 6/28/2009 10:52:50 AM,

Last Update Date:

Opening Agent:

Opened Date: 6/26/2009 1:09:40 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 <<#344840-452247#>>

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) has implemented revisions to its screening procedures for head coverings. TSA does not conduct ethnic or religious profiling, and employs multiple checks and balances to ensure profiling does not happen. </P>
<P> </P>
<P>All members of the traveling public are permitted to wear head coverings (whether religious or not) through the security checkpoints. The new standard procedures subject all persons wearing head coverings to the possibility of additional security screening, which may include a pat-down search of the head covering. </P>
<P> </P>
<P>Individuals may be referred for additional screening if the security officer cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through a pat-down search, the individual will be offered the opportunity to remove the head covering in a private screening area. </P>
<P> </P>
<P>TSA's security procedures, including the procedures for screening head coverings, are designed to ensure the security of the traveling public. These procedures are part of TSA's multi-layered approach to security screening. </P>
<P> </P>
<P>You can find more information on this topic and many others at www.tsa.gov. </P>
<P> </P>
<P> </P>
<P>TSA Contact Center </P></div>

<div>--- Original Message ---
From: (b)(6)
Received: 6/26/09 1:09:40 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP (b)(6)
Date Time: 6/26/2009 1:02:33 AM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>

<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>
<TD>Inattentive Screener GÇô Lax Security</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>JFK Terminal 4/Screening Point serving Gate B31 and others</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>
<TD>I am a retired San Francisco Police Sgt. On Thursday, June 25, at approx. 0630 hrs. I observed a white male wearing a black fedora hat common with Hassidic Jews in the screening line. The screeners did not request the man to remove his hat, although they did so with other passengers who were wearing ballcaps. This is inconsistent and lax security as a variety of dangerous weapons or substances could have fit under the large fedora.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#344840-452247#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-06-29 11:20:11

Medium: TELEPHONE

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller is upset because a screener will not allow her to carry her lunch bag through the security checkpoint along with her carry on luggage and personal bag when going through screening at JFK. Caller is also upset about the way the Public Affairs personnel handled her call.

Body:

Agent Notes: Advised caller that policies change daily. Unfortunately it is not listed on the TSA website that passengers are allowed one carry and one personal along with a lunch bag. Advised caller of the carry on luggage policies. Advised caller that her complaint regarding personnel at the Public Affairs will be forwarded to the appropriate department for review. Advised caller that policies change daily. Unfortunately it is not listed on the TSA website that passengers are allowed one carry and one personal along with a lunch bag. Advised caller of the carry on luggage policies. Advised caller that her complaint regarding personnel at the Public Affairs will be forwarded to the appropriate department for review. Caller stated that she is a frequent flyer and when she travels through other airports she is allowed to carry on the lunch bag in addition to the carry on and personal bag.

Caller name- (b)(6)

Contact # (b)(6)

Event ID- (b)(6)

(b)(6) called into TCC to find out about a luggage regulation. However before making the call to TCC, she contacted the TSA Public Affairs office. (b)(6) stated that she spoke with the representative (b)(6) who she feels was extremely rude. (b)(6) stated that when she requested the information regarding the luggage regulations and what's permissible as carry on, (b)(6) transferred her to the voicemail of (b)(6). (b)(6) stated that she did not give (b)(6) the "okay" to transfer her, so therefore she should not have. (b)(6) called back to the public affairs office regarding the same matter and she stated that (b)(6) advised her, very rudely, that he is the person that she needs to be speaking with. (b)(6) wants to make this report so that appropriate action can be taken.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: LAJUAN.JOHNSON 6/29/2009 11:49:30 AM,

Last Update Date:

Opening Agent:

Opened Date: 6/29/2009 11:20:11 AM

Linked Event IDs:

Responses:

Response

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

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: 2009-06-29 22:08:51

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-06-29 15:00:00

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: (b)(6)

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., Provided Lost and Found information to caller and SF-95 form thru website.

-----Original Message-----

From: (b)(6)

Sent: Monday, June 29, 2009 10:25 PM

To: CSM Complaints

Subject: Complaint: (b)(6)

The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumer's issue.

Brief Description: (b)(6) was upset because her olive oil was confiscated at JFK. (b)(6) stated she was told it was ok to put in check luggage. (b)(6) would like a call back on this issue. Your assistance would be greatly appreciated

Alternated number (b)(6)

Date of Incident: 6/29/2009 3:00:00 PM

Customer Name: (b)(6)

Customer Contact Information: (b)(6)

Airport: JFK

Airline: US Airways (present)

Flight #: 411

Terminal/Gate: terminal 1

Check In/Incident Date/Time: 6/29/2009 3:00:00 PM

Baggage, Carry On or Checked: CHECKED

Baggage Tag Number (b)(6)

Event ID: (b)(6)

Follow Up: (b)(6) was upset because her olive oil was confiscated at JFK. (b)(6) stated she was told it was ok to put in check luggage. (b)(6) would like a call back on this issue. Your assistance would be greatly appreciated

Alternated number (b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: GERALD.HOWELL 6/29/2009 10:24:38 PM,GERALD.HOWELL 6/29/2009 10:24:50 PM,GERALD.HOWELL 7/1/2009 10:48:04 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/29/2009 10:08:51 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: US Airways (present)US Airways (present),

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: 2009-06-30 08:21:21

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-06-28 17:23:00

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 said that he was unable to bring his bowling pin in carry on. Caller said that he has travelled with it numerous times. Caller said that the supervisor (b)(6) then came through and did not allow it. Caller said that the supervisor then started handling it and messed up the autographs. Caller felt that the supervisor was rude and over enthused his power in the checkpoint.

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. Apologized to the caller and advised that a message will be sent to CSM.

Follow Up: Caller said that he was unable to bring his bowling pin in carry on. Caller said that he has travelled with it numerous times. Caller said that the supervisor (b)(6) then came through and did not allow it. Caller said that the supervisor then started handling it and messed up the autographs. Caller felt that the supervisor was rude and over enthused his power in the checkpoint.

To TSOC Date:

From TSOC Date:

Last Updated By: KENDRA.JOHNSON 6/30/2009 8:29:41 AM,KENDRA.JOHNSON 6/30/2009 8:29:47 AM,

Last Update Date:

Opening Agent:

Opened Date: 6/30/2009 8:21:21 AM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport, CLT Charlotte, NC, USA - Charlotte/Douglas Intl Airport,

Airline: US Airways (present)US Airways (present),

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: 2009-07-01 13:52:51

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 6/30/2009 9:27:31 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental Flight 3202 departing Albany NY

Comments: On June 22, 2009, my family and I were traveling from Albany on our way to Dallas to have a halo device removed from my daughters head. Due to this device, she was only able to eat a liquid nutritional shake called Boost Kid Essentials. We had a letter from the Dr. explaining the device she was wearing, and even had the prescription paperwork for the liquid shakes. We were told that even though they were over 3 ounces, if we had this information we wouldn't have a problem. When my wife showed the agent the packages of the liquid shakes, he told her that everyone would have to be searched, and all our bags would have to be searched. He took my wife and our two children, aged 8 and 6 to a separate area to continue with the search. He wouldn't listen to anything she was telling him, and he told her that everyone in the party needed to be searched. When I identified myself as being part of the party, he told me that I was fine and didn't need to be searched. First of all, I didn't think the search was necessary, we had the paperwork for the shakes, and it was factory sealed, second of all, I think the agent was inconsistent in his search, and should have included all members of the family. This was also very traumatic for my two children who didn't understand why these strangers were going through their backpacks and looking at everything. This is the first time we have ever had a problem like this, and we travel often

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC ALB Program Analyst/CSQIM

Michael Klusacek at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 7/1/2009 1:52:51 PM,JWAN.JENIFER 7/1/2009 1:58:36 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/30/2009 1:50:23 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County 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: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#346417-454040#>>

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 ALB, 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 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: 6/30/09 1:50:27 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: (b)(6)
Date Time: 6/30/2009 9:27:31 AM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>

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

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>

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

<TR>

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

<TD>Continental Flight 3202 departing Albany NY</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>On June 22, 2009, my family and I were traveling from Albany on our way to Dallas to have a halo device removed from my daughters head. Due to this device, she was only able to eat a liquid nutritional shake called Boost Kid Essentials. We had a letter from the Dr. explaining the device she was wearing, and even had the prescription paperwork for the liquid shakes. We were told that even though they were over 3 ounces, if we had this information we wouldn't have a problem. When my wife showed the agent the packages of the liquid shakes, he told her that everyone would have to be searched, and all our bags would have to be searched. He took my wife and our two children, aged 8 and 6 to a seperate area to continue with the search. He wouldn't listen to anything she was telling him, and he told her that everyone in the party needed to be searched. When I identified myself as being part of the party, he told me that I was fine and didn't need to be searched. First of all, I didn't think the search was necessary, we had the paperwork for the shakes, and it was factory sealed, second of all, I think the agent was inconsistent in his search, and should have included all members of the family. This was also very traumatic for my two children who didn't understand why these strangers were going through their backpacks and looking at everything. This is the first time we have ever had a problem like this, and we travel often.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#346417-454040#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-02 11:39:22

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-06-19 08:15:00

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 , EWR

Body:

Agent Notes: Advised caller that a message sent to CSM at (EWR) Advised caller that a message sent to CSM at (EWR) Caller had a issue in the 19th Caller returned on the 29th The caller had alot of bracelets caller kept ringing the caller was wanded by a female caller felt that was she was patted down by the screener. Caller felt humiliated. Caller stated that the screener was flipping her caller said that the supervisor said she had no time for her. Caller said she was never contacted. Caller felt that that the screener was being rude to her. Caller stated that the screeners flashed their ID's. Attempted to get CSM on the phone with caller. Caller was unable to speak further.

Follow Up: On July 2,2009 (b)(6) called the TCC, regarding an incident at EWR. She stated that she was patted down inappropriately by a screener. She had called the TCC twice before about the same issue and has yet to recieve a callback. She has said that she is prepared to seek legal counsel and media attention if she does not recieve a callback. (b)(6) stated that she was humiliated by the female TSO. She feels as is TSA is just disregarding the incident. She would a callback at (b)(6) home number) or (b)(6) (Cell Number) Below is the original report from her phone call on 6/19/2009

(b)(6) reported that they were inappropriately touched by a screener at EWR. She stated that the a female TSO named (b)(6) touched her inappropriately at the check point. (b)(6) stated that she report the issue to a supervisor who told her he didn't have time to listen to her complaint. (b)(6) is very upset about this issue and stated that she will be contacting her attorney. Your assistance in this matter is greatly appreciated.

To TSOC Date:

From TSOC Date:

Last Updated By: SPENSER.CRUIZ 7/2/2009 12:04:44 PM,SPENSER.CRUIZ 7/2/2009 12:04:50 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/2/2009 11:39:22 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, DAB Daytona Beach, FL, USA - Daytona Beach International Airport,
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: 2009-07-02 12:48:53

Medium: TELEPHONE

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that he had an inappropriate pat down done in 2007 by a TSA officer and filed a lawsuit, he stated that he has a disability and demands that only a female officer pat him down and wants to make arrangements to be able to do so when he flies this fall.

Body:

Agent Notes: Sent a message to the CSM. Sent a message to the CSM.

Follow Up: (b)(6) stated that he had an inappropriate pat down done in 2007 by a TSA officer and filed two lawsuits already, he stated that he has a disability and demands that only a female officer pat him down and wants to make arrangements to be able to do so when he flies this fall. He hasnt made his flight arrangements as of yet,however,would like to speak to someone regarding this. Thank you for your future assistance.

To TSOC Date:

From TSOC Date:

Last Updated By: KELLY.JONES 7/2/2009 12:57:27 PM,KELLY.JONES 7/2/2009 12:57:32 PM,KELLY.JONES 7/20/2009 9:33:02 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/2/2009 12:48:53 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport, BUF Buffalo, NY, USA - Greater Buffalo 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: 2009-07-03 05:44:28

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 7/1/2009 11:04:38 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Items Not Permitted Through the Security Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CO #505 EWR Checkpoint C-1, approx 12:30pm on 06/29/09.

Agents (b)(6) and "Supervisor"

Comments: On Jun 29, 2009 @ approx 12:30pm GÇô I entered the C-1 Security Checkpoint at EWR for my CO Flt #505. With me was my partner and our 1 year old son. We had with us a stroller and 2 backpacks as our carry on luggage. We placed our items in the containers for processing and I proceeded with our son through the body scan device. The agent watching the monitor called out Bag Check, which we were used to hearing since we were traveling with a child and carried more than the 3oz liquid allowed. The agent then verified the bag was mine after coming through the scanner. When she examined the bag, she pulled out a 1 liter plastic Aquafina bottle that we said contained water to mix our childGÇOs formula. She informed me we were not allowed to take that with us. I asked to speak with her supervisor. She then walked around me to what were a series of office cubicles with desks. A gentleman came out to talk with us as my partner worked on collecting our items to move them out of the way of the passengers behind us. The gentleman who came out to speak with me indicated he was the supervisor; his name was either (b)(6) or (b)(6). If I recall correctly, the name badge on his shirt said (b)(6) GÇô while the plastic ID card hanging from his shirt had both names (b)(6) and (b)(6). I am certain you will be able to determine who the agent is. I tried to explain to him that the water was for mixing our sonGÇOs formula, but he would not listen. He was adamant that we were not taking the water with us, end of discussion. This was the same bottle we brought with us when we left JAX, when we advised him of that he replied GÇô GÇ£Welcome to NewarkGÇ¥. I advised him in the past, we know that the agents have to perform a special test on the bottle, in addition to any of the food jars, etc. I told him the test appeared to be a piece of cloth attached to the end of metal tongs that was waived over the items in question and then examined for whatever it is that you are looking for. He informed me he was not going to do that. We asked him if we could drink the water as a test, he said absolutely not and we could not pour out half of the water from the bottle. I asked him if there was something in writing to indicate what we were or were not allowed to carry with us, he said he could not give me that for security reasons. I expressed to him that previously we had seen posted signs that indicated we were allowed to carry this as long as it was for the child traveling with us. He wanted me to show him where those signs were. I knew where the sign was in my originating city JAX, but did not know if those signs were posted at EWR before screening. I questioned why there was inconsistency between one location over another. I was then informed that things will be inconsistent because if they were the same all the time, then the terrorists would know what they could and could not get through screening. My partner asked the agent if he had a business card with his name and information on it, the agent replied that he did not. We asked if he could write that information down for us on a piece of paper, he said he could and I asked if I could have a complaint form. (b)(6) then asked me for my boarding pass, went back to his desk and came back with a green form in his hand and it was then that another agent came over to talk with us in addition to (b)(6). While we did not get the other gentlemanGÇOs name GÇô we remember he had a moustache

and he was wearing a badge that did read GÇ£SupervisorGÇ¥. I was never given the green form, any form or any of the information I asked for. (b)(6) told us we were taking up too much time and in the way of other passengers, even though at this point we were sitting at a bench trying to get our shoes back on. It was then that this GÇ£SupervisorGÇ¥ told us he was getting more concerned with someone that had an issue over some water, it made him wonder if he should deny us boarding, call Port Authority Police and have us escorted off the premises. At this point we were intimidated to say anything and told them so and then tried to be very apologetic so we could hopefully make out flight and get out of Newark. Neither of the agents offered their names to us in writing as we requested and we quietly went on our way in hopes that we would not be removed from the airport. After we cleared the screening, I turned to my partner and asked if they took the 4-ounce jars of juice that we had in one of the backpacks? He said GÇ£noGÇ¥. They never even looked at that or questioned it. So, if my 1 liter bottle was not allowed because it was over the 3oz limit GÇô why did they not take the 4oz jars of juice? Ultimately we had to then go purchase additional water after getting through screening to make sure we had enough for our flight home.

When we arrived back home in JAX, we went back to departure screening area to make sure we had not read the notice incorrectly. We both stood there and read the posting and from what we understand, we were correct in being able to bring the bottled water on board with us. I then called TSA the following business day and spoke with someone to confirm that information, which they verified as long as we declared the water for that use we should not have had a problem. I know that when our son was born and we started traveling with him on planes, we went to the TSAGÇÖs website to make sure we knew what we could GÇô could not bring with us on board the plane. While the guidelines given to passengers does not indicate a specific amount of liquid we are allowed to travel with, we have not had a problem with the same liter bottle we continue to refill & use time and time again. Both agents that questioned us reminded us that it had been several years now that passengers were only allowed to travel with 3 ounces of liquid in your carry on baggage, we knew that.

I understand the purpose and reason for TSA. I understand agents are not allowed to tell us what they are looking for specifically or why one time they might want to examine our bags further as where other times they donGÇÖt. This was our 5th trip with our son and we have not had an issue until this recent flight. I feel that when I attempted to question the agents, they became defensive and started telling me that raised a flag that they might be dealing with a terrorist. When they started threatening to have us removed from the airport, I realized that if I wanted to get home I better simply shut up. Hopefully you will be able to review the video of this event and the scans of our baggage in an effort to determine the events that took place. I look forward to your reply.

(b)(6)

Jacksonville,FL 32257

(b)(6)

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 7/3/2009 5:44:28 AM,BRIAN.WARREN 7/3/2009 5:45:32 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/2/2009 9:59:16 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, JAX Jacksonville, FL, USA - Jacksonville 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: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#347324-455080#>>

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. 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>

