

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

----- TCC Control Number: -----
<<#347324-455080#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-03 10:09:09

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: 7/2/2009 2:01:27 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener GÇø Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jetblue #1784 (Orlando - JFK) Gate 82, June 30, 2009

Comments: When returning from disney, my 5 y.o son had his "Pirates of the Carribbean" plastic skull and bones pistol confiscated at Security. This would not be a problem if a little boy, THREE people behind us checked by the SAME female TSA employee had a similar result. Instead this little boy was allowed to keep his orange pistol and plastic machette. If you have rules you should ensure you enforce them equally!

Agent Notes: Screeners have the final say Screeners have the final say, Consistency @ Airports Response, Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 7/3/2009 10:09:09 AM, JWAN.JENIFER 7/3/2009 10:16:39 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/2/2009 6:33:21 PM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#347534-455317#>>

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

<P> </P>

<P>TSA's current security screening procedures require all carry-on luggage and accessible property be screened before passengers take them 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 poses a security threat. </P>

<P> </P>

<P>Therefore, TSA security screening personnel make the final decision on whether to permit an item into the sterile area of the airport. </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>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 is helpful. </P>

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)>;
Received: 7/2/09 6:33:21 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: 7/2/2009 2:01:27 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>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>Jetblue #1784 (Orlando - JFK) Gate 82, June 30, 2009</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>When returning from disney, my 5 y.o son had his "Pirates of the Carribean" plastic skull and bones pistol confiscated at Security. This would not be a problem if a little boy, THREE people behind us checked by the SAME female TSA employee had a similar result. Instead this little boy was allowed to keep his orange pistol and plastic machette. If you have rules you should ensure you enforce them equally!</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#347534-455317#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-03 16:17:53

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, Re: TSA Contact Us: Complaints

Body: Thank you for your response. WE have looked over the regulations and can find where it says that they can wand the liquids, but noplace that we can see does it say they are supposed to empty everything out of our children's backpacks and wand every single thing, including our young daughter's diaries, etc, that was very traumatic to them.....

>

>

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

>

>

>

> 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.

>

>

>

> 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: 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

>

>

>

>

> 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

> 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.

>

>

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

> <<#346417-454040#>>

Agent Notes: Forward to CSM Response Forward to CSM Response. Sent email to ALB Program Analyst/CSQIM Michael Klusacek at

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 7/3/2009 4:17:53 PM, JWAN.JENIFER 7/3/2009 4:20:19 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/2/2009 6:32:00 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport,

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

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.
>
>
> ----- TCC Control Number: -----
> & & & #346417-454040#& & & </P>
</div>

----- TCC Control Number: -----
<<#346417-454040#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-06 14:07:48

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, Poor/Inconsistent service

Body:

General comment: the procedures in place do not make the US safer and are ruining travel. Most, like me, travel only if absolutely necessary. Nice Job! Destroying the global travel industry is a great accomplishment.

Specifics: Passed through the same security station at Newark, Terminal B, Gate 42. Once at 1:30 pm and again at 4:45 pm. First time my souvenir Dijon Mustard (bought in Dijon France) was not a problem. Second time it was.

Beyond the inconsistency, can one bring any souvenir back besides a t-shirt? Mustard....come on. Surely you can scan to see if it is explosive mustard??

My trip was partially ruined because of your policy and practice.

(b)(6)

[CONFIDENTIALITY AND PRIVACY NOTICE]

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 7/6/2009 2:07:48 PM, TRACY.HOLDEN-LANE 7/6/2009 2:12:37 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/6/2009 12:23:12 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: Poor/Inconsistent service <<#348325-456202#>>

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) <(b)(6)> >
Received: 7/6/09 12:23:12 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: Poor/Inconsistent service

<META content="MS Exchange Server version 6.5.7651.59" name=Generator><!-- Converted from text/plain format -->

<P>General comment: <P>the procedures in place do not make the US safer and are ruining travel. Most, like me, travel only if absolutely necessary. Nice Job! <P>Destroying the global travel industry is a great accomplishment. </P>

<P>Specifics: <P>Passed through the same security station at Newark, Terminal B, Gate 42. Once at 1:30 pm and again at 4:45 pm. First time my souvenir Dijon Mustard (bought in Dijon France) was not a problem. Second time it was. </P>

<P>Beyond the inconsistency, can one bring any souvenir back besides a t-shirt? <P>Mustard....come on. Surely you can scan to see if it is explosive mustard?? </P>

<P>My trip was partially ruined because of your policy and practice.

(b)(6)
[CONFIDENTIALITY AND PRIVACY NOTICE]</P>

<P>Information transmitted by this email is proprietary to Medtronic and is intended for use only by the individual or entity to which it is addressed, and may contain information that is private, privileged, confidential or exempt from disclosure under applicable law. If you are not the intended recipient or it appears that this mail has been forwarded to you without proper authority, you are notified that any use or dissemination of this information in any manner is strictly prohibited. In such cases, please delete this mail from your records.</P>

<P>
To view this notice in other languages you can either select the following link or manually copy and paste the link into the address bar of a web browser: http://emaildisclaimer.medtronic.com</P></div>

----- TCC Control Number: -----
<<#348325-456202#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-08 09:21:36

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-07-01 07:15:00

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: (b)(6) phoned into the TCC reporting he's unahppy with the screening process inside local airports EWR & PBI

Body:

Agent Notes: Message sent to CSM regarding screening Message sent to CSM regarding screening

Follow Up: (b)(6) phoned into the TCC regarding screening policy and experience he had inside both outbound and return flight from PBI into EWR on the 1st and 7th of July. He traveled via Continental Airlines but did not have either flight numbers on him at the time of call. He's requesting a manager to contact him back concerning this matter. He indicated his wife is subject to secondary screening do to implants inside her body. The luggage was being screened as he and wife were separated from baggage. However once the luggage was finish being screened he was advised to retrieve his items and can't understand how the screening policy works and why passengers are separated from items if it's more than one bag. Please contact (b)(6) regarding this matter.

To TSOC Date:

From TSOC Date:

Last Updated By: MAUREEN.HARRIS 7/8/2009 9:37:09 AM,MAUREEN.HARRIS 7/8/2009 9:37:16 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/8/2009 9:21:36 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, PBI West Palm Beach, FL, USA - Palm Beach International Airport,

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

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-09 12:23:11

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 7/8/2009 4:11:08 PM

Name: (b)(6)

Email:

Complaints: Inconsistent Screening (Different Practices between Airports)

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

Comments: I travel quite frequently out of Newark Airport due to work and I must carry medication that my doctor and the pharmaceutical manufacturer insist must not be xrayed through the screening machine. The screeners at Newark insist that all medications must go through the x-ray machine and that there's no reason that they must hand screen any type of medications. I've been screamed at by the screeners when I've insisted that I want the meds hand screened and have also been told that if I don't like the policy then I can opt not to fly. Newark is the ONLY airport that gives me a problem with this and I would like to know why their "rules" are inconsistent with the TSA rules posted on line and what my options are when I'm in line and the screeners begin arguing with me. Your help is greatly appreciated.

(b)(6)

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 7/9/2009 12:23:11 PM, JWAN.JENIFER 7/9/2009 12:27:13 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/8/2009 4:52:21 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#349828-457879#>>

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>

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

<div>--- Original Message ---
From: (b)(6)
Received: 7/8/09 4:52:48 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: 7/8/2009 4:11:08 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>Newark Airport Screeners in Terminal C</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>I travel quite frequently out of Newark Airport due to work and I must carry medication that my doctor and the pharmaceutical manufacturer insist must not be xrayed through the screening machine. The screeners at Newark insist that all medications must go through the x-ray machine and that there's no reason that they must hand screen any type of medications. I've been screamed at by the screeners when I've insisted that I want the meds hand screened and have also been told that if I don't like the policy then I can opt not to fly. Newark is the ONLY airport that gives me a problem with this and I would like to know why their "rules" are inconsistent with the TSA rules posted on line and what my options are when I'm in line and the screeners begin arguing with me. Your help is greatly appreciated.

(b)(6)</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#349828-457879#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-10 08:52:20

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-07-10 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 asked what are the standard procedures for determining if someone gets secondary screening and asked if there is a new policy regarding special screening for an Insulin Pump device because his wife was told by a TSA agent that there has been a new policy made testing for Mitochondria on Insulin Pumps

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. Sent a message to the CSM. 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. Sent a message to the CSM. Calling on behalf of his wife

Follow Up: (b)(6) stated that he wanted to know what are the standard procedures for determining if someone gets secondary screening and asked if there is a new policy regarding special screening for an Insulin Pump device. He explained that his wife was told by a TSA agent that there has been a new policy made testing for Mitochondria on Insulin Pumps. I have informed the caller that there hasnt been any new policies that the TCC is aware of nor been updated to the website. I also explained the secondary screening procedures to the caller as well. Please contact (b)(6) as soon as possible regarding his concerns.

To TSOC Date:

From TSOC Date:

Last Updated By: KELLY.JONES 7/10/2009 9:08:36 AM,KELLY.JONES 7/10/2009 9:08:42 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/10/2009 8:52:20 AM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International,

Airline: US Airways (present)US Airways (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: 2009-07-11 16:39:27

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 has a complaint regarding the screening procedures that took place @ JFK and she wants to be contacted in regards to the issue.

Body:

Agent Notes: Informed caller that a CSM can be sent, but more information is needed, she did not want to provide that information. Informed caller that a CSM can be sent, but more information is needed, she did not want to provide that information. Also gave the number to JFK at caller's request.

Follow Up: (b)(6) has a complaint regarding the screening procedures that took place @ JFK. She did not want to elaborate on the issue she just stated that she wanted to speak with someone regarding this issue.

To TSOC Date:

From TSOC Date:

Last Updated By: ALICIA.PINCKNEY 7/11/2009 4:51:57 PM,ALICIA.PINCKNEY 7/11/2009 4:53:07 PM,ALICIA.PINCKNEY 7/11/2009 4:53:15 PM,ALICIA.PINCKNEY 7/11/2009 4:54:30 PM,ALICIA.PINCKNEY 7/11/2009 4:55:29 PM,ALICIA.PINCKNEY 7/13/2009 1:08:00 PM,ALICIA.PINCKNEY 7/13/2009 1:20:02 PM,ALICIA.PINCKNEY 7/13/2009 3:11:56 PM,ALICIA.PINCKNEY 7/13/2009 3:13:38 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/11/2009 4:39:27 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-15 17:05:34

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-07-15 17:05:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller asked what are the standard procedures for determining if someone gets secondary screening.

Body:

Agent Notes: Informed caller that TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors. For instance, TSA may apply additional screening to a passenger in order to resolve an alarm of the walk through metal detector. TSA also applies enhanced screening to individuals selected by TSA's Computerized Passenger Pre-screening System (CAPPS), which identifies passengers for additional screening based on factors reflected in their reservation information, or on a random basis. The ""S"" or notations may have been placed on your boarding pass by the airlines based on TSA security procedures for implementation of CAPPS. Informed caller that TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors. For instance, TSA may apply additional screening to a passenger in order to resolve an alarm of the walk through metal detector. TSA also applies enhanced screening to individuals selected by TSA's Computerized Passenger Pre-screening System (CAPPS), which identifies passengers for additional screening based on factors reflected in their reservation information, or on a random basis. The ""S"" or notations may have been placed on your boarding pass by the airlines based on TSA security procedures for implementation of CAPPS.,

Follow Up: (b)(6) called inquiring about an incident that occurred with his son, (b)(6), today @EWR airport. (b)(6) states that his son, (b)(6) was waiting at the boarding gate for US Airways flight when several men in suits and uniforms approached him to come along with them into a room to be interrogated about an item that was found inside his checked luggage given to him by the Army. (b)(6) would like to speak with the CSM regarding the issue because one of the men left his son with a notion that this incident may affect his personal record.

To TSOC Date:

From TSOC Date:

Last Updated By: PAMELA.TURNER 7/15/2009 5:19:59 PM,PAMELA.TURNER 7/15/2009 5:20:11 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/15/2009 5:05:34 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, CLT Charlotte, NC, USA - Charlotte/Douglas Intl Airport,

Airline: US Airways (present)US Airways (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: 2009-07-16 09:59:23

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 a 6oz jar of mustard that was confiscated. Caller stated that he also had a foam cooler with dryice within it to keep the food items cool as carry on. Caller stated when departing from PBI to BUF, the item was not confiscated, however when departing from BUF to PBI they confiscated the item.

Body:

Agent Notes: Advised caller of the regulations regarding carrying dry ice within a cooler as carry on to keep food items cool. 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. Advised caller of the regulations regarding carrying dry ice within a cooler as carry on to keep food items cool. 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. Advised caller that there are no provisions for returning banned (prohibited) items. Each airport/airline establishes procedures for handling lost and found items. TSA follows those procedures where they exist. The airports/airlines in those instances are responsible for holding and disposing of items under applicable local laws.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: LAJUAN.JOHNSON 7/16/2009 10:06:47 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/16/2009 9:59:23 AM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport, PBI West Palm Beach, FL, USA - Palm Beach International Airport,

Airline: Southwest AirlinesSouthwest Airlines,

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

Airports

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date:

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, Hand searches at Newark Airport

Body:

Dear Sirs:

Both my husband and I require hand searches. Mine is for a knee replacement and my husband's is for a defibulator.

Could you please tell me why I am not permitted to collect my hand luggage that has been checked and remains lying on the table with everyone elses who do not require special searches. My husband puts his wallet into my purse, and that purse contains his money, credit cards, drivers license and other personal information. My things consist of my money, our tickets, my credit cards, drivers license and many other things of personal nature. In short, it contains our life, yet, I am forced to sit by and watch my things being picked up and examined and sometimes carried off by other would be passengers who do not require special searches. I am told "your things are safe" but yet they are not. No one is watching them or caring about them except me, and I am off to the side either being wanded or waiting for someone to come to do this act, and chastised for caring about my possessions..

Why can I not collect my things and wait comfortably for the TSA agent to go over me with a wand. That is, scan me with a wand and not pound on me with the wand. The last time I came through Newark security my knee replacement was less than four weeks old. The TSA agent pounded on this knee until I was in tears. This is not necessary. I was under the impression that it is not necessary to touch the person with this wand, just wave it around them.

Why is this process being made so difficult?

(b)(6)

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: RASHARD.TUCKER TRACY.HOLDEN-LANE 7/19/2009 5:30:32 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/17/2009 12:29:34 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: Hand searches at Newark Airport <<#353556-462043#>>

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: 7/17/09 12:29:33 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: Hand searches at Newark Airport

<TABLE cellSpacing=0 cellPadding=0 border=0>
<TBODY>
<TR>
<TD vAlign=top>
<DIV>Dear Sirs:</DIV>
<DIV> </DIV>
<DIV>Both my husband and I require hand searches. Mine is for a knee replacement and my husband's is for a defibulator. </DIV>
<DIV> </DIV>
<DIV>Could you please tell me why I am not permitted to collect my hand luggage that has been checked and remains lying on the table with everyone elses who do not require special searches. My husband puts his wallet into my purse, and that purse contains his money, credit cards, drivers license and other personal information. My things consist of my money, our tickets, my credit cards, drivers license and many other things of personal nature. In short, it contains our life, yet, I am forced to sit by and watch my things being picked up and examined and sometimes carried off by other would be passengers who do not require special searches. I am told "your things are safe" but yet they are not. No one is watching them or caring about them except me, and I am off to the side either being wanded or waiting for someone to come to do this act, and chastised for caring about my possessions..</DIV>
<DIV> </DIV>
<DIV>Why can I not collect my things and wait comfortably for the TSA agent to go over me with a wand. That is, scan me with a wand and not pound on me with the wand. The last time I came through Newark security my knee replacement was less than four weeks old. The TSA agent pounded on this knee until I was in tears. This is not necessary. I was under the impression that it is not necessary to touch the person with this wand, just wave it around them. </DIV>
<DIV> </DIV>
<DIV>Why is this process being made so difficult?</DIV>
<DIV> </DIV>
<DIV>(b)(6)</DIV>
<DIV></DIV></TD></TR></TBODY></TABLE>
</div>

----- TCC Control Number: -----
<<#353556-462043#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-22 11:39:41

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-07-19 21:55:00

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:

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: 7/20/2009 1:44:44 PM

Name: (b)(6)

Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Airport, Sunday, July 19, 2009, Alitalia Flight AZ611 -

Departing New York City to Rome at 9:55 p.m., Gate 8, Passenger (b)(6) age 13, travelling with mother, father, and two brothers

Comments: My niece, (b)(6), has a medical condition, scoliosis, which requires her to wear a brace 24 hrs. a day. During the screening process, her brace which has several metal parts set off the metal detector. She was then taken by a security officer to a private room where she was checked. (b)(6) does not speak English and attempted to ask her parents to go with her because she was frightened, but her parents were not allowed to accompany her. While her parents do not speak English fluently, they do understand yes and no and they were told they could not go with her. Ilenia was very upset over this incident and so am I, especially since the poor girl had been crying her eyes out about leaving the U.S. because she had a wonderful experience here. I am not sure how (b)(6) was checked because I did not go into that detail with her parents, but she wears the brace under her clothes so I assume she had to remove her shirt. I understand that airport security is extremely important, but I understand that your procedures state that at no time shall a child be separated from their parent during the screening process. I would like to add that (b)(6) is a very young looking 13-year old and could easily pass for a 10 year old so I don't think this would have been an issue with the security officer. Could you please look into this matter and advise me. Thank you for your kind attention

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC JFK CSM at Tiesha.walker-

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 7/22/2009 11:39:41 AM,CHRISTOPHER.WALL 7/22/2009 11:42:55 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/20/2009 7:34:16 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, CIA Rome, Italy - Ciampino,

Airline: Alitalia Alitalia ,
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 <<#354643-463247#>>

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: 7/20/09 7:34:15 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: 7/20/2009 1:44:44 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>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>JFK Airport, Sunday, July 19, 2009, Alitalia Flight AZ611 -Departing New York City to Rome at 9:55 p.m., Gate 8, Passenger (b)(6) (b)(6) age 13, travelling with mother, father, and two brothers</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>
<TD>My niece, (b)(6) has a medical condition, scoliosis, which requires her to wear a brace 24 hrs. a day. During the screening process, her brace which has several metal parts set off the metal detector. She was then taken by a security officer to a private room where she was checked. Ilenia does not speak English and attempted to ask her parents to go with her because she was frightened, but her parents were not allowed to accompany her. While her parents do not speak English fluently, they do understand yes and no and they were told they could not go with her. (b)(6) was very upset over this incident and so am I, especially since the poor girl had been crying her eyes out about leaving the U.S. because she had a wonderful experience here. I am not sure how (b)(6) was checked because I did not go into that detail with her parents, but she wears the brace under her clothes so I assume she had to remove her shirt. I understand that airport security is extremely important, but I understand that your procedures state that at no time shall a child be separated from their parent during the screening process. I would like to add that (b)(6) is a very young looking 13-year old and could easily pass for a 10 year old so I don't think this would have been an issue with the security officer. Could you please look into this matter and advise me. Thank you for your kind attention.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#354643-463247#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-23 10:40:51

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, money clip with a fingernail file

Body: My husband was stopped this morning at the SYR airport because he was carrying a money clip that included an attached 2" fingernail file. We've flown many times this year, and I've been allowed to bring onboard my knitting needles and a scissors.

Can't we get reasonable re the money clip? He's assigned Seat 19A, so it's hardly likely that he'd bolt over other passengers, tear up the aisle, hold hostages or storm the pilot door w/a miniscule utensil that cleans under his fingernails.

We are taxpayers. I'd like to see us spend our finite \$\$ judiciously.

And, PLEASE, if they are not allowed, POST IT on Prohibited Items?? This was an expensive and memorable gift from his 4 sons.

(b)(6)

(b)(6)

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 7/23/2009 10:40:51 AM,BRIAN.WARREN 7/23/2009 10:41:44 AM,

Last Update Date:

Opening Agent:

Opened Date: 7/21/2009 12:42:12 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International,

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: money clip with a fingernail file <<#355010-463649#>>

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 <U>interpretation of those procedures results in some slight variations from airport to airport - situation to situation</U>. </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: 7/21/09 12:42:34 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: money clip with a fingernail file

My husband was stopped this morning at the SYR airport because he was carrying a money clip that included an attached 2" fingernail file. We've flown many times this year, and I've been allowed to bring onboard my knitting needles and a scissors.

<DIV>
</DIV>

<DIV>Can't we get reasonable re the money clip? He's assigned Seat 19A, so it's hardly likely that he'd bolt over other passengers, tear up the aisle, hold hostages or storm the pilot door w/a miniscule utensil that cleans under his fingernails.</DIV>

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</DIV>

<DIV>We are taxpayers. I'd like to see us spend our finite \$\$ judiciously.</DIV>

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</DIV>

<DIV>And, PLEASE, if they are not allowed, POST IT on Prohibited Items?? This was an expensive and memorable gift from his 4 sons.</DIV>

<DIV>
</DIV>

<DIV>

<DIV apple-content-edited="true">

<DIV style="WORD-WRAP: break-word; -webkit-nspace-mode: space; -webkit-line-break: after-white-space">

<DIV style="WORD-WRAP: break-word; -webkit-nspace-mode: space; -webkit-line-break: after-white-space">

<DIV style="WORD-WRAP: break-word; -webkit-nspace-mode: space; -webkit-line-break: after-white-space">

<DIV style="WORD-WRAP: break-word; -webkit-nspace-mode: space; -webkit-line-break: after-white-space">

<DIV>

<DIV style="FONT-SIZE: 12pt; MARGIN: 0in 0in 0pt; FONT-FAMILY: 'Times New Roman'"><FONT face=Georgia color=navy

size=3>(b)(6) </DIV>
<DIV style="FONT-SIZE: 12pt; MARGIN: 0in 0in 0pt; FONT-FAMILY: 'Times New Roman'">
</DIV>
<DIV style="FONT-SIZE: 12pt; MARGIN: 0in 0in 0pt; FONT-FAMILY: 'Times New Roman'"></DIV>
<DIV style="FONT-SIZE: 12pt; MARGIN: 0in 0in 0pt; FONT-FAMILY: 'Times New Roman'">949-813-2834 cell</DIV>
<DIV style="FONT-SIZE: 12pt; MARGIN: 0in 0in 0pt; FONT-FAMILY: 'Times New Roman'">
</DIV></DIV></DIV></DIV></DIV></DIV></DIV></DIV></DIV></DIV>
</DIV></div>

----- TCC Control Number: -----
<<#355010-463649#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-25 14:24:50

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-07-22 14:24:00

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: 7/23/2009 1:17:34 PM

Name: (b)(6)

Email:

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark Int. Airport (EWR). Continental Airlines to San Francisco (SFO). Terminal C gate 109. Flight 348.

Date: July 22, 4:00 PM

Comments: I was not allowed to carry on my bowling ball at Newark Airport, Terminal C, gate 109. Was made to check the ball at a cost of 25.00 to me. I carried the ball as carry on thru SFO. I have brought bowling balls through many other airports, including EWR in the past. What is the difference at Newark? How am I supposed to know which airports follow what policies concerning bowling balls? Can I get reimbursed for the baggage fee?

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 7/25/2009 2:24:50 PM,CHRISTOPHER.WALL 7/25/2009 2:25:53 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/24/2009 6:00:00 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, SFO San Francisco, CA, USA - San Francisco Intl 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 <<#356207-465042#>>

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: 7/24/09 5:59:52 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: 7/23/2009 1:17:34 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>Newark Int. Airport (EWR). Continental Airlines to San Francisco (SFO). Terminal C gate 109. Flight 348.
Date: July 22, 4:00 PM</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>
<TD>I was not allowed to carry on my bowling ball at Newark Airport, Terminal C, gate 109. Was made to check the ball at a cost of 25.00 to me. I carried the ball as carry on thru SFO. I have brought bowling balls through many other airports, including EWR in the past. What is the difference at Newark? How am I supposed to know which airports follow what policies concerning bowling balls? Can I get reimbursed for the baggage fee?</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#356207-465042#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-29 15:28:55

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 TSA INTERNET CONTACT US

Remote Client IP: (b)(6)

Date Time: 7/27/2009 3:10:17 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 International Airport, Albany, NY

Comments: I do not understand why the pat down is being done at the gate during boarding. I think it's offensive and reactions of passengers around me were not favorable. If a pat down is going to be done, why isn't it done at the security station? My opinion is that complaints are expected but will be minimized by having the pat downs right before the plane is loaded

Agent Notes: Gate Screening Gate Screening,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 7/29/2009 3:28:55 PM,BRIAN.WARREN 7/29/2009 3:30:32 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/27/2009 6:22:44 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport,

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#357723-466747#>>

Body:

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

#fffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail regarding security screening beyond the airport checkpoint. </P><P> </P>

<P>The Transportation Security Administration (TSA) has expanded security screening beyond the security checkpoint to other secured areas of the airport, including at the boarding gates. TSA is constantly exploring initiatives to add unpredictability and expand security and threat mitigation activities. </P><P> </P>

<P>These additional screenings are part of TSAGÇÖs Aviation Direct Access Screening Program (ADASP). In addition to screening passengers at the gate, ADASP includes checking passenger identification and boarding pass and searching carry-on baggage either visually or with a hand-held explosives detection unit. These checks are not announced in advance and can occur at any boarding gate at any time. </P>

<P> </P>

<P>We regret any inconvenience you may have caused during your recent travels. However, we are confident that these additional inspections can only serve to improve security at our NationGÇÖs airports. </P>

<P> </P>

<P>TSA Contact Center </P></div>

<div>--- Original Message ---
From: (b)(6)
Received: 7/27/09 6:22:44 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: 7/27/2009 3:10:17 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>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>Albany International Airport, Albany, NY</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>I do not understand why the pat down is being done at the gate during boarding. I think it's offensive and reactions of passengers around me were not favorable. If a pat down is going to be done, why isn't it done at the security station? My opinion is that complaints are expected but will be minimized by having the pat downs right before the plane is loaded.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#357723-466747#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-30 20:51:11

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-07-24 13:00:00

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 wanted to complain about her screening experience at HPN.

Body:

Agent Notes: Advised caller that a complaint would be sent to the CSM., Advised caller that a complaint would be sent to the CSM.,

Follow Up: (b)(6) called to complain that the screener at the airport was either slow or retarded, and should not be screening. She said she went through the first part of her screening with no problem. She got to the point where the male screener was checking her bags. He was taking a very long time and even told her that some of her liquids were explosive. Caller stated that all her liquids were prescription medication, so they could not be explosive.

Caller said the male screener took so long, the female screener on duty came over and asked what was the problem. She asked why it was taking him so long to finish screening her items. Caller believes this screener should not be working at the checkpoint.

To TSOC Date:

From TSOC Date:

Last Updated By: MECHELLE.WILKINS 7/30/2009 9:02:52 PM,MECHELLE.WILKINS 7/30/2009 9:03:00 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/30/2009 8:51:11 PM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN Westchester County, NY, USA - Westchester County Airport, ATL Atlanta, GA, USA - Hartsfield International,

Airline: AirTranAirTran,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-07-31 17:27:25

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: 7/29/2009 4:10:40 PM

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

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: Complaint on rude employee as well as inappropriate screening of flight crew

Agent Notes: INAPPROPRIATE SCREENING OF PERSONS WITH PROSTHETIC DEVICES INAPPROPRIATE SCREENING OF PERSONS WITH PROSTHETIC DEVICES, SCREENER RUDENESS RESPONSE, Merged two or more responses.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 7/31/2009 5:27:25 PM,CHRISTOPHER.WALL 7/31/2009 5:28:29 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/30/2009 1:33:56 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#348400-467846#>>

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) 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>Also, The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced at the security checkpoint. TSA seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every person and item must be screened before entering each secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, 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">Please be advised that a passenger can always request to speak with the Assistant Director for Screening to address any complaint regarding screening procedures. </P>

<P> </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: 7/30/09 1:33:14 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: 7/29/2009 4:10:40 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>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>LGA Airport</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>
<TD>Complaint on rude employee as well as inappropriate screening of flight crew</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#348400-467846#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-03 13:04:13

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, ISSUE, ISSUE, FW: Traveler Complaint

Body:

From: (b)(6)

Sent: Monday, June 29, 2009 3:33 PM

To: OCR-externalcompliance, tsa

Subject: Traveler Complaint

My partner and I were selected for extra screening today at LGA. As part of this screening, the TSA agent went item by item through my wallet, removing its contents. Cash, credit cards, photos. The wallet had been through the security scan, my luggage had been searched, wiped down and tested for explosives.

What is the purpose of going through my wallet item by item?

I am a frequent flier (fly 250K+ / year) and it felt more like a narcotics sweep than anything to do with the safety of an aircraft.

Regards,

(b)(6)

An Excellent Credit Score is 750. See

<<http://pr.atwola.com/promoclk/100126575x1221823281x1201398699/aol?redir=http://www.freecreditreport.com/pm/default.aspx?sc=668072%26hmpgID=62%26bcd=JuneExcfooterNO62>> Yours in Just 2 Easy Steps!

Agent Notes: Delay Still Need Info Delay Still Need Info, Screeners have the final say, Screening-All Passengers, Consumer Complaint BCC/CSM Response, Merged Responses

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 8/3/2009 1:04:13 PM,COREY.SHELTON 8/3/2009 1:06:42 PM,COREY.SHELTON 8/3/2009 1:07:49 PM,

Last Update Date:

Opening Agent:

Opened Date: 7/2/2009 9:43:50 AM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: FW: Traveler Complaint <<#63509-454728#>>

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" size=2>Thank you for your email message.&nbsp; We apologize for the delay in responding to your concern.</FONT> </P>
<P><FONT size=2>&nbsp;</FONT> </P>
<P><FONT size=2>Please understand that 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.&nbsp;</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial" size=2>Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. However, a passenger should not be asked to do anything that would separate the passenger from his/her child. </FONT></P>
<P><FONT size=2>&nbsp;</FONT> </P>
<P><FONT face=" Helvetica, sans-serif,Arial" size=2>Please keep in mind that a TSA is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed. </FONT></P>
<P><FONT size=2>&nbsp;</FONT> </P>
<P><FONT face=" Helvetica, sans-serif,Arial" size=2>The TSA offers sincere apologies for the discomfort and&nbsp;inconvenience&nbsp;you experienced while traveling and encourage you to check the latest information at </FONT><FONT face=" Helvetica, sans-serif,Arial" size=2><A href="http://www.tsa.gov/" shape=rect>www.tsa.gov</A></FONT><FONT face=" Helvetica, sans-serif,Arial" size=2>.</FONT> </P>
<P><FONT face=" Helvetica, sans-serif,Arial" size=2>&nbsp;</FONT></P>
<P><FONT size=2>&nbsp;</FONT> </P>
<P><FONT face=" Helvetica, sans-serif,Arial" size=2>We hope that this information is helpful.</FONT> </P>
<P><FONT size=2>&nbsp;</FONT> </P>
<P><FONT face=" Helvetica, sans-serif,Arial" size=2>TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial" size=2><BR clear=none></FONT></P></div>
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><div style="border-top: #b5c4df 1pt solid; border-bottom: medium none; padding-bottom: 0in; padding-left: 0in; padding-right: 0in; border-left: medium none; padding-top: 3pt; border-right: medium none">
  <p class="msonormal">
    <font style="font-size: 10pt" face="Tahoma,sans-serif"><span><b>From:</b></span></font><font style="font-size: 10pt" face="Tahoma,sans-serif"><span>
      (b)(6) </span></font><span><font style="font-size: 10pt" face="Tahoma,sans-serif"><b>Sent:</b></font><font style="font-size: 10pt" face="Tahoma,sans-serif">
        Monday, June 29, 2009 3:33 PM</font><font style="font-size: 10pt" face="Tahoma,sans-serif"><br clear="none"></font><font style="font-size: 10pt" face="Tahoma,sans-serif"><b>To:</b></font><font style="font-size: 10pt" face="Tahoma,sans-serif">
          OCR-externalcompliance, tsa</font><font style="font-size: 10pt" face="Tahoma,sans-serif"><br clear="none"></font><font style="font-size: 10pt" face="Tahoma,sans-serif"><b>Subject:</b></font><font style="font-size: 10pt" face="Tahoma,sans-serif">
```

Traveler Complaint

</p>

</div>

<p class="msonormal">

</p>

<p class="msonormal">

My partner and I were selected for extra screening today at LGA. As part of this screening, the TSA agent went item by item through my wallet, removing its contents. Cash, credit cards, photos. The wallet had been through the security scan, my luggage had been searched, wiped down and tested for explosives.

</p>

<div>

<p class="msonormal">

</p>

</div>

<div>

<p class="msonormal">

What is the purpose of going through my wallet item by item?

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</div>

<div>

<p class="msonormal">

</p>

</div>

<div>

<p class="msonormal">

I am a frequent flier (fly 250K+ / year) and it felt more like a narcotics sweep than anything to do with the safety of an aircraft.

</p>

</div>

<div>

<p class="msonormal">

</p>

</div>

<div>

<p class="msonormal">

Regards,

</p>

</div>

<div>

<p class="msonormal">

(b)(6)

</p>

</div></div>

----- TCC Control Number: -----
<<#63509-454728#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-05 13:13:34

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: Customer has complaints regarding an inappropriate pat down.TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/3/2009 12:27:10 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 International Airport, Albany, NY

Comments: I have not received a response from my previous complaint and reading your website, I see that the pat down procedure to which I was exposed was not appropriate - I had not set an alarm off at the security checkpoint. The pat down did not occur at the security checkpoint but at the gate where I would not have requested to get out of line as I was boarding the plane. There is also no private area near the gate so I was not given the opportunity to go to a private area. While the pat down was not as extensive as your videos, I do not believe it was appropriate. I would like a response as to 1) why the pat downs are being done at the gate , 2) why they are being done as the plane is boarding when we've been waiting for over an hour in the boarding area and 3) why the procedure deviates from what is on the TSA web site. Thank you

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC ALB CSM at

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 8/5/2009 1:13:34 PM,CHRISTOPHER.WALL 8/5/2009 1:14:43 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/3/2009 7:21:38 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport,

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#357723-469852#>>

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 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) t;
Received: 8/3/09 7:21:43 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/3/2009 12:27:10 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Albany International Airport, Albany, NY</TD></TR>

<TR>

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

<TD>I have not received a response from my previous complaint and reading your website, I see that the pat down procedure to which I was exposed was not appropriate - I had not set an alarm off at the security checkpoint. The pat down did not occur at the security checkpoint but at the gate where I would not have requested to get out of line as I was boarding the plane. There is also no private area near the gate so I was not given the opportunity to go to a private area. While the pat down was not as extensive as your videos, I do not believe it was appropriate. I would like a response as to 1) why the pat downs are being done at the gate , 2) why they are being done as the plane is boarding when we've been waiting for over an hour in the boarding area and 3) why the procedure deviates from what is on the TSA web site. Thank you.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#357723-469852#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-05 13:26:57

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-08-05 13:00:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller wants to file a complaint regarding 4 TSA screeners, she believes that her son was harassed by the TSA screeners (the last names of 2 screeners are (b)(6)). She states that her son was surrounded by the TSA screeners who patted him down, searched his luggage and asked why he was taking certain medicine (what is the medicine used for).

Body:

Agent Notes: Apologized to the caller and informed caller that a CSM will be sent. Apologized to the caller and informed caller that a CSM will be sent. Alternate number: (b)(6)

Follow Up: (b)(6) wants to file a complaint regarding 4 TSA screeners, she believes that her son was harassed by the TSA screeners (the last names of 2 screeners are (b)(6) and (b)(6)). She states that her son was surrounded by the TSA screeners who stated that he "looked nervous", who patted him down, searched his luggage and asked why he was taking certain medicine (what is the medicine used for). (b)(6) would like a call back regarding this issue. She also provided an alternate number where she can be reached (b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: ALICIA.PINCKNEY 8/5/2009 1:55:04 PM,ALICIA.PINCKNEY 8/5/2009 1:55:31 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/5/2009 1:26:57 PM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-05 15:50:16

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: Customer has complaints regarding a pat down and a rude TSA employee.Re: TSA Contact Us: Complaints

Body: I have a complaint on specific TSA officers at the LGA airport. I need to know who to contact regarding this matter. You are clearly giving me the run around regarding this situation. Even if i had a complaint about a pat down I don't need you to send me the definition.i need you to send me information on how to contact that department. Thank you. I need a phone number or email address of someone i can contact at the LGA airport regarding their TSA employees.

On Fri, Jul 31, 2009 at 5:28 PM, 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.

Also, The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced at the security checkpoint. TSA seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every person and item must be screened before entering each secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers, 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 Assistant Director for Screening to address any complaint regarding screening procedures.

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

TSA Contact Center

--- Original Message ---

From: (b)(6)
Received: 7/30/09 1:33:14 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: 7/29/2009 4:10:40 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LGA Airport
Comments: Complaint on rude employee as well as inappropriate screening of flight crew

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

<<#348400-467846#>>

Agent Notes: Forward to CSM Response Forward to CSM Response, Forward message to LGA CSM at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 8/5/2009 3:50:16 PM,CHRISTOPHER.WALL 8/5/2009 3:51:44 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/3/2009 7:23:04 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: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#348400-467846#>>

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>Veda Mabray: </P>

<P> </P>

<P>The following email is being forwarded to you for review from the TCC. <P>Please contact the consumer to resolve their issue/s addressed in the original email message below and reply with resolution to the TCC Customer Service representative, who will close the TCC record. </P>

<P> </P>

<P>Thank you, </P>

<P> </P>

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

<div>--- Original Message ---
From: "(b)(6)"
Received: 8/3/09 7:23:08 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: Re: TSA Contact Us: Complaints

I have a complaint on specific TSA officers at the LGA airport. I need to know who to contact regarding this matter. You are clearly giving me the run around regarding this situation. Even if i had a complaint about a pat down I don't need you to send me the definition.i need you to send me information on how to contact that department. Thank you. I need a phone number or email address of someone i can contact at the LGA airport regarding their TSA employees.

<DIV class=gmail_quote>On Fri, Jul 31, 2009 at 5:28 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote:

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

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

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

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

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

<P style="MARGIN: 0in 0in 0pt">Please be advised that a passenger can always request to speak with the Assistant Director for Screening to address any complaint regarding screening procedures. </P>

<P></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: <>
Received: 7/30/09 1:33:14 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) :BR>Date Time: 7/29/2009 4:10:40 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>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>LGA Airport</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>Complaint on rude employee as well as inappropriate screening of flight crew</TD></TR></TBODY></TABLE></DIV>

TCC Control Number: -----
<<#348400-467846#>></DIV></BLOCKQUOTE></DIV>
</div>

----- TCC Control Number: -----
<<#348400-467846#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-06 16:39:45

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: complaint

Body:

From: (b)(6)

Sent: Tuesday, August 04, 2009 4:10 PM

To: OCR-externalcompliance, tsa

Subject: complaint

I am a 70 year old grandmother with grey hair. I also have two replaced hips and because of these I have to endure searches every time I fly. Since I fly internationally once or twice a year and nationally once or more often a year, I fly fairly frequently and try to tolerate the indignity of these searches. However on August 1, 2009, I was booked to fly on flight DL1811 leaving from NYC-Kennedy for Orlando at 8.15am, having flown in the previous day from South Africa. On going through security before 7am, I set off the beeper as usual and was taken to a far corner. There the lady wandned me and the wand beeped over my hips and zip, the only metal I had on me. She then proceeded with unduly hard pressure to feel me all over my body. Since I was swollen with water retention following the flight from South Africa, this caused me some pain. With arthritic shoulders it is also difficult to raise my arms and hold them up. With my one hand broken a year ago, I find it painful furthermore to turn my palms up as instructed. She was totally unsympathetic and I found her attitude intolerable. We seniors are not the criminals after all.
An irate passenger.

Express your personality in color! Preview and select themes for Hotmail(r). Try it now.

<http://www.windowslive-hotmail.com/LearnMore/personalize.aspx?ocid=PID23391::T:WLMTAGL:ON:WL:en-US:WM_HYGN_express:082009>

Agent Notes: INAPPROPRIATE SCREENING OF PERSONS WITH PROSTHETIC DEVICES INAPPROPRIATE SCREENING OF PERSONS

target="_new">Try

it now.

</p></div>

----- TCC Control Number: -----
<<#63509-471364#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-07 18:19:18

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, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/5/2009 4:07:51 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 581 Jetnue white plains, ny sunday 8-2-09 3:30 pm

Comments: I have an issue with my female assist that I need to discuss with someone. What is the rule on a transvestite or transsexual or man dressed as a woman performing the female assist

Agent Notes: TRANSGENDER SECURITY SCREENING TRANSGENDER SECURITY 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 HPN CSQIM Veda Mabray at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 8/7/2009 6:19:18 PM, JWAN.JENIFER 8/7/2009 6:23:27 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/5/2009 7:45:35 PM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN Westchester County, NY, USA - Westchester County Airport,

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#361711-471247#>>

Body:

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

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail regarding the Transportation Security Administration (TSA) policy for screening transgender travelers. </P>

<P> </P>

<P>TSA develops requirements and policies for the security of the Nation's transportation systems. 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. TSA policies and procedures focus on ensuring that all passengers are treated with respect and courtesy and every Federal screener receives training on professional conduct. In addition, TSA's Office of Civil Rights and Liberties ensures that TSA screens all traveling persons equally, without regard to a person's race, color, national origin, religion, age, disability, sexual orientation, or gender. </P>

<P> </P>

<P>Passengers may be directed for additional screening if the information on their identification (ID) does not match their appearance; if the name on their boarding pass does not match a valid, Government-issued ID; if their clothing is loose fitting or large enough to hide prohibited items; or if the Transportation Security Officer (TSO) cannot reasonably determine that clothing is free of any detectable threats. Passenger may also be chosen for additional screening on a random basis.</P>

<P> </P>

<P>Passengers may wear whatever clothing they choose when approaching the screening checkpoint, but enhanced security measures require that all passengers remove outer coats and jackets for x-ray before proceeding through metal detectors. Passengers that alarm the metal detector will be required to undergo additional screening. Passengers directed for additional screening may undergo hand-wand screening and/or pat-down inspections. Passengers may request the screening be performed in a private screening area at anytime. TSOs are instructed to honor a passenger's request. </P>

<P> </P>

<P>If additional screening is merited, the transgender passenger will receive screening by a TSO of the same gender as what the passenger presents himself or herself to be. If a passenger chooses to have additional screening done in a private screening area, a traveling companion is permitted to accompany the passenger during the private screening. If the passenger refuses additional screening, they will be denied access to the secured area. </P>

<P> </P>

<P>Furthermore, because your complaint is regarding screening at HPN, 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>For more information on the screening process, we recommend that you visit our "For Travelers" section located on our website at www.tsa.gov. This information is updated periodically.</P>

<P> </P>

<P>Thank you for contacting us. </P>

<P> </P>

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)>
Received: 8/5/09 7:45:35 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/5/2009 4:07:51 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Flt 581 Jetnlue white plains, ny sunday 8-2-09 3:30 pm</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>I have an issue with my female assist that I need to discuss with someone. What is the rule on a transvestite or transsexual or man
dressed as a woman performing the female assist</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#361711-471247#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-08 16:09:56

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: FW: TSA Contact Us: Complaints

Body: Thanks for the amazingly prompt reply. It's actually screening at La Guardia, not ATL. ATL was the destination.

I'd definitely like to know how LGA and the TSA plan to address these privacy concerns.

(b)(6)

From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov>

To: (b)(6)

Sent: Thu Aug 06 16:11:29 2009

Subject: Re: FW: TSA Contact Us: Complaints <<#38072-471367#>>

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

Because your complaint is regarding screening at ATL, 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.

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 <<http://www.tsa.gov>> www.tsa.gov.

TSA Contact Center

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

<div>--- Original Message ---
From: (b)(6)
Received: 8/6/09 11:37:18 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: Re: FW: TSA Contact Us: Complaints

<STYLE type=text/css>p {margin-bottom: 0; margin-top: 0;}</STYLE>

<DIV>Thanks for the amazingly prompt reply. It's actually screening at La Guardia, not ATL. ATL was the destination.

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

<DIV>

<HR tablnIndex=-1 align=center width="100%" SIZE=2>

From: TSA-ContactCenter <TSA-ContactCenter@dhs.gov>
To: (b)(6)

Sent: Thu Aug 06 16:11:29 2009
Subject: Re: FW: TSA Contact Us: Complaints <<#38072-

471367#>>

</DIV>

<STYLE type=text/css>p {margin-bottom: 0; margin-top: 0;}</STYLE>

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

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</P>

<P> </P>

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

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

face=Tahoma>From: (b)(6)]<BR

clear=none>Sent: Thursday, August 06, 2009 9:44 AM<BR clear=none>To: Civilrights, TSA<BR

clear=none>Subject: TSA Contact Us: Complaints<BR clear=none><BR clear=none>

<DIV></DIV>THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm<BR clear=none>-----

-----<BR clear=none>Remote Client IP: (b)(6) <BR clear=none>Date Time:

8/6/2009 9:43:37 AM<BR clear=none>-----<BR clear=none><BR clear=none>

clear=none>

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

<TBODY>

<TR>

<TD style="WIDTH: 200px" align=right>Name: </TD>

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

<TR>

<TD style="WIDTH: 200px" align=right>Email: </TD>

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

<TR>

<TD style="WIDTH: 200px" align=right>Complaints: </TD>

<TD>Civil Rights </TD></TR>

<TR>

<TD style="WIDTH: 200px" align=right>Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): </TD>

<TD>Delta 1777 to Atlanta, aug 6, 9:55 am </TD></TR>

<TR>

<TD style="WIDTH: 200px" align=right>Comments: </TD>

<TD>Scanners at TSA line in plain view of the general public so that other passengers were able to see content of other's carry on luggage. Scanners should only be visible to TSA employees, not to others.<BR clear=none><BR clear=none>Also, line was unacceptably long though TSA agents were thankfully friendly. </TD></TR></TBODY></TABLE></DIV>

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

<<#38072-471367#>></div>

----- TCC Control Number: -----
<<#38072-471367#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-10 14:17:54

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: 8/7/2009 8:44:03 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 # 1897/Continental Airlines/Newark Baggage Claim/EWR

Comments: I have been traveling via EWR for 19 years. I have NEVER had this experience! I was stopped for a random check, which is fine. After asking me and my travel compnaion acouple of questions (where do you work, is she your girlfriend). Did additional screening with an attitude. I had bottled (SEALED) liquor. He opened 2 bottles of liquor that was sealed. When I say sealed I mean metal seal, and plastic. He opened the liquor, looked at me and smelled both. I thought that was VERY disrespectful. I need to know if it is policy. I do have the officers name and badge number. Please contact me back at the above email address or directly on my office line at (b)(6)

(b)(6)

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, Fwd'd the email to the CSM at the EWR airport (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 8/10/2009 2:17:54 PM,BRIAN.WARREN 8/10/2009 2:19:16 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/10/2009 11:02:08 AM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#362725-472399#>>

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: 8/10/09 11:02:21 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/7/2009 8:44:03 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Flight # 1897/Continental Airlines/Newark Baggage Claim/EWR</TD></TR>

<TR>

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

<TD>I have been traveling via EWR for 19 years. I have NEVER had this experience! I was stopped for a random check, which is fine. After asking me and my travel compnaion acouple of questions (where do you work, is she your girlfriend). Did additional screening with an attitude. I had bottled (SEALED) liquor. He opened 2 bottles of liquor that was sealed. When I say sealed I mean metal seal, and plastic. He opened the liquor, looked at me and smelled both. I thought that was VERY disrespectful. I need to know if it is policy. I do have the officers name and badge number. Please contact me back at the above email address or directly on my office line at (b)(6) (b)(6)

(b)(6)</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#362725-472399#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-11 17:58:29

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-08-02 15:30:00

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 wants to file a complaint because she was inappropriately patted down by a TSA screener who was male turned female.

Body:

Agent Notes: Advised caller that a message would be sent to the CSM at HPN. Advised caller that a message would be sent to the CSM at HPN. Caller stated that she talked to the supervisor at HPN and she wanted to talk to someone who could tell her why she was patted down by a male turned female. Caller requested for the number the civil rights office. Provided caller with the number for the civil right dept.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: MONIQUE.ROBINSON 8/11/2009 6:23:20 PM,MONIQUE.ROBINSON 8/11/2009 6:23:34 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/11/2009 5:58:29 PM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN Westchester County, NY, USA - Westchester County Airport, LGA New York, NY, USA - Laguardia,

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: 2009-08-15 11:25:14

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/13/2009 3:44:27 PM

Name: (b)(6)

Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Rodchester International Flight 4233 2:41 PM

Comments: While I was standing waiting for the person in front of me to go I noticed that they were using a new x-ray machine. There was almost no signage. There was only a piece of paper smaller than a 8*11 with next to no information on it. I am uncomfortable with this machine and refused to use it. Right off the bat they looked at me like I was doing something wrong. Someone was yelling "we have an opt-out" and the person I told that I didn't want to use the machine looked at me like I was crazy. She told me to go through the metal detector and told me to go into this small clear room and wait. They told me that I needed additional screening. I found this odd because when I have gone thru other airport metal detectors on my way to this location I didn't need extra screening. So this guy comes in and proceeds to violate me claiming that this is a pat down. While patting me down he went across the front of my body and touched me inappropriately with both hands dragging his fingertips across both sides of my genital. I feel very violated by this experience and do not understand why I was placed under this extra scrutiny and why I had to be placed in a position to be violated like this.

There seems to be inconsistencies between the airports and I believe that this needs to be changed. I don't believe that I should be subject to extra security screening because I am uncomfortable with being x-rayed every time I go to the airport. There is a reason that you get covered with a lead vest when you go to dentist. There needs to be notification that you will be receiving a full body dose of radiation. The TSA person needs to tell you that there is an option and that you will be x-rayed. There needs to be equal treatment. When I go through a metal detector I feel that my rights have been pushed to the limits as it is. I also think that something needs to be done about the violations of personal space when the so called pat downs are done. Greater care taken not to touch places that do not need to be touched by anyone at the airport

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC ROC CSM at

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 8/15/2009 11:25:14 AM, CHRISTOPHER.WALL 8/15/2009 11:27:20 AM,

Last Update Date:

Opening Agent:

Opened Date: 8/13/2009 7:48:21 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#365070-475078#>>

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

<div>--- Original Message ---
From: (b)(6)
Received: 8/13/09 7:48:21 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/13/2009 3:44:27 PM

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<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Rodchester International Flight 4233 2:41 PM</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>While I was standing waiting for the person in front of me to go I noticed that they were using a new x-ray machine. There was almost no signage. There was only a piece of paper smaller them a 8*11 with next to no information on it. I am uncomfortable with this machine and refused to use it. Right off the bat they looked at me like I was doing something wrong. Someone was yelling "we have an opt-out" and the person I told that I didn't want to use the machine looked at me like I was crazy. She told me to go through the metal detector and told me to go into this small clear room and wait. They told me that I needed additional screening. I found this odd because when I have gone thru other airport metal detectors on my way to this location I didn't need extra screening. So this guy comes in and proceeds to violate me claiming that this is a pat down. While patting me down he went across the front of my body and touched me inappropriately with both hands dragging his fingertips across both sides of my genital. I feel very violated by this experience and do not

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----- TCC Control Number: -----
<<#365070-475078#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-18 09:59:14

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, Re: TSA Contact Us: Complaints

Body: Hello,

It's rather obvious to me that you did not even read my complaint, furthermore you're automated e-mail neglected to even fill in the correct airport name. Could someone please read my complaint and not the title and address the issue properly?!

Regards,

(b)(6)

On Sat, Aug 15, 2009 at 10:30 AM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote:

Thank you for your email concerning your experience while traveling through NAME of Airport (Airport Code).

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.

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.

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.

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.

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 <http://www.tsa.gov> www.tsa.gov.

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

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

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

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

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

TSA Contact Center

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: 8/13/09 7:47:59 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/13/2009 3:12:10 PM

Name: (b)(6)
Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Rodchester Internation airport 8-13-09 2:40 PM

Comments: The security checkpoint had two lines open with no signage or notification of differences in security equipment, I was herded through the x-ray scanner before I knew what was happening, my husband realized what was happening and tried to get my attention to halt the procedure - I have never NEVER felt more violated in my life. The plethora of TSA employees huddled around with nothing to do besides snicker and gossip were rude and just plain mean when I asked why there was no signage. I have surgically implanted medical equipment that is sensitive to x-rays and was not told or notified that an x-ray of my entire body was about to take place. This is a DISGUSTING practice that is not necessary to ensure safety - It is a blatant violation of self and I am disgusted with this practice. I've flown frequently to airports all over the US and haven't had the disgust of running across this horrendous practice. As I'm sure it will continue regardless of my complaint, my request is that there is large visible signage to notify potential flyers that they are going to be x-rayed and that they CAN opt out and proceed to a metal detector or a security pat down. Additionally TSA employees are or should be American Citizens just like me - they need to stop treating everyone like dirt; I understand they aren't there to be friendly but I deserve to be treated with respect and not hassled when I question a procedure that has potentially caused damage to my medical condition. Questioning should not be cause for poor treatment - I am an American Citizen with rights and I should be treated like lone.

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

<<#365048-475053#>>

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, Consumer Complaint BCC/CSM Response, Fwd'd the email to the CSM at the ROC airport. (b)(6)

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: BRIAN.WARREN 8/18/2009 9:59:14 AM, BRIAN.WARREN 8/18/2009 10:05:38 AM,

Last Update Date:

Opening Agent:

Opened Date: 8/15/2009 6:41:31 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#365048-475053#>>

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) has begun testing millimeter wave passenger imaging technology as a voluntary alternative to a pat-down during secondary screening. In a matter of seconds and without physical contact, this technology can detect weapons, explosives and other threat items concealed under layers of clothing. </P>

<P> </P>

<P>A Transportation Security Officer (TSO) guides passengers through the process, which involves stepping into the machine and remaining still for a matter of seconds, in two different positions, while the technology creates a three-dimensional image of the passenger from two antennas that simultaneously rotate around the body. The passenger then steps through the opposite side of the millimeter wave portal. </P>

<P> </P>

<P>To ensure privacy, TSOs view the systemGÇÖs images from a remote location. This way, the TSO cannot ascertain the identity of the passenger, either visually or otherwise, but can communicate with a fellow officer at the checkpoint if the passenger presents a potential threat. A security algorithm will be applied to the image to mask the face of each passenger, further protecting privacy. </P>

<P> </P>

<P>Millimeter wave imaging uses electromagnetic waves to generate an image based on the energy reflected from the body. Active millimeter wave technology passes harmless electromagnetic waves over the human body to create an image that looks much like a fuzzy photo negative. It is safe and the energy emitted by millimeter wave technology is 10,000 times less than a cell phone. </P>

<P> </P>

<P>Passenger imaging is a valuable alternative for individuals who would prefer not to submit to a physical pat-down during secondary screening. To date, 79 percent of the public that received secondary screening opted to try backscatter over the traditional pat-down. </P>

<P> </P>

<P>Futhermore, because your complaint is regarding screening at <U>ROC</U>, 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>For more information about passenger imaging, please visit our 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: 8/15/09 6:41:25 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: Re: TSA Contact Us:

Complaints

Hello,

It's rather obvious to me that you did not even read my complaint, furthermore you're automated e-mail neglected to even fill in the correct airport name. Could someone please read my complaint and not the title and address the issue properly?!

Regards,

(b)(6)

<DIV class=gmail_quote>On Sat, Aug 15, 2009 at 10:30 AM, TSA-ContactCenter TSA-ContactCenter@dhs.gov> wrote:

<BLOCKQUOTE class=gmail_quote style="PADDING-LEFT: 1ex; MARGIN: 0pt 0pt 0pt 0.8ex; BORDER-LEFT: rgb(204,204,204) 1px solid"><DIV style="BACKGROUND: rgb(255,255,255); -moz-background-clip: -moz-initial; -moz-background-origin: -moz-initial; -moz-background-inline-policy: -moz-initial" bgcolor="#ffffff">

<DIV style="WIDTH: 100%; COLOR: rgb(0,0,0); FONT-FAMILY: Arial">

<P>Thank you for your email concerning your experience while traveling through NAME of Airport (Airport Code). </P>

<P></P>

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

<P></P>

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

<P></P>

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

<P></P>

<P>As part of the refined pat-down procedures, TSO's will screen both the upper and lower torso for explosives. TSO's will use the front of the hand to screen a passenger's entire back and abdomen. TSO's will also screen the arms and legs. Throughout the process TSO's will communicate with the passenger and explain the process prior to conducting the search. Passengers may request any enhanced screening be conducted in a private location, and TSO's are required to offer private

screening to passengers who are subject to a pat-down inspection of their sensitive body areas. Private screening will be conducted in a room or in an area away from other passengers, depending on the configuration of the airport. </P>

<P></P>

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

<P></P>

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

<P></P>

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

<P></P>

<P>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>

<P></P>

<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 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. </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. </P>

<P></P>

<P></P>

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

<DIV style="WIDTH: 100%; COLOR: rgb(0,0,0); FONT-FAMILY: Arial">

<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:

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 TSAG's website at www.tsa.gov

TSA Contact Center

Original Message
From: (b)(6)
Received: 8/13/09 7:47:59 PM EDT
To: "TSA Contact Center" & TSA-ContactCenter@dhs.gov
Subject: TSA Contact Us: Complaints
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>
Remote Client IP: (b)(6)
Date Time: 8/13/2009 3:12:10 PM

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

TBODY

TR

Name:

(b)(6)

TR

Email:

(b)(6)

TR

Complaints:

Inappropriate Screening/Pat Down Screening

TR

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

Rodchester Internation airport 8-13-09 2:40 PM

TR

Comments:

The security checkpoint had two lines open with no signage or notification of differences in security equipment, I was herded through the x-ray scanner before I knew what was happening, my husband realized what was happening and tried to get my attention to halt the procedure - I have never NEVER felt more violated in my life. The plethora of TSA employees huddled around with nothing to do besides snicker and gossip were rude and just plain mean when I asked why there was no signage. I have surgically implanted medical equipment that is sensitive to x-rays and was not told or notified that an x-ray of my entire body was about to take place. This is a DISGUSTING practice that is not necessary to ensure safety - It is a blatant violation of self and I am disgusted with this practice. I've flown frequently to airports all over the US and haven't had the disgust of running across this horrendous practice. As I'm sure it will continue regardless of my complaint, my request is that there is large visible signage to notify potential flyers that they are going to be x-rayed and that they CAN opt out and proceed to a metal detector or a security pat down. Additionally TSA employees are or should be American Citizens just like me - they need to stop treating everyone like dirt; I understand they aren't there to be friendly but I deserve to be treated with respect and not hassled when I question a procedure that has potentially caused damage to my medical condition.

Questioning should not be cause for poor treatment - I am an American Citizen with rights and I should be treated like
lone.</TD></TR></TBODY></TABLE></DIV>

----- TCC Control Number: -----
<<#365048-
475053#>></DIV></BLOCKQUOTE></DIV>
</div>

----- TCC Control Number: -----
<<#365048-475053#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-18 11:59:59

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-08-14 11:00:00

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 wanted to complain about the way her luggage was screened in carry on,

Body:

Agent Notes: Advised caller that message will be sent to the CSM at the airport(LGA) Advised caller that message will be sent to the CSM at the airport(LGA)

Follow Up: (b)(6) stated that while traveling through the LGA airport, her luggage was incorrectly screened by the TSO. She stated that herself and a friend traveled through the security checkpoint and was asked to turn over their carry on bags to have them inspected. She stated that the TSO allowed her friend to have her carry on bag inspected right in front of her, and even asked if it was ok to inspect. She stated that when it came to her items that screener did not ask her anything and when to a different part of the airport to inspect her bag that was out of her sight. She stated that it was unfair and would like to speak with someone regarding this issue. She did provide a name of the screener: (b)(6). Thank you for your assistance

To TSOC Date:

From TSOC Date:

Last Updated By: ASHLEY.BAKER 8/18/2009 12:09:58 PM, ASHLEY.BAKER 8/18/2009 12:10:06 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/18/2009 11:59:59 AM

Linked Event IDs:

Responses:

Response

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

Airline: AirTranAirTran,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-18 13:08:45

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/16/2009 5:42:37 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: I was forced to submit to a backscatter x-ray screening recently. I was then forced to submit to a pat down search. I feel that having my naked body looked at and being physically groped by a stranger violates my privacy rights. I am writing my representatives to fight this policy. It is wrong and it makes me mad, not safe

Agent Notes: Pat Down - General Pat Down - General,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 8/18/2009 1:08:45 PM,BRIAN.WARREN 8/18/2009 1:09:15 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/17/2009 11:57:38 AM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#366071-476203#>>

Body:

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

#ffffff">

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email concerning the checkpoint security screening procedures that were implemented in September 2004. </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>

<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>

<P> </P>

<P>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. </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>

<P> </P>

<P>TSA has implemented special procedures for conducting searches of sensitive areas of a passenger's body. </P>

<P> </P>

<P>As the screening is being conducted, the screener should be describing the procedures he or she is employing. </P>

<P> </P>

<P>We believe that these security measures are necessary and appropriate for ensuring the safety and confidence of all air travelers. </P>

<P> </P>

<P>Please accept our appreciation for taking the time to share your thoughts and concerns with us. </P>

<P> </P>

<P>TSA Contact Center </P></div>

<div>--- Original Message ---
From: (b)(6) ;
Received: 8/17/09 11:57:32 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>;
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6) ;
Date Time: 8/16/2009 5:42:37 PM

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

<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Rochester NY Airport</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>I was forced to submit to a backscatter x-ray screening recently. I was then forced to submit to a pat down search. I feel that having
my naked body looked at and being physically groped by a stranger violates my privacy rights. I am writing my representatives to fight
this policy. It is wrong and it makes me mad, not safe.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#366071-476203#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-18 13:14:29

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/16/2009 6:51:24 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark 16 august 2009

Comments: You delayed my flight because your staff insisted on checking everyone's boarding pass, then asking questions. You looked stupid, aggravated the airline and passengers, and caught nothing. Why do you think you've been rated "the most hated" in America. If you're so overstaffed that you're doing busy work at the gate, maybe it's time to start screening cargo. The airline's computer scan of my boarding pass is far more secure, and a lot quicker

Agent Notes: Gate Screening Gate Screening,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 8/18/2009 1:14:29 PM, JWAN.JENIFER 8/18/2009 1:16:20 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/17/2009 11:57:54 AM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#366088-476221#>>

Body:

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

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail regarding security screening beyond the airport checkpoint. </P>

<P> </P>

<P>The Transportation Security Administration (TSA) has expanded security screening beyond the security checkpoint to other secured areas of the airport, including at the boarding gates. TSA is constantly exploring initiatives to add unpredictability and expand security and threat mitigation activities. </P>

<P> </P>

<P>These additional screenings are part of TSAGÇÖs Aviation Direct Access Screening Program (ADASP). In addition to screening passengers at the gate, ADASP includes checking passenger identification and boarding pass and searching carry-on baggage either visually or with a hand-held explosives detection unit. These checks are not announced in advance and can occur at any boarding gate at any time. </P>

<P> </P>

<P>We regret any inconvenience you may have caused during your recent travels. However, we are confident that these additional inspections can only serve to improve security at our NationGÇÖs airports. </P>

<P> </P>

<P>TSA Contact Center </P></div>

<div>--- Original Message ---
From: (b)(6) ;
Received: 8/17/09 11:57:53 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/16/2009 6:51:24 PM

Name:	(b)(6)
Email:	(b)(6)
Complaints:	Long Lines / Lengthy Wait at Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	Newark 16 august 2009
Comments:	You delayed my flight because your staff insisted on checking everyone's boarding pass, then asking questions. You looked stupid, aggravated the airline and passengers, and caught nothing. Why do you think you've been rated "the most hated" in America. If you're so overstaffed that you're doing busy work at the gate, maybe it's time to start screening cargo. The airline's computer scan of my boarding pass is far more secure, and a lot quicker.</TD></TR></tbody></table></div> <p>

----- TCC Control Number: -----
<<#366088-476221#>></body></html></p> <p>END RECORD</p>

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-19 12:47:00

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/18/2009 3:02:09 AM

Name (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Confirmation #DENLZ2 Tues. July 21st

Flight CO2403 Newark Departure

Flight from Tulsa CO2247 Problem with Security August 4th

Flight to Newark CO210

(b)(6)

Upon my arrival to Security Checkpoint I was advised to remain and wait for female marshall. I flew in March to and from Newark to Las Vegas had no problem with Security. When the female marshall came to me she took me to a holding area. I advised her I had a mastectomy this past year along with Chemo and Radiation. I am a 67 year old women and Great Grandmother. I also wear a wig. In the hold area I had to take off my Breast Prothesis and they went over it with what seemed like an Alcohol Wipe she also used a wipe on my palm fingers and finger tips. She patted down my wig without saying anything. I need to wear the wig since my hair hasn't grown back from my Chemo and radiation. After the year I had with all my health problems I was totally humiliated and mortified.

There has to be a better way of screening.

Comments: My mother has flown out of Newark numerous times and has never been treated like that. She was humiliated and made to feel like a criminal. Upset and crying she was never told why such drastic measures were taken after she told then about fighting breast cancer. If someone absolutly has to be searched like that the very least it should be done in a more compassionate manner and explained why. A female employee should know better that to treat another female fighting breast cancer in such a way. Im sure she must have watched training movies on how to handle certain situations, maybe she should sit and watch them again!!! (b)(6) son of

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC TUL CSQIM Bridgette Miles at

(b)(6)

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: JWAN.JENIFER 8/19/2009 12:47:00 PM,JWAN.JENIFER 8/19/2009 12:51:00 PM,
Last Update Date:
Opening Agent:
Opened Date: 8/18/2009 12:49:41 PM
Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, TUL Tulsa, OK, USA - Tulsa International, LAS Las Vegas, NV, USA - McCarran 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 <<#366764-476993#>>

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 <TUL, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. </P>
<P> </P>
<P>Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: (b)(6)
Received: 8/18/09 12:49:31 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/18/2009 3:02:09 AM

<TABLE style="WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Confirmation #DENLZ2 Tues. July 21st
Flight CO2403 Newark Departure

Flight from Tulsa CO2247 Problem with Security August 4th

Flight to Newark CO210
(b)(6)
Upon my arrival to Security Checkpoint I was

advised to remain and wait for female marshal. I flew in March to and from Newark to Las Vegas had no problem with Security. When the female marshal came to me she took me to a holding area. I advised her I had a mastectomy this past year along with Chemo and Radiation. I am a 67 year old woman and Great Grandmother. I also wear a wig. In the hold area I had to take off my Breast Prosthesis and they went over it with what seemed like an Alcohol Wipe she also used a wipe on my palm fingers and finger tips. She patted down my wig without saying anything. I need to wear the wig since my hair hasn't grown back from my Chemo and radiation. After the year I had with all my health problems I was totally humiliated and mortified. There has to be a better way of screening.

Comments:
My mother has flown out of Newark numerous times and has never been treated like that. She was humiliated and made to feel like a criminal. Upset and crying she was never told why such drastic measures were taken after she told them about fighting breast cancer. If someone absolutely has to be searched like that the very least it should be done in a more compassionate manner and explained why. A female employee should know better that to treat another female fighting breast cancer in such a way. I'm sure she must have watched training movies on how to handle certain situations, maybe she should sit and watch them again!!!

son of

TCC Control Number: -----
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-20 10:56:33

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-08-15 11:15:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/18/2009 9:48:06 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): 544-Jet Blue-Wpbi-to Newark

ON BOARD AND SEATED,row 5 seat D

Departed Sat.Aug.15,09 @ 11:30 A

Comments: Female rep,I don't know who she was or what her position is,stood in the aisle,about a row or two in front of me,said good morning,and asked my name.I answered,don't remember if she said thank you or not,but turned,walked out and the door was closed.No explanation,not quietly done.

I would like to know the purpose of the question.

I was patted down as I expected,I have two hip replacements,no problem,but why was I questioned?Tku (b)(6)

Agent Notes: Insufficient Information-Detailed Explanation Required Insufficient Information-Detailed Explanation Required, "WPBI" was noted to stand for West palm beach international (PBI).

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: KEVIN.BROWN 8/20/2009 10:56:33 AM,KEVIN.BROWN 8/20/2009 11:01:13 AM,KEVIN.BROWN 8/20/2009 11:33:22 AM,

Last Update Date:

Opening Agent:

Opened Date: 8/19/2009 1:18:18 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, PBI West Palm Beach, FL, USA - Palm Beach International Airport,

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#367206-477492#>>

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 class=msonormal style="MARGIN: 0in 0in 0pt">Thank you for your email message. </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt"> </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt">The Transportation Security Administration is unable to respond to your inquiry with the information you have provided. If you wish to pursue your request for information, please contact us with a detailed explanation of the information you are seeking. </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt"> </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt"> </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt">TSA Contact Center
</P></div>

<div>--- Original Message ---
From: <(b)(6)>
Received: 8/19/09 1:18:17 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/18/2009 9:48:06 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):	544-Jet Blue-Wpbi-to Newark ON BOARD AND SEATED,row 5 seat D Departed Sat.Aug.15,09 @ 11:30 A
Comments:	Female rep,I don't know who she was or what her position is,stood in the aisle,about a row or two in front of me,said good morning,and asked my name.I answered,don't remember if she said thank you or not,but turned,walked out and the door was closed.No explanation,not quietly done. I would like to know the purpose of the question. I was patted down as I expected,I have two hip replacements,no problem,but why was I questioned?(b)(6)

----- TCC Control Number: -----
<<#367206-477492#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-26 15:09:42

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-08-21 07:30:00

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: 8/25/2009 7:15:29 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): 8/21/09 - 7:30 AM -

Rochester NY (ROC) - Security checkpoint

Comments: I am not in favor of the new Backscatter X-Ray system. It is a violation of privacy.

I was not given a choice of using the other system and it slowed the security process even more

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC ROC CSM at

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 8/26/2009 3:09:42 PM, CHRISTOPHER.WALL 8/26/2009 3:10:44 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/26/2009 12:30:24 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#369998-480680#>>

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)>
Received: 8/26/09 12:30:23 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP (b)(6) 11
Date Time: 8/25/2009 7:15:29 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):	8/21/09 - 7:30 AM - Rochester NY (ROC) - Security checkpoint
Comments:	I am not in favor of the new Backscatter X-Ray system. It is a violation of privacy. I was not given a choice of using the other system and it slowed the security process even more.

----- TCC Control Number: -----
<<#369998-480680#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-08-28 14:45:22

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-08-19 14:45:00

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:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, CONTACT LENSE SALINE SOLUTION - ???

Body: Please help me out here. I previously contacted your agency concerning the fact that I had, in the past, travelled with contact lense saline solution that would allow me to avoid solutions in other countries that did not agree with my current solution. At that time, I encountered some issues, but you subsequently advised that I make this solution available for inspection along with my 3-1-1 bag.

On 8/19/2009, I travelled to Scotland (Edinburgh) with absolutely no problem whatsoever! HOWEVER, upon my return from Edinburgh to the US (Edinburgh-Newark-Orlando), I was given the speech about the 3-1-1 requirement and that I was not allowed the saline solution. In order to prevent other travelers' delay as well as my own, I told the woman to confiscate the solution; which she did. I did advise her that your website advised that this was allowed and that I had travelled from the USA to Scotland with the same container/solution, but she would not deviate from her perception of regulations.

I'm certain you receive a thousand inquiries regarding this, and for the future, I will carry-on the allowed amount and check the remainder, however, why the inconsistency? Should I be looking elsewhere for requirements for travelling to the USA from other countries? If other countries have requirements that differ from those of the USA, could you update the website with that information? If I missed the information on the website, I apologize, but I did search all of the relevant tabs.

Please advise.

Thank you.

(b)(6)

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, FOREIGN SCREENING, Merged two or more responses.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 8/28/2009 2:45:22 PM,CHRISTOPHER.WALL 8/28/2009 2:46:27 PM,

Last Update Date:

Opening Agent:

Opened Date: 8/28/2009 12:06:40 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, EDI Edinburgh, Scotland, United Kingdom - Turnhouse,

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: CONTACT LENSE SALINE SOLUTION - ??? <#323119-481679#>>

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>Please keep in mind that in February 2002, the Transportation Security Administration (TSA) assumed responsibility for civil aviation security at all commercial airports in the United States. <P>Security screening at foreign airports is beyond TSA jurisdiction. <P>Travelers must go through different clearance procedures when crossing international borders. </P>
<P> </P>
<P>Passengers and their baggage are also screened for security according to standards established by the Government of that country. As a sovereign entity, that country may establish its own security requirements for airports and air carriers that are not necessarily the same as those required in the United States. </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: 8/28/09 12:06:39 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: CONTACT LENSE SALINE SOLUTION - ???

<META content="MSHTML 8.00.6001.18783" name=GENERATOR>
<STYLE></STYLE>

<DIV>Please help me out here. <P>I previously contacted your agency concerning the fact that I had, in the past, <P>travelled with contact lense saline solution that would allow me to avoid solutions in other countries <P>that did not agree with my current solution. <P>At that time, I encountered some issues, but you subsequently advised that I make this solution available for inspection along with my 3-1-1 bag.</DIV>
<DIV> </DIV>
<DIV>On 8/19/2009, I travelled to Scotland (Edinburgh) with absolutely no problem whatsoever! <P>HOWEVER, upon my return from Edinburgh to the US (Edinburgh-Newark-Orlando), I was given <P>the speech about the 3-1-1 requirement and that I was not allowed the saline solution. In order to prevent other travelers' delay as well as my own, I told the woman to confiscate the solution; which she did. I did advise her that your website advised that this was allowed and that I had travelled from the USA to Scotland with the same container/solution, but she would not deviate from her perception of regulations.</DIV>
<DIV> </DIV>
<DIV>I'm certain you receive a thousand inquiries regarding this, and for the future, I will carry-on the allowed amount and check the remainder, however, why the inconsistency? <P>Should I be looking elsewhere for requirements for travelling to the USA from other countries? <P>If other countries have requirements that differ from those of the USA, could you update the website with that information? If I missed the information on the website, I apologize, but I did search all of the relevant tabs.</DIV>
<DIV> </DIV>
<DIV>Please advise.</DIV>

<DIV> </DIV>

<DIV>Thank you.</DIV>

<DIV> </DIV>

<DIV>B.Roush</DIV></div>

----- TCC Control Number: -----
<<#323119-481679#>></body></html>

END RECORD

<P> </P>

<P>TCC Rep, </P>

<P>Brian A Warren<BR clear=none></P></div>

<div>---- Original Message ----
From: (b)(6) & (b)(6) >
Received: 8/28/09 5:30:53 PM EDT
To: "TSA Contact Center" &TSA-ContactCenter@dhs.gov>
Subject: Re: TSA Contact Us: Complaints

<META content="MS Exchange Server version 6.5.7653.38" name=Generator><!-- Converted from text/plain format -->

<P>Hello,
I am curious what the status of this issue is.
Thank you,
(b)(6)</P></div>

----- TCC Control Number: -----
<<#365070-475078#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-01 13:04:12

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-08-30 18:47:00

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, ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/31/2009 2:23:55 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): Portland Jet Port, Portland, Maine/ Delta 6:47PM departing Portland, arriving New York (JFK). Gate 5.

Comments: I was traveling with my husband and infant son yesterday, August 30, 2009. We arrived at the security screening at Portland Jet Port and TSA employee (b)(6) inspected all our items. We had sealed bottles of baby formula, 8oz. One for his regular dinner feeding at the airport, one for take off and one for landing. Any pediatrician and parent knows, this is not excessive. In fact, we are forced to bring more than one bottle, because the formula is only good to drink 60 minutes. We actually were in transit from the wait at the airport, to boarding, to sitting on the jetway, to arrival in the airport nearly three hours. It is not just the air time that needs to be accounted for and I hope TSA realizes this, although that is not the issue here. At any rate, (b)(6) asked us to open the formula. We cannot open the formula as common knowledge, the formula is automatically ruined upon opening and one cannot use it as it is perishable within one hour. That defeats the purpose of even bringing baby formula. We have never been asked to open our sealed baby formula. In fact, in New York, they inspected the formula by using a machine that detected the contents from the outside of the bottle. They knew that you cannot open the sealed bottle as well. In any case, (b)(6) was very rude and we had to then proceed to an extended check. I was separated from my infant who was clearly upset by this matter. He then proceeded to slowly go through each and every one of our items (as I understand this is protocol when one refuses to have their baby formula opened), and damaged some items (jewelry) while doing so. In addition, I am of Indian decent, and I note that I was the absolute ONLY person that was pulled aside to be checked and that includes no other mothers with children. They all freely proceeded. As I mentioned we have traveled frequently with my baby's formula and this is the 1st time that this has happened. This incident has been highly upsetting due to the damage caused (1) to me and my family and (2) to our personal belongings. As I stated above, we have traveled extensively with our son, and prior to traveling, we thoroughly research all the rules, regulations and law with regard to carrying infant formula. I know the boundaries and they were clearly crossed by (b)(6). I would like this matter to be addressed by someone appropriate. Please contact me at any time to discuss. Thank you

Agent Notes: Breast Milk-Baby Formula Response GÇô Revised 5-15-09 Breast Milk-Baby Formula Response GÇô Revised 5-15-09, RACIAL PROFILING OR DISCRIMINATION RESPONSE, Consumer Complaint BCC/CSM Response, BCC's PWM SHM @

(b)(6). Merged 2 or more responses to address multiple concerns, deleted any information that did not address clients concerns specifically.

Follow Up:

To TSOC Date:

From TSOC Date:

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

<div>--- Original Message ---
From: &(b)(6)</BR>Received: 8/31/09 7:17:08 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 8/31/2009 2:23:55 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Portland Jet Port, Portland, Maine/ Delta 6:47PM departing Portland, arriving New York (JFK). Gate 5.</TD></TR>

<TR>

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

<TD>I was traveling with my husband and infant son yesterday, August 30, 2009. We arrived at the security screening at Portland Jet Port and TSA employee (b)(6) inspected all our items. We had sealed bottles of baby formula, 8oz. One for his regular dinner feeding at the airport, one for take off and one for landing. Any pediatrician and parent knows, this is not excessive. In fact, we are forced to bring more than one bottle, because the formula is only good to drink 60 minutes. We actually were in transit from the wait at the airport, to boarding, to sitting on the jetway, to arrival in the airport nearly three hours. It is not just the air time that needs to be accounted for and I hope TSA realizes this, although that is not the issue here. At any rate (b)(6) asked us to open the formula. We cannot open the formula as common knowledge, the formula is automatically ruined upon opening and one cannot use it as it is perishable within one hour. That defeats the purpose of even bringing baby formula. We have never been asked to open our sealed baby formula. In fact, in New York, they inspected the formula by using a machine that detected the contents from the outside of the bottle. They knew that you cannot open the sealed bottle as well. In any case, (b)(6) was very rude and we had to then proceed to an extended check. I was separated from my infant who was clearly upset by this matter. He then proceeded to slowly go through each and every one of our items (as I understand this is protocol when one refuses to have their baby formula opened), and damaged some items (jewelry) while doing so. In addition, I am of Indian decent, and I note that I was the absolute ONLY person that was pulled aside to be checked and that includes no other mothers with children. They all freely proceeded. As I mentioned we have traveled frequently with my baby's formula and this is the 1st time that this has happened. This incident has been highly upsetting due to the damage caused (1) to me and my family and (2) to our personal belongings. As I stated above, we have traveled extensively with our son, and prior to traveling, we thoroughly research all the rules, regulations and law with regard to carrying infant formula. I know the boundaries and they were clearly crossed by (b)(6) I would like this matter to be addressed by someone appropriate. Please contact me at any time to discuss. Thank you.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#371998-482947#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-03 11:23:16

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: 9/2/2009 9:20:53 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): Co 83 International arrivals. Newark Airport.

Comments: I want to know why I am ALWAYS subject to additional screening EVERY single time I return for an additional flight.

I have broken no laws and have not been convicted of crimes. Yet everytime I return from an international trip I am harrassed for anywhere from 15 minutes to 2 hours. Why? Do I need to hire a lawyer?

Agent Notes: SECONDARY SCREENING REASONS RESPONSE SECONDARY SCREENING REASONS RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 9/3/2009 11:23:16 AM,CHRISTOPHER.WALL 9/3/2009 11:23:51 AM,

Last Update Date:

Opening Agent:

Opened Date: 9/2/2009 12:40:37 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#122845-483799#>>

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 class=msonormal style="MARGIN: 0in 0in 0pt">Thank you for your email message expressing your concern regarding the secondary screening you received at the security checkpoint. </P>

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

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

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<P class=msonormal style="MARGIN: 0in 0in 0pt">Passengers with the GÇŁSSSSGÇŸ designation on their boarding pass have been preselected for additional screening. There are different ways in which passengers are preselected to receive the GÇŁSSSSGÇŸ designation. One method of selection is by CAPPS. The airlines may have placed the GÇŁSSSSGÇŸ designation on passengersGÇÖ boarding pass based on CAPPS. </P>

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

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

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

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

<div>--- Original Message ---
From: <(b)(6)>t;
Received: 9/2/09 12:40:36 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>;
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/2/2009 9:20:53 AM

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

<TBODY>

<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>My Complaint is Not Listed Here</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter
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<TD>Co 83 International arrivals. Newark Airport.</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
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----- TCC Control Number: -----
<<#122845-483799#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-05 11:05:35

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, Responsibility

Body: To Whom May Concern:

I recently returned from my trip from Greece and upon arriving at Newark Liberty Airport, me and my wife were subjected to unpleasant type of bag inspections that caused both of us missing our connections. The questions that concerns me that I was single out by an agent who had no right based on his knowledge of the English language. I saw others who I believe were from the same country of origin has the agent, with many suitcases and yet they were allow to pass without being subjected to any inspections. You should have all your agents trained and well verse in the English language and not show any favoritism in performing their duty and responsibility.

Thanks

(b)(6)

Agent Notes: SECONDARY SCREENING REASONS RESPONSE SECONDARY SCREENING REASONS RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 9/5/2009 11:05:35 AM,CHRISTOPHER.WALL 9/5/2009 11:06:08 AM,

Last Update Date:

Opening Agent:

Opened Date: 9/4/2009 1:46:26 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: Responsibility <<#373583-484750#>>

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 class=msonormal style="MARGIN:

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

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

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

<div>--- Original Message ---
From: <f.(b)(6)>
Received: 9/4/09 1:46:22 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: Responsibility

<BASE href="file:///C:\Program Files\Common Files\Microsoft Shared\Stationery">

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}P.msoNormal {

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}LI.msoNormal {

MARGIN-TOP: 0px; FONT-SIZE: 10pt; MARGIN-LEFT: 0px; COLOR: #ffffcc; FONT-FAMILY: Helvetica, "Times New Roman"

}/STYLE>

<META content="MSHTML 6.00.6000.16890" name=GENERATOR>

<DIV>To Whom May Concern:</DIV>

<DIV>I recently returned from my trip from Greece and upon arriving at Newark Liberty Airport, me and my wife were subjected to</DIV>
<DIV>unpleasant type of bag inspections that caused both of us missing our connections. The questions that concerns me that I</DIV>

<DIV>was single out by an agent who had no right based on his knowledge of the English language. I saw others who I believe were </DIV>

<DIV>from the same country of origin has the agent, with many suitcases and yet they were allow to pass without being subjected </DIV>

<DIV>to any inspections. You should have all your agents trained and well verse in the English language and not show any favoritism in </DIV>

<DIV>performing their duty and responsibility.</DIV>

<DIV>Thanks</DIV>

<DIV>(b)(6) :BR: (b)(6) :BR: (b)(6)

<P> </P></div>

----- TCC Control Number: -----
<<#373583-484750#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-07 10:32:05

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 <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/5/2009 3:36:28 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): 3307 from Buf to DCA/ connection from CFA to DFW going through security from gate 25-35 on 8/30/09 at apprx 7:00 am. US Airways

Comments: My mother and I were traveling from Buf to DFW with a connection in DCA. My mother has a prosthetic leg, was in a wheelchair, has diabetes and also a pacemaker. For all these reasons, we make sure to allow plenty of time to go through security to TSA can do their required screening. In DC, we had to go out of security and re-enter security to get to our other gate. In doing so, I, per the instructions from TSA website, alerted security that I had a traveling companion with diabetes, pacemaker, prosthesis, etc, and that I also had a "Glucerna" liquid nutrition bottle, unopened/sealed, in a plastic bag for their inspection. Per your website: "Liquids including water, juice, or liquid nutrition or gels for passengers with a disability or medical condition" are allowed. I only had one bottle, specifically for the over 3 hour flight to DFW, so my mother could take her insulin shot on the flight and then take her Glucerna. The inspector said he had to test the product. I, with the utmost respect and calmness, stated that it was a clearly marked Glucerna Brand product, was sealed, and once opened, had to be refrigerated. I said that our flight didn't board for 45 minutes, and she wasn't to take her shot for 3 hours. If they broke the seal, we would be forced to throw it away and she would not have her meal replacement on the flight. He refused to listen to me and opened the bottle. He then broke the seal and tested it. With tears streaming down my face, he said it was fine. I told him it was worthless to us now and I had to go to the shops to see if there was another type of product. It was humiliating that the TSA personal were so uncaring and uninformed about TSA's own processes. My mother is concerned to travel for more than a 2 hour flight now. She is 72 and was visiting her brother in Canada who is in hospice care. I understand TSA's job. I respect that freedom isn't free, which is why we calmly and quietly accept that they wand, and sometimes remove, my mother's prosthesis leg EVERY time we go through any security checkpoint. But not listening when I calmly and respectfully tried to inform the personnel about the liquid nutrition was too much. What a horrible experience.

What can I do differently next time? A doctor's note? Print out the webpage from your website?

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, Additional Airport: Coffee Point Airport (CFA) (this airport did not appear in tcars list of airports)

BCC DCA SHM/CSQIM Daryush Rush at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 9/7/2009 10:32:05 AM,JWAN.JENIFER 9/7/2009 10:38:09 AM,

Last Update Date:

Opening Agent:

Opened Date: 9/5/2009 7:55:41 PM

Linked Event IDs:

Responses:

Response

Airport: BUFBUF Buffalo, NY, USA - Greater Buffalo Intl Airport, DCA Washington, DC, USA - Ronald Reagan National Airport, DFW Dallas/Ft Worth, TX, USA - Dallas Ft Worth International,

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#374050-485292#>>

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 DCA, 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 our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <(b)(6)>;
Received: 9/5/09 7:55:40 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/5/2009 3:36:28 PM

<TABLE style="WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
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<TD>My Complaint is Not Listed Here</TD></TR>
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----- TCC Control Number: -----
<<#374050-485292#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-08 17:48:52

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/8/2009 2:43:40 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 654 -SEPT 5 NY TO ROCHESTER 7:50-8:20AM-KENNEDY AIRPORT-RETURNING SUN

FLIGHT 33 7:50-9:21PM

Comments: I ARRIVED AT THE SECURITY AREA AT 7:15 AM WITH MY GODSON (b)(6) WHO WAS TRAVELING WITH ME. I WEAR A PROSTETIC LEG, WHICH OF COURSE I UNDERSTAND HAS TO CHECKED. THE 1ST TSA OFFICER TOOK ME INTO AN ENCLOSED BOOTH, FROM WHERE THEY SAID THAT A SPECIAL SUPERVISOR HAD CHECK MY PROSTETIC. I SAID THAT I COULD REMOVE THE PROSTETIC TO FASILITATE THINGS AND JUST PUT IT IN THE XRAY MACHINE. THEY SAID "NO" TO THE REMOVING. WELL THE SO CALLED SPECIAL SUPERVISOR TOOK 25 MINUTES TO SHOW UP AND OFF COURSE YOU CAN DO THE MATH. I MISSED MY FLIGHT, WHICH OF COURSE NO ONE ASKED AT WHAT TIME WERE THEY LEAVING. AS OPPOSED TO COMING HOME FROM ROCHESTER ON SUNDAY-MCNEIL SECURITY AT ROCHESTER AIRPORT(PRIVATE FIRM) TOOK 5-7MINUTES TO CLEAR US. NEEDLESS TO SAY I WAS EXTREMELY UPSET. THIS WAS MY FIRST TIME TRAVELING IN 5 YEARS AND AS YOU CAN IMAGINE, IT RUINED MY WEEKEND WITH MY FAMILY WHICH WAS DELAYED BY 4HRS SINCE WE HAD TO TAKE THE NEXT FLIGHT 20 -2 1/2HRS LATER. I THINK IT IS OUTRAGIOUS THAT AN AIRPORT LIKE KENNEDY DOESN'T HAVE A CRYSTAL CLEAR POLICY FOR PROSTETICS IN PLACE AND SUPERVISORS WHO TAKE 25MIN TO SHOW UP.

HOPING TO HEAR FROM YOU. I REMAIN- (b)(6)

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 9/8/2009 5:48:52 PM,JWAN.JENIFER 9/8/2009 5:52:49 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/8/2009 4:54:08 PM

Linked Event IDs:

Responses:

TO SAY I WAS EXTREMELY UPSET. THIS WAS MY FIRST TIME TRAVELING IN 5 YEARS AND AS YOU CAN IMAGINE, IT RUINED MY WEEKEND WITH MY FAMILY WHICH WAS DELAYED BY 4HRS SINCE WE HAD TO TAKE THE NEXT FLIGHT 20 -2 1/2HRS LATER. I THINK IT IS OUTRAGIOUS THAT AN AIRPORT LIKE KENNEDY DOESN'T HAVE A CRYSTAL CLEAR POLICY FOR PROSTETICS IN PLACE AND SUPERVISORS WHO TAKE 25MIN TO SHOW UP.

HOPING TO HEAR FROM YOU. I REMAIN-

(b)(6)

(b)(6) TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#374924-486342#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-11 10:08:58

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 wanted to report that his wife was asked to take off her suit jacket and put it through the X-ray machine and he wants to know if that is procedure @EWR.

Body:

Agent Notes: Informed caller that a CSM can be sent. Informed caller that a CSM can be sent. Caller stated that his wife will call and give her information to file a complaint.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: ALICIA.PINCKNEY 9/11/2009 10:14:12 AM,

Last Update Date:

Opening Agent:

Opened Date: 9/11/2009 10:08:58 AM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-11 14:12:10

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-09-08 14:00:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/10/2009 5:17:01 PM

Name: (b)(6)

Email:

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #595/Jet Blue/Westchester Airport/White Plains, NY/ Sept 8, 2009/ approximately 2PM.

Comments: My aging and infirm parents were flying to Orlando, Florida from White Plains, NY. Both were in wheel chairs. I was allowed to escort my 88 year old mother, and my brother was escorting my 92 year old father. While my mother was being screened within her wheel chair, I turned back to see that the wheel chair had been taken away from my father. He was made to wait on a long line leaning on my brother. When he got to the check point machine, he explained that he had a pacemaker. Instead of putting him straight through for a hand check, they made him teeter all the way back, past where they had taken his wheel chair. By the time he managed to get around to where they hand checked him, his face was ashen, yet they had him lean precariously with his hand on a half wall while they patted him down. By then I was seriously concerned that he would have a heart attack. A pilot who saw the incident voiced his shock to me and said that no one should be treated like that and that TSA should be informed.

I spoke with a TSA representative the next day and he suggested I contact you. I have two suggestions. First in the case of an elderly, infirm person in a wheel chair, it would be wise to inquire if he has a pacemaker before sending him to a long line from which he would then have to return to the same point and beyond. Second, if he's in a wheel chair, just wheel him to the hand check area as they did with my mom, then have him stand momentarily, if he can, while they pat him down.

If he had a heart attack as a result of this thoughtless treatment, the persons involved would have been held responsible for their serious lack of judgement

Agent Notes: METAL IMPLANTS METAL IMPLANTS, Consumer Complaint BCC/CSM Response, BCC HPN CSM at

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 9/11/2009 2:12:10 PM,CHRISTOPHER.WALL 9/11/2009 2:19:51 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/11/2009 11:11:39 AM

Linked Event IDs:

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

Remote Client IP: (b)(6) Date Time: 9/10/2009 5:17:01 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 #595/Jet Blue/Westchester Airport/White Plains, NY/ Sept 8, 2009/ approximately 2PM.

Comments:

My aging and infirm parents were flying to Orlando, Florida from White Plains, NY. Both were in wheel chairs. I was allowed to escort my 88 year old mother, and my brother was escorting my 92 year old father. While my mother was being screened within her wheel chair, I turned back to see that the wheel chair had been taken away from my father. He was made to wait on a long line leaning on my brother. When he got to the check point machine, he explained that he had a pacemaker. Instead of putting him straight through for a hand check, they made him teeter all the way back, past where they had taken his wheel chair. By the time he managed to get around to where they hand checked him, his face was ashen, yet they had him lean precariously with his hand on a half wall while they patted him down. By then I was seriously concerned that he would have a heart attack. A pilot who saw the incident voiced his shock to me and said that no one should be treated like that and that TSA should be informed. I spoke with a TSA representative the next day and he suggested I contact you. I have two suggestions. First in the case of an elderly, infirm person in a wheel chair, it would be wise to inquire if he has a pacemaker before sending him to a long line from which he would then have to return to the same point and beyond. Second, if he's in a wheel chair, just wheel him to the hand check area as they did with my mom, then have him stand momentarily, if he can, while they pat him down. If he had a heart attack as a result of this thoughtless treatment, the persons involved would have been held responsible for their serious lack of judgement.

TCC Control Number: #375974-487556#

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-12 09:18:51

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, ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/11/2009 10:31:16 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): cont. #1112 newark airport

Comments: my wife was traveling to boston for a business meeting...tsa employee told her she had to remove her business suit jacket and place it on the belt to pass thru xray. ..she said why? theres no pockets in it. (note.. the weather was 59 degrees and raining) the dozen or so passengers(male) in front of her were wearing coats and jackets and none were asked to remove them . the tsa employee(hispanic male) said " because i said so"...ive flown 3x this year from newark and have never been asked to remove a jacket unless the metal detector signaled. is this policy or did he just want a better look at a woman in a tank top? pls respond ..and if there is a written policy on this may i have a copy . (ps im 20 yr law enforcement officer in a major city so i already know the reason as well as you do) again if there is a written policy on the removal of suit jackets at screening without the raise of suspicion, i'd like a copy

Agent Notes: Forward FAA Forward FAA, Consistency @ Airports Response, PASSENGER SCREENING GÇô BULKY CLOTHING ITEM, Merged two or more responses.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 9/12/2009 9:18:51 AM,CHRISTOPHER.WALL 9/12/2009 9:25:29 AM,

Last Update Date:

Opening Agent:

Opened Date: 9/11/2009 11:15:30 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, BOS Boston, MA, USA - Logan International Airport,
Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#376219-487833#>>

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>Additionally, 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>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. </P>
<P> </P>
<P>This policy extends to all clothing items and is not directed to any one particular item or group. </P>
<P> </P>
<P>TSOs will use their professional discretion to determine if a particular item could hide a threat object. </P>
<P> </P>
<P>Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as <U>suit and sport coats,</U> athletic warm-up jackets, and blazers for X-ray before proceeding through the walk-through metal detectors. </P>
<P> </P>
<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> </P>
<P>If you have additional questions regarding TSA policy, we encourage you to visit the Federal Aviation Administration's (FAA) website at http://www.faa.gov for assistance. < You may also submit questions on their website if you are unable to find the information you seek. </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: 9/11/09 11:15:32 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>;
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/11/2009 10:31:16 AM

<TABLE style="WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>

<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>cont. #1112 newark airport</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>my wife was traveling to boston for a business meeting...tsa employee told her she had to remove her business suit jacket and place it on the belt to pass thru xray. ...she said why? theres no pockets in it. (note.. the weather was 59 degrees and raining) the dozen or so passengers(male) in front of her were wearing coats and jackets and none were asked to remove them . the tsa employee(hispanic male) said " because i said so"...ive flown 3x this year from newark and have never been asked to remove a jacket unless the metal detector signaled. is this policy or did he just want a better look at a woman in a tank top? pls respond .and if there is a written policy on this may i have a copy . (ps im 20 yr law enforcement officer in a major city so i already know the reason as well as you do) again if there is a written policy on the removal of suit jackets at screening without the raise of suspicion, i'd like a copy.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#376219-487833#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-12 15:20:16

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 asked why his wife was selected for screening.

Body:

Agent Notes: Informed caller that it was a random selection. Informed caller that it was a random selection.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: FRANCES.JONES 9/12/2009 3:25:20 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/12/2009 3:20:16 PM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN Westchester County, NY, USA - Westchester County 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: 2009-09-14 13:57:20

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/13/2009 3:57:25 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): United #7321 depart ROC to IAD

Comments: My dad left on a trip today with his liquid prescribed medication in a zip lock bag. The TSA agent made him break the seal to inspect it and then she put it back in the zip lock w/o sealing the bottle tight or the zip lock bag. Thus the liquid leaked out into his carry on bag.

Further she questioned him about when he takes the medication and how frequently. He told her he had taken it this morning. She then wanted to know how come the bottle was still sealed. He told her that he had enough left in a bottle at home to take this morning and brought a new bottle for the trip. He then had to explain to her that he takes it in the morning. Are TSA agents becoming doctors???

If it is prescription meds, liquid, with the pharmacy label, sealed from the mfg of the medication, why did he have to open it?

Further, shouldn't the TSA agent know enough to make sure the bottle was securely sealed and the zip lock bag completely zipped?

The man is 82 years old, requires a wheelchair and had to go through all that. I fully agree with security, but this one takes the cake!

I would really like an explanation of why this was done

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC ROC CSQIM Carole Worth at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 9/14/2009 1:57:20 PM, JWAN.JENIFER 9/14/2009 2:00:27 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/14/2009 11:17:56 AM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County Airport, IAD Washington, DC, USA - Washington-Dulles International,
Airline: United Airlines -United Airlines -,
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#376838-488548#>>

Body:

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

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

<P> </P>

<P>Because your complaint is regarding screening at ROC, 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 our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

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

<div>--- Original Message ---
From: (b)(6);
Received: 9/14/09 11:17:56 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/13/2009 3:57:25 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>United #7321 depart ROC to IAD</TD></TR>

<TR>

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

<TD>My dad left on a trip today with his liquid prescribed medication in a zip lock bag. The TSA agent made him break the seal to inspect it and then she put it back in the zip lock w/o sealing the bottle tight or the zip lock bag. Thus the liquid leaked out into his carry on bag.

Further she questioned him about when he takes the medication and how frequently. He told her he had taken it this morning. She then wanted to know how come the bottle was still sealed. He told her that he had enough left in a bottle at home to take this morning and brought a new bottle for the trip. He then had to explain to her that he takes it in the morning. Are TSA agents becoming doctors??

If it is prescription meds, liquid, with the pharmacy label, sealed from the mfg of the medication, why did he have to open it?

Further, shouldn't the TSA agent know enough to make sure the bottle was securely sealed and the zip lock bag completely zipped?

The man is 82 years old, requires a wheelchair and had to go through all that. I fully agree with security, but this one takes the cake!

I would really like an explanation of why this was done.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#376838-488548#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-14 16:31:27

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, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/13/2009 8:09:48 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): Recently at EWR airport checkpoint C-2

Comments: I have traveled with my hand weights for many months. But today I was denied access through security because, according to the supervisor, my weights exceeded 5lbs and would not be permitted through. I am a crewmember and did not believe this, and after reviewing the prohibited items on the TSA website, there is no such rule that I could find. As I stated, I am a crewmember and have traveled without problem with these weights, but for some reason in EWR they had a problem with my weights. This is not any different than carrying weight of an item of any sort, I do not see why a hand weight is prohibited. COuld you please provide feedback regarding this matter

Agent Notes: Screeners have the final say Screeners have the final say, Consistency @ Airports Response, Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 9/14/2009 4:31:27 PM,JWAN.JENIFER 9/14/2009 4:35:31 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/14/2009 11:19:02 AM

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 <<#376906-488620#>>

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 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> </P>

<P>TSA's current security screening procedures require all carry-on luggage and accessible property be screened before passengers take them 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 poses a security threat. Ultimately, TSA security screening personnel make the final decision on whether to permit an item into the sterile area of the airport. </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>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 is helpful. </P>

<P> </P>

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

<div>--- Original Message ---
From: (b)(6)
Received: 9/14/09 11:19:02 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/13/2009 8:09:48 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Items Not Permitted Through the Security Checkpoint</TD></TR>

<TR>

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

<TD>Recently at EWR airport checkpoint C-2</TD></TR>

<TR>

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

<TD>I have traveled with my hand weights for many months. But today I was denied access through security because, according to the supervisor, my weights exceeded 5lbs and would not be permitted through. I am a crewmember and did not believe this, and after reviewing the prohibited items on the TSA website, there is no such rule that I could find. As I stated, I am a crewmember and have

traveled without problem with these weights, but for some reason in EWR they had a problem with my weights. This is not any different than carrying weight of an item of any sort, I do not see why a hand weight is prohibited. COuld you please provide feedback regarding this matter.

----- TCC Control Number: -----
<<#376906-488620#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-16 14:13:13

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-09-07 19:30:00

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:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, Re: TSA Contact Us: Complaints

Body: The Airport: JFK

Date: Sept 7, 2009

Time of Incident: around 7:30pm

Airline: United

Contact number: cell- (b)(6)

On Tue, Sep 15, 2009 at 5:06 PM, TSA-ContactCenter <TSA-ContactCenter@dhs.gov> wrote:

Thank you for your e-mail message. We appreciate that you took the time to share this information with us.

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

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

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

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

We hope this information is helpful.

TSA Contact Center

--- Original Message ---

From: <(b)(6)>
Received: 9/14/09 7:25:31 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/14/2009 6:53:00 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): From NYC to LAX

United Flight 29

Terminal 7

Gate 9

Boarding Time: 7:59pm

Date: September 7, 2009

Comments: I happened to arrive to my flight a little after the 45 minute cut off time to check my luggage, so I ended up having to take my luggage as carry-on. I was then asked (by the United worker who checked me in) to empty all of my liquids more than the allotted amount out and throw them away. I forgot I had my face wash in my bag, and I was real disappointed that I had to throw it away. So the United worker said that she would walk me over to TSA and ask if I could still take my face wash with me. I knew they would probably say "no" but we asked anyway. Sure enough, the TSA workers say "NO" because it looked like I still had about 8oz of liquid in the bottle, and that was too much, so I sighed "Man, there goes my \$75 face wash". The United worker asks, "does your face wash really cost that much?" and i make a sad face, and say "yeah, but I guess that's ok. At least I can make it onto my flight, that's all that matters, it's just money". So the United worker told me that I have better get in line for Security, since my flight was going to start boarding soon. So I get in line, and the United worker yells over to her friend in TSA and asks if she wants my face wash. As i'm standing with everything already in the bins to go through security, and my shoes off, the TSA lady takes the bag and asks what it was, and the United worker tells her that it's some Kheils lotion, and a real expensive face wash. And then the TSA worker takes it, and thanks the United worker for thinking of her.

Now, I feel like i've been robbed of my liquids vs. it being my fault for being late, so I had to throw my liquids away. I don't know what your policy is, but I am pretty sure that taking things from others is NOT allowed. Right now, I feel robbed and violated. It's one thing for me to have just emptied the liquid and thrown it away, but it's another thing if I am seeing before my eyes my personal items being passed around as a gifts. I am very disappointed in what I saw , and if i hadn't been in such a rush, then I would have spoken up, and asked to speak with a TSA manager. I regret doing so now, but this is why I'm making the complaint.

Now I know there isn't anything you can do about it now, but i don't want this happening to anyone else, and it just makes the TSA corporation look very unprofessional. You guys already receive a lot of bad press due to incidences like these, all I ask is that you get your act together and make some changes. Hire people with real educations, and make this important job what it should be about, protecting this country and it's people, and NOT about stealing!

----- TCC Control Number: -----
<<#377358-489156#>>

--
(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, Added JFK and BCC'd CSQIM

Tiesha Walker-Patterson (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: KEVIN.BROWN 9/16/2009 2:13:13 PM,KEVIN.BROWN 9/16/2009 2:17:35 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/16/2009 11:56:35 AM

Linked Event IDs:

Responses:

Response

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

Airline: United AirlinesUnited 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 <<#377358-489156#>>

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) &It;(b)(6) :
Received: 9/16/09 11:56:34 AM EDT
To: "TSA Contact Center" &It;TSA-ContactCenter@dhs.gov>
Subject: Re: TSA Contact Us: Complaints

The

Airport: JFK
Date: Sept 7, 2009
Time of Incident: around 7:30pm
Airline: United
Contact number: cell (b)(6)

(b)(6)

<DIV class=gmail_quote>On Tue, Sep 15, 2009 at 5:06 PM, TSA-ContactCenter &It;TSA-ContactCenter@dhs.gov> wrote:

<BLOCKQUOTE class=gmail_quote style="PADDING-LEFT: 1ex; MARGIN: 0pt 0pt 0pt 0.8ex; BORDER-LEFT: rgb(204,204,204) 1px solid"><DIV style="BACKGROUND: rgb(255,255,255); -moz-background-clip: border; -moz-background-origin: padding; -moz-background-inline-policy: continuous" bgcolor="#ffffff">

<DIV style="WIDTH: 100%; COLOR: rgb(0,0,0); FONT-FAMILY: Arial; WORD-WRAP: break-word">

<P>Thank you for your e-mail message. We appreciate that you took the time to share this information with us. </P>

<P></P>

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

<U>Specific name of the (NYC) airport where the incident occurred</U>

Date and time of incident

Airline

Contact number if one is available.
<P>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. </P>
<P></P>

<P>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. </P>

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

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

<DIV>--- Original Message ---
From: <(b)(6)>>
Received: 9/14/09 7:25:31 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP:(b)(6)
Date Time: 9/14/2009 6:53:00 PM

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

<TBODY>

<TR>

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

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

<TR>

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

<TD><A href="mailto:(b)(6)" target=_blank:(b)(6)</TD></TR>

<TR>

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

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

<TR>

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

<TD>From NYC to LAX
United Flight 29
Terminal 7
Gate 9
Boarding Time: 7:59pm
Date: September 7, 2009</TD></TR>

<TR>

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

<TD>I happened to arrive to my flight a little after the 45 minute cut off time to check my luggage, so I ended up having to take my luggage as carry-on. I was then asked (by the United worker who checked me in) to empty all of my liquids more than the allotted amount out and throw them away. I forgot I had my face wash in my bag, and I was real disappointed that I had to throw it away. So the United worker said that she would walk me over to TSA and ask if I could still take my face wash with me. I knew they would probably say "no" but we asked anyway. Sure enough, the TSA workers say "NO" because it looked like I still had about 8oz of liquid in the bottle, and that was too much, so I sighed "Man, there goes my \$75 face wash". The United worker asks, "does your face wash really cost that much?" and i make a sad face, and say "yeah, but I guess that's ok. At least I can make it onto my flight, that's all that matters, it's just money". So the United worker told me that I have better get in line for Security, since my flight was going to start boarding soon. So I get in line, and the United worker yells over to her friend in TSA and asks if she wants my face wash. As i'm standing with everything already in the bins to go through security, and my shoes off, the TSA lady takes the bag and asks what it was, and the United worker tells her that it's some Kheils lotion, and a real expensive face wash. And then the TSA worker takes it, and thanks the United worker for thinking of her.

Now, I feel like i've been robbed of my liquids vs. it being my fault for being late, so I had to throw my liquids away. I don't know what your policy is, but I am pretty sure that taking things from others is NOT allowed. Right now, I feel robbed and violated. It's one thing for me to have just emptied the liquid and thrown it away, but it's another thing if I am seeing before my eyes my personal items being passed around as a gifts. I am very disappointed in what I saw , and if i hadn't been in such a rush, then I would have spoken up, and asked to speak with a TSA manager. I regret doing so now, but this is why I'm making the complaint.

Now I know there isn't anything you can do about it now, but i don't want this happening to anyone else, and it just makes the TSA corporation look very unprofessional. You guys already receive a lot of bad press due to incidences like these, all I ask is that you get your act together and make some changes. Hire people with real educations, and make this important job what it should be about, protecting this country and it's people, and NOT about stealing!</TD></TR></TBODY></TABLE></DIV>

----- TCC Control Number: -----
<<#377358-489156#>></DIV></BLOCKQUOTE></DIV>
<BR clear=all>

(b)(6)
(b)(6)
cell: (b)(6)
google voice: (b)(6)
(b)(6)
</div>

----- TCC Control Number: -----
<<#377358-489156#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-16 15:40:06

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/15/2009 10:40:08 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): Working as a crew member on flight 1555 West Palm bch to Newark. Continental Airlines.

Comments: I thought working flight crew had different restrictions than paxs. I was held to the pax restrictions and when asked when did it chg was told it was last week. I then asked to see in writing and was told no way. I also was told that it is not the same in every city. Are we not one country? I have a problem when told by my Co in West Palm that the TSA is upset with Continental and has decided to take it out on all employees

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 9/16/2009 3:40:06 PM,CHRISTOPHER.WALL 9/16/2009 3:42:55 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/16/2009 11:57:12 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, PBI West Palm Beach, FL, USA - Palm Beach 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 <<#377893-489770#>>

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: 9/16/09 11:57:14 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/15/2009 10:40:08 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):
Working as a crew member on flight 1555 West Palm bch to Newark. Continental Airlines.
Comments:
I thought working flight crew had different restrictions than paxs. I was held to the pax restrictions and when asked when did it chg was told it was last week. I then asked to see in writing and was told no way. I also was told that it is not the same in every city. Are we not one country? I have a problem when told by my Co in West Palm that the TSA is upset with Continental and has decided to take it out on all employees.

----- TCC Control Number: -----
<<#377893-489770#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-23 13:42:03

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

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

Body: Good afternoon.

Forwarding this email to your office for appropriate handling.

Thank you.

From: (b)(6)

Sent: Monday, September 21, 2009 10:01 PM

To: Civilrights, TSA

Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM

<http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/21/2009 10:00:46 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

Flight Info (If applicable. Enter

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

Delta Flight #106 / to Frankfurt, dep. at 6:45 PM from gate 05
incident occurred around 4 PM

Comments:

Dear Sir/Madam:

I had a terrifying experience with a security agent on May 12, 2009 at the security checkpoint in Delta's terminal 3 at JFK.

It took me this long to contact the TSA because I did not want to get upset again by writing about the horrible experience I would like to forget. But I'm traveling again soon and the thought of the shocking treatment is making me sick all over again. This happened in the afternoon before check-in to Delta's flight # 106 to Frankfurt.

As requested, I took off my shoes, but being anxious about collecting the dust, dirt and germs on my socks and then transferring them into the shoes when putting them on again, I asked the screening person if it's still not allowed to use protective plastic bags placed over the socks.

(I had tried at another flight to place plastic bags over my socks to avoid catching the germs from the floor, but was not permitted and had to remove the protective see-through bags.) She looked at me, did not respond and had an attitude that could be taken as unsympathetic or even hostile. I proceeded to make the observation politely but firmly that the conditions the traveling public has to submit to is not adequate from a hygiene point of view and is conducive to making us sick especially in a period of swine flu scare. I said there should be a better way in a civilized country and that I feel dirty like a pig. At this point the guard standing at the desk said something to the screening clerk. Then I heard her saying to him that I said this is a country of pigs while I was putting on my shoes. He started yelling at me to get out of his security check point. He said he will not allow me through his checkpoint. I thought I'm not hearing well. He was yelling angrily out of control. He shouted that I get out of there or he'll call the police. I said that he could call the police but I didn't do anything wrong but am anxious and worried about germs. He would not listen to my trying to reason with him and picked up my carry-on bag and, with force, threw it away several yards from the security gate and just shouted that I get out of there. I was stunned and could not even move. He refused to give me his name. I could not see clearly because of the tears I had in my eyes. He kept yelling that I get out of there and went to pick up my bag again and threw it further from where it landed the first time. A tourist heading back to Germany who was on the same flight and witnessed what happened could not believe what happened to me. Another security guard came from beyond the checkpoint to help. He picked up my bag and walked with me to the other security checkpoint where I had to go through again. This security person gave me his name which unfortunately I misplaced, but said he could not give me the other guy's name. He understood my anxiety about germs but said these were the procedures. I do understand that there are procedures but why can't I protect myself from getting germs on me that could make me sick?

I want to point out that from the throwing of my carry-on bag one of the wheels got damaged and was squeaking and the video camera was not functioning when I tried using it after arrival.

While most security personnel are doing a good job in trying to keep the traveling public safe, this was a traumatic experience that nobody should be subjected to.

I have heart problems and have to travel soon again and am terrified about germs and that I'll encounter this security person again.

I have no health insurance and am extra careful about hygiene. I would like to use plastic protective bags over my stockings and I need to know if I can attempt this at security. If this is not allowed is it possible to go through the gate with shoes and request a special screening where they can screen my shoes while I sit down so I would not have to walk barefoot collecting the germs from the dirty floor.

Please inform me.

Thank you

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, Assistive Devices Response, BCC CSM Tieshawalkerpatterson at (b)(6)

Merged Responses

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 9/23/2009 1:42:03 PM,COREY.SHELTON 9/23/2009 1:53:21 PM,COREY.SHELTON 9/23/2009 1:54:08 PM,COREY.SHELTON 9/23/2009 1:54:29 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/22/2009 7:53:10 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, FRA Frankfurt, Germany - Frankfurt International,

Airline: Delta AirDelta Air,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: FW: TSA Contact Us: Complaints <<#38072-492647#>>

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. We are sorry you were unhappy with your recent travel experience.</FONT> </P>
<P>&nbsp;</P>
```

```
<P><FONT face=" Helvetica, sans-serif,Arial">Because your complaint is regarding screening at&nbsp;&nbsp;&nbsp;JFK, we have forwarded a copy of your email to the Customer Service Manager at that airport for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. Please keep in mind that if you ever&nbsp;&nbsp;&nbsp;encounter problems with the screening process, ask to speak with the TSA security supervisor immediately.&nbsp;&nbsp;&nbsp;You can also&nbsp;&nbsp;&nbsp;report problems encountered while traveling by calling us,&nbsp;&nbsp;&nbsp;the TSA Contact Center toll free at 1-866-289-9673.</FONT> </P>
<P>&nbsp;</P>
```

```
<P><FONT face=" Helvetica, sans-serif,Arial">Please understand that we monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.</FONT> </P>
```

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

```
<P class=msonormal style="MARGIN: 0in 0in 0pt"><SPAN><FONT face=Arial,sans-serif color=black>With that said, you<B>
</B></FONT></SPAN><FONT face=Arial,sans-serif color=black><SPAN>may wish to file a claim for damages&nbsp;&nbsp;&nbsp;by completing the Standard Form 95 (claim form).</SPAN><SPAN>&nbsp;</SPAN><SPAN><SPAN>Claim forms are available on our website at
</SPAN></FONT><U><SPAN><FONT face=Arial,sans-serif color=#0000ff>www.tsa.gov.</FONT></SPAN></U><SPAN><FONT face=Arial,sans-serif>&nbsp;</FONT></SPAN><SPAN><FONT face=Arial,sans-serif color=black>If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.</FONT></SPAN></P>
```


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

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

Complaints:

</p>

</td>

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

<p class="msonormal">

Civil Rights

</p>

</td>

</tr>

<tr>

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

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

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

</p>

</td>

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

<p class="msonormal">

Delta Flight #106 / to Frankfurt, dep. at 6:45 PM from gate 05<br clear="none">incident occurred around 4 PM

</p>

</td>

</tr>

<tr>

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

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

Comments:

</p>

</td>

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

<p class="msonormal">

Dear Sir/Madam:<br clear="none">I had a terrifying experience with a security agent on May 12, 2009 at the security checkpoint in Delta's terminal 3 at JFK.<br clear="none">It took me this long to contact the TSA because I did not want to get upset again by writing about the horrible experience I would like to forget. But I'm traveling again soon and the thought of the shocking treatment is making me sick all over again. This happened in the afternoon before check-in to Delta's flight # 106 to Frankfurt.<br clear="none">As requested, I took off my shoes, but being anxious about collecting the dust, dirt and germs on my socks and then transferring them into the shoes when putting them on again, I asked the screening person if it's still not allowed to use protective plastic bags placed over the socks. (I had tried at another flight to place plastic bags over my socks to avoid catching the germs from the floor, but was not permitted and had to remove the protective see-through bags.) She looked at me, did not respond and had an attitude that could be taken as unsympathetic or even hostile. I proceeded to make the observation politely but firmly that the conditions the traveling public has to submit to is not adequate from a hygiene point of view and is conducive to making us sick especially in a period of swine flu scare. I said there should be a better way in a civilized country and that I feel dirty like a pig. At this point the guard standing at the desk said something to the screening clerk. Then I heard her saying to him that I said this is a country of pigs while I was putting on my shoes. He started yelling at me to get out of his security check point. He said he will not allow me through his checkpoint. I thought I'm not hearing well. He was yelling angrily out of control. He

shouted that I get out of there or he'll call the police. I said that he could call the police but I didn't do anything wrong but am anxious and worried about germs. He would not listen to my trying to reason with him and picked up my carry-on bag and, with force, threw it away several yards from the security gate and just shouted that I get out of there. I was stunned and could not even move. He refused to give me his name. I could not see clearly because of the tears I had in my eyes. He kept yelling that I get out of there and went to pick up my bag again and threw it further from where it landed the first time. A tourist heading back to Germany who was on the same flight and witnessed what happened could not believe what happened to me. Another security guard came from beyond the checkpoint to help. He picked up my bag and walked with me to the other security checkpoint where I had to go through again. This security person gave me his name which unfortunately I misplaced, but said he could not give me the other guy's name. He understood my anxiety about germs but said these were the procedures. I do understand that there are procedures but why can't I protect myself from getting germs on me that could make me sick?
I want to point out that from the throwing of my carry-on bag one of the wheels got damaged and was squeaking and the video camera was not functioning when I tried using it after arrival.
While most security personnel are doing a good job in trying to keep the traveling public safe, this was a traumatic experience that nobody should be subjected to.
I have heart problems and have to travel soon again and am terrified about germs and that I'll encounter this security person again.
I have no health insurance and am extra careful about hygiene. I would like to use plastic protective bags over my stockings and I need to know if I can attempt this at security. If this is not allowed is it possible to go through the gate with shoes and request a special screening where they can screen my shoes while I sit down so I would not have to walk barefoot collecting the germs from the dirty floor.
Please inform me.
Thank you

</p>

</td>

</tr>

</table></div>

----- TCC Control Number: -----
<<#38072-492647#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-23 16:26:04

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: THE INCIDENT THAT I INQUIRED ABOUT WAS NOT A CREW MEMBER. (b)(6) IS THE MANAGER AT LGA AIRPORT. SHE BYPASSED TSA SECURITY AND ENTERED BY THE RAMP WHERE THE EMPLOYEES WORK AT LGA AIRPORT. I WAS INFORMED THAT THERE IS A SPECIAL LIST THAT ALLOWED NOT TO BE SCREENED. MY QUESTION TO YOU IS WHAT IS THE SAFEGUARD TO PREVENT SOMEONE CARRYING SOMETHING THAT SHOULD NOT BE ON THE AIRCRAFT AND MAKING SURE THE PUBLIC IS SAFE.

From: TSA-ContactCenter@dhs.gov

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#379196-491296#>>

Date: Sun, 20 Sep 2009 15:34:02 -0400

Thank you for your e-mail concerning the Transportation Security Administration's (TSA) exemptions for airline crew members.

Flight crewmembers are given certain allowances during the screening process. In July 2008, TSA launched CrewPASS, a test program designed to evaluate expedited access to secure areas of airports for properly credentialed commercial flight deck crew members. The program is a mandate of the 9/11 bill and was implemented at Baltimore/Washington International Thurgood Marshall Airport, Pittsburgh International Airport and Columbia (S.C.) Metropolitan Airport.

Eligible flight deck crew members can enter the secure area of these checkpoints via the exit lane of the security checkpoint after presenting their airline-issued identification and another form of ID to transportation security officers (TSOs). TSOs check crew members' credentials via a secure, real-time flight deck crew member database that includes a picture and other information to verify the individual's identity. Flight deck crew members who use this program will be subject to random screening, observation by behavior detection officers and other layers of security.

This test, which is being conducted in cooperation with the Air Line Pilots Association, will be limited to flight deck crew members in uniform. Preliminary testing will allow TSA to test concepts and adjust or enhance any system to make wider deployment feasible. For more information about CrewPASS, visit TSA's website at www.tsa.gov.

We hope this information is helpful.

TSA Contact Center

--- Original Message ---

From: <(b)(6)>
Received: 9/19/09 2:01:40 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/19/2009 1:31:59 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): FLT 313/16SEP LGA AIRPORT // AMERICAN AIRLINES....

Comments: (b)(6) PASSENGER SERVICE MANAGER OF AMERICAN AIRLINES CROSSED THE RAMP AND ENTERED THE TERMINAL TO BOARD A AIRCRAFT. SHE WAS CAUGHT BY TSA AND WAS SEARCHED AND ALLOWED TO BOARD THE AIRCRAFT. I LATER INQUIRED ABOUT IT AND WAS TOLD THE CERTAIN EMPOLYEEES DO NOT HAVE TO BE SEARCHED WHEN TRAVELING ON BUSINESS. I AM NOT COMFORTABLE WITH THIS AND WOULD LIKE THE RULES AND REGULATIONS OF TRAVEL FROM YOU. IN LIGHT OF EMPLOYEES TRAFFICKING DRUGS AND THIS ECONOMY PEOPLE NOT BEING THEMSELVES THAT WE DO NOT KNOW WHAT ACTIONS THEY WILL TAKE FOR EXAMPLE THE MAN THAT KILLED HIS ENTIRE FAMILY BECAUSE OF WHAT HE HAD DONE AT WORK. I TRAVEL WITH MY FAMILY AND THOUGHT THAT I WAS SAFE EVERY PERSON GETTING ON A AIRCRAFT HAD BEEN SEARCHED AND NOW I KNOW THAT IS NOT TRUE. PLEASE ADVISE ME OF WHAT THE POLICY IS OF THE GOVERNMENT ON SCREENING AND THE PROTECTION OF THE PUBLIC

----- TCC Control Number: -----
<<#379196-491296#>>

Hotmail-« has ever-growing storage! DonGÇÖt worry about storage limits. Check it out.
<http://windowslive.com/Tutorial/Hotmail/Storage?ocid=TXT_TAGLM_WL_HM_Tutorial_Storage_062009>

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

(b)(6)

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: JWAN.JENIFER 9/23/2009 4:26:04 PM,JWAN.JENIFER 9/23/2009 4:29:13 PM,
Last Update Date:
Opening Agent:
Opened Date: 9/22/2009 7:54:00 PM
Linked Event IDs:

Responses:

Response
Airport: LGALGA New York, NY, USA - Lagueardia,
Airline:
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: RE: TSA Contact Us: Complaints <<#379196-491296#>>

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><FONT face=" Helvetica, sans-

serif,Arial" size=3>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 www.tsa.gov </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 our www.tsa.gov </P>

<P> </P>

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

<div>--- Original Message ---
From: (b)(6) <(b)(6)> >
Received: 9/22/09 7:54:00 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: RE: TSA Contact Us: Complaints

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

THE INCIDENT THAT I INQUIRED ABOUT WAS NOT A CREW MEMBER. BETH NORTON IS THE MANAGER AT LGA AIRPORT. SHE BYPASSED TSA SECURITY AND ENTERED BY THE RAMP WHERE THE EMPLOYEES WORK AT LGA AIRPORT. I WAS INFORMED THAT THERE IS A SPECIAL LIST THAT ALLOWED NOT TO BE SCREENED. MY QUESTION TO YOU IS WHAT IS THE SAFEGUARD TO PREVENT SOMEONE CARRYING SOMETHING THAT SHOULD NOT BE ON THE AIRCRAFT AND MAKING SURE THE PUBLIC IS SAFE.

<HR id=stopSpelling>

From: TSA-ContactCenter@dhs.gov
To: (b)(6)
Subject: Re: TSA Contact Us: Complaints <<#379196-491296#>>
Date: Sun, 20 Sep 2009 15:34:02 -0400

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

<DIV style="WIDTH: 100%; COLOR: #000000; FONT-FAMILY: Arial; WORD-WRAP: break-word">Thank you for your e-mail concerning the Transportation Security Administration's (TSA) exemptions for airline crew members.

Flight crewmembers are given certain allowances during the screening process.

In July 2008, TSA launched CrewPASS, a test program designed to evaluate expedited access to secure areas of airports for properly credentialed commercial flight deck crew members. The program is a mandate of the 9/11 bill and was implemented at Baltimore/Washington International Thurgood Marshall Airport, Pittsburgh International Airport and Columbia (S.C.) Metropolitan Airport.

Eligible flight deck crew members can enter the secure area of these checkpoints via the exit lane of the security checkpoint after presenting their airline-issued identification and another form of ID to transportation security officers (TSOs).

TSOs check crew members' credentials via a secure, real-time flight deck crew member database that includes a picture and other information to verify the individual's identity. Flight deck crew members who use this program will be subject to random screening, observation by behavior detection officers and other layers of security.

This test, which is being conducted in cooperation with the Air Line Pilots Association, will be limited to flight deck crew members in uniform.

Preliminary testing will allow TSA to test concepts and adjust or enhance any system to make wider deployment feasible.

For more information about CrewPASS, visit TSA's website at www.tsa.gov

We hope this information is helpful.

TSA Contact Center

</DIV>

<DIV>--- Original Message ---
From: <(b)(6)> >
Received: 9/19/09 2:01:40 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/19/2009 1:31:59 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>FLT 313/16SEP LGA AIRPORT // AMERICAN AIRLINES....</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>(b)(6) PASSENGER SERVICE MANAGER OF AMERICAN AIRLINES CROSSED THE RAMP AND ENTERED THE TERMINAL TO BOARD A AIRCRAFT. SHE WAS CAUGHT BY TSA AND WAS SEARCHED AND ALLOWED TO BOARD THE AIRCRAFT. I LATER INQUIRED ABOUT IT AND WAS TOLD THE CERTAIN EMPOLYEES DO NOT HAVE TO BE SEARCHED WHEN TRAVELING ON BUSINESS. I AM NOT CONFORTABLE WITH THIS AND WOULD LIKE THE RULES AND REGULATIONS OF TRAVEL FROM YOU. IN LIGHT OF EMPLOYEES TRAFFICKING DRUGS AND THIS ECONOMY PEOPLE NOT BEING THEMSELVES THAT WE DO NOT KNOW WHAT ACTIONS THEY WILL TAKE FOR EXAMPLE THE MAN THAT KILLED HIS ENTIRE FAMILY BECAUSE OF WHAT HE HAD DONE AT WORK. I TRAVEL WITH MY FAMILY AND THOUGHT THAT I WAS SAFE EVERY PERSON GETTING ON A AIRCRAFT HAD BEEN SEARCHED AND NOW I KNOW THAT IS NOT TRUE. PLEASE ADVISE ME OF WHAT THE POLICY IS OF THE GOVERNMENT ON SCREENING AND THE PROTECTION OF THE PUBLIC</TD></TR></TBODY></TABLE></DIV>

----- TCC Control Number: -----
<<#379196-491296#>>

<HR>
 Hotmail-« has ever-growing storage! DonGÇÖt worry about storage limits. Check it out. </div>

----- TCC Control Number: -----
<<#379196-491296#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-26 14:06:42

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-09-16 15:15:00

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:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/25/2009 2:05:44 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UAairways #4756 at 3:15 pm on 16Sep09

Comments: My comments are regarding my recent experience as listed above in the Rochester, NY airport at the central checkpoint location. As a frequent traveler, I approached the security screening with noone in line and randomly selected the middle row. I passed through the boarding pass and ID check and started to place my items on the belt to go through the screener. A TSA representative told me I could put away my ID and paperwork. I did. My stuff went through the scanner like usual and I proceeded into what I thought was the "puffer" machine. Once inside of this machine, the two TSA representatives on the other side told me to turn to my left and make a triangle with my hands to place over my head. I asked them "what?" Looking perplexed, the TSA representative indicated I was about to get a full body xray. I asked how much radiation would be emitted to me and the TSA representative said very little. The scan took place. At no time was I ever asked if I was pregnant, nursing or if I had a medical condition that would preclude me from being in an xray machine. As I asked more questions, the TSA representative walked me back through the machine to show me a plaquard on the other side indicating what the xray looked like. He told me that my images were secured from other passengers viewing, but never informed me where the images went, how long they would be stored and if they would be destroyed. I feel quite strongly that there was a complete lack of communication to passengers coming through screening to warn them ahead of time that they are entering an xray machine. I believe the current procedures being carried out at the Rochester airport puts passengers at added health risks. Communication and appropriate screening of passenger medical histories need to be considered prior to a passenger entering one of these "piloted" machines. Information regarding the amount of radiation being emitted to a passenger should be clearly documented, visual and communicated to passengers. As a frequent flyer, I am in airports several times a week and going through check points frequently. If the raditation being emitted to me is little, how much is given to me or other passengers when passengers are going through 2-3 times a day? I was not given an option to use any other method of screening. This clearly is not effective moving forward for medical reasons listed above

Agent Notes: Thank You Response Thank You Response,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 9/26/2009 2:06:41 PM,CHRISTOPHER.WALL 9/26/2009 2:08:48 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/26/2009 10:45:57 AM

Linked Event IDs:

Responses:

Response

Airport: ROCROC Rochester, NY, USA - Monroe County 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: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#381490-494018#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. <BR clear=none> <BR clear=none>Please accept our appreciation for taking the time to share your thoughts and concerns with us. Your help and support are important contributions to ensuring the safety and security of the Nation's aviation system.<BR clear=none> <BR clear=none>We encourage you to check the latest information at www.tsa.gov. <BR clear=none> </P><P><BR clear=none>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: (b)(6);
Received: 9/26/09 10:45:57 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP (b)(6)
Date Time: 9/25/2009 2:05:44 PM

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<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>UAairways #4756 at 3:15 pm on 16Sep09</TD></TR>

<TR>

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

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emitted to me is little, how much is given to me or other passengers when passengers are going through 2-3 times a day? I was not given an option to use any other method of screening. This clearly is not effective moving forward for medical reasons listed above.

----- TCC Control Number: -----
<<#381490-494018#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-28 11:46:40

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, TSA Contact Us: Security Issues

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

Remote Client IP: (b)(6)

Date Time: 9/27/2009 1:37:29 PM

Security Issues All Other Security Issues

Name: tara cortes

Email: (b)(6)

Message: On August 6th, 2009 my husband and I were traveling on Delta from JFK to Honolulu through Salt Lake City. We were going through security at about 6:30 AM when a gentleman jumped ahead of the line with his backpack after cajoling with the person who checks your ID. He proceeded to go through the security check with his shoes on and when he was putting things into his backpack I saw loose bottles of what appeared to be cologne in a bottle that looked to hold about 8 oz and other loose bottles. When I asked how come he was allowed to go through with his shoes on I was told "Oh he is an employee so it is OK". With a suitcase and a backpack he appeared to be traveling and even so, it seems employees must be held to the same standards to prevent breaks in security systems. Your thoughts on this?

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 9/28/2009 11:46:40 AM, JWAN.JENIFER 9/28/2009 11:48:32 AM,

Last Update Date:

Opening Agent:

Opened Date: 9/28/2009 10:33:37 AM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, HNL Honolulu, HI, USA - Honolulu International, SLC Salt Lake City, UT, USA - Salt Lake City International Arpt,

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: Security Issues <<#381896-494478#>>

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>Please 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: 9/28/09 10:33:45 AM EDT
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.shtm

Remote Client IP: (b)(6)
Date Time: 9/27/2009 1:37:29 PM

Security Issues
All Other Security Issues
Name:
(b)(6)
Email:
(b)(6)
Message:
On August 6th, 2009 my husband and I were traveling on Delta from JFK to Honolulu through Salt Lake City. We were going through security at about 6:30 AM when a gentleman jumped ahead of the line with his backpack after cajoling with the person who checks your ID. He proceeded to go through the security check with his shoes on and when he was putting things into his backpack I saw loose bottles of what appeared to be cologne in a bottle that looked to hold about 8 oz and other loose bottles. When I asked how come he was allowed to go through with his shoes on I was told "Oh he is an employee so it is OK". With a suitcase and a backpack he appeared to be traveling and even so, it seems employees must be held to the same standards to prevent breaks in security systems. Your thoughts on this?

----- TCC Control Number: -----
<<#381896-494478#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-29 14:50:25

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-08-26 07:45:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/28/2009 2:56:38 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

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

Newark Airport

Terminal C

Gate C83

Date: August 26, 2009

Time: Approximately 7:45 am

Comments: My boss - (b)(6) - was accidentally given another passenger's boarding pass by a Continental ticket agent. He never looked at it, and went through Security with his own passport and a boarding pass for (b)(6). Sadly, the security officer never noticed it either.... I have the incorrect boarding pass with the security officer's initials on it if you want it

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, BCC EWR CSM at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 9/29/2009 2:50:25 PM,CHRISTOPHER.WALL 9/29/2009 2:52:29 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/28/2009 6:51:23 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: Complaints <<#382319-494989#>>

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: 9/28/09 6:51:50 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/28/2009 2:56:38 PM

<TABLE style="WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inattentive Screener - Lax Security</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Continental
Newark Airport
Terminal C
Gate C83
Date: August 26, 2009
Time: Approximately 7:45 am</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>My boss (b)(6) was accidentally given another passenger's boarding pass by a Continental ticket agent. He never looked at it, and went through Security with his own passport and a boarding pass for (b)(6) Sadly, the security officer never noticed it either.... I have the incorrect boarding pass with the security officer's initials on it if you want it.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#382319-494989#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-29 16:51:42

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/28/2009 7:16:31 PM

Name: (b)(6)

Email:

Complaints: My Complaint is Not Listed Here

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

Comments: My concern is accountability for misuse of power. I was subjected to threats and continual scanning of my bag even after they removed all my items. When I asked for the names (b)(6) the supr, got in my face and told me that I didn't need them. He was standing close in a threatening manner, and was threatening jail. If I had been out of line or loud, I would have understood, but he was using intimidation tactics for no reason. In the meantime, the male scanner was going through my bag lifting my under garments out and smirking as they rescanned my bag 7 times. This was unnecessary

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 9/29/2009 4:51:42 PM, JWAN.JENIFER 9/29/2009 4:53:17 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/29/2009 1:24:19 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#382467-495160#>>

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 our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>

<P> </P>

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

<div>--- Original Message ---
From: (b)(6)
Received: 9/29/09 1:24:33 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/28/2009 7:16:31 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Ewr airport</TD></TR>

<TR>

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

<TD>My concern is accountability for misuse of power. I was subjected to threats and continual scanning of my bag even after they removed all my items. When I asked for the names (b)(6) the supr, got in my face and told me that I didn't need them. He was standing close in a threatening manner, and was threatening jail. If I had been out of line or loud, I would have understood, but he was using intimidation tactics for no reason. In the meantime, the male scanner was going through my bag lifting my under garments out and smirking as they rescanned my bag 7 times. This was unnecessary.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#382467-495160#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-30 16:13:47

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, ISSUE, Customer complaint - CastScope

Body: On 9/24/2009 I flew on JetBlue Airways from JFK to Orlando, returning from Orlando to JFK on 9/26/2009.

I am an amputee and fly frequently, however I have never been subjected to the indignity or rudeness of your personnel operating the CastScope.

I understand the need to ensure the safety of passengers and also for thorough inspections, but the CastScope is a humiliating experience.

At JFK I questioned the level of radiation and number of scans. I also asked for the protection of a lead apron. The response was "either take the scan or be escorted from the building".

At Orlando it was no better, except the process took much longer (about 20 minutes) and the private screening room was unbearably hot. I have names, times, gate numbers, etc. The bottom line is that you have made this inspection mandatory without giving any reasonable assurances to consumers.

It might be helpful to have an official explanatory leaflet detailing the levels of radiation, rather than poorly trained personnel with no compassion or understanding of medical issues.

Unfortunately, commercial air travel today has become a miserable experience, but better training and education of CastScope operators might perhaps make it less so.

(b)(6)

Agent Notes: WHOLE BODY IMAGING RESPONSE WHOLE BODY IMAGING RESPONSE, TCC COMMENT REPLY, Merged 2 or more responses

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 9/30/2009 4:13:47 PM, TRACY.HOLDEN-LANE 9/30/2009 4:17:11 PM, TRACY.HOLDEN-LANE 10/2/2009 10:31:34 AM,

Last Update Date:

Opening Agent:

Opened Date: 9/29/2009 1:24:57 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: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: Customer complaint - CastScope <<#382504-495202#>>

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 message concerning the Transportation Security Administration's (TSA) deployment of whole body imaging technology.

</p>

<p>

</p>

<p>

Ongoing threats to aviation security require that certain security measures be undertaken. The Supreme Court has held that administrative searches are reasonable to undertake without first obtaining search warrants. Airport checkpoint searches are administrative (or “special needs”) searches. Several federal appellate courts have held that airport screening searches are reasonable, in that they appropriately balance the privacy interests of citizens against the compelling goal of protecting the traveling public. While all passengers must submit to an administrative search to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect.

</p>

<p>

</p>

<p>

Whole body imaging provides TSA with a means of detecting a wide variety of threats, including suicide vests and other Improvised Explosive Devices (IEDs) that are hidden under individuals' clothing and that may not be detected during metal-detection screening. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, and in particular the use of whole body imaging technology.

</p>

<p>

</p>

<p>

To date, TSA has used whole body imaging on a purely voluntary basis as an alternative to a pat-down inspection. Passengers who have been identified for screening with whole body imaging may opt for a pat-down instead, if that is their preference. In addition to effectiveness and suitability assessments of the whole body imaging technology, TSA is examining operational issues associated with the technology, including efficiency, privacy considerations, training, safety of use, and perceptions by the traveling public.

</p>

<p>

</p>

<p>

TSA has established rigorous controls to ensure privacy during whole body imaging screening. The Transportation Security Officer (TSO) attending the passenger will not view the image, while a second TSO will view the image in a separate, remote location and will not be able to view the

passenger. No cameras, cellular telephones, or other devices capable of capturing an image are permitted in the image viewing area. The image cannot be stored, transmitted, or printed and is permanently deleted after each passenger has been screened.

We have worked very hard to address privacy concerns while testing whole body imaging technology. We believe that whole body imaging technology will be an effective tool in detecting terrorist threats. We look forward to continued public dialogue as we assess the effectiveness of the technology in the airport setting.

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

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

TSA Contact Center

Original Message
From: (b)(6)
Received: 9/29/09 1:24:57 PM EDT
To: "TSA Contact Center" &TSA-ContactCenter@dhs.gov&TSA-ContactCenter@dhs.gov
Subject: Customer complaint - CastScope
META content="MSHTML 8.00.6001.18812" name=GENERATOR

On 9/24/2009 I flew on JetBlue Airways from JFK to Orlando, returning from Orlando to JFK on 9/26/2009.

I am an amputee and fly frequently, however I have never been subjected to the indignity or rudeness of your personnel operating the CastScope.

I understand the need to ensure the safety of passengers and also for thorough inspections, but the CastScope is a humiliating experience.

At JFK I questioned the level of radiation and number of scans. I also asked for the protection of a lead apron. The response was "either take the scan or be escorted from the building".

At Orlando it was no better, except the process took much longer (about 20 minutes) and the

private screening room was unbearably hot.</DIV>

<DIV>I have names, times, gate numbers, etc. The bottom line is that you have made this inspection mandatory without giving any reasonable assurances to consumers.</DIV>

<DIV>It might be helpful to have an official explanatory leaflet detailing the levels of radiation, rather than poorly trained personnel with no compassion or understanding of medical issues.</DIV>

<DIV>Unfortunately, commercial air travel today has become a miserable experience, but better training and education of CastScope operators might perhaps make it less so.</DIV>

<DIV> </DIV>

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

<DIV> </DIV>

<DIV> </DIV></div>

----- TCC Control Number: -----
<<#382504-495202#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-09-30 18:12:51

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/29/2009 5:50:25 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 Airways Flight 90; JFK Airport; Gate 3

Comments: I was "patted-down" inside the boarding gangway as I was boarding my flight to Phoenix.

I regard this "random search" as an absolutely worthless and inane waste of time and resources that should have been utilized elsewhere, and as a violation of my personal dignity, privacy, and civil rights.

The fact that your agency is so incompetent as to have to "randomly search" people in such a manner, from WITHIN a secured terminal, just shows me how stunningly incompetent and mis-managed it is.

What exactly was it that your employees were looking for on my person, under my t-shirt, and in my pants that wouldn't be detected by the thorough screenings I'd already encountered entering the terminal ?

What purpose did this "random screening" serve, other than to cause me to loath your organization, airline travel, and airports.

I simply can not believe that the taxpayers money is being properly spent and that citizens are being adequately protected from serious and real threats so long as your organization is abusing it's authority and wasting it's resources in such a flagrant and reckless manner

Agent Notes: SECONDARY SCREENING REASONS RESPONSE SECONDARY SCREENING REASONS RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 9/30/2009 6:12:51 PM,BRIAN.WARREN 9/30/2009 6:15:06 PM,

Last Update Date:

Opening Agent:

Opened Date: 9/29/2009 6:31:28 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, PHX Phoenix, AZ, USA - Sky Harbor International Airport,
Airline: US Airways (present)US Airways (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 <<#382886-495629#>>

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 class=msonormal style="MARGIN: 0in 0in 0pt">Thank you for your email message expressing your concern regarding the secondary screening you received at the security checkpoint. </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt"> </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt">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 </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt"> </P>
<P class=msonormal style="MARGIN: 0in 0in 0pt">Passengers with the GÇŁSSSSGÇŸ designation on their boarding pass have been preselected for additional screening. There are different ways in which passengers are preselected to receive the GÇŁSSSSGÇŸ designation One method of selection is by CAPPS. The airlines may have placed the GÇŁSSSSGÇŸ designation on passengers' GÇŒ 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. 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 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 GÇŒ 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 Nation's GÇŒ airport checkpoints, provides an additional layer of security at the

checkpoint, and keeps the traveling public secure. </P>

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

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

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

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

<div>--- Original Message ---
From: (b)(6)
Received: 9/29/09 6:31:28 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/29/2009 5:50:25 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>US Airways Flight 90; JFK Airport; Gate 3</TD></TR>

<TR>

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

<TD>I was "patted-down" inside the boarding gangway as I was boarding my flight to Phoenix.

I regard this "random search" as an absolutely worthless and inane waste of time and resources that should have been utilized elsewhere, and as a violation of my personal dignity, privacy, and civil rights.

The fact that your agency is so incompetent as to have to "randomly search" people in such a manner, from WITHIN a secured terminal, just shows me how stunningly incompetent and mis-managed it is.

What exactly was it that your employees were looking for on my person, under my t-shirt, and in my pants that wouldn't be detected by the thorough screenings I'd already encountered entering the terminal ?

What purpose did this "random screening" serve, other than to cause me to loath your organization, airline travel, and airports.

I simply can not believe that the taxpayers money is being properly spent and that citizens are being adequately protected from serious and real threats so long as your organization is abusing it's authority and wasting it's resources in such a flagrant and reckless manner.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#382886-495629#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-01 14:13:17

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:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller inquired if the area is to be touched during a screening procedure,

Body:

Agent Notes: Advised caller the screening procedure does not entail touching private areas. Advised caller the screening procedure does not entail touching private areas. declined to provide a callback number. Caller stated he cousin told him she was inappropriately touched by a female officer at the JFK airport. caller did not want to report because his cousin already reported her complaint he only wanted to know if the TSO's are to tuch the private area during screening.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACEY.JOHNSON 10/1/2009 2:19:39 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/1/2009 2:13:17 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:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-01 17:30:25

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

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:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/30/2009 3:27:55 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Consistently Selected for Secondary Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA7417 United Airlines La Guardia, security at gates C

Comments: I wish to complain about the constant second screening I am subjected to on every trip to the US, including domestic flights aswell as international.

I was selected for secondary screening on my initial approach at gate C security, despite not setting off any alarm. It was advised the security needed to see my boarding pass, despite the fact I had just shown it to a previous security personel.

I was then looking for lounge access, and discovered that it was landside, and proceeded back to landside, with my travelling companion.

When it became time to visit the gate for departure, I was once again stopped for second screening, despite having my boarding pass in my hand, and not setting off the alarm. It was interesting to note that my companion, who is white was not secondary screened, or asked of his boarding pass.

I cannot help but feel that on both occassions, being secondary screened, being told it was purely random, is a smoke screen. I can't help but feel being of indian sub continent descent, I am subjected to the inconvenient secondary screening every single time whilst in the US.

I was subjected to uncomfortable and rude screening on an earlier trip last year, by both immigration officers, and customs officers, at Washington, delaying me for a connecting flight. I submitted a complaint then, and was advised that there was no valid reason as to why I am subjected to secondary screening every trip, but alas it has happened again to no surprise.

It is a real shame your officers feel the need to screen men of Indian sub continent descent, purely because of terrorist concerns. Not every indian is a terrorist suspect. Your officers need to be taught this. I await for your reply

(b)(6)

Agent Notes: CAPPS- S on Ticket Response - UPDATED CAPPS- S on Ticket Response - UPDATED, Gate Screening, Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 10/1/2009 5:30:25 PM,JWAN.JENIFER 10/1/2009 5:39:15 PM,
Last Update Date:
Opening Agent:
Opened Date: 9/30/2009 8:18:30 PM
Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,
Airline: United Airlines →United 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 <<#383261-496068#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message concerning additional screening. </P>
<P> </P>
<P>The Transportation Security Administration (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. </P>
<P> </P>
<P>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. </P>
<P> </P>
<P>Regarding security screening beyond the airport checkpoint, 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 TSA's Aviation Direct Access Screening Program (ADASP). In addition to screening passengers at the gate, ADASP includes checking passenger identification and boarding pass and searching carry-on baggage either visually or with a hand-held explosives detection unit. These checks are not announced in advance and can occur at any boarding gate at any time. </P>
<P> </P>
<P>We regret any inconvenience you may have caused during your recent travels. However, we are confident that these additional inspections can only serve to improve security at our Nation's airports. </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: 9/30/09 8:18:26 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/30/2009 3:27:55 PM

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

<TD>A Suri</TD></TR>

<TR>

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

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

<TR>

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

<TD>Consistently Selected for Secondary Screening</TD></TR>

<TR>

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

<TD>UA7417 United Airlines La Guardia, security at gates C</TD></TR>

<TR>

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

<TD>I wish to complain about the constant second screening I am subjected to on every trip to the US, including domestic flights as well as international.
I was selected for secondary screening on my initial approach at gate C security, despite not setting off any alarm. It was advised the security needed to see my boarding pass, despite the fact I had just shown it to a previous security personnel.
I was then looking for lounge access, and discovered that it was landside, and proceeded back to landside, with my travelling companion.
When it became time to visit the gate for departure, I was once again stopped for second screening, despite having my boarding pass in my hand, and not setting off the alarm. It was interesting to note that my companion, who is white was not secondary screened, or asked of his boarding pass.
I cannot help but feel that on both occasions, being secondary screened, being told it was purely random, is a smoke screen.I can't help but feel being of indian sub continent descent, I am subjected to the inconvenient secondary screening every single time whilst in the US.

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It is a real shame your officers feel the need to screen men of Indian sub continent descent, purely because of terrorist concerns. Not every indian is a terrorist suspect. Your officers need to be taught this. I await for your reply

(b)(6)</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#383261-496068#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-02 11:19:00

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-10-02 11:25:00

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 was upset that money was open and counted in the view of other passengers. He stated that he did not like the comments that was made buy a supervisor when he questioned what happen

Body:

Agent Notes: Informed caller to ask for a private screening in the future. Caller hung-up afterwards while I was trying to discuss the comments from the screener Informed caller to ask for a private screening in the future. Caller hung-up afterwards while I was trying to discuss the comments from the screener

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: RENALDO.SINGLETON 10/2/2009 11:27:04 AM,

Last Update Date:

Opening Agent:

Opened Date: 10/2/2009 11:19:00 AM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International,

Airline:

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-02 11:43:57

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-08-28 11:43:00

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, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/30/2009 7:39:29 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 28 Aug 2009 American Airlines flt:257 terminal 8 JFK, NY to Las Vegas McCarran

Return: Sept 4th 2009, Delta 154

Las Vegas McCarran to JFK

Comments: Hello, I believe very serious problems, BREECHES, and liabilities exist in TSA screening, that can cost millions to TSA, me, and other passengers. I traveled roundtrip and experienced inexperienced TSA officers and security breaks and breeches on both parts of my roundtrip flight. The Problem was I was carrying 10 million dollars worth of Collectors and Antique, solid pure .9999 gold and pure .9999 platinum American coins in which many have a preservative coating to preserve their hermetic seals and appearance and value. Also they are extremely valuable coins and I do not let them out of my sight either by placing them anywhere not in my direct contact or visibility. Their preserving paints can also be damaged by X-rays, and remove the value of the coins, so I let the TSA security know this beforehand that they may open the coin waist belt bags and view the contents for security.

From NY to Las Vegas flying on American airlines, I asked for a private screening so that everybody waiting in the security clearance lines was not walking around me or all over us and jumbling about my coins. What I encountered was a lot of nervousness by TSA when my vast amounts of gold appeared, and after taking off my shoes to be put through the x-ray from the private screening area the TSA guy was very much sweating and nervous when they saw all that gold that he repeatedly pat me down no less than 7 times till I assured him that we probably weren't going to get robbed and then same TSA guy was so nervous that he pat me down three times again after the supervisor got there till he stopped looking at all the gold and more gold appearing and then started watching the door and outside a lot more intently. I'm not sure whether TSA themselves felt like they could secure themselves against robbery. The TSA supervisor that was called over was also very inexperienced in these matters and wanted to open each and every coin and swipe each and every one for bomb making chemicals, that's ridiculous and also creates exposure and scratches the coins and their covers and reduces their value. I had to prevent the TSA supervisor from seriously damaging the coins, and open and remove the gold for him from their protective clear plastic, This was not necessary in my opinion, once the gold coin was clearly visible and it was gold coins and not anything dangerous. Though, I think the TSA enjoyed looking at shiny proof collectors gold and platinum coins, though I think my time was wasted in addition to damaging of my coins and that The detection machine is quite capable of picking up residue from one or two coins or even several, I think it was ascertained I was not carrying any weapons hidden in the one ounce gold coins and also the coin waist belts which were visibly only holding Gold and Platinum collectors coins, TSA DID NOT NEED TO DO ALL THAT TO ME. I would be the last person on the planet carrying millions and millions of dollars of gold and platinum on me to want to even stand out much less be

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

<P class=msonormal style="MARGIN: 0in 0in 0pt">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 passengerGÇÖs 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 GÇŁSSSSGÇŸ designation on their boarding pass have been preselected for additional screening. There are different ways in which passengers are preselected to receive the GÇŁSSSSGÇŸ designation. One method of selection is by CAPPS. The airlines may have placed the GÇŁSSSSGÇŸ designation on passengersGÇÖ 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. 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 class=msonormal style="MARGIN: 0in 0in 0pt"> </P>

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

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

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

<div>--- Original Message ---
From: (b)(6)
Received: 9/30/09 8:20:33 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 9/30/2009 7:39:29 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>28 Aug 2009 American Airlines flt:257 terminal 8 JFK, NY to Las Vegas Mcarran

Return: Sept 4th 2009, Delta 154
Las Vegas Mcarran to JFK</TD></TR>

<TR>

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

<TD>Hello, I believe very serious problems, BREECHES, and liabilities exist in TSA screening, that can cost millions to TSA, me, and other passengers. I traveled roundtrip and experienced inexperienced TSA officers and security breaks and breeches on both parts of my roundtrip flight. The Problem was I was carrying 10 million dollars worth of Collectors and Antique, solid pure .9999 gold and pure .9999 platinum American coins in which many have a preservative coating to preserve their hermetic seals and appearance and value. Also they are extremely valuable coins and I do not let them out of my sight either by placing them anywhere not in my direct contact or visibility. Their preserving paints can also be damaged by X-rays, and remove the value of the coins, so I let the TSA security know this beforehand that they may open the coin waist belt bags and view the contents for security.
From NY to Las Vegas flying on American airlines, I asked for a private screening so that everybody waiting in the security clearance lines was not walking around me or all over us and jumbling about my coins. What I encountered was a lot of nervousness by TSA when my vast amounts of gold appeared, and after taking off my shoes to be put through the x-ray from the private screening area the TSA guy was very much sweating and nervous when they saw all that gold that he repeatedly pat me down no less than 7 times till I assured him that we probably weren't going to get robbed and then same TSA guy was so nervous that he pat me down three times again after the supervisor got there till he stopped looking at all the gold and more gold appearing and then started watching the door and outside a lot more intently. I'm not sure whether TSA themselves felt like they could secure themselves against robbery. The TSA supervisor that was called over was also very inexperienced in these matters and wanted to open each and every coin and swipe each and every one for bomb making chemicals, that's ridiculous and also creates exposure and scratches the coins and their covers and reduces their value. I had to prevent the TSA supervisor from seriously damaging the coins, and open and remove the gold for him from their protective clear plastic, This was not necessary in my opinion, once the gold coin was clearly visible and it was gold coins and not anything dangerous. Though, I think the TSA enjoyed looking at shiny proof collectors gold and platinum coins, though I think my time was wasted in addition to damaging of my coins and that The detection machine is quite capable of picking up residue from one or two coins or even several, I think it was ascertained I was not carrying any weapons hidden in the one ounce gold coins and also the coin waist belts which were visibly only holding Gold and Platinum collectors coins, TSA DID NOT NEED TO DO ALL THAT TO ME. I would be the last person on the planet carrying millions and millions of dollars of gold and platinum on me to want to even stand out much less be a threat to anyone or anything. I am the person that wants to get safely and quietly to my destination more than anyone else. TSA does not need to look and swipe each and every coin and if they do then they should swipe the sides and top of the coin cards and not the coin faces or the plastic on the coin faces destroying their value.
The return flight on Delta Las Vegas to New York, JFK. Had similar problems only something went very bad, though almost each coin was again unnecessarily viewed and swiped. There was a private screening room, though I did not need to go to it, I previously took off my shoes and cleared security and handed my two gold waist belt bags around the metal detector like you do for keys, though the supervisor there appeared to witness the handoff and was pre security cleared in Las Vegas to save all the unnecessary Pat Downs. I did take off my sneakers for the x-ray to prevent Pat Downs, which I do not like to do because it leaves me defenseless when I'm carrying precious gold and platinum coins and jewelry in the millions, as I can't walk, or defend myself,; and I myself as the security carrier usually do the searching of people to prevent theft and I'm not in the habit of searching TSA for my coins in case one is missing out of the dozens I carry. As soon as I get clearance the coins will have to be searched for propriety by me.
The Main Problem occurred when the supervisor said there was a table on the left 10 feet from the TSA security clearance area and the main lines, and while I went through the rigor morale again, though people coming through the security checkpoint lines basically veered away from us, some flight had been let out 45 feet away from us and dozens of passerby-arrivals- passengers- peoples thought it was ok to walk around and by me and bump into me and the table and wave their arms all over the place to get a better hands on look at all the gold. I think that the security setup for this type of situation needs to be improved, and the area should have been roped off behind me to prevent anyone coming close to me or the table, A 4 foot high upright light screen was needed because passengers could see from the other direction what was going on and directly approached me and the table with the jewelry and coins on it, and I'm not used to protecting and having stress from being bum rushed from any direction while I have pounds of gold and platinum coins on a table in front of me. For these situations a good example are the international customs booths at international airport customs, where they are open spaces and are meant for simple security screenings for things or items that cannot go through X-rays because of X-ray damage not serious security hazards. One or two of these simple small open style booths and roped off and screened off tables should suffice for these infrequent situations of people carrying jewelry or valuables that cannot be passed through x rays because of damage or and cannot be let out of sight.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#383377-496209#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-02 16:47:49

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/1/2009 3:38:02 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AUG 28 2009 AMERICAN AIRLINES FLT 257 4:50 PM
JFK TO LAS VEGAS

RETURN

SEPTEMBER 4 2009 DELTA 154 11:25AM

Comments: I rewrote this letter I sent yesterday because it did not provide all the information, I thought would be helpful.

Hello, I believe very serious problems, BREECHES, and liabilities exist in TSA screening, that can cost millions to TSA, me, and other passengers. I traveled roundtrip and experienced inexperienced TSA officers and security breaks and breeches on both parts of my roundtrip flight. The Problem was I was carrying 10 million dollars worth of Collectors and Antique, solid pure .9999 gold and pure .9999 platinum American coins and diamond jewelry in which many coins have a preservative coating to preserve their hermetic seals and appearance and value. Many of the coin cards with the coins and contents which are completely visible are preserved and Oxygen removed and gas filled and chemically coated, then sealed and certified and holograph numbered by the industries top numismatic agencies like, NGC, (numismatic guaranty corporation,) and PCGS. Also they are extremely valuable coins and I do not let them out of my sight either by placing them anywhere not in my direct contact or visibility. Their preserving paints can also be damaged by X-rays, and harsh handling, and remove the value of the coins, so I let the TSA security know this beforehand that they may open the coin waist belt bags and view the contents for security.

From NY to Las Vegas flying on American airlines, I asked for a private screening so that everybody waiting in the security clearance lines was not walking around me or all over us and jumbling about my coins. What I encountered was a lot of nervousness by TSA when my vast amounts of gold appeared, and after taking off my shoes to be put through the x-ray from the private screening area the TSA guy was very much sweating and nervous when they saw all that gold that he repeatedly pat me down no less than 7 times till I assured him that we probably weren't going to get robbed and then same TSA guy was so nervous that he Pat me down three times again after the supervisor got there till he stopped looking at all the gold and more gold appearing and then started watching the door and outside a lot more intently. I'm not sure whether TSA themselves felt like they could secure themselves against robbery. The TSA supervisor that was called over was also very inexperienced in these matters and wanted to open each and every coin and swipe each and every one for bomb making chemicals, that's ridiculous and also creates exposure and scratches the coins and their covers and reduces their value. I had to prevent the TSA supervisor from seriously damaging the coins, and open and remove the gold for him from their protective clear plastic, This was not necessary in my opinion, once the gold coin was clearly visible and it was gold coins and not

anything dangerous. Though, I think the TSA enjoyed looking at shiny proof collectors gold and platinum coins, though I think my time was wasted in addition to damaging of my coins and that The detection machine is quite capable of picking up residue from one or two coins or even several, I think it was ascertained I was not carrying any weapons hidden in the one ounce gold coins and also the coin waist belts which were visibly only holding Gold and Platinum collectors coins, TSA DID NOT NEED TO DO ALL THAT TO ME. I would be the last person on the planet carrying millions and millions of dollars of gold and platinum on me to want to even stand out much less be a threat to anyone or anything. I am the person that wants to get safely, conservatively, and quietly to my destination more than anyone else. TSA does not need to look and swipe each and every coin and if they do then they should swipe the sides and top of the coin cards and not the coin faces or the plastic on the coin faces destroying their value.

The return flight on Delta Las Vegas to New York, JFK. Had similar problems only something went very bad, though almost each coin was again unnecessarily viewed and swiped. There was a private screening room, though I did not need to go to it, I previously took off my shoes and cleared security and handed my two gold waist belt bags around the metal detector like you do for keys, though the supervisor there appeared to witness the handoff and was pre security cleared in Las Vegas to save all the unnecessary Pat Downs. I did take off my sneakers for the x-ray to prevent Pat Downs, which I do not like to do because it leaves me defenseless when IGÇÖm carrying precious gold and platinum coins and jewelry in the millions, as I can't walk, or defend myself,; and I myself as the security carrier usually do the searching of people to prevent theft and IGÇÖm not in the habit of searching TSA for my coins in case one is missing out of the dozens I carry. As soon as I get clearance the coins will have to be searched for propriety by me.

The Main Problem occurred when the supervisor said there was a table on the left 10 feet from the TSA security clearance area and the main lines, and while I went through the rigor morale again, though people coming through the security checkpoint lines basically veered away from us, some flight had been let out 45 feet away from us and dozens of passerby-arrivals- passengers- peoples thought it was ok to walk around and by me and bump into me and the table and wave their arms all over the place to get a better hands on look at all the gold. Then as this security screening was recorded on video because of its proximity to the security checkpoint area; Some harsh handling of my Antique and very valuable coins occurred after the post skirmish intrusion, including what I actually almost could not believe and that was the hard squeezing of some of my hermetically sealed clear coins, ruining them and breaking hermetic, oxygen removed, airtight seals. I HAVE TO MAKE INCOME FROM THESE VALUABLE COINS AND ITEMS, AND TSA IS NOT SUPPOSED TO DESTROY MY PERSONAL INCOME AND ABILITY TO MAKE INCOME, BUT SINCE THATGÇÖS WHAT TSA DID, I WANT TO KOW HOW I WILL BE REPAID FOR LOSS OF INCOME AND HOW I WILL BE PAID FOR DAMAGES AND FOR MISSING ITEMS. In addition I went to Las Vegas for the largest convention in the world with over 750,000 people usually in attendance and many of them watched me go into the TSA areas with the worst apprehension possible it must have affected their ability to think and after what happened and it did affect my ability to think and work also and especially deal with all the bad gossip, as I tried to run my business in the convention center. I think that the security setup for this type of situation needs to be improved, and the area should have been roped off behind me to prevent anyone coming close to me or the table, A 4 foot high upright light screen was needed because passengers could see from the other direction what was going on and directly approached me and the table with the jewelry and coins on it, and IGÇÖm not used to protecting and having stress from being bum rushed from any direction while I have pounds of gold and platinum coins on a table in front of me. For these situations a good example are the international customs booths at international airport customs, where they are open spaces and are meant for simple security screenings for things or items that cannot go through X-rays because of X-ray damage not serious security hazards. One or two of these simple small open style booths and roped off and screened off tables should suffice for these infrequent situations of people carrying jewelry or item valuables that cannot be passed through x rays because of damage or and cannot be let out of sight. I think many more people will be comfortable with flying airlines and more people will fly, and flying with their personal items of value that they donGÇÖt want to leave behind or need to take with them will ease tensions, airline business will be better, and more convenient once these easy to accommodate facilitative features are implemented into the airline terminal business and airports, for all customers

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, MISSING TSA LOCKS 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 LAS CSQIM Teresa Jones at (b)(6)

BCC JFK CSQIM Tiesha Walker-Patterson at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 10/2/2009 4:47:49 PM,JWAN.JENIFER 10/2/2009 5:03:04 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/1/2009 7:57:02 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, LAS Las Vegas, NV, USA - Mccarran International Airport,

Airline: American Airlines --American Airlines --, 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 <<#383377-496608#>>

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 & LAS, we have forwarded a copy of your email to the Customer Service Managers at those airports. 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, if you like, you can may file a claim for compensation by completing a Standard Form 95 (claim form). Claim forms are available on our website at <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>Again, the TSA offers our sincere apologies for the inconvenience you experienced while traveling and encourage you to check the latest information at www.tsa.gov.

</P>

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)> >
Received: 10/1/09 7:56:57 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 10/1/2009 3:38:02 PM

Name:	(b)(6)
Email:	(b)(6)
Complaints:	Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	AUG 28 2009 AMERICAN AIRLINES FLT 257 4:50 PM JFK TO LAS VEGAS RETURN SEPTEMBER 4 2009 DELTA 154 11:25AM</TD>

<TD style="font-weight: bold; vertical-align: top; width: 200px; text-align: right;">Comments:</TD>

<TD>I rewrote this letter I sent yesterday because it did not provide all the information, I thought would be helpful.

Hello, I believe very serious problems, BREECHES, and liabilities exist in TSA screening, that can cost millions to TSA, me, and other passengers. I traveled roundtrip and experienced inexperienced TSA officers and security breaks and breeches on both parts of my roundtrip flight. The Problem was I was carrying 10 million dollars worth of Collectors and Antique, solid pure .9999 gold and pure .9999 platinum American coins and diamond jewelry in which many coins have a preservative coating to preserve their hermetic seals and appearance and value. Many of the coin cards with the coins and contents which are completely visible are preserved and Oxygen removed and gas filled and chemically coated, then sealed and certified and holograph numbered by the industries top numismatic agencies like, NGC, (numismatic guaranty corporation,) and PCGS. Also they are extremely valuable coins and I do not let them out of my

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----- TCC Control Number: -----
<<#383377-496608#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-04 13:03:50

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/2/2009 2:38:55 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): Newark Airport Security Check Point for Gate A34 American Airlines Flight 1467 10/2/09 EWR to MIA

Comments: Today I was scheduled to fly American Airlines out of EWR to MIA. I travel 4 days a week out of EWR and use the same carry-on bag each time for the last year without issue. Today 10/02/09 (b)(6) refused to allow me to enter the security line with my carry on bag. She forced me to size the bag and then told me I had to check it when it didn't fit into the sizer attached to the AA sign. Please keep in mind that this sizer is much smaller than the others I have seen at other airports and this bag fits easily in the overhead. Meanwhile she allowed bags of similiar size to mine ahead of me and after me once I returned from the line after checking my bag. Not only did I missmy flight and have to pay 70 dollars to confirm for a different flight, while in The security line (b)(6) tried to explain to me that different cities allow

different size bags.....(seriously?!) and Newark

- the city I fly out of 4 days a week using that same bag - is one of them. As I sit and wait for my later flight I am surrounded by passengers carrying bags of similiar size as the one (b)(6) forced me to check. The rules should be the same and enforced for everyone

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.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 10/4/2009 1:03:50 PM,BRIAN.WARREN 10/4/2009 1:04:40 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/2/2009 5:43:39 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, MIA Miami, FL, USA - Miami International 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: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#384083-497007#>>

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 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>

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<p>

Additionally, 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.

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<p>

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

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<p>
We encourage you to
check the latest information at <font face=" Helvetica, sans-serif,Arial"
size="2">www.tsa.gov.
</p>
<p>
#160;
</p>
<p>
#160;
</p>
<p>
TSA Contact Center<br
clear="none">
</p></div>

<div>--- Original Message ---
From: <(b)(6)> >
Received: 10/2/09 5:43:40 PM EDT
To: "TSA
Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 10/2/2009 2:38:55 PM

<TABLE style="WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Newark Airport Security Check Point for Gate A34 American Airlines Flight 1467 10/2/09 EWR to MIA</TD></TR>
<TR>
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----- TCC Control Number: -----
<<#384083-497007#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-05 17:05:21

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: unknown

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/4/2009 5:45:40 PM

Name: (b)(6)

Email:

Complaints: Consistently Selected for Secondary Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Albany ny, tsa has a bunch of people standing around, their management needs to reconsider operations

Comments: Screened twice, searched again randomly in line for boarding, whoever reads This probably won't do anything about it but at least i have a

a record of it to go with the rest of them I am building a case against 'the tsa and their bogus screening. USA citizens pay for your employment management of the tsa should be thinking of more accurate ways to screen passengers.

Thank you have a great day!

(b)(6)

please feel free to pick up the phone and call me if you have any questions otherwise enjoy your job robbing Americans like yourself of freedom

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC Program Analyst/CSQIM

Michael Klusacek @ (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 10/5/2009 5:05:21 PM, TRACY.HOLDEN-LANE 10/5/2009 5:12:48 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/5/2009 11:54:15 AM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County 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 <<#384634-497627#>>

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

<div>--- Original Message ---
From: <(b)(6)>>
Received: 10/5/09 11:54:14 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 10/4/2009 5:45:40 PM

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<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>Screened twice, searched again randomly in line for boarding, whoever reads This probably won't do anything about it but at least i have a
a record of it to go with the rest of them I am building a case against 'the tsa and their bogus screening. USA citizens pay for your employment management of the tsa should be thinking of more accurate ways to screen passengers.

Thank you have a great day!

(b)(6)
(b)(6)
please feel free to pick up the phone and call me if you have any questions otherwise enjoy your job robbing Americans like yourself of freedom</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#384634-497627#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-06 10:48:22

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/5/2009 7:16:46 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): LGA Airport Monday 28 September 2009 at approximately 13:30, Concourse C, United Airlines

Comments: I would like to know why it is necessary to have my boarding pass checked three times in the space of approximately 10 metres. My pass was checked when I first entered the line, and a hole punched in it. It was then checked along with my passport by a TSA official, who initialled it. I was then again asked for it when I was going through the screening process. I had mistakenly placed the pass in my carry on for ease. The officer doing the last piece of screening, wasn't happy, and bellowed that I should have my pass in my hand. At no point during the process was I advised that I must have it ready for inspection three times. I feel that it is excessive to have this done, bearing in mind that it had been checked twice before.

The second point I would like to raise concerns the final screening. I was in the line, which was moving slowly. As I approached the front of the line, prior to the boxes for hand luggage, I became aware of a woman travelling alone, with her baby in a stroller, and also her hand luggage. She appeared distressed, and was letting passengers pass as she was trying to get items into the boxes, whilst folding her stroller. The baby wasn't more than a few months old. I stopped and offered her assistance. I held her baby for her, so she was able to get all items into boxes and onto the belt. She was then able to fold her stroller and place this on the belt for x-ray. I think it's disgraceful that a woman travelling alone, wasn't offered help by the TSA officers standing and watching. I would suggest that they be given additional training in order to provide assistance to someone who so desperately needed it

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

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 10/6/2009 10:48:22 AM, JWAN.JENIFER 10/6/2009 10:51:27 AM,

Last Update Date:

Opening Agent:

Opened Date: 10/5/2009 11:56:22 AM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,
Airline: United Airlines -United 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 <<#152052-497785#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at LGA, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. </P>
<P> </P>
<P>Again, the TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <(b)(6)>
Received: 10/5/09 11:55:21 AM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 10/5/2009 7:16:46 AM

<TABLE style="WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>My Complaint is Not Listed Here</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>LGA Airport Monday 28 September 2009 at approximately 13:30, Concourse C, United Airlines</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>I would like to know why it is necessary to have my boarding pass checked three times in the space of approximately 10 metres. My pass was checked when I first entered the line, and a hole punched in it. It was then checked along with my passport by a TSA official, who initialled it. I was then again asked for it when I was going through the screening process. I had mistakenly placed the pass in my carry on for ease. The officer doing the last piece of screening, wasn't happy, and bellowed that I should have my pass in my hand. At no point during the process was I advised that I must have it ready for inspection three times. I feel that it is excessive to have this done, bearing in mind that it had been checked twice before.

The second point I would like to raise concerns the final screening. I was in the line, which was moving slowly. As I approached the front of the line, prior to the boxes for hand luggage, I became aware of a woman travelling alone, with her baby in a stroller, and also her hand luggage. She appeared distressed, and was letting passengers pass as she was trying to get items into the boxes, whilst folding her stroller. The baby wasn't more than a few months old. I

stopped and offered her assistance. I held her baby for her, so she was able to get all items into boxes and onto the belt. She was then able to fold her stroller and place this on the belt for x-ray. I think it's disgraceful that a woman travelling alone, wasn't offered help by the TSA officers standing and watching. I would suggest that they be given additional training in order to provide assistance to someone who so desperately needed it.

----- TCC Control Number: -----
<<#152052-497785#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-06 12:22:26

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: Compliments or Suggestions

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

Remote Client IP: (b)(6)

Date Time: 10/5/2009 11:35:27 AM

Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

Comments: On a recent trip from NYC (LaGuardia) to Portland OR (Portland International) a wine corkscrew was taken from me. This happened on the return trip.

No prohibitions exist on your web site about corkscrews. I checked your site today. Since it is less than 4 inches in length, it seems to me that it falls within other 4 inch guidance, screw drivers for instance.

I am concerned about the inconsistency rather than the price of the corkscrew. I would expect your agents to receive the same training, and if anything, that the agents at the NYC airports to have tighter regulations

Agent Notes: Screeners have the final say Screeners have the final say, Consistency @ Airports Response, Merged 2 or more different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 10/6/2009 12:22:25 PM, JWAN.JENIFER 10/6/2009 12:25:14 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/5/2009 5:38:30 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, PDX Portland, OR, USA - Portland 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: Compliments or Suggestions <<#384892-497921#>>

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

<P> </P>

<P>TSA's current security screening procedures require all carry-on luggage and accessible property be screened before passengers take them 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 poses a security threat. </P>

<P> </P>

<P>Therefore, TSA security screening personnel make the final decision on whether to permit an item into the sterile area of the airport. </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>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 is helpful. </P>

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)> >
Received: 10/5/09 5:37:30 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: (b)(6)
Date Time: 10/5/2009 11:35:27 AM

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

<TBODY>

<TR>

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

<TD>Suggestions</TD></TR>

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>On a recent trip from NYC (LaGuardia) to Portland OR (Portland International) a wine corkscrew was taken from me. This happened on the return trip.
No prohibitions exist on your web site about corkscrews. I checked your site today. Since it is less than 4 inches in length, it seems to me that it falls within other 4 inch guidance, screw drivers for instance.
I am concerned about the inconsistency rather than the price of the corkscrew. I would expect your agents to receive the same training, and if anything, that the agents at the NYC airports to have tighter regulations.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#384892-497921#>></body></html>

END RECORD

----- TCC Control Number: -----
<<#385782-498923#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-12 11:31:25

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/10/2009 9:04:05 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): jet blue #1061. 10/10/09

Comments: an aerosal can of lamisil anti-fungal spray led to my bag being checked. I complied 100% with the check, and the tsa employee conducting the search was not sure whether lamasil was allowed. I told him I had cosulted the tsa website which said all over-the-counter medicine was allowed, but was fine with his decision to check with a supervisor. said supervisor claimed that the can was not allowed, because it had to be all medicine had to be by prescription. I also had pepto bismol in my bag--when I asked why that was allowed, the supervisor said that it wasn't, telling the bag checker that "whoever told you that was wrong." still, I was allowed to take the pepto, while the can was confiscated. I then pulled up the tsa website, which explicitly states that over-the-counter medicine is allowed. I approached the supervisor again, asking to show him the tsa site on my iPhone. without looking me in the eye, he said that ua supervisor had the right to pull anything he deemed neccessary. a few points I'd like to make: 1. that is patently untrue; tsa has no right to confiscate anything that is allowed under its own stated rules. 2. that a supervisor would be unfamiliar with those rules is unfathomable. 3. if he was familiar, then he lied about the rules in order to confiscate my medicine. either option is hugely dissapointing. a frequent flyer, I respect and value all the work tsa does. I also never take the time to lodge complaints, but this gentleman's actions were so egrigious--he neglected to look me in the eye throughout our conversations, and only allowed me to read the rules after I informed him it was my right--that I felt the urge to report his behavior. the gentleman had short gray hair, and was the supervisor at terminal 5, jfk, at 8:30 am on 10/10/09. thanks very much for your time

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.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 10/12/2009 11:31:25 AM,BRIAN.WARREN 10/12/2009 11:35:26 AM,BRIAN.WARREN 10/12/2009 11:35:47 AM,

Last Update Date:

Opening Agent:

Opened Date: 10/10/2009 1:27:20 PM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#387069-500379#>>

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 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>

Additionally, 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 into the sterile area of the airport.

</p>

<p>

</p>
<p>
We encourage you to
check the latest information at <a shape="rect"
href="http://www.tsa.gov/">www.tsa.gov.
</p>
<p>

</p>
<p>

</p>
<p>
TSA Contact Center<br
clear="none">
</p></div>

<div>--- Original Message ---
From: <(b)(6)> >
Received: 10/10/09 1:27:11 PM EDT
To: "TSA
Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6) :BR>Date Time: 10/10/2009 9:04:05 AM

<TABLE style="WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6) /TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6) </TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Discourteous/Rude Employee</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>jet blue #1061. 10/10/09</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>an aerosal can of lamisil anti-fungal spray led to my bag being checked. I complied 100% with the check, and the tsa employee
conducting the search was not sure whether lamasil was allowed. I told him I had cosulted the tsa website which said all over-the-
counter medicine was allowed, but was fine with his decision to check with a supervisor. said supervisor claimed that the can was not
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approached the supervisor again, asking to show him the tsa site on my iPhone. without looking me in the eye, he said that ua
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a frequent flyer, I respect and value all the work tsa does. I also never take the time to lodge complaints, but this gentleman's actions
were so egrigious--he neglected to look me in the eye throughout our conversations, and only allowed me to read the rules after I
informed him it was my right--that I felt the urge to report his behavior. the gentleman had short gray hair, and was the supervisor at
terminal 5, jfk, at 8:30 am on 10/10/09. thanks very much for your time.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#387069-500379#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-13 12:24:54

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, LGA scanner

Body: To whom it may concern,

IGÇÖm a Captain for Spirit airlines and continue to meet with difficulty getting through the screening process located in the Bravo terminal at LGA.

I frequent screening in the following locations: BOS ACY MYR FLL MCO TPA RSW DTW LAS LAX ATL and various international locations and never have a problem. I remove my cell phone, my pen and small pocket logbook with a metal spiral loop that holds the pages in the book. I consistently walk through all these scanners and never GÇ£ding.GÇ¥ Always with two stars.

In LGA, on the southern most scanner (closest to the road out front) I have to take all that stuff off AND my eyeglasses, belt, ID badge, watch and still I set the damn scanner off.

They say itGÇÖs my boots setting off the scanner. I tell them my boots never set off any other scanner in our system of operation. Of course that falls on deaf ears and I have to take my boots off anyway to get to the airplane. I had my boots resoled and specifically asked them to remove the metal arch inside and that was accomplished. The only metal in my boots are the few tiny nails holding the heels on. I would think the metal in all my teeth fillings would account for more than in my boots.

I believe you need to reset the scanner sensitivity on this particular machine, as it is a burdensome inconvenience for a pilot who passes through other scanners effortlessly.

Thank you,

(b)(6)

Spirit Airlines

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, Additional Airports: FLL, MCO, TPA, RSW, DTW, LAS, LAX, ATL

BCC LGA CSQIM Veda Mabray at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 10/13/2009 12:24:54 PM,JWAN.JENIFER 10/13/2009 12:35:49 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/12/2009 12:35:48 PM

Linked Event IDs:

Responses:

Response

Airport: LGA LGA New York, NY, USA - Laguardia, BOS Boston, MA, USA - Logan International Airport, ACY Atlantic City /Atlantic City, NJ, USA - Atlantic City International, MYR Myrtle Beach, SC, USA,

Airline: Spirit Airlines Spirit Airlines,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: LGA scanner <<#387484-500846#>>

Body:

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

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

<P> </P>

<P>Please accept our appreciation for you taking the time to share this information with us. Your email has been forwarded to the appropriate office at LGA for action as required. </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: 10/12/09 12:35:47 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: LGA scanner

<META content="MSHTML 6.00.2900.3603" name=GENERATOR>

<DIV>

<P class=MsoNormal style="MARGIN: 0in 0in 0pt">To whom it may concern,</P>

<P class=MsoNormal style="MARGIN: 0in 0in 0pt"> <?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" /><o:p></o:p></P>

<P class=MsoNormal style="MARGIN: 0in 0in 0pt">IGÇÖm a Captain for Spirit airlines and continue to meet with difficulty getting through the screening process located in the Bravo terminal at LGA.</P>

<P class=MsoNormal style="MARGIN: 0in 0in 0pt"> <o:p></o:p></P>

<P class=MsoNormal style="MARGIN: 0in 0in 0pt">I frequent screening in the following locations: BOS ACY MYR FLL MCO TPA RSW DTW LAS LAX ATL and various international locations and never have a problem. I remove my cell phone, my pen and small pocket logbook with a metal spiral loop that holds the pages in the book. I consistently walk through all these scanners and never GÇÉding.GÇŸ Always with two stars.</P>

<P class=MsoNormal style="MARGIN: 0in 0in 0pt"> <o:p></o:p></P>

<P class=MsoNormal style="MARGIN: 0in 0in 0pt">In LGA, on the southern most scanner

(closest to the road out front) I have to take all that stuff off AND my eyeglasses, belt, ID badge, watch and still I set the damn scanner off.

They say it's my boots setting off the scanner. I tell them my boots never set off any other scanner in our system of operation. Of course that falls on deaf ears and I have to take my boots off anyway to get to the airplane. I had my boots resoled and specifically asked them to remove the metal arch inside and that was accomplished. The only metal in my boots are the few tiny nails holding the heels on. I would think the metal in all my teeth fillings would account for more than in my boots.

I believe you need to reset the scanner sensitivity on this particular machine, as it is a burdensome inconvenience for a pilot who passes through other scanners effortlessly.

Thank you,

(b)(6) Spirit Airlines

----- TCC Control Number: -----
<#387484-500846#>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-19 18:14:26

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, Sexual Harassment

Body: Your agents at ISP forced me to strip off my sweatshirt and did not require the man in line behind me to take off his sweater. Why did they humiliate me and treat me like a threat and treat him differently?

When I asked to speak with a supervisor, the long grey haired woman interrupted me twice. She's rude. So, I asked for a complaint form which she refused to produce. She compelled me to talk to the real supervisor as a further intimidation method. He refused to get the card until threatening me and belittling me.

Why are your people so demeaning and sexually unfair?

This happened on Saturday 17h October 2009 just before six a.m.

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, PASSENGER SCREENING GÇó BULKY CLOTHING ITEM, *MERGED RESPONSES

BCC CSM Joseph Modica at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 10/19/2009 6:18:03 PM,COREY.SHELTON 10/19/2009 6:19:47 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/17/2009 4:24:18 PM

Linked Event IDs:

Responses:

Response

Airport: ISPISP Islip, NY, USA - Long Island-MacArthur Airport,

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: Sexual Harassment <<#389600-503248#>>

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>Please understand that 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 AdministrationGÇÖs (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. </P>

<P> </P>

<P>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. </P>

<P> </P>

<P>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. </P>

<P> </P>

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<div>--- Original Message ---
From: "(b)(6)">
Received: 10/17/09 4:24:17 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: Sexual Harassment

Your agents at ISP forced me to strip off my sweatshirt and did not require the man in line behind me to take off his sweater. Why did they humiliate me and treat me like a threat and treat him differently?

When I asked to speak with a supervisor, the long grey haired woman interrupted me twice. She's rude. So, I asked for a complaint form which she refused to produce. She compelled me to talk to the real supervisor as a further intimidation method. He refused to get the card until threatening me and belittling me.

Why are your people so demeaning and sexually unfair?

This happened on Saturday 17h October 2009 just before six a.m.

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

----- TCC Control Number: -----
<<#389600-503248#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-19 13:06:44

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/16/2009 12:04:03 PM

Name: (b)(6)

Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Flight 5909. LaGuardia Airport, NY

Comments: I set off the metal detector going through security and an enhanced screening was ordered. The officer used her wand and hands to touch my feet, legs, arms, torso, breasts, between my legs, back and sides. I asked that the exam be stopped as I could not continue. I was shaking and humiliated and could not imagine what she was going to examine next. I stated that I would cancel my flight. I asked for a supervisor and a (b)(6) identified herself as the supervisor. I asked to talk with her, which she said she would do, but asked me to leave the security area first. Once outside the security area, she stated that I could not come back in and that she could not leave her post. Thus, the promised discussion could not occur

Agent Notes: Pat Down - BCC:CSM/FSD Pat Down - BCC:CSM/FSD, Fwd'd the email to the CSM at the LGA airport.

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 10/19/2009 1:06:44 PM,BRIAN.WARREN 10/19/2009 1:08:18 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/16/2009 6:59:20 PM

Linked Event IDs:

Responses:

Response

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

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 Contact Us: Complaints <<#389328-502946#>>

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 the LaGuardia Airport, 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: 10/16/09 6:59:32 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 10/16/2009 12:04:03 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Delta Flight 5909. LaGuardia Airport, NY</TD></TR>

<TR>

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

<TD>I set off the metal detector going through security and an enhanced screening was ordered. The officer used her wand and hands to touch my feet, legs, arms, torso, breasts, between my legs, back and sides. I asked that the exam be stopped as I could not continue. I was shaking and humiliated and could not imagine what she was going to examine next. I stated that I would cancel my flight. I asked for a supervisor and a (b)(6) identified herself as the supervisor. I asked to talk with her, which she said she would do, but asked me to leave the security area first. Once outside the security area, she stated that I could not come back in and that she could not leave her post. Thus, the promised discussion could not occur.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#389328-502946#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-26 17:30:47

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, Fwd: TSA Contact Us: Complaints

Body: I sent the following complaint about rude and abusive behavior of security at New York air port. I have not heard any thing to date.

(b)(6)

=====

----- Forwarded message -----

From: <DoNotReply@tsa.dhs.gov>

Date: Sun, May 31, 2009 at 11:48 PM

Subject: TSA Contact Us: Complaints

To: (b)(6)

Thank you for your inquiry to the Transportation Security Administration submitted on 5/31/2009 at 4:48 PM. We have forwarded your email to the appropriate group for response.

Name: (b)(6)

Email: (b)(6)

Complaints: Civil Rights

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Saudi air line Flight SV 22 leaving JFK at 1400 hr on 30th May. Terminal-1; Gate 8

Comments: Before boarding the aircraft at about 1300hr on 30th May 2009. There were three officers in uniform checking passengers. One black woman officer in uniform dealt with me and she was very rude and used bad language and made me sit and stand many a times. When I protested she said she is the gov. and I have to do as asked by her. I have other passengers witness to this episode. She was shouting and yelling at me as if I had committed a crime.

She asked me questions like what I purchased, how much money I was carrying and asked for various documents. If you need any such information you should ask passengers to fill up a form (as is done by customs department) to declare all required information. Also passengers should be told in advance what all documents are required to be shown so that they can take those out of luggage. Also there were no tables for searching hand baggage and every time I had to sit on ground to open the briefcase. And she would ask me not to sit down and stand up and talk.

All civilized country airports have table for search of hand baggage of passengers at airport (but no tables / benches were available at gate 8 of terminal -1 at JFK)

You are requested to give me particulars of the officer and department concerned so that I can proceed with legal action in this regard. I have sufficient witnesses and records for this.

Thanking you

Yours sincerely

(b)(6)

(b)(6)

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 10/26/2009 5:30:47 PM,COREY.SHELTON 10/26/2009 5:33:57 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/23/2009 12:50:28 PM

Linked Event IDs:

Responses:

Response

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

Airline: Saudi Arabian AirlinesSaudi Arabian Airlines,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: Fwd: TSA Contact Us: Complaints <<#391584-505577#>>

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 for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>

<P> </P>

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

<P> </P>

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

<P> </P>

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

<div>--- Original Message ---
From: (b)(6) >
Received: 10/23/09 12:50:27 PM EDT
To:

"TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: Fwd: TSA Contact Us: Complaints

<DIV dir=ltr>I sent the following complaint about rude and abusive behavior of security at New york air port. I have not heard any thing to date.

(b)(6)
=====

<DIV class=gmail_quote>----- Forwarded message -----
From: <B class=gmail_sendername><DoNotReply@tsa.dhs.gov>
Date: Sun, May 31, 2009 at 11:48

PM
Subject: TSA Contact Us: Complaints
To: (b)(6)

Thank you for your inquiry to the Transportation Security Administration submitted on 5/31/2009 at 4:48 PM. We have forwarded your email to the appropriate group for response.

<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>Civil Rights</TD></TR>

<TR>

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

<TD>Saudi air line Flight SV 22 leaving JFK at 1400 hr on 30th may. Terminal-1; Gate 8</TD></TR>

<TR>

<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>

<TD>Before boarding the aircraft at about 1300hr on 30th May 2009. There were three officers in uniform checking passengers. One black woman officer in uniform dealt with me and she was very rude and used bad language and made me sit and stand many a times. When I protested she said she is the gov. and I have to do as asked by her. I have other passengers witness to this episode. She was shouting and yelling at me as if I had committed a crime.
She asked me questions like what I purchased, how much many I was carrying and asked for various documents. If you need any such information you should ask passengers to fill up a form (as is done by customs department)to declare all required information. Also passengers should be told in advance what all documents are required to be shown so that they can take those out of luggage.
Also there were no tables for searching hand baggage and every time I had to sit on ground to open the briefcase. And she would ask me not to sit down and stand up and talk.
All civilized country airports have table for search of hand baggage of passengers at airport (but no tables / benches were available at gate 8 of terminal -1 at JFK)
You are requested to give me particulars of the officer and department concerned so that I can proceed with legal action in this regard. I have sufficient witnesses and records for this.
Thanking you
Yours

sincerely
(b)(6)</TD></TR></TBODY></TABLE></DIV>
<BR clear=all>
--
(b)(6)
</DIV></div>

----- TCC Control Number: -----
<<#391584-505577#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-27 11:55:38

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/25/2009 11:42:10 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): Newark NW FI.1418

Comments: I went through screening at EWR with a roll of gaffer tape used by video professionals, this item was taken from me because it could be used as a binding agent. This tape is used in video production and I was also carrying a professional video camera. I carry this with me whenever I travel and have never had a problem before and I don't see anything on the prohibited item list even similar to this. Additionally the agent (number (b)(6)) would not even acknowledge me when I wanted to discuss it with him, he never looked up from what appeared to be a personal letter he was writing at his desk. He refused to give his name only this number. I do not feel this roll of tape should have been taken and I expect to be reimbursed the cost of the tape which is \$24.00. It is just crazy how much inconsistency there is in the system. I have several examples I can provide of things that went through security that shouldn't have, completely by accident, but they grab my tape

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.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 10/27/2009 11:55:38 AM, BRIAN.WARREN 10/27/2009 11:56:38 AM,

Last Update Date:

Opening Agent:

Opened Date: 10/25/2009 2:32:06 PM

Linked Event IDs:

Responses:

Response

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

Airline: Northwest Airlines --Northwest Airlines --,

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 <<#392262-506394#>>

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 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>

Additionally, 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 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: 10/25/09 2:32:07 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 10/25/2009 11:42:10 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):	Newark NW FI.1418
Comments:	I went throught screening at EWR with a roll of gaffer tape used by video professionals, this item was taken from me because it could be used as a binding agent. This tape is used in video production and I was also carrying a professional video camera. I carry this with me whenever I travel and have never had a problem before and I don't see anything on the prohibited item list even similar to this. Additionally hte agent (number 22250) would not even acknowledge me when I wanted to discuss it with him, he never looked up from what appeared to be a personal letter he was writing at his desk. He refused to give his name only this number. I do not feel this rokk of tape should ahve been taken and I expect to be reimbursed the cost of the tape which is \$24.00. It is jsut crazy how much inconsistency there is in the system. I have several examples I can provide of things that went through security that shouldn't have, completely by accident, but they grab my tape.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#392262-506394#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-28 13:17:06

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/27/2009 1:10:39 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US Airways LGA to BGR, wednesday flight

US Airways BGR to LGA, tuesday flight

Prior to August:

Continental EWR to BGR, wednesday am flight

Continental BGR to EWR, wednesday pm flight

Comments: I have been flying once a week, every other week for over 3 years to Bangor Maine. I am 5.3, 130 lbs, and wear a 34B bra size. I do not wear baggy clothes, but I am often asked to take off any tops (sweaters, wraps, jacket) down to a tshirt or tank top when others are not asked to do the same. Last week, I was patted down for wearing a long skirt. I don't believe I could hide anything under it. What is the policy on this?

Agent Notes: Pat Down - General Pat Down - General,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 10/28/2009 1:17:06 PM,CARL.MOBLEY 10/28/2009 1:19:42 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/27/2009 3:34:26 PM

Linked Event IDs:

Responses:

Response

Airport: LGA LGA New York, NY, USA - Lagaardia, BGR Bangor, ME, USA - Bangor International Airport, EWR Newark, NJ, USA - Newark International Airport,

Airline: US Airways (present)US Airways (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 <<#392917-507188#>>

Body:

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

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

<P> </P>

<P>The 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>

<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. In the meantime, the increased use of pat-downs enhances our ability to detect explosives at the Nation's checkpoints and keep the traveling public safe. In the months since the new pat-down procedures were first instituted, TSA has been closely evaluating the effectiveness of the new procedures, as well as customer feedback. Based on our own analysis, the agency has adjusted the procedures in a way which will not compromise security. </P>

<P> </P>

<P>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. </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. This reduces the period of time that an individual is in an extended search posture and provides for a more comfortable natural stance. Screeners then complete a limited torso pat-down from front to back, covering a line below the chest area to the waist, followed by a pat-down of the individual's entire back. When conducting this routine pat-down, screeners will now include the individual's chest area only if the hand-held metal detector alarms or there is an irregularity or anomaly in the person's clothing outline. A full-body pat-down is still required for individuals who cannot pass through the walk-through metal detector. </P>

<P> </P>

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

<P> </P>

<P>As the screening is being conducted, the screener should be describing the procedures he or she is employing. Passengers may request any enhanced screening be conducted in a private location, and screeners are required to offer private screening to passengers who are subject to a pat-down inspection of their sensitive body areas. Private screening will be conducted in a room or in an area away from other passengers, depending on the configuration of the airport. </P>

<P> </P>

<P>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. </P>

<P> </P>

<P>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. </P>

<P> </P>

<P> </P>

<P>TSA Contact Center </P>

<P> </P>

<P> </P></div>

<div>--- Original Message ---
From: &(b)(6)>
Received: 10/27/09 3:34:25 PM EDT
To: "TSA Contact Center" &t;TSA-ContactCenter@dhs.gov&t;
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: 10/27/2009 1:10:39 AM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>US Airways LGA to BGR, wednesday flight
US Airways BGR to LGA, tuesday flight
Prior to August:
Continental EWR to BGR, wednesday am flight
Continental BGR to EWR, wednesday pm flight</TD></TR>

<TR>

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

<TD>I have been flying once a week, every other week for over 3 years to Bangor Maine. I am 5.3, 130 lbs, and wear a 34B bra size. I do not wear baggy clothes, but I am often asked to take off any tops (sweaters, wraps, jacket) down to a tshirt or tank top when others are not asked to do the same. Last week, I was patted down for wearing a long skirt. I don't believe I could hide anything under it. What is the policy on this?</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<#392917-507188#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-01 12:39:55

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, search on Oct 23 Jetblue an embarresing experience

Body: To Whom It May Concern

Jet blue airline flight #505 Oct 23 gate seat 12 F approx. time 7 to 7:30 AM boarding time 8:40 AM
Newark NJ

I am An 81 year old citizen who had a hip replacement in 2005 hence I set off the alarm each time I go through the gate. I have traveled on many airlines through Newark airport. This was an extremely embarrassing search . The guard asked if I wanted a private search . I refused because I had been through it before. This woman cupped my breasts. My husband 85 and our friends witness the entire spectacle . my husband was angry and my friends said they were embarrassed. I would like to know why the search includes cupping the breasts.

(b)(6)

Staten Island N. Y.10304

(b)(6)

Agent Notes: Pat Down - General Pat Down - General,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 11/1/2009 12:39:55 PM,BRIAN.WARREN 11/1/2009 12:42:45 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/31/2009 4:53:26 PM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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: search on Oct 23 Jetblue an embarresing experience <<#394489-508994#>>

Body:

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

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-01 13:52:11

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: USA

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller has a concern with the TSA agents at LGA not being able to recognize a medical device, tens unit and sending him through additional screening. Caller then inquired about the size restrictions for luggage.

Body:

Agent Notes: Advised caller that this information will be forwarded to the CSM who oversees the screening operation at the departing airport. Advised caller that this information will be forwarded to the CSM who oversees the screening operation at the departing airport. Caller declined to provide call back number

Advised caller to contact airline.

Follow Up (b)(6) contacted TCC with a concern with the TSA agents at the LGA are not being trained well enough to recognize medical devices. (b)(6) stated that on his prior travel in April he wore his Tens Unit through the security checkpoint detaching the main component and sending it through the security x-ray machine and leaving the wires connected to his back as he does whenever he travels. He stated that he was subject for additional screening in a tent where he realized that three TSO's could not clearly recognize what the device was and after an extensive search, making him remove his pants and shirt with only the wires stuck to his back, an agent then called over a supervisor who then cleared him through the screening process. (b)(6) stated that he became frustrated that none of the TSO's could clear him through the screening due to what he feels is lack of training (b)(6) wanted to address this matter before his upcoming travel. (b)(6) declined to provide a call back number to be reached in regards to the situation at hand, stating that he does not mind having to take off his clothing in order to clear security, his main concern was lack of training.

To TSOC Date:

From TSOC Date:

Last Updated By: LAJUAN.JOHNSON 11/1/2009 2:12:13 PM, LAJUAN.JOHNSON 11/1/2009 2:12:20 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/1/2009 1:52:11 PM

Linked Event IDs:

Responses:

Response

Airport: LGA LGA New York, NY, USA - Laganidia,

Airline: jetBlue Airways jetBlue 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: 2009-11-02 10:34:34

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:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller asked if once you get selected for additional screening can you leave the area if you tell them you are not going to take a flight anymore.

Body:

Agent Notes: Advsiecdc alelr that once the TSA selects you for additional screening you can not leave the area until you have finished the additional screening. Advsiecdc alelr that once the TSA selects you for additional screening you can not leave the area until you have finished the additional screening. Refused to leave call back number.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: ANDREW.MITCHELL 11/2/2009 10:39:35 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/2/2009 10:34:34 AM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl 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: 2009-11-02 14:00:32

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-10-23 14:10:00

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 Advised caller that a message sent to CSM at (enter name of airport),

Follow Up: (b)(6) called in today to report that her breast was cup during screening at EWR. She stated that she did not ask for a superior when this happen. I apologized to the screener but she stated that she wanted to speak to the CSM. I would appreciate any assistance you can offer to help find a resolution .

To TSOC Date:

From TSOC Date:

Last Updated By: RENALDO.SINGLETON 11/2/2009 2:16:40 PM,RENALDO.SINGLETON 11/2/2009 2:16:46 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/2/2009 2:00:32 PM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-04 16:51:41

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-10-29 05:30:00

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 was allowed in to go through JFK with toothpaste and hand cream (11 oz and 8 ozs bottles) not in a quart size bag in carry on luggage.

Body:

Agent Notes: Informed caller that TPA was correct in confiscating the toothpaste and hand cream; Explained 3-1-1 rule; Advised that a CSM can be sent in regards to him being allowed to go through with toothpaste and hand cream @ JFK. Informed caller that TPA was correct in confiscating the toothpaste and hand cream; Explained 3-1-1 rule; Advised that a CSM can be sent in regards to him being allowed to go through with toothpaste and hand cream @ JFK.

Follow Up: (b)(6) was allowed in to go through JFK with toothpaste and hand cream (11 oz and 8 ozs bottles) not in a quart size bag in carry on luggage. (b)(6) was upset because he was not allowed to travel from TPA with his items. He would like a call back regarding the issue due to the inconsistency of the screening.

To TSOC Date:

From TSOC Date:

Last Updated By: ALICIA.PINCKNEY 11/4/2009 5:09:49 PM,ALICIA.PINCKNEY 11/4/2009 5:12:08 PM,ALICIA.PINCKNEY 11/4/2009 5:12:14 PM,ALICIA.PINCKNEY 11/6/2009 12:26:24 PM,ALICIA.PINCKNEY 11/6/2009 1:44:12 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/4/2009 4:51:41 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, TPA Tampa, FL, USA - Tampa International,

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: 2009-11-06 10:43:17

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 speak with (b)(6) to follow up on a complaint about secondary screening @ BUF.

Body:

Agent Notes: Informed caller that his contact information will be forwarded to (b)(6) so she can return his call. Informed caller that his contact information will be forwarded to (b)(6) so she can return his call. Event ID: (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: ALICIA.PINCKNEY 11/6/2009 10:53:29 AM,ALICIA.PINCKNEY 11/6/2009 1:22:30 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/6/2009 10:43:17 AM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-08 11:15:14

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/7/2009 12:12:42 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 #141 southwest airlines, terminal C, Albany Airport, departure time 2:00 --incident time 1:10 approx.

Comments: my carry on bags and i both went through screening without incident, no alarms, no indications to warrant further screening. i was told i was picked for random screening. i said "i don't want to be touched". i was fine with further wand screening, but my understanding was that there had to be a reason for pat down. what followed was total miscommunication. i asked for the boss -- a woman named (b)(6) who said are refusing screening, i said no, i don't want to be touched. i was then treated like a criminal with approx 6 tsa people taking me and my things to a private area. i said "this is such a waste of your good training and time." and one of them, a male, said "you're right, you're a waste." and walked away (b)(6) and i did not communicate well, and i continued to ask for her boss, she said she had none. did i want to see the deputies? i said ok. i just wanted someone else to talk with. she then asked for deputies, said i was refusing screening, said that i wouldn't fly for refusing screening. i repeated that i was not refusing screening. long story short. with a deputy in the room i was screened and hand patted down. again for no reason. i consider this to be a violation of my rights. i continued to be treated as a criminal with (b)(6) and (b)(6) holding my id and boarding pass, photographing them, and continuing to make me feel like a criminal. i wish to continue to fly, but incidents like this make me not want to. how can i continue to fly and know that my rights as a good citizen will be upheld? how can i fly and not be hand patted down, for no reason? can you give me documentation that will contest their being able to do so? if you let me know who to contact, i'll be happy to write a letter and send. thank you

Agent Notes: Pat Down - BCC:CSM/FSD Pat Down - BCC:CSM/FSD, Fwd'd the email to the CSM at the ALB airport.

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 11/8/2009 11:15:14 AM,BRIAN.WARREN 11/8/2009 11:16:44 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/7/2009 1:57:51 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County 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 <<#396553-511400#>>

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 the Albany International Airport, 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: 11/7/09 1:57:52 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: 11/7/2009 12:12:42 PM

<TABLE style="WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Flight #141 southwest airlines, terminal C, Albany Airport, departure time 2:00 --incident time 1:10 approx.</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>my carry on bags and i both went through screening without incident, no alarms, no indications to warrant further screening. i was told i was picked for random screening. i said "i don't want to be touched". i was fine with further wand screening, but my understanding was that there had to be a reason for pat down. what followed was total miscommunication. i asked for the boss -- a woman named (b)(6), who said are refusing screening, i said no, i don't want to be touched. i was then treated like a criminal with approx 6 tsa people taking me and my things to a private area. i said "this is such a waste of your good training and time." and one of them, a male, said "you're right, you're a waste." and walked away (b)(6) and i did not communicate well, and i continued to ask for her boss, she said she had none. did i want to see the deputies? i said ok. i just wanted someone else to talk with. she then asked for deputies, said i was refusing screening, said that i wouldn't fly for refusing screening. i repeated that i was not refusing screening. long story short. with a deputy in the room i was screened and hand patted down. again for no reason. i consider this to be a violation of my rights. i continued to be treated as a criminal with (b)(6) and (b)(6) holding my id and boarding pass, photographing them, and continuing to make me feel like a criminal. i wish to continue to fly, but incidents like this make me not want to. how can i continue to fly and know that my rights as a

good citizen will be upheld? how can i fly and not be hand patted down, for no reason? can you give me documentation that will contest their being able to do so? if you let me know who to contact, i'll be happy to write a letter and send. thank

you.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#396553-511400#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-09 18:21:43

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date:

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 he has complained multiple times regarding a situation that occurred within BUF and is upset because he feels as though no action has been taken to settle his complaint.

Body:

Agent Notes: Advised caller that his contact information was forwarded to Supervisor (b)(6) for review and followup and to contact (b)(6) tomorrow for further assistance regarding information sent to CSM. Advised caller that his contact information was forwarded to Supervisor (b)(6) for review and followup and to contact (b)(6) tomorrow for further assistance regarding information sent to CSM.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIANA.GRAHAM 11/9/2009 6:39:18 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/9/2009 6:21:43 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-12 13:04:09

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 <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 11/10/2009 12:31:10 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Consistently Selected for Secondary Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): This is a regular and ongoing issue at the Albany, NY airport

Comments: I am a business traveler who goes through my home airport (Albany) regularly. I am also a diabetic that travels with insulin pens. These pens are temperature sensitive and, therefore, I must travel with "ice packs". This consists of 2 small insulated packs (bought for this purpose from a medical supply house) which holds a "freezer ice pack" and an insulated "tray" for the pen. Each time I go through security, I take each pack out and place them in the bins along with my other things (computer, shoes, etc). I also notify the individual screening that I have medicines in the pack; furthermore, I have received a letter from my doctor, which I can show them. Nevertheless, everytime, my bags are taken off line, the pack is searched and swabbed. That is fine. Everything else is "over the top". Even though nothing is found after the visual search of the pack and the swabbing, I am still told to sit in a restricted area, then patted down, my shoes and hands are swabbed (along with my computer) and then my computer bag is searched followed by a full search (and more swabbing) of my suitcase and its personal effect. All of this is embarrassing and personally humiliating. I don't understand this "over the top" action. I have spoken to supervisors at other airports who agree. Once the ice packs have been checked and swabbed, if nothing is found, they feel the rest is "overzealousness" The problem is that it is happening in my home airport everytime I travel. Does the TSA not have some consideration for diabetic people who regularly travel and must take temperature sensitive medicines on their trip - please don't say check your luggage since that could set up even a worse scenerio if lost. Please think about this and review you policy - some type of form and background check followed by a card which could be shown like a license which would by-pass all of the extra checks after the pack inspection? Understand, I do support what you are doing but there needs to be a balance pertaining to medicines for regular travelers! Thank you

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 11/12/2009 1:04:09 PM, JWAN.JENIFER 11/12/2009 1:07:08 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/10/2009 1:25:40 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County 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 <<#397534-512502#>>

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 our sincere apologies for the inconvenience you experienced while traveling and encourage you to check the latest information at www.tsa.gov.

</P>

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)> >
Received: 11/10/09 1:25:46 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 11/10/2009 12:31:10 PM

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<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Consistently Selected for Secondary Screening</TD></TR>

<TR>

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

<TD>This is a regular and ongoing issue at the Albany, NY airport</TD></TR>

<TR>

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

<TD>I am a business traveler who goes through my home airport (Albany) regularly. I am also a diabetic that travels with insulin pens. These pens are temperature sensitive and, therefore, I must travel with "ice packs". This consists of 2 small insulated packs (bought for this purpose from a medical supply house) which holds a "freezer ice pack" and an insulated "tray" for the pen. Each time I go through security, I take each pack out and place them in the bins along with my other things (computer, shoes, etc). I also notify the individual screening that I have medicines in the pack; furthermore, I have received a letter from my doctor, which I can show them. Nevertheless, everytime, my bags are taken off line, the pack is searched and swabbed. That is fine. Everything else is "over the top". Even though nothing is found after the visual search of the pack and the swabbing, I am still told to sit in a restricted area, then patted down, my

shoes and hands are swabbed (along with my computer) and then my computer bag is searched followed by a full search (and more swabbing) of my suitcase and its personal effect. All of this is embarrassing and personally humiliating. I don't understand this "over the top" action. I have spoken to supervisors at other airports who agree. Once the ice packs have been checked and swabbed, if nothing is found, they feel the rest is "overzealousness" The problem is that it is happening in my home airport everytime I travel. Does the TSA not have some consideration for diabetic people who regularly travel and must take temperture sensitive medicines on their trip - please don't say check your luggage since that could set up even a worse scenerio if lost. Please think about this and review you policy - some type of form and background check followed by a card which could be shown like a license which would by-pass all of the extra checks after the pack inspection? Understand, I do support what you are doing but there needs to be a balance pertaining to medicines for regular travelers! Thank you</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#397534-512502#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-13 17:08:15

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2008-11-25 17:07:00

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 <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 11/12/2009 12:26:57 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Tue 25NOV 2008 Delta 929

Comments: This is a second submission of the letter below:

12/12/08

To Whom It May Concern,

I am writing this letter in protest of the search procedures that were utilized by the security employees at LaGuardia Airport on 11/25/08. Let me begin by stating that as a life long citizen of the United States I am well aware of and understand the reasons for heightened level of security that has been employed by security officers at airports since September 11, 2001. But as a citizen with a physical disability, I am of the opinion that the fundamental rights of the citizens in this country must still be respected and not trampled despite the fact that we are in a post 9/11 world.

On 11/25/08 at approximately 5:30pm I entered the Delta Airlines Security gate (TSA LaGuardia Airport 1730). Just before I stepped through the metal detector, Officer #1 (who will be identified in (b)(6) GÇOs report) told me to remove my hooded sweatshirt. At which time, I told him that I only had on a t-shirt underneath and I also informed him that GÇEI WOULD BE STOPPED FOR ADDITIONAL SCREENING BECAUSE OF MY PROSTHESIS. GÇ¥ He then said that it was ok for me to proceed through the metal detector with my sweatshirt on. As I stepped through the metal detector, it sounded and I stepped into a small holding area. At that point, I informed another officer about my prosthesis.

After I was directed to take a seat in another screening area by Officer #1, he retrieved my belongings that went through the x-ray machine (WITH NO APPARENT ALARM) and placed them on a table within the screening area right across from me. After some light screening with the wand, I requested a private screening because I was well aware that they would have to swab my prosthesis.

Once I was escorted to private screening area by Officer #1 and Supervisor (b)(6), Officer #1 left the private screening area to get a chair for me. Then Supervisor (b)(6) made an attempt to open my bag. I asked him GÇEwhy are you opening my bag because there was no alarm on my bag! GÇ¥ After hearing this he then he said he thought there was something on my boarding pass that would have given him the grounds to search it. He examined my boarding pass and saw nothing on it that gave him grounds; he then aborted his attempt to search my bag (with hands in the air).

Once Officer #1 returned with the chair, Supervisor (b)(6) asked Officer #1 if he should search my bag and Officer #1 said yes. I verbally objected to the search of my belongings questioned the grounds for such an extensive search. I was repeatedly told that

they GÇ£do not need to tell me the source of the alarmGÇ¥ and that they can search any piece of luggage with complete impunity. To which I objected by asserting my rights against such an unreasonable search.

Then the Trans Security Manager (b)(6) was summoned to the private screening area. After a brief exchange of opinions, (b)(6) said that they are going to search my bag. I simply told him that they are going to search my bag and find nothing and that IGÇÖd like to file a complaint.

I implore you to just LOOK AT THE VIDEO TAPE. Then you will see that my luggage DID NOT ALARM anyone at the x-ray station including and especially Officer #1. It seems like the cause for alarm came into play once I asserted my right not to have my bag searched. I maintain, as I did then, that this was an ARBITRARY AND CAPRICIOUS search of my belongings and I demand a written apology from none other than officer #1.

I have been an amputee since 1994 and for the past 14 years of my life IGÇÖve traveled countless times. I look forward to traveling much more throughout the course of my life, but I do not intend to be subjected to searches that are absolutely arbitrary and unreasonable. Never before have I been placed in a situation like this. YES I feel like my rights have been violated and I want to do everything within my power to ensure that such things do no happen to me or anyone else. If I didnGÇÖt have a prosthesis, I wouldGÇÖve been able to go free with no issue. But since my body alarmed they felt the need to expand that search to my bag. ThatGÇÖs absolutely absurd and unconstitutional! If thatGÇÖs the case that would mean that I am subject to such extensive searches for the rest of my life by virtue of the fact that IGÇÖm an amputee!

Please forward me a copy of the managerGÇÖs report that he stated he would prepare for your review because it contains the name of Officer #1. Thank you for your time and consideration.

Regards,

(b)(6)

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, BCC LGA CSM at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 11/13/2009 5:08:15 PM,CHRISTOPHER.WALL 11/13/2009 5:09:44 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/12/2009 2:28:25 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#398271-513356#>>

Body:

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

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)> >
Received: 11/12/09 2:27:21 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: 12.148.224.88
Date Time: 11/12/2009 12:26:57 PM

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

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<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Tue 25NOV 2008 Delta 929</TD></TR>

<TR>

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

<TD>This is a second submission of the letter below:

12/12/08

To Whom It May Concern,

I am writing this letter in protest of the search procedures that were utilized by the security employees at LaGuardia Airport on 11/25/08. Let me begin by stating that as a life long citizen of the United States I am well aware of and understand the reasons for heightened level of security that has been employed by security officers at airports since September 11, 2001. But as a citizen with a physical disability, I am of the opinion that the fundamental rights of the citizens in this country must still be respected and not trampled despite the fact that were are in a post 9/11 world.
On 11/25/08 at approximately 5:30pm I entered the Delta Airlines Security gate (TSA LaGuardia Airport 1730). Just before I stepped through the metal detector, Officer #1(who will be identified in (b)(6) GÇÖs report) told me to remove my hooded sweatshirt. At which time, I told him that I only had on a t-shirt underneath and I also informed him that GÇËI WOULD BE STOPPED FOR ADDITIONAL SCREENING BECAUSE OF MY PROSTHESIS.GÇË He then said that it was ok for me to proceed through the metal detector with my sweatshirt on. As I stepped through the metal detector, it sounded and I stepped into a small holding area. At that point, I informed another officer about my prosthesis.
After I was directed to take a seat in another screening area by Officer #1, he retrieved my belongings that went through the x-ray machine (WITH NO APPARENT ALARM) and placed them on a table within the screening area right across from me. After some light screening with the wand, I requested a private screening because I was well aware that they would have to swab my prosthesis.
Once I was escorted to private screening area by Officer #1 and Supervisor (b)(6) (b)(6) Officer #1 left the private screening area to get a chair for me. Then Supervisor (b)(6) made an attempt to open my bag. I asked him GÇËwhy are you opening my bag because there was no alarm on my bag!GÇË After hearing this he then he said he thought there was something on my boarding pass that would have given him the grounds to search it. He examined my boarding pass and saw nothing on it that gave him grounds; he then aborted his attempt to search my bag (with hands in the air).
Once Officer #1 returned with the chair, Supervisor (b)(6) asked Officer #1 if he should search my bag and Officer #1 said yes. I verbally objected to the search of my belongings questioned the grounds for such an extensive search. I was repeatedly told that they GÇËdo not need to tell me the source of the alarmGÇË and that they can search any piece of luggage with complete impunity. To which I objected by asserting my rights against such an unreasonable search.
Then the Trans Security Manager (b)(6) was summoned to the private screening area. After a brief exchange of opinions, (b)(6) said that they are going to search my bag. I simply told him that they are going to search my bag and find nothing and that IGÇÖd like to file a complaint.
I implore you to just LOOK AT THE VIDEO TAPE. Then you will see that my luggage DID NOT ALARM anyone at the x-ray station including and especially Officer #1. It seems like the cause for alarm came into play once I asserted my right not to have my bag searched. I maintain, as I did then, that this was an ARBITRARY AND CAPRICIOUS search of my belongings and I demand a written apology from none other than officer #1.
I have been an amputee since 1994 and for the past 14 years of my life IGÇÖve traveled countless times. I look forward to traveling much more throughout the course of my life, but I do not intend to be subjected to searches that are absolutely arbitrary and unreasonable. Never before have I been placed in a situation like this. YES I feel like my rights have been violated and I want to do everything within my power to ensure that such things do no happen to me or anyone else. If I didnGÇÖt have a prosthesis, I wouldGÇÖve been able to go free with no issue. But since my body alarmed they felt the need to expand that search to my bag. ThatGÇÖs absolutely absurd and unconstitutional! If thatGÇÖs the case that would mean that I am subject to such extensive searches for the rest of my life by virtue of the fact that IGÇÖm an amputee!
Please forward me a copy of the managerGÇÖs report that he stated he would prepare for your review because it contains the name of Officer #1. Thank you for your time and consideration.

Regards,

(b)(6)</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#398271-513356#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-17 11:17:36

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-11-17 10:50:00

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller wants to file a complaint because he was inappropriately touched during a pat down inspection.

Body:

Agent Notes: Advised caller that a message will be sent to the CSM at ELM. Advised caller that a message will be sent to the CSM at ELM.

Follow Up: (b)(6) wanted to file a complaint because he was inappropriately touch during a patdown inspection by a screener by the name of (b)(6). He stated that had he known that he had to do a patdown inspection he would have requested to have a private screening. (b)(6) stated that he was very embarrassed, and he wanted to inform someone of this incident.

To TSOC Date:

From TSOC Date:

Last Updated By: MONIQUE.ROBINSON 11/17/2009 11:26:20 AM,MONIQUE.ROBINSON 11/17/2009 11:26:34 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/17/2009 11:17:36 AM

Linked Event IDs:

Responses:

Response

Airport: ELMELM Elmira / Corning, NY, USA - Elmira Corning Regional Arpt,

Airline: Northwest Airlines --Northwest 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: 2009-11-17 16:49:13

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, FW: Complaint

Body:

From: (b)(6)

Sent: Wednesday, November 11, 2009 3:32 PM

To: OCR-externalcompliance, tsa

Subject: Complaint

Importance: High

Dear Officer: My name is (b)(6) I was traveling with my husband and two kids (ages 20 months and 5 months) from Newark Liberty airport to Los Angeles. I was taking American airline flight 119, departing at 6:55 pm. We went through security check point 2 or 3, I believe (the one on the middle). During our security screening there were 6 agents standing around, and I asked them several times to help me lower my two seater stroller off the belt as I could not do it holding a baby, while trying to restrain my toddler from running away, as my husband was busy loading all the other items we needed to clear on the belt. The agents all walked away from me and one agent clearly said no we cannot help you. When I asked why he shrugged his shoulders and said "too bad for you". Can you believe the attitude of these agents? And this is not the only time this has happened to me. Why I am obliged to write this time is because I have had enough with Newark Liberty Airport's TSA agents's attitudes towards my family with young children. It is hard enough to lug everything on the belt while having babies but to have no help with off loading, no courtesy at all is just too stressful for me. It has been such a highly unpleasant experience that I have nightmares about it a few days before I travel. My children can sense it to as they start crying uncontrollably as soon as we stand in the line for security check. I have traveled 5 times from LAX to Newark in the past 2 years, always taking American airlines, and have always had to cross the same check point. As soon as the agents see a family with children coming they roll their eyes, start walking away, or make under the breathe remarks to each other, and their tone of voice changes and they sound abrupt and angry. Or maybe because I look middle eastern

though I am from Pakistan. I will be traveling several more times to Newark liberty as that is where my extended family lives. There has to be some remedy. We travel a lot and have never had this kind of treatment from any other TSA check point including LAX.

Sincerely,

(b)(6)

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

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 11/17/2009 4:49:13 PM,COREY.SHELTON 11/17/2009 4:51:16 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/17/2009 11:58:33 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, LAX Los Angeles, CA, USA - Los Angeles 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: FW: Complaint <<#63509-515065#>>

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&nbsp;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.</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>
```

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

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

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<P>&nbsp;</P>
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<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>
```

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<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><div>
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```
<div style="padding-left: 0in; padding-right: 0in; padding-bottom: 0in; border-right: medium none; padding-top: 3pt; border-left: medium none; border-bottom: medium none; border-top: #b5c4d4 1pt solid">
```

```
<p class="msonormal">
```

```
<font face="Tahoma,sans-serif" style="font-size: 10pt"><b><span>From:</span></b></font><font face="Tahoma,sans-serif" style="font-size: 10pt"><span>
```

(b)(6) [mailto:(b)(6)]<br clear="none">Sent:

Wednesday, November 11, 2009 3:32 PM<br clear="none">To:

OCR-externalcompliance, tsa<br clear="none">Subject:

Complaint<br clear="none">Importance:

High

</p>

</div>

</div>

<p class="msonormal">

</p>

<p class="msonormal">

Dear

Officer: My name is (b)(6) I was traveling with my husband and two kids (ages 20 months and 5 months) from Newark Liberty airport to Los Angeles. I was taking American airline flight 119, departing at 6:55 pm. We went through security check point 2 or 3, I believe (the one on the middle). During our security screening there were 6 agents standing around, and I asked them several times to help me lower my two seater stroller off the belt as I could not do it holding a baby, while trying to restrain my toddler from running away, as my husband was busy loading all the other items we needed to clear on the belt. The agents all walked away from me and one agent clearly said no we cannot help you. When I asked why he shrugged his shoulders and said “too bad for you”. Can you believe the attitude of these agents? And this is not the only time this has happened to me. Why I am obliged to write this time is because I have had enough with Newark Liberty Airport’s TSA agents’s attitudes towards my family with young children. It is hard enough to lug everything on the belt while having babies but to have no help with off loading, no courtesy at all is just too stressful for me. It has been such a highly unpleasant experience that I have nightmares about it a few days before I travel. My children can sense it to as they start crying uncontrollably as soon as we stand in the line for security check. I have traveled 5 times from LAX to Newark in the past 2 years, always taking American airlines, and have always had to cross the same check point. As soon as the agents see a family with children coming they roll their eyes, start walking away, or make under the breathe remarks to each other, and their tone of voice changes and they sound abrupt and angry. Or maybe because I look middle eastern though I am from Pakistan. I will be traveling several more times to Newark liberty as that is where my extended family lives. There has to be some remedy. We travel a lot and have never had this kind of treatment from any other TSA check point including LAX.

</p>

<p class="msonormal">

</p>

<p class="msonormal">

Sincerely,

</p>

<p class="msonormal">

</p>

<p class="msonormal">

(b)(6)

(b)(6)

</p></div>

----- TCC Control Number: -----
<<#63509-515065#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-18 15:54:32

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/17/2009 12:58:42 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I departed from JFK airport where my DOT FAA ID badge was sufficient for screening ID at JFK.

When returning via Portland Maine airport I was told that the FAA ID was not good and had to show my drivers license.

Comments: Why the difference??

Second will my new ID card issued because of HSPD-12 program be valid for ID verification???

Agent Notes: ID GÇô VALID ID NOT ACCEPTED ID GÇô VALID ID NOT ACCEPTED,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 11/18/2009 3:54:32 PM,CHRISTOPHER.WALL 11/18/2009 3:55:40 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/17/2009 6:31:09 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, PWM Portland, ME, USA - Portland International Jetport,

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 <<#399876-515242#>>

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 identification (ID) requirements at the security screening checkpoint. Specifically, you felt that the ID you presented should have been accepted. </P>

<P> </P>

<P>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 you presented at the screening checkpoint. Generally, the ID must contain the following: name, date of birth, gender, expiration date, and a tamper-resistant feature. However, Transportation Security Officers always have the option of requesting a second form of ID. </P>

<P> </P>

<P>The following are examples of acceptable ID:<BR clear=none> <BR clear=none>GÇó State-issued driverGÇÖs license<BR clear=none>GÇó U.S. passport<BR clear=none>GÇó U.S. passport card<BR clear=none>GÇó Photo ID issued by a Department of Motor Vehicles or equivalent State or U.S. Territory Government Office for the purpose of identification<BR clear=none>GÇó U.S. Military ID (Active and Retired)<BR clear=none>GÇó U.S. Merchant Mariner Card<BR clear=none>GÇó Permanent Resident Card/Resident Alien Card<BR clear=none>GÇó Border Crossing Card/non-immigrant Visa<BR clear=none>GÇó U.S. Department of Homeland Security (DHS) GÇËTrusted TravelerGÇÏ Cards (NEXUS, SENTRI, FAST)<BR clear=none>GÇó DHS-designated enhanced driverGÇÖs license<BR clear=none>GÇó A Native American Tribal Photo ID<BR clear=none>GÇó An airline photo ID (if issued under a TSA-approved security plan)<BR clear=none>GÇó A Registered Traveler Card (Containing the following: Name, Photo, Date of Birth, Gender, Reissue Date, and a Tamper-Resistant Feature)<BR clear=none>GÇó A Transportation Workers Identification Credential (TWIC)<BR clear=none>GÇó A foreign government-issued passport, Canadian driverGÇÖs license or Province/Territory ID, and Indian and Northern Affairs Canada (INAC) card are also acceptable forms of photo ID.<BR clear=none>GÇó Department of State Drivers License </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><BR clear=none>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <(b)(6)>>
Received: 11/17/09 6:31:08 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: 11/17/2009 12:58:42 PM

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<TBODY>

<TR>

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

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

<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>I departed from JFK airport where my DOT FAA ID badge was sufficient for screening ID at JFK.

When returning via
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<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>Why the difference??

Second will my new ID card issued because of HSPD-12 program be valid for ID
verification??</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#399876-515242#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-18 17:20:40

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, ISSUE, TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: (b)(6)

Date Time: 11/17/2009 6:56:36 PM

Subject: Suggestions

Name: (b)(6)

Email:

Comments: I am a frequent flyer and I am sitting at the Albany Airport in Upstate NY were I just went through your check-point. I understand that you can't bring liquids/gels, etc. and I even check your web site before I travel to be sure that you haven't made changes and did NOT find anything about sealed small containers of chunky applesauce (closed), not being allowed. If it isn't allowed, they threw mine away, then you should be VERY clear and say nothing is allowed that has the slightest amount of liquid in it. I read your entire site and nothing was said about sealed food that is NOT a liquid, not being allowed. I try to follow the rules and if that is a rule then it should be posted so we don't waste our money when traveling! The people who screened me didn't seem to be sure either and they told me that applesauce was a combination of liquid and gel. Really???? I've made applesauce and I've never added liquid or gel. How about putting pictures of everything that you don't allow or at least being more specific? Thanks

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.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 11/18/2009 5:20:40 PM,BRIAN.WARREN 11/18/2009 5:21:58 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/18/2009 1:04:39 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County 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: Compliments or Suggestions <<#5666-515454#>>

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

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<p>

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<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.

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<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.

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Additionally, 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.

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<p>

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

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

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<p>

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<p>
TSA Contact Center<br clear="none">
</p></div>

<div>--- Original Message ---
From: <(b)(6)> >
Received: 11/18/09 1:04:18 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: (b)(6)
Date Time: 11/17/2009 6:56:36 PM

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<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Subject:</TD>
<TD>Suggestions</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
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<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>I am a frequent flyer and I am sitting at the Albany Airport in Upstate NY were I just went through your check-point. I understand that you can't bring liquids/gels, etc. and I even check your web site before I travel to be sure that you haven't made changes and did NOT find anything about sealed small containers of chunky applesauce (closed), not being allowed. If it isn't allowed, they threw mine away, then you should be VERY clear and say nothing is allowed that has the slightest amount of liquid in it. I read your entire site and nothing was said about sealed food that is NOT a liquid, not being allowed. I try to follow the rules and if that is a rule then it should be posted so we don't waste our money when traveling! The people who screened me didn't seem to be sure either and they told me that applesauce was a combination of liquid and gel. Really???? I've made applesauce and I've never added liquid or gel. How about putting pictures of everything that you don't allow or at least being more specific? Thanks.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<ᘢ-515454#></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-19 10:30:39

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/18/2009 3:44:35 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): Delta flight 983 departing LaGuardia airport at 3:45 pm

Comments: I am writing concerning a problem that occurred when I went through the TSA security screening line at LaGuardia airport in Queens, NY around 3:15 pm on November 17, 2009. I was traveling with an infant, who had his own plane ticket. I had as a carry-on a small cooler with expressed breast milk in two 4 oz bottles, baby cereal (oatmeal) in two baby-sized cereal bowls, a baby-size serving of fruit in a baby-sized bowl, and two bottles of prescription medicines (all medication was in its original packaging, complete with the name of the prescribing physician, patient name, and dispensing pharmacy). To keep everything cool, I had packed two small baggies of frozen vegetables, as I had been told by TSA screeners on a previous trip that I can travel with a gel ice pack even when it supposed to be keeping breast milk and other baby food cooled.

The TSA screener said the cooler and everything in it had to go through the x-ray machine. I stated that had read on the TSA web site that I can ask for a hand screening of the baby's food items instead of having them go through the xray machine. The screener said that I can't have anything hand screened and that all the contents of the cooler had to go through the xray machine. I asked if they would hand screen the food and x ray the cooler; this request was denied also. I asked for a supervisor, who said that hand screening "is never an option for anything". He told me that this is my area and nothing can go past me unless it goes through this x ray machine. I told him that the TSA web site says that certain items can be hand screened, and that I wanted that option because I'm not comfortable having things that my baby will be consuming be x rayed. He rather snarkily stated that I can either have it x rayed here, or check it and put it in the belly of the plane, and it will still get xrayed. I repeated that what he was telling me is different from what is on the TSA web site and different from what the TSA customer service representative told me when I called on the phone shortly before this trip. I then asked for a different supervisor. He repeated that this was his area, and that I can't have anything in the cooler hand screened. He said he didn't know anything about hand screening, and turned to walk away. As he was walking away, I spoke a little louder so that he could hear me. I informed him that the web site said I can have certain things hand screened, and that I wished to exercise that option. I then asked him if he was specifically refusing to hand screen anything in the cooler and he said in a nasty tone that yes, he was refusing my request. I informed him that I would write a letter of complaint and asked for his name. He then said, in a really sarcastic tone, that he wanted my name so that he could see who I am. I handed him my boarding pass and driver's license, and repeated my request for his name. As he approached me a little closer to take them, I read that his name tag said (b)(6). I said, "It appears from your nametag that your name is (b)(6). I will be writing a complaint letter because the web site says I can have a hand screening, and you have just said you are specifically refusing to do a hand screening." (b)(6) smiled smugly at me and walked away. The baby's breast milk, medicines, and food were x-rayed, against my wishes, because

(b)(6) refused to hand screen these items. He stayed gone with my boarding pass and driver's license for about 15 or 20 minutes. I saw him making phone calls. When he returned with my items, he never apologized for insisting that the items had to go through the x ray machine. I could tell by his body language that he probably learned that I did indeed have the option for hand screening. He acted very defensive at that point, and said that maybe I was unaware of the trial of the 9/11 plotters being moved to New York City. (Since I live in New York City, I'm very much aware of it, but that's beside the point). I was quite irritated at that point, and wondered out loud why it took my threatening to write a complaint letter for him to verify if what I was saying was correct.

I realize that there are many policies that the TSA has, and that no one supervisor can memorize all of them. While I can overlook (b)(6)'s snarky, sarcastic demeanor and attribute it to perhaps him having a bad day, I must say that I greatly object to his refusal to at least check a policy manual about the issue once I informed him about the TSA web site saying that I can have hand screening of things that the baby is going to consume. I don't expect (b)(6) or any other TSA employee, to memorize each and every TSA policy. However, I believe it is reasonable to expect that he would have consulted the TSA web site, or at least a TSA manual, because I had clearly informed him that what he was saying was not consistent with what is on the TSA web site. Perhaps if (b)(6) had been willing to take a look at the TSA web site or a TSA policy manual, instead of stubbornly refusing to hand screen anything that was in the cooler, he would have learned that I can indeed request a hand screening instead of x ray inspection of things that my baby is going to consume. Since (b)(6) indicated that he was completely unaware that anyone can ever ask that anything be hand screened, perhaps there is a way for the TSA to follow up with him and help him be better informed so that this problem does not happen again in the future.

Your attention to this matter is greatly appreciated

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, Fwd'd the email to the CSM at the LGA airport. (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 11/19/2009 10:30:39 AM, BRIAN.WARREN 11/19/2009 10:41:11 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/18/2009 1:06:19 PM

Linked Event IDs:

Responses:

Response

Airport: LGA LGA New York, NY, USA - LGA LGA

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#400164-515577#>>

Body:

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

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)>>
Received: 11/18/09 1:06:21 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: 11/18/2009 3:44:35 AM

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<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter

Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>

<TD>Delta flight 983 departing LaGuardia airport at 3:45 pm</TD></TR>

<TR>

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

<TD>I am writing concerning a problem that occurred when I went through the TSA security screening line at LaGuardia airport in Queens, NY around 3:15 pm on November 17, 2009. I was traveling with an infant, who had his own plane ticket. I had as a carry-on a small cooler with expressed breast milk in two 4 oz bottles, baby cereal (oatmeal) in two baby-sized cereal bowls, a baby-size serving of fruit in a baby-sized bowl, and two bottles of prescription medicines (all medication was in its original packaging, complete with the name of the prescribing physician, patient name, and dispensing pharmacy). To keep everything cool, I had packed two small baggies of frozen vegetables, as IÇÖÖ been told by TSA screeners on a previous trip that I canÇÖÖ travel with a gel ice pack even when itÇÖÖs supposed to be keeping breast milk and other baby food cooled.

The TSA screener said the cooler and everything in it had to go through the x-ray machine. I stated that had read on the TSA web site that I can ask for a hand screening of the babyÇÖÖs food items instead of having them go through the xray machine. The screener said that I canÇÖÖ have anything hand screened and that all the contents of the cooler had to go through the xray machine. I asked if they would hand screen the food and x ray the cooler; this request was denied also. I asked for a supervisor, who said that hand screening " is never an option for anything". He told me that ÇÖÖthis is my area and nothing can go past me unless it goes through this x ray machine.ÇÖÖ I told him that the TSA web site says that certain items can be hand screened, and that I wanted that option because IÇÖÖm not comfortable having things that my baby will be consuming be x rayed. He rather snarkily stated that I can ÇÖÖeither have it x rayed here, or check it and put it in the belly of the plane, and it will still get xrayedÇÖÖ. I repeated that what he was telling me is different from what is on the TSA web site and different from what the TSA customer service representative told me when I called on the phone shortly before this trip. I then asked for a different supervisor. He repeated that this was his area, and that I canÇÖÖ have anything in the cooler hand screened. He said he didnÇÖÖ know anything about hand screening , and turned to walk away. As he was walking away, I spoke a little louder so that he could hear me. I informed him that the web site said I can have certain things hand screened, and that I wished to exercise that option. I then asked him if he was specifically refusing to hand screen anything in the cooler and he said in a nasty tone that yes, he was refusing my request. I informed him that I would write a letter of complaint and asked for his name. He then said, in a really sarcastic tone, that he wanted my name so that he could see who I am. I handed him my boarding pass and driverÇÖÖs license, and repeated my request for his name. As he approached me a little closer to take them, I read that his name tag said ÇÖÖ (b)(6) ÇÖÖ. I said, ÇÖÖIt appears from your nametag that your name is (b)(6) I will be writing a complaint letter because the web site says I can have a hand screening, and you have just said you are specifically refusing to do a hand screeningÇÖÖ. (b)(6) smiled smugly at me and walked away. The babyÇÖÖs breast milk, medicines, and food were x-rayed, against my wishes, because (b)(6) refused to hand screen these items. He stayed gone with my boarding pass and driverÇÖÖs license for about 15 or 20 minutes. I saw him making phone calls. When he returned with my items, he never apologized for insisting that the items had to go through the x ray machine. I could tell by his body language that heÇÖÖd probably learned that I did indeed have the option for hand screening. He acted very defensive at that point, and said that maybe I was unaware of the trial of the 9/11 plotters being moved to New York City. (Since I live in New York City, IÇÖÖm very much aware of it, but thatÇÖÖs beside the point). I was quite irritated at that point, and wondered out loud why it took my threatening to write a complaint letter for him to verify if what I was saying was correct.

I realize that there are many policies that the TSA has, and that no one supervisor can memorize all of them. While I can overlook (b)(6) ÇÖÖs snarky, sarcastic demeanor and attribute it to perhaps him having a bad day, I must say that I greatly object to his refusal to at least check a policy manual about the issue once I informed him about the TSA web site saying that I can have hand screening of things that the baby is going to consume. I donÇÖÖ expect (b)(6) , or any other TSA employee, to memorize each and every TSA policy. However, I believe it is reasonable to expect that he would have consulted the TSA web site, or at least a TSA manual, because I had clearly informed him that what he was saying was not consistent with what is on the TSA web site. Perhaps if (b)(6) had been willing to take a look at the TSA web site or a TSA policy manual, instead of stubbornly refusing to hand screen anything that was in the cooler, heÇÖÖd have learned that I can indeed request a hand screening instead of x ray inspection of things that my baby is going to consume. Since (b)(6) indicated that he was completely unaware that anyone can ever ask that anything be hand screened, perhaps there is a way for the TSA to follow up with him and help him be better informed so that this

problem does not happen again in the future.

Your attention to this matter is greatly appreciated.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#400164-515577#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-19 10:44:45

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/18/2009 8:13:52 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue, flight 375, LGA

Comments: Screening personell were rude and demeaning. Insisted I had to be patted down because I was wearing a skirt. Treated me discourteously. I am a 62 year old woman and I was made to feel as if I were a criminal while I waited. I had flown to NYC to attend a funeral and was coming home. Made me want to avoid LGA in the future

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

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 11/19/2009 10:44:45 AM,JWAN.JENIFER 11/19/2009 10:46:23 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/18/2009 1:06:49 PM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#400192-515613#>>

Body:

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

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

</P>

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)> >
Received: 11/18/09 1:06:49 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: 11/18/2009 8:13:52 AM

Name:	(b)(6)
Email:	(b)(6)
Complaints:	Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	Jet Blue, flight 375, LGA
Comments:	Screening personnell were rude and demeaning. Insisted I had to be patted down because I was wearing a skirt. Treated me discourteously. I am a 62 year old woman and I was made to feel as if I were a criminal while I waited. I had flown to NYC to attend a funeral and was coming home. Made me want to avoid LGA in the future.

----- TCC Control Number: -----
<<#400192-515613#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-20 09:51:58

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-11-12 13:00:00

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: (b)(6)

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that his sister in law was inappropriately touched while going through screening.

Body:

Agent Notes: Advised caller that a message sent to CSM at EWR in regards to the incident. Advised caller that a message sent to CSM at EWR in regards to the incident.

Follow Up: (b)(6) stated that his sister in law was inappropriately touched while going through screening. He stated that his sister in law has metal implants and she was trying to inform the screener, by giving them documentation but they didn't even look at the paperwork. (b)(6) stated that his sister in law doesn't speak english, so the screeners were very rude to her and they wouldn't listen. He wanted to inform someone of this incident and he would like for someone to give him a call back.

To TSOC Date:

From TSOC Date:

Last Updated By: MONIQUE.ROBINSON 11/20/2009 10:08:39 AM,MONIQUE.ROBINSON 11/20/2009 10:08:45 AM,

Last Update Date:

Opening Agent:

Opened Date: 11/20/2009 9:51:58 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, TPA Tampa, FL, USA - Tampa International,

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

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-22 14:57:37

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/22/2009 5:15:07 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Spirit air acy/mco 11/22/09 6am departure.

Comments: I feel that your security personal use the premise of "random screening" against anyone they take a dislike to. I removed my shoes, belt, laptop before going through security, but because I was not "chatty" with the officers, was sent aside for extra screening. (I have a 20" scar along my arm from the surgery) ->As a second note, I have a permanent plate in my right arm, and instead of allowing me to pull up my sleeve, the officer patted down my arm three times. What is the point of this? I am 36/caucasian/wearing a suit/with tertiary education. This was solely because the guy didn't like me, not to mention pointless

Agent Notes: Screening-All Passengers Screening-All Passengers,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 11/22/2009 2:57:37 PM,BRIAN.WARREN 11/22/2009 2:58:35 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/22/2009 10:06:41 AM

Linked Event IDs:

Responses:

Response

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

Airline: Spirit AirlinesSpirit 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 <<#401431-517076#>>

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>Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. However, a passenger should not be asked to do anything that would separate the passenger from his/her child. Transportation Security Officers (TSOs) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern. </P>

<P> </P>

<P>Please keep in mind that a TSA is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed. </P>

<P> </P>

<P>We encourage you to 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> </P>

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

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)> >
Received: 11/22/09 10:06:41 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 11/22/2009 5:15:07 AM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Spirit air acy/mco 11/22/09 6am departure.</TD></TR>

<TR>

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

<TD>I feel that your security personal use the premise of "random screening" against anyone they take a dislike to. I removed my shoes, belt, laptop before going through security, but because I was not "chatty" with the officers, was sent aside for extra screening. (I have a 20" scar along my arm from the surgery) ->As a second note, I have a permanent plate in my right arm, and instead of allowing me to pull up my sleeve, the officer patted down my arm three times. What is the point of this? I am 36/caucasion/wearing a suit/with tertiary education. This was soley because the guy didn't like me, not to mention pointless.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#401431-517076#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-24 12:53:56

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-11-23 00:53:00

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 <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 11/23/2009 2:39:20 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): My daughter (b)(6) was on her way through security to Delta (Com Air) flight 6327 with a suitcase today, November 23. TSA indicated items were no longer gate checked at LGA. She has become accustomed to TSA at LGA and knew it was impossible to reason with the same group who had stolen her cell phone in July.

Comments: The suitcase fits into a sizewise measuring device at the counter with ease. She was on her way to board a CRJ where bags are gate checked. The TSA official at security refused to allow the bag through even though it fit through xray with ease. As a result (b)(6) had to go back and stand in line at check in to check a bag the the counter attendant insisted should have been gate checked.

She missed her flight

Agent Notes: Screeners have the final say Screeners have the final say,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 11/24/2009 12:53:56 PM,CHRISTOPHER.WALL 11/24/2009 12:55:40 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/23/2009 3:55:19 PM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#401930-517633#>>

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's current security screening procedures require all carry-on luggage and accessible property be screened before passengers take them 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 poses a security threat. </P>

<P> </P>

<P>Therefore, TSA security screening personnel make the final decision on whether to permit items like yours into the sterile area of the airport. </P>

<P> </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 is helpful.</P>

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)>>
Received: 11/23/09 3:55:18 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: 11/23/2009 2:39:20 PM

</div>

Name:	(b)(6)
Email:	(b)(6)
Complaints:	Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):	My daughter (b)(6) was on her way through security to Delta (Com Air) flight 6327 with a suitcase today, November 23. TSA indicated items were no longer gate checked at LGA. She has become accustomed to TSA at LGA and knew it was impossible to reason with the same group who had stolen her cell phone in July.
Comments:	The suitcase fits into a sizewise measuring device at the counter with ease. She was on her way to board a CRJ where bags are gate checked. The TSA official at security refused to allow the bag through even though it fit through xray with ease. As a result (b)(6) had to go back and stand in line at check in to check a bag the the counter attendant insisted should have been gate checked. She missed her flight.

----- TCC Control Number: -----
<<#401930-517633#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-24 14:44:42

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-11-16 07:29:00

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 her boyfriend had a hip replacement and that a screener @ EWR went up and down on him with the hand wond 7 to 8 times .

Body:

Agent Notes: Advised caller that persons with metal implants are subjected to additional screening. Advised caller that persons with metal implants are subjected to additional screening. Caller also stated that the screening took 10 to 15 minutes and that they miss there flight. Caller suggested that TSA hire descent people to be screeners. Advised Caller that I will note the suggestion.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: PORCHIA.WARD 11/24/2009 2:58:47 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/24/2009 2:44:42 PM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-11-29 14:50:11

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-11-29 07:16:00

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 she had a bad experience, TSO were very rude : JFK

Body:

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

Follow Up: (b)(6) stated she had a bad experience @ JFK the TSO were very rude she stated she thing they pulled her over because she was crying because she left her parent, the TSO checked everything , her purse, her body, her medicine one of the TSO asked what she does for living. (b)(6) answered she is a teacher but she is now working in the administration office the TSO mention to her that she is no longer a teacher because she was taking a lot of medication. (b)(6) does not know why they pulled her over the TSO did not tell her either. They checked her ID and was told her they have to make a report, (b)(6) did not get any names and she did not get a copy of the report. (b)(6) stated she felt harassed. (b)(6) request a callback.

To TSOC Date:

From TSOC Date:

Last Updated By: ALIOCHA.TORRICO 11/29/2009 3:17:44 PM,ALIOCHA.TORRICO 11/29/2009 9:03:21 PM,ALIOCHA.TORRICO 11/29/2009 9:04:02 PM,ALIOCHA.TORRICO 11/29/2009 9:04:52 PM,ALIOCHA.TORRICO 11/29/2009 9:05:05 PM,ALIOCHA.TORRICO 11/30/2009 5:04:34 PM,

Last Update Date:

Opening Agent:

Opened Date: 11/29/2009 2:50:11 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: 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: 2009-12-04 08:37:59

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date:

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 says screening practices between airports are inconsistent in regards to ice skates. Also caller asked if the following item (Ice skates) in carry on.

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. 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 declined to provide a call back number.

Advised caller that ice skates will be permitted in the carry on with the discretion of the screener and advised caller to check ice skates.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIANA.GRAHAM 12/4/2009 8:43:34 AM,

Last Update Date:

Opening Agent:

Opened Date: 12/4/2009 8:37:59 AM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International, JAX Jacksonville, FL, USA - Jacksonville 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: 2009-12-07 14:11:21

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 12/6/2009 2:53:37 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): December 1, 2009, sometime between 12:30 and 1:00 pm, Air Tran #963, Atlantic City, NJ to Atlanta, GA, Gate 5.

Comments: My complaint also includes invasion of privacy/civil rights. I went through the security check and was told my carry-on bag needed to be hand searched. I was not told why. The agent proceeded to remove every single item from my bag and display it on the counter in public view. I asked what he was doing. He said "It's nothing to worry about, just a random search". I've had hand searches of my bag before, but only when I was told there was something inside the agent couldn't identify in xray. They would then open my bag find the item, examine it and replace it. That was it. I was shocked and appalled at the search I was subjected to by this agent on Dec. 1. He pushed his fingers into every nook and cranny of my bag inside and out. Then did the same with the shoes and socks that were in there. He untied the plastic bags of rolls and cake I had in there putting his fingers and face in the bags. I told him what was in there. He could see through the plastic what was in there and he could feel what was in there. It was totally unnecessary for him to untie those bags. He handled every single one of my personal items including medications. There was absolutely no reason for him to subject me to this indignity, humiliation and embarrassment. It was blatant invasion of privacy of my personal property. I'm a 74 year old senior citizen and certainly do not look like a suspicious person. I should not have been subjected to this. There was no reason whatsoever for such a search to be conducted on me. I understand your concern for safety. It's also my concern. But there must be something extremely suspect or questionable to justify such a search and it should be done in private not public view. There was absolutely nothing to justify this totally outrageous, uncalled for complete and total invasion of privacy search of my bag. Please respond to let me know what you intend to do about this. Thank you

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

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE 12/7/2009 2:11:21 PM, TRACY.HOLDEN-LANE 12/7/2009 2:27:53 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/7/2009 10:32:12 AM

Linked Event IDs:

Responses:

Response

Airport: ACYACY Atlantic City /Atlantic Cty, NJ, USA - Atlantic City International, ATL Atlanta, GA, USA - Hartsfield International, Airline:
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#406301-522718#>>

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 ACY, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. </P>
<P> </P>
<P>Again, 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: 12/7/09 10:32:10 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 12/6/2009 2:53:37 PM

<TABLE style="WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>December 1, 2009, sometime between 12:30 and 1:00 pm, Air Tran #963, Atlantic City, NJ to Atlanta, GA, Gate 5.</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>My complaint also includes invasion of privacy/civil rights. I went through the security check and was told my carry-on bag needed to be hand searched. I was not told why. The agent proceeded to remove every single item from my bag and display it on the counter in public view. I asked what he was doing. He said "It's nothing to worry about, just a random search". I've had hand searches of my bag before, but only when I was told there was something inside the agent couldn't identify in xray. They would then open my bag find the item, examine it and replace it. That was it. I was shocked and appalled at the search I was subjected to by this agent on Dec. 1. He pushed his fingers into every nook and cranny of my bag inside and out. Then did the same with the shoes and socks that were in there. He untied the plastic bags of rolls and cake I had in there putting his fingers and face in the bags. I told him what was in there. He could see through the plastic what was in there and he could feel what was in there. It was totally unnecessary for him to untie those bags. He

handled every single one of my personal items including medications. There was absolutely no reason for him to subject me to this indignity, humiliation and embarrassment. It was blatant invasion of privacy of my personal property. I'm a 74 year old senior citizen and certainly do not look like a suspicious person. I should not have been subjected to this. There was no reason whatsoever for such a search to be conducted on me. I understand your concern for safety. It's also my concern. But there must be something extremely suspect or questionable to justify such a search and it should be done in private not public view. There was absolutely nothing to justify this totally outrageous, uncalled for complete and total invasion of privacy search of my bag. Please respond to let me know what you intend to do about this. Thank you.

----- TCC Control Number: -----
<<#406301-522718#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-12-09 15:30:21

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-12-06 18:30:00

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:

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., No callback number. Informed caller an email will be sent to CSM.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: ALIOCHA.TORRICO 12/9/2009 3:48:58 PM,ALIOCHA.TORRICO 12/9/2009 10:02:10 PM,ALIOCHA.TORRICO 12/9/2009 10:49:51 PM,ALIOCHA.TORRICO 12/9/2009 10:49:59 PM,ALIOCHA.TORRICO 12/10/2009 6:08:24 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/9/2009 3:30:21 PM

Linked Event IDs:

Responses:

Response

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

Airline: Delta Air Lines --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: 2009-12-10 12:05:14

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: 12/9/2009 4:03:38 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): NEW YORK AND NEWARK NEWJERSEY AIRPORTS....

Comments: EVERYTIME I FLY TO BOGOTA, COLOMBIA I'M ALWAYS STOP BY TSA AGENTS AND QUESTIONED ABOUT MY PURPOSE IN COLOMBIA? 4 DAMN TIMES I'VE BEEN STOP. I NEVER USED OR SOLD DRUGS. I'M A U.S ARMY VET. DAMMIT

Agent Notes: SECONDARY SCREENING REASONS RESPONSE SECONDARY SCREENING REASONS RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 12/10/2009 12:05:14 PM, CHRISTOPHER.WALL 12/10/2009 12:05:53 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/9/2009 6:38:28 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, BOG Bogota, Colombia - Eldorado,

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 <<#407754-524370#>>

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 class=msonormal style="MARGIN: 0in 0in 0pt">Thank you for your email message expressing your concern regarding the secondary screening you received at the security checkpoint. </P>

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

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

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

<P class=msonormal style="MARGIN: 0in 0in 0pt">Passengers with the GÇŁSSSSGÇŸ designation on their boarding pass have been preselected for additional screening. There are different ways in which passengers are preselected to receive the GÇŁSSSSGÇŸ designation. One method of selection is by CAPPS. The airlines may have placed the GÇŁSSSSGÇŸ designation on passengersGÇÖ 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. 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 class=msonormal style="MARGIN: 0in 0in 0pt"> </P>

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

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

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

<div>--- Original Message ---
From: <(b)(6)> >
Received: 12/9/09 6:38:28 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: 12/9/2009 4:03:38 PM

Name:

```
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>NEW YORK AND NEWARK NEWJERSEY AIRPORTS.....</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD>
<TD>EVERYTIME I FLY TO BOGOTA,COLOMBIA I'M ALWAYS STOP BY TSA AGENTS AND QUESTIONED ABOUT MY PURPOSE IN
COLOMBIA? 4 DAMN TIMES I'VE BEEN STOP. I NEVER USED OR SOLD DRUGS. I'M A U.S ARMY VET.
DAMMIT.</TD></TR></TBODY></TABLE></div>
<BR><BR>----- TCC Control Number: -----<BR><<#407754-524370#>></body></html>
END RECORD
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CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-12-16 13:05:23

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-12-14 09:30:00

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 Security Checkpoint at ISP

Body: While going through the security checkpoint at Long Island MacArthur Islip Airport (ISP) at appoxiamtely 0930 on 12/14/09, I observed a TSA screening officer placing a passenger's one liter water bottle through the X-ray machine and allowing the passenger to take the bottle from the checkpoint. According to your website, taking a water bottle through a security checkpoint is not allowed.

I did not want to bring it up to the supervisor at the checkpoint, as I was concerned that I would "selected" for "random screening" because I turned in one of their employees and I could not afford to miss my flight. Therefore, I'm bringing this event to your attention now.

Respectfully,

(b)(6)

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, BCC ISP CSM at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 12/16/2009 1:05:23 PM,CHRISTOPHER.WALL 12/16/2009 1:06:33 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/15/2009 6:15:14 PM

Linked Event IDs:

Responses:

Response

Airport: ISPISP Islip, NY, USA - Long Island-Macarthur 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 Security Checkpoint at ISP <<#410058-527054#>>

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><FONT face=" Helvetica, sans-

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-12-22 16:15:15

Medium: EMAIL

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:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, RE: ?Civil Rights and Liberties complaint?

Body: Sir,

The Transportation Security Administration's Office of Civil Rights and Liberties has received your email concern below. We have assessed your concern and determined that it does not rise to the level of a discrimination complaint. However, by copy of this message, we are forwarding your concern to TSA's Contact Center for appropriate response. Thank you for bringing this matter to our attention.

Stephanie Stoltzfus

Director, Office of Traveler Specialized Screening & Outreach

Office of Civil Rights and Liberties

Transportation Security Administration

From (b)(6) <mailto:(b)(6)>

Sent: Thursday, November 19, 2009 10:09 AM

To: OCR-externalcompliance, tsa

Subject: ?Civil Rights and Liberties complaint?

To whom it may concern,

I am not a lawyer, so their for I am not sure if I was deprived of my rights. On November 14th I was traveling with my pregnant wife (7 months), around 2pm we entered Delta International terminal at JFK airport in NYC and came to a security checkpoint, their are two of them and if I'm not mistaken, we used the one across from gate 14.

First of all I would like to point out that I'm a frequent flyer and a law abiding citizen, and I don't have anything against security and always give myself enough time to go through. My first complaint is that I had to use the bin for my clothing after somebody used it for their

shoes. There were no separate bins for clothing and for shoes. There were no disposable socks (I believe some call them booties) available and my wife and I and other travelers had to walk barefoot on a cold tile floor. I wonder how many people got sick. I know my wife and I did.

At the checkpoint there were quiet a few people on line. I came up to your officer and asked if my wife could be personally checked without taking off her boots off (very thin sole and practically no heel). The reason for this is, she has to lay down with her feet up to let the swelling go down to put the boots back on. I would understand if the officer politely told me that it is not allowed, but instead he put the chair in the middle between two lines of people and spiking to me in a street slang (something like "Yo men"). He told me "She can put them on, just like she did at home". At this time I started to talk to that officer in a manner he spoke to me, asking him to call the supervisor. When the supervisor came, he addressed me very politely, but very quietly, so I would be the only one to hear him. He told me to be quiet or I will have to go some place else. At this time I did. I had to help my wife remove her boots off and she was taken for personal check, barefooted on the cold tiled floor, while I went through metal detector and waited for our belongings to go through x-ray machine twice. After that I was taken for personal search also barefooted. After the search my wife and I were showed where we can sit and wait for our belongings to be checked. We had no direct view of how the search of our belongings were done. Thank God nothing was placed in there. When I saw the male officer taking my wife's hand-bag for the inspection, I told him that it should be done by a female officer. It was. I called a supervisor again and asked him for a complain card or his name and badge number. He told me "No problem, but I have to get your ID's and file a report and it will take some time". When I told him that it doesn't make sense, he threaten me with arrest.

While all this was going on my wife and I were barefoot, finally I was allowed to help my wife with her boots.

The fact that my wife had to see the doctor when we arrived was put on antibiotics (while pregnant) is irrelevant at this time. I am just curious, were our rights disrespected and if yes what will be done about it.

I am very disappointed that visitors to our country will have such a poor quality conditions for the security check.

Thank you

Hope to hear from you (b)(6)

PS

On the 17th of November I wrote to "GOT FEEDBACK" and up to now did not get a response

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC CSM Tiesha walker patterson at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 12/22/2009 4:15:15 PM,COREY.SHELTON 12/22/2009 4:17:40 PM,COREY.SHELTON 12/22/2009 4:17:51 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/21/2009 12:28:01 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,
Airline: Delta AirDelta Air,
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: RE: ?Civil Rights and Liberties complaint? <<#27418-528352#>>

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 for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. </P>
<P> </P>
<P>Again, the TSA offers sincere apologies for the discomfort and inconvenience you experienced while traveling and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: "Stoltzfus, Stephanie L." <IMCEAEX-
_O=TSAORG_OU=HEAD+20QUARTERS_CN=RECIPIENTS_CN=STEPHANIE.(b)(6)>>
R
eceived: 12/21/09 12:27:59 PM EST
To: <(b)(6)>>
CC:"TCC-Referrals" <TCC-
Referrals@tsa.dhs.gov>>
Subject: RE: ?Civil Rights and Liberties complaint?

<META name=Generator content="Microsoft Word 12 (filtered medium)">
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panose-1:2 15 5 2 2 2 4 3 2 4;}@font-face {font-family:Tahoma;
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", "serif";}
a:link, span.MsoHyperlink {mso-style-priority:99; color:blue;
text-decoration:underline;}a:visited, span.MsoHyperlinkFollowed
{mso-style-priority:99; color:purple; text-decoration:underline;}
span.EmailStyle17 {mso-style-type:personal; font-family:"Calibri", "sans-serif";
color:#1F497D;}span.EmailStyle19 {mso-style-type:personal-reply;
font-family:"Calibri", "sans-serif"; color:#1F497D;} .MsoChpDefault
{mso-style-type:export-only; font-size:10.0pt;}@page Section1
{size:8.5in 11.0in; margin:1.0in 1.0in 1.0in 1.0in;}div.Section1
{page:Section1;}--></STYLE>
<DIV class=Section1>
<P class=MsoNormal>Sir,<?xml:namespace
prefix = o ns = "urn:schemas-microsoft-com:office:office" /><o:p></o:p></P>
<P class=MsoNormal>The Transportation
Security AdministrationGÇOs Office of Civil Rights and Liberties has received your email concern below. We have assessed your
concern and determined that it does not rise to the level of a discrimination complaint. However, by copy of this message, we are
forwarding your concern to TSAGÇOs Contact Center for appropriate response. Thank you for bringing this matter to our

attention.

<P class=MsoNormal><P> </P></P>

<P class=MsoNormal>Stephanie Stoltzfus</P>

<P class=MsoNormal>Director, Office of Traveler Specialized Screening & Outreach</P>

<P class=MsoNormal>Office of Civil Rights and Liberties</P>

<P class=MsoNormal>Transportation Security Administration</P>

<DIV>

<DIV style="BORDER-BOTTOM: medium none; BORDER-LEFT: medium none; PADDING-BOTTOM: 0in; PADDING-LEFT: 0in; PADDING-RIGHT: 0in; BORDER-TOP: #b5c4df 1pt solid; BORDER-RIGHT: medium none; PADDING-TOP: 3pt">

<P class=MsoNormal>From: Felix [mailto:(b)(6)]
Sent: Thursday, November 19, 2009 10:09 AM
To: OCR-externalcompliance, tsa
Subject: ?Civil Rights and Liberties complaint?</P></DIV></DIV>

<P class=MsoNormal><P> </P></P>

<DIV>

<P class=MsoNormal>To whom it may concern,<P></P></DIV>

<DIV>

<P class=MsoNormal>I am not a lawyer, so their for I am not sure if I was deprived of my rights. On November 14th I was traveling with my pregnant wife (7 months), around 2pm we entered Delta International terminal at JFK airport in NYC and came to a security checkpoint, their are two of them and if I'm not mistaken, we used the one across from gate 14.<P></P></DIV>

<DIV>

<P class=MsoNormal>First of all I would like to point out that I'm a frequent flyer and a law abiding citizen, and I don't have anything against security and always give myself enough time to go through. My first complaint is that I had to use the bin for my clothing after somebody used it for their shoes. Their were no separate bins for clothing and for shoes. Their were no disposable socks (I believe some call them booties) available and my wife and I and other travelers had to walk bare foot on a cold tile floor. I wonder how many people got sick. I know my wife and I did.<P></P></DIV>

<DIV>

<P class=MsoNormal>At the checkpoint their were quiet a few people on line. I came up to your officer and asked if my wife could be personally checked without taking off her boots off (very thin sole and practically no heal). The reason for this is, she has to lay down with her feet up to let the swelling go down to put the boots back on. I would understand if the officer politely told me that it is not allowed, but instead he put the chair in the middle between two lines of people and spiking to me in a street slang (something like "Yo men"). He told me "She can put them on, just like she did at home". At this time I started to talk to that officer in a manner he spoke to me, asking him to call the supervisor. When the supervisor came, he addressed me very politely, but very quietly, so I would be the only one to hear him. He told me to be quiet or I will have to go some place ells. At this time I did. I had to help my wife remove her boots off and she was taken for personal check, barefooted on the cold tiled floor, while I went through metal detector and waited for our belongings to go through x-ray machine twice. After that I was taken for personal search also barefooted. After the search my wife and I were showed where we can sit and wait for our belongings to be checked. We had no direct view of how the search of our belongings were done. Thank God nothing was placed in there. When I saw the male officer taking my wife's hand-bag for the inspection, I told him that it should be done by a female officer. It was. I called a supervisor again and asked him for a complain card or his name and badge number. He told me "No problem, but I have to get your ID's and file a report and it will take some time". When I told him that it doesn't make sense, he threaten me with arrest.<P></P></DIV>

<DIV>

<P class=MsoNormal>While all this was going on my wife and I were barefoot, finally I was allowed to help my wife with her boots.<P></P></DIV>

<DIV>

<P class=MsoNormal>The fact that my wife had to see the doctor when we arrived was put on antibiotics (while pregnant) is irrelevant at this time. I am just curious, were our rights disrespected and if yes what will be done about it.<P></P></DIV>

<DIV>

<P class=MsoNormal>I am very disappointed that visitors to our country will have such a poor quality conditions for the security check.<P></P></DIV>

<DIV>

<P class=MsoNormal>Thank you<P></P></DIV>

<DIV>

<P class=MsoNormal>Hope to hear from you (b)(6)<o:p></o:p></P></DIV>

<DIV>

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

<DIV>

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

<DIV>

<P class=MsoNormal>On the 17th of November I wrote to "GOT FEEDBACK" and up to now did not get a response.<o:p></o:p></P></DIV>

<DIV>

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

----- TCC Control Number: -----
<<#27418-528352#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-12-28 09:55:13

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, Re: TSA Contact Us: Complaints

Body: Re the above complaint, you stated that you forwarded this complaint to the ACY Customer Service Manager on Dec 7. As of today, Dec 23, I have not received a response from them. Would you please check on the status of my complaint with the ACY Manager and let me know or have them let me know what will be done about it. Thank you.

(b)(6)

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, Fwd'd the email to the CSM at ACY.

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 12/28/2009 9:55:13 AM,BRIAN.WARREN 12/28/2009 9:56:02 AM,

Last Update Date:

Opening Agent:

Opened Date: 12/23/2009 7:11:00 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#406301-522718#>>

Body:

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

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

<P> </P>

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

<P> </P>

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-12-28 17:37:01

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 inconsistencies & Claim

Body: On 12/17/2009 I traveled with my family via United airlines from Billings, MT (BIL) to New York, NY (LGA). There were no issues for us in the TSA screening process at the (BIL) airport. I had several 1/2-ounce bottles of liquid natural health products in a 1-quart ziploc bag that I did not want scanned in the conveyor scanner. A TSA officer manually scanned each product by wiping paper rounds onto the bottles and then scanning the paper. All of our property passed the screening process.

Our return flight was on 12/20/2009. I again requested a manual screening of my natural products. The TSA officer at LGA used a different instrument to scan these items. The officer indicated that all of the products failed the screening and needed to be confiscated. The officer could not explain to me why these products passed the screening in Billings yet failed the screening at LGA. The TSA officer did not even know the intended function of the instrument she was using. Following are the products that were scanned and confiscated:

Extra Virgin Olive Oil

Peppermint (Mentha Piperita) essential oil

Tea Tree (Melaleuca Alternifolia) essential oil

Lavender (Lavandula Officinalis) essential oil

Colloidal Silver

Our connecting flight in Denver, CO (DIA) was delayed and rescheduled for 12/21/2009. Upon returning to DIA, we went through another TSA screening. My wife had a 6-ounce bottle of hair conditioner with only 1 ounce of liquid remaining in the bottle. This bottle had been with all of our other liquids in a 1-quart ziploc through all of the other previous TSA screenings. The TSA officer at DIA confiscated this bottle because the bottle itself was too large--regardless of the fact that there was a fraction of the bottle size worth of liquid in the bottle.

It appears that all of your TSA screening locations are operating under different rules with different equipment. This is extremely frustrating for travelers.

In the first place, I think that the TSA screening process at airports is a complete joke and should be done away with. I will be forwarding this complaint and my feelings about TSA to my senator and congressional representative. TSA is just another agency formed to humiliate the general populace and treat them like sheep.

Considering the minutia of potential threats that TSA supposedly uncovers, it is hardly worth the 45,000 screeners employed by TSA and the millions of wasted dollars on this agency.

I would much rather fly freely without all of this TSA garbage--There just aren't enough risks or threats to justify such a bloated, poorly run, beaurocratic agency.

I would like to file a claim for the loss of these harmless and natural products to TSA. Please forward the appropriate form to me.

Sincerely,

(b)(6)

Ralston, WY 82440

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: DAYNE.WILLS 12/28/2009 5:37:01 PM, DAYNE.WILLS 12/28/2009 5:37:40 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/26/2009 3:40:34 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Lagaardia, BIL Billings, MT, USA - Billings Logan 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 inconsistencies & Claim <<#413477-530996#>>

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: 12/26/09 3:40:35 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA inconsistencies & Claim

<META name=GENERATOR content="MSHTML 6.00.2900.3640">
<STYLE></STYLE>

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<DIV> </DIV>

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I would much rather fly freely without all of this TSA garbage--There just aren't enough risks or threats to justify such a bloated, poorly run, beaurocratic agency.

I would like to file a claim for the loss of these harmless and natural products to TSA. Please forward the appropriate form to me.

Sincerely,

(b)(6)

(b)(6)

Ralston, WY 82440

TCC Control Number: -----#413477-530996#

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-12-29 18:27:11

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 Contact Us: Complaints

Body: Good morning.

Forwarding this email to the Contact Center for appropriate handling.

Thank you.

Evelyn Webb

Technology and Business Integration

Office of Civil Rights and Liberties

DHS/TSA

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

Sent: Sunday, December 27, 2009 12:17 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: 12/27/2009 12:17:29 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

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

Newark airport, Delta Terminal, Agent Name: (b)(6)

Comments:

Abuse of power by Agent (b)(6) at Newark terminal

I travel a lot and mostly the TSA agents are very kind and I clearly understand that they have to do the job and we need to cooperate. But this guy is in the wrong place and job.

He is signaling out specific minorities (specifically Indians) at the airport and has behavioral problem when you say/ask anything to him. I was so frustrated by him so I asked to see his name on the badge and he started to yale and used comments such as "can you read?", "do you want to make your flight" etc. Just very rude.

I wanted to speak to the supervisor, but was running late for the flight; however I did manage to talk to a supervisor who was standing at the gate, but couldn't do anything since he was not there.

I understand that security is something we need to take seriously and after all it's for our own safety! I greatly appreciate the work our TSA agents do, but sometimes we need to weed out the bad ones :(

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

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 12/29/2009 6:27:11 PM,COREY.SHELTON 12/29/2009 6:31:34 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/28/2009 7:06:03 PM

Linked Event IDs:

Responses:

Response

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

Airline: Delta AirDelta Air,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: FW: TSA Contact Us: Complaints <<#38072-532563#>>

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. We are sorry you were unhappy with your recent travel experience.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">Because your complaint is regarding screening at&nbsp;&nbsp;&nbsp;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.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">Again, the TSA offers sincere apologies for the discomfort and inconvenience&nbsp;&nbsp;&nbsp;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;"><div style="border-left: medium none; border-bottom: medium none; border-right: medium none; padding-right: 0in; padding-top: 3pt; padding-left: 0in; padding-bottom: 0in; border-top: #b5c4df 1pt solid">
  <p class="msonormal">
    <b><font style="font-size: 10pt" face="Tahoma,sans-serif"><span>From:</span></font><b><font style="font-size: 10pt" face="Tahoma,sans-serif"><span>
      (b)(6) mailto:(b)(6)/span></font><span><font style="font-size: 10pt" face="Tahoma,sans-serif"><br clear="none"></font><b><font style="font-size: 10pt" face="Tahoma,sans-serif">Sent:</font></b><font style="font-size: 10pt" face="Tahoma,sans-serif">
      Sunday, December 27, 2009 12:17 PM</font><font style="font-size: 10pt" face="Tahoma,sans-serif"><br clear="none"></font><b><font style="font-size: 10pt" face="Tahoma,sans-serif">To:</font></b><font style="font-size: 10pt" face="Tahoma,sans-serif">
      Civilrights, TSA</font><font style="font-size: 10pt" face="Tahoma,sans-serif"><br clear="none"></font><b><font style="font-size: 10pt" face="Tahoma,sans-serif">Subject:</font></b><font style="font-size: 10pt" face="Tahoma,sans-serif">
      TSA Contact Us: Complaints</font></span>
    </p>
  </div>
  <p class="msonormal">
    </p>
  <p style="margin-bottom: 12pt" class="msonormal">
    THIS GENERATED EMAIL HAS BEEN SENT FROM
    http://www.tsa.gov/contact/index.shtm<br clear="none">-----
  <br clear="none">Remote
    Client IP:(b)(6) <br clear="none">Date Time: 12/27/2009 12:17:29
    PM<br clear="none">-----
  </p>
  <table cellpadding="0" style="width: 562.5pt; border-left: 1.5pt outset; border-bottom: 1.5pt outset; border-right: 1.5pt outset; border-top: 1.5pt outset" class="msonormaltable" border="1" cellspacing="1" width="750">
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        <p class="msonormal" align="right">
          <b>Name:</b>
        </p>
      </td>
      <td rowspan="1" style="padding-right: 2.25pt; padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt" colspan="1">
        <p class="msonormal">
          (b)(6)
        </p>
      </td>
    </tr>
  </table>
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</tr>

<tr>

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

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

Email:

</p>

</td>

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

<p class="msonormal">

(b)(6)

</p>

</td>

</tr>

<tr>

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

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

Complaints:

</p>

</td>

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

<p class="msonormal">

Civil Rights

</p>

</td>

</tr>

<tr>

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

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

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

</p>

</td>

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

<p class="msonormal">

Newark airport, Delta Terminal, Agent Name: (b)(6)

</p>

</td>

</tr>

<tr>

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

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

Comments:

</p>

</td>

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

<p class="msonormal">

Abuse of power by Agent (b)(6) at Newark terminal<br clear="none"><br clear="none">I travel a lot and mostly the TSA agents are very kind and I clearly understand that they have to do the job and we need to cooperate. But this guy is in the wrong place and job.<br clear="none"><br clear="none">He is signaling out specific minorities (specifically Indians) at the airport and has behavioral problem when you say/ask anything to him. I was so frustrated by him so I asked to see his name on the badge and he started to yale and used comments such as "can you read?" "do you want to make your flight" etc. Just very rude.<br clear="none"><br clear="none">I wanted to speak to the supervisor, but was running late for the flight; however I did manage to talk to a supervisor who was standing at the gate, but couldn't do anything since he was not there.<br clear="none"><br clear="none">I understand that security is something we need to take seriously and after all it's for our

own safety! I greatly appreciate the work our TSA agents do, but
sometimes we need to weed out the bad ones :(

</p>

</td>

</tr>

</table></div>

----- TCC Control Number: -----
<<#38072-532563#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-12-29 19:01:10

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 says screening practices between airports are inconsistent, she stated that she traveled back and forth through LGA with a gallon sized bag of liquid toiletries but was stopped in JAX because her bag was large.

Body:

Agent Notes: Informed caller that based on the information provided a FYI will be sent out on her behalf, Informed caller that based on the information provided a FYI will be sent out on her behalf, Denied callback number, Caller stated that she managed to travel back and forth with a gallon size plastic bag of liquid toiletries,

Follow Up: (b)(6) wanted to report that screening practices between airports are inconsistent, she stated that she traveled back and forth through LGA with a gallon sized bag of liquid toiletries but was stopped in JAX because her bag was large (b)(6)

(b)(6) stated the screener explained to her that a quart size bag was needed and showed her what it would look like, I informed caller that based on the information, a FYI will be sent out on her behalf regarding the situation,

To TSOC Date:

From TSOC Date:

Last Updated By: RONALD.TAYLOR 12/29/2009 7:12:03 PM, RONALD.TAYLOR 12/29/2009 7:12:10 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/29/2009 7:01:10 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, MDW Chicago, IL, USA - Midway, JAX Jacksonville, FL, USA - Jacksonville 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: 2010-01-01 13:14:04

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-12-27 10:10:00

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 <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/28/2009 2:03:02 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): BGM - binghamton, NY 12/27/2009, United Airlines 6947 BGM to IAD 1010AM

Comments: Every passenger was required to submit to full body frisk at gate. I understand that recent events have raised the concern/threat level, but a full frisk in the middle of a public space is frankly too far. The TSA agent who frisked me (and every male in line) was 110% polite, professional and respectful, please do not take my comment as frustration with any individual as the entire TSA BGM team was great. As a weekly flier I know each airport has different procedures, and that the goal of them all is to protect me. As an American citizen, I simply cannot submit to being frisked in public like a common criminal. I would appreciate a email response, (b)(6)

(b)(6)

Agent Notes: Gate Screening Gate Screening,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 1/1/2010 1:14:04 PM,CHRISTOPHER.WALL 1/1/2010 1:16:02 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/28/2009 7:09:43 PM

Linked Event IDs:

Responses:

Response

Airport: BGMBGM Binghamton/Endicott/Johnson City, NY, USA - Edwin Alink Field, IAD Washington, DC, USA - Washington-Dulles International,

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

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-01 19:04:25

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name:

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,

Body: Hello,

This is not a complaint since I was not present at the airport when this incident occurred.

My Mother traveled to visit me over the holidays. She flew out of NYC-JFK. She was asked to participate in secondary screening including an explosives "puffer" machine. The TSA officer took personal information from her including her social security number. Upon being requested, the officer would not tell my Mother why she needed the personal information, how it would be used or why she had been singled out for secondary screening. Additionally, upon request, the TSA officer, who had no obvious identification on her uniform, refused to identify herself and sent my Mother on her way.

It seems to me that a federal law enforcement officer should inform people why they have been selected for secondary screening, why they need to collect personal information and how that information will be used, and to be willing to identify themselves, at the very least upon request.

Please advise me what the TSA polices are regarding these incident and where I may find them online so that if I should ever treated in such an unprofessional manner, I will be prepared to better respond.

Thank you for your assistance in this matter

Agent Notes: CAPPS- S on Ticket Response - UPDATED CAPPS- S on Ticket Response - UPDATED, Consumer Complaint BCC/CSM Response, Merged 2 or more responses and edited as needed

BCC Tiesha Walker at JFK @ (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 1/1/2010 7:04:25 PM,CARL.MOBLEY 1/1/2010 7:07:12 PM,CARL.MOBLEY 1/5/2010 6:27:13 PM,

Last Update Date:

Opening Agent:

Opened Date: 1/1/2010 4:18:09 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: <<#417694-535910#>>

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 additional screening. </P>
<P> </P>
<P>The Transportation Security Administration (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. </P>
<P> </P>
<P>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. </P>
<P> </P>
<P>Additionally, 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>TSA offers our sincere apologies and encourage you to check the latest information at <A href="http://www.tsa.gov" shape=rectwww.tsa.gov. </P>
<P> </P>
<P> </P>
<P>TSA Contact Center </P>
<P><BR clear=none> </P>
<P> </P></div>

<div>--- Original Message ---
From: "(b)(6)">
Received: 1/1/10 4:18:08 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject:

<STYLE type=text/css><!-- DIV {margin:0px;} --></STYLE>

<DIV style="FONT-FAMILY: times new roman,new york,times,serif; FONT-SIZE: 12pt">
<DIV>Hello,

This is not a complaint since I was not present at the airport when this incident occurred.

My Mother traveled to visit me over the holidays. She flew out of NYC-JFK. She was asked to participate in secondary screening including an explosives "puffer" machine. The TSA officer took personal information from her including her social security number. Upon being requested, the officer would not tell my Mother why she needed the personal information, how it would be used or why she had been singled out for secondary screening. Additionally, upon request, the TSA officer, who had no obvious identification on her uniform, refused to identify herself and sent my Mother on her way.

It seems to me that a federal law enforcement officer should inform people why they have been selected for secondary screening, why they need to collect personal information and how that information will be used, and to be willing to identify themselves, at the very least upon request.

Please advise me what the TSA polices are regarding these incident and where I may find them online so that if I should ever treated in such an unprofessional manner, I will be prepared to better respond.

Thank you for your assistance in this matter.
</DIV><!-- (b)(6) -->compressed/chunked Thu Dec 31 18:53:05 PST 2009 --></DIV>
</div>

----- TCC Control Number: -----
<<#417694-535910#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-02 19:47:23

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-01-02 22:00:00

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: (b)(6)

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that when she arrived at JFK, there was no security officers, police or dogs to conduct screening, and passengers were allowed to go through without bags being searched

Body:

Agent Notes: Informed caller that going through the metal detectors, and the bags going through the xray machines, is a way of screening passengers and items. Informed caller that going through the metal detectors, and the bags going through the xray machines, is a way of screening passengers and items. Passenger was travelling to Port of Spain in Trinidad

Caller stated that there were no security officers and no dogs. Advised caller that each airport has differencnt screening methods, and not only the use of Police Officers and dogs.

Caller asked if the subway system in NY is safe for a 14 year old to travel on. Advised caller to contact the local department of Transportation in New York City for further assistance.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: ALTHIA.HENRY 1/2/2010 8:01:24 PM,ALTHIA.HENRY 1/2/2010 8:01:31 PM,

Last Update Date:

Opening Agent:

Opened Date: 1/2/2010 7:47:23 PM

Linked Event IDs:

Responses:

Response

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

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: 51460663

Contact Type:

Contact Date: 2010-01-05 12:57:37

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 12/29/2009 4:58:02 PM

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

Complaints: Inconsistent Screening (Different Practices between Airports)

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

Comments: I flew during Thanksgiving. TSA employee at EWR (Newark) allowed me to pass through security with photo Costco card. I always knew that Executive Membership would pay off!

Agent Notes: ID Requirements ID Requirements,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 1/5/2010 12:57:37 PM, CHRISTOPHER.WALL 1/5/2010 12:58:08 PM,

Last Update Date:

Opening Agent:

Opened Date: 12/30/2009 2:12:38 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 <<#416240-534235#>>

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 valid identification (ID) at Transportation Security Administration (TSA) security checkpoints.<BR clear=none> <BR clear=none>The Transportation Security Administration (TSA) identity verification policy requires all adult passengers (18 and older) to provide a valid Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint. Generally, the ID must contain the following: name, date of birth, gender, expiration date, and a tamper-resistant feature. Additionally, Transportation Security Officers always have the option of requesting a second form of ID.<BR clear=none> <BR clear=none>The following are examples of acceptable ID:<BR clear=none> <BR clear=none>GÇó State-issued driver's license<BR clear=none>GÇó U.S. passport<BR clear=none>GÇó U.S. passport card<BR clear=none>GÇó Photo ID issued by a Department of Motor Vehicles or equivalent State or U.S. Territory Government Office for the purpose of identification<BR clear=none>GÇó U.S. Military ID (Active and Retired)<BR clear=none>GÇó U.S. Merchant Mariner Card<BR clear=none>GÇó Permanent Resident Card/Resident Alien Card<BR clear=none>GÇó Border Crossing Card/non-immigrant Visa<BR clear=none>GÇó U.S. Department of Homeland Security (DHS) Trusted Traveler Cards (NEXUS, SENTRI, FAST)<BR clear=none>GÇó DHS-designated enhanced driver's license<BR clear=none>GÇó A Native American Tribal Photo ID<BR clear=none>GÇó An airline photo ID (if issued under a TSA-approved security plan)<BR clear=none>GÇó A Registered Traveler Card (Containing the following: Name, Photo, Date of Birth, Gender, Reissue Date, and a Tamper-Resistant Feature)<BR clear=none>GÇó A Transportation Workers Identification Credential (TWIC)<BR clear=none>GÇó A foreign government-issued passport, Canadian driver's license or Province/Territory ID, and Indian and Northern Affairs Canada (INAC) card are also acceptable forms of photo ID.<BR clear=none>GÇó Department of State Drivers License<BR clear=none> <BR clear=none>Passengers who do not have a valid photo ID should bring whatever identification they have available. Other forms of identification may assist in verification of identity. The Transportation Security Officer will ask for at least two alternate forms of this identification. </P><P> </P>

<P>There is no standard list of what forms of alternative identification are acceptable. </P>

<P> </P>

<P>Passengers can present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. Also, one of these documents must bear identification information containing one of the following: date of birth, gender, address, or photo. <BR clear=none> <BR clear=none>If a passenger is unable to present a valid photo ID, or TSA has questions about the identification 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.<BR clear=none> <BR clear=none>If a passenger refuses to provide ID or otherwise cooperate in the ID verification process, TSA will deny access to the security checkpoint. For more information about ID requirements, visit TSA's website at www.tsa.gov. <BR clear=none> <BR clear=none>We hope this information is helpful.</P><P> </P>

<P>TSA Contact Center<BR

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

<div>--- Original Message ---
From: <(b)(6)>>
Received: 12/30/09 2:12:37 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: 12/29/2009 4:58:02 PM

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

<TBODY>

<TR>

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

<TD>douglas rosenberg</TD></TR>

<TR>

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

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

<TR>

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

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

<TR>

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

<TD> </TD></TR>

<TR>

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

<TD>I flew during Thanksgiving. TSA employee at EWR (Newark) allowed me to pass through security with photo Costco card. I always
knew that Executive Membership would pay off!</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#416240-534235#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-08 10:37:05

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 <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/1/2010 8:22:52 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): Flight #377/Jetblue/Central Terminal/LaGuardia Airport/Gate #B5 - December 22, 2009

Comments: We arrived at LGA at 10:30am for flight scheduled at 1:29pm. My husband has a pacemaker and total hip replacement. After going thru security, we settled at Gate #B5. At 12:30pm we were notified the plane was leaving at Gate #A5. We picked up our belongings and went towards Gate #A5 and were stopped and told we had to go thru TSA security again. Even though our boarding passes were okayed the first time and already passed thru security we had to again remove our shoes, carry our belongings, have my husband handled and searched top to bottom all over again.

We were moved to other gates at other airlines but never suffered thru 2 security checks for one flight. This is an unacceptable practice by TSA if an airline has to change gates for customers that they have to be searched all over again.

Sincerely

(b)(6)

Agent Notes: Complaints Complaints, Edited response as needed.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 1/8/2010 10:37:05 AM, JWAN.JENIFER 1/8/2010 10:40:10 AM,

Last Update Date:

Opening Agent:

Opened Date: 1/2/2010 11:13:25 AM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#417987-536236#>>

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 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. </P>
<P> </P>
<P>We continually 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, we deeply regret any inconvenience you may have suffered as a result of enhanced screening procedures. TSA appreciates you for taking the time to share your thoughts with us, as 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. </P>
<P> </P>
<P>Please visit our website at www.tsa.gov for additional information about TSA. <BR clear=none> </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <(b)(6)>>
Received: 1/2/10 11:13:23 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 1/1/2010 8:22:52 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Flight #377/Jetblue/Central Terminal/LaGuardia Airport/Gate #B5 - December 22, 2009</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>We arrived at LGA at 10:30am for flight scheduled at 1:29pm. My husband has a pacemaker and total hip replacement. After going thru security, we settled at Gate #B5. At 12:30pm we were notified the plane was leaving at Gate #A5. We picked up our belongings and went towards Gate #A5 and were stopped and told we had to go thru TSA security again. Even though our boarding passes were okayed the first time and already passed thru security we had to again remove our shoes, carry our belongings, have my husband handled and searched top to bottom all over again.

We were moved to other gates at other airlines but never suffered thru 2 security checks for one flight. This is an unacceptable practice by TSA if an airline has to change gates for customers that they have to be searched all over again.

Sincerely
(b)(6)
(b)(6) </TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#417987-536236#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-08 11:26:45

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2010-01-01 11:26:00

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: 1/2/2010 12:25:53 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): 01/01/2010 Virgin America VX418 LAX Terminal 3to JFK

Comments: Dear Sir/Madam,

I would like to lodge a complaint regarding and incident this evening (01/01/2010, denying my daughter (age 22) clearance and holding her for 30 minutes in a screening area, waiting for a Supervisor at LAX Terminal 3 for Virgin America flight VX-418 to JFK, even though she had the required ID documents (Passport Card) and Boarding pass as reflected on your website as acceptable ID Document (http://www.tsa.gov/travelers/airtravel/acceptable_documents.shtm). One of the TSA officials was shouting at her, telling her to get out of the way, when it was them holding her. She had a breakdown and fell totally apart crying and looking for some help. Surely there must be an appeal process to help totally legitimate travelers who are not on the DO NOT FLY LIST, having correct documentation, being denied security clearance, and possibly being denied access to board their flight.

My daughter was given clearance after a big commotion, and telling her off for using her Passport Card, and this was not an acceptable ID document!

My daughter travelled to Los Angeles on 12/20/09 using the same ID documents without and problem!

Please let me know what additional steps we can take to improve this difficult job your agents have, without harassing legitimate travelers.

I look forward to your reply and hope to see improvements in the screening process.

Sincerely,

(b)(6)

PS: I have also sent this Complaint as and email to TSA-ContactCenter@dhs.gov

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, BCC LAX TSA CSM at (b)(6)

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: CHRISTOPHER.WALL 1/8/2010 11:26:45 AM,CHRISTOPHER.WALL 1/8/2010 11:28:56 AM,
Last Update Date:
Opening Agent:
Opened Date: 1/2/2010 11:14:24 AM
Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, LAX Los Angeles, CA, USA - Los Angeles Intl Airport,
Airline: Virgin America Virgin America ,
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 <<#418051-536310#>>

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.&nbsp; </FONT></P>
<P>&nbsp; </P>
<P><FONT face=" Helvetica, sans-serif,Arial">Please accept our appreciation for you taking the time to share this information with us. Your email has been forwarded to the appropriate office for action as required. Your help and support are important contributions to ensuring the safety and security of the Nation's&nbsp;security.</FONT> </P>
<P>&nbsp; </P>
<P><FONT face=" Helvetica, sans-serif,Arial">We 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>
</font><br />
<br><br><div>--- Original Message ---<BR>From: &lt;(b)(6)> &gt;<BR>Received: 1/2/10 11:14:22 AM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtml<BR>-----
<BR>Remote Client IP: (b)(6) <BR>Date Time: 1/2/2010 12:25:53 AM<BR>-----
<BR><BR>
<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>01/01/2010 Virgin America VX418 LAX Terminal 3to JFK</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>Dear Sir/Madam,<BR><BR>I would like to lodge a complaint regarding and incident this evening (01/01/2010, denying my daughter (age 22) clearance and holding her for 30 minutes in a screening area, waiting for a Supervisor at LAX Terminal 3 for Virgin America flight VX-418 to JFK, even though she had the required ID documents (Passport Card) and Boarding pass as reflected on your website as acceptable ID Document ( http://www.tsa.gov/travelers/airtravel/acceptable_documents.shtml ). One of the TSA officials was shouting at
```

her, telling her to get out of the way, when it was them holding her. She had a breakdown and fell totally apart crying and looking for some help. Surely there must be an appeal process to help totally legitimate travelers who are not on the DO NOT FLY LIST, having correct documentation, being denied security clearance, and possibly being denied access to board their flight.

My daughter was given clearance after a big commotion, and telling her off for using her Passport Card, and this was not an acceptable ID document!

My daughter traveled to Los Angeles on 12/20/09 using the same ID documents without and problem!

Please let me know what additional steps we can take to improve this difficult job your agents have, without harassing legitimate travelers.

I look forward to your reply and hope to see improvements in the screening process.

Sincerely,

(b)(6)

PS: I have also sent this Complaint as an email to TSA-ContactCenter@dhs.gov</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#418051-536310#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-09 11:33:51

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, FW: TSA Contact Us: Complaints

Body: Good morning.

Forwarding this email to your office for appropriate handling.

Thank you.

Evelyn Webb

Technology and Business Integration

Office of Civil Rights and Liberties

DHS/TSA

From: (b)(6)

Sent: Monday, December 07, 2009 4:44 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: 12/7/2009 4:43:44 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

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

American Airlines Flight 0491
Dallas/ Fort Worth Airport (DFW)
Friday, Dec. 4th Gate C27 (I believe)

Comments:

Dear TSA-

I am writing because of an incident I experienced on a flight this past Friday. I was on trip going from New York to Sacramento with a stop in Dallas. My flight from LGA was on time to Dallas, but my connecting flight from Dallas to Sacramento was delayed due to a mechanical issue with the plane. Because of this there were approx. 100 people waiting at the gate to board. At this time I notice 3 TSA employees, 2 men and one woman put on gloves and then disperse into the crowd that was waiting for the plane. From a distance it looked like the TSA people started looking through passengers bags. As I watched an african america male TSA worker approached a woman I was sitting next to. He asked her "ma'am, do you mind if I search your bag" and before she could even say yes, he had zipped open her purse and was looking around in it. Being shocked by this I asked him what they were doing and he told me that they were conducting a random search. I asked him how they could do this and he said because it was an airport and they had the authority to do so. I then asked him what would happen if this woman had said no to him asking her if he could look in her bag. He told me I probably wouldn't be able to get on the plane. He then proceeded to tell us that he doesn't usually like to search woman because they ask so many questions. My jaw literally hit the floor.

I am a New Yorker, I lived through 9/11, I see police in the subway every day and I DO NOT mind seeing them search commuters bags at the table that states, random bag search. I understand the world we live in. However, when I see someone get searched in the airport where I have already gone through security and there is no notice of me being searched again, I find it a complete violation of my civil rights. I would be grateful if you could explain to me what they were conducting that search for and how that can be legal.

I appreciate any information you can give me.

Thank you-

(b)(6)

Agent Notes: Gate Screening Gate Screening,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 1/9/2010 11:33:51 AM,COREY.SHELTON 1/9/2010 11:51:21 AM,

Last Update Date:

Opening Agent:

Opened Date: 12/21/2009 12:28:06 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, SMF Sacramento, CA, USA - Sacramento Metropolitan, DFW Dallas/Ft Worth, TX, USA - Dallas Ft Worth International,

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: FW: TSA Contact Us: Complaints <<#38072-528361#>>

Body:

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<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. We apologize for the delay in responding to your concerns. </P>

<P> </P>

<P>The Transportation Security Administration (TSA) has expanded security screening beyond the security checkpoint to other secured areas of the airport, including at the boarding gates. TSA is constantly exploring initiatives to add unpredictability and expand security and threat mitigation activities. </P>

<P> </P>

<P>These additional screenings are part of TSAGÇÖs Aviation Direct Access Screening Program (ADASP). In addition to screening passengers at the gate, ADASP includes checking passenger identification and boarding pass and searching carry-on baggage either visually or with a hand-held explosives detection unit. These checks are not announced in advance and can occur at any boarding gate at any time. </P>

<P> </P>

<P>We regret any inconvenience you may have caused during your recent travels. However, we are confident that these additional inspections can only serve to improve security at our NationGÇÖs airports. </P>

<P> </P>

<P>TSA Contact Center </P></div>

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

<p class="msonormal">

From:

(b)(6) [mailto:(b)(6)]<br clear="none">Sent:

Monday, December 07, 2009 4:44 PM<br clear="none">To:

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

TSA Contact Us: Complaints

</p>

</div>

<p class="msonormal">

</p>

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

THIS GENERATED EMAIL HAS BEEN SENT FROM

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

<br clear="none">Remote

Client IP: (b)(6) <br clear="none">Date Time: 12/7/2009 4:43:44 PM<br clear="none">

</p>

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

Name:

</p>

</td>

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

<p class="msonormal">

(b)(6)

</p>

</td>

</tr>

<tr>

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

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

Email:

</p>

</td>

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

<p class="msonormal">

(b)(6)

</p>

</td>

</tr>

<tr>

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

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

Complaints:

</p>

</td>

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

<p class="msonormal">

Civil Rights

</p>

</td>

</tr>

<tr>

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

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

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

</p>

</td>

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

<p class="msonormal">

American Airlines Flight 0491<br clear="none">Dallas/ Fort Worth Airport (DFW)<br clear="none">Friday, Dec. 4th Gate C27 (I believe)

</p>

</td>

</tr>

<tr>

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

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

Comments:

</p>

</td>

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

<p class="msonormal">

Dear TSA-<br clear="none"><br clear="none">I am writing because of an incident I experienced on a flight this past Friday. I was on trip going from New York to Sacramento with a stop in Dallas. My flight from LGA was on time to Dallas, but my connecting flight from Dallas to Sacramento was delayed due to a mechanical issue with the plane. Because of this there were approx. 100 people waiting at the gate to board. At this time I notice 3 TSA employees, 2 men and one woman put on gloves and then disperse into the crowd that was waiting for the plane. From a distance it looked like the TSA people started looking through passengers bags. As I watched an african america male TSA worker approached a woman I was sitting next to. He asked her "ma'am, do you mind if I search your bag" and before she could even say yes, he had zipped open her purse and was looking around in it. Being shocked by this I asked him what they were doing and he told me that they were conducting a random search. I asked him how they could do this and he said because it was an airport and they had the authority to do so. I then asked him what would happen if this woman had said no to him asking her if he could look in her bag. He told me I probably wouldn't be able to get on the plane. He then proceeded to tell us that he doesn't usually like to search woman because they ask so many questions. My jaw literally hit the floor.<br clear="none"><br clear="none">I am a New Yorker, I lived through 9/11, I see police in the subway every day and I DO NOT mind seeing them search commuters bags at the table that states, random bag search. I understand the world we live in. However, when I see someone get searched in the airport where I have already gone through security and there is no notice of me being searched again, I find it a complete violation of my civil rights. I would be grateful if you could explain to me what they were conducting that search for and how that can be legal.<br clear="none"><br clear="none">I appreciate any information you can give me.<br clear="none"><br clear="none">Thank you-<br clear="none">

(b)(6)

</p>

</td>

</tr>

</table></div>

----- TCC Control Number: -----
<<#38072-528361#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-12 11:54:05

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:

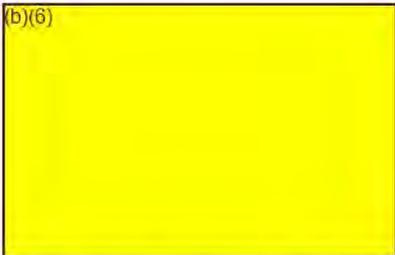
Contact Email: (b)(6)

Subject: ISSUE, RE: TSA Contact Us: Complaints

Body: Thank you for responding to my complaint of October 16, 2009. I appreciate that you forwarded the complaint to the Customer Service Manager/Federal Security Director at La Guardia Airport where the incident occurred. Unfortunately, there has been no follow-up to my complaint since the email from you. I would appreciate a response from the CSM/FSD at LaGuardia.

Very sincerely yours,

(b)(6)



New York, New York 10025

phone: (b)(6)

fax: (b)(6)

.."The CCC is changing how people manage and live with HIV..."

From: TSA-ContactCenter [mailto:TSA-ContactCenter@dhs.gov]
Sent: Monday, October 19, 2009 1:09 PM
To: (b)(6)
Subject: Re: TSA Contact Us: Complaints <<#389328-502946#>>

Thank you for providing us with the name of the airport you traveled through.

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

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

If you need further information or assistance please let us know.

TSA Contact Center

--- Original Message ---

From: (b)(6)
Received: 10/16/09 6:59:32 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: 68.161.134.20
Date Time: 10/16/2009 12:04:03 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Inappropriate Screening/Pat Down Screening

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

Delta Flight 5909. LaGuardia Airport, NY

Comments:

I set off the metal detector going through security and an enhanced screening was ordered. The officer used her wand and hands to touch my feet, legs, arms, torso, breasts, between my legs, back and sides. I asked that the exam be stopped as I could not continue. I was shaking and humiliated and could not imagine what she was going to examine next. I stated that I would cancel my flight. I asked for a supervisor and a (b)(6) identified herself as the supervisor. I asked to talk with her, which she said she would do, but asked me to leave the security area first. Once outside the security area, she stated that I could not come back in and that she could not leave her post. Thus, the promised discussion could not occur.

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

<<#389328-502946#>>

This message and any attachments are confidential and intended solely

for the use of the individual or entity to which they are addressed. If

you are not the intended recipient, you are prohibited from printing,

copying, forwarding, saving, or otherwise using or relying upon them in

any manner. Please notify the sender immediately if you have received

this message by mistake and delete it from your system

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, Fwd'ing the email for a 2nd time to the CSM at LGA. (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 1/12/2010 11:54:05 AM,BRIAN.WARREN 1/12/2010 11:56:09 AM,

Last Update Date:

Opening Agent:

Opened Date: 1/6/2010 2:06:11 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: RE: TSA Contact Us: Complaints <<#389328-502946#>>

Body:

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

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

<P> </P>

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

<P> </P>

<P>We encourage you to check the latest information at www.tsa.gov<FONT size=2 face=" Helvetica, sans-

serif,Arial">. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: (b)(6) <(b)(6)> >
Received: 1/6/10 2:06:10 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: RE: TSA Contact Us: Complaints

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o:* {behavior:url(#default#VML);}w:* {behavior:url(#default#VML);}
.shape {behavior:url(#default#VML);}</STYLE>
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<STYLE><!-- /* Font Definitions */ @font-face {font-family:Helvetica; panose-1:2 11 6 4 2 2 2 2 4;}@font-face {font-family:Tahoma; 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:#606420; text-decoration:underline;}p {margin:0in; margin-bottom:.0001pt; 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>Thank you for responding to my complaint of October 16, 2009. </P>
<P class=MsoNormal></P>
<P class=MsoNormal>Very sincerely yours,</P>
<P class=MsoNormal></P>
<DIV>
<P class=MsoNormal>(b)(6)</P>
<P class=MsoNormal>Director</P>
<P class=MsoNormal>(b)(6)</P>
<P class=MsoNormal>(b)(6)</P>
<P class=MsoNormal>(b)(6)</P>
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<P class=MsoNormal><st1:place w:st="on"><st1:City w:st="on">New York</st1:City>, <st1:State w:st="on">New York</st1:State> <st1:PostalCode w:st="on">10025</st1:PostalCode></st1:place></P>
<P class=MsoNormal> </P>
<P class=MsoNormal></P>

10pt">phone: (b)(6)<o:p></o:p></P>
<P class=MsoNormal><SPAN style="FONT-FAMILY: Arial; COLOR: navy; FONT-SIZE:
10pt">fax: (b)(6)<o:p></o:p></P>
<P class=MsoNormal><SPAN style="COLOR: navy; FONT-SIZE:
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<P class=MsoNormal><SPAN style="FONT-FAMILY: Arial; COLOR: navy; FONT-
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<P class=MsoNormal><SPAN style="COLOR: navy; FONT-SIZE:
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<DIV>
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</DIV>
<P class=MsoNormal><SPAN style="FONT-FAMILY: Tahoma; FONT-SIZE: 10pt; FONT-WEIGHT:
bold">From: TSA-
ContactCenter [mailto:TSA-ContactCenter@dhs.gov]
Sent: Monday, October
19, 2009 1:09 PM
To: (b)(6)
<SPAN style="FONT-WEIGHT:
bold">Subject: Re: TSA Contact Us: Complaints &It;&It;#389328-502946#>><o:p></o:p></P></DIV>
<P class=MsoNormal><SPAN style="FONT-SIZE:
12pt"><o:p> </o:p></P>
<DIV style="WORD-WRAP: break-word">
<P>Thank you for
providing us with the name of the airport you traveled through. <SPAN
style="FONT-FAMILY: Arial; COLOR: black; FONT-SIZE: 10pt"><o:p></o:p></P>
<P> </P>
<P>Because your
complaint concerns the conduct of security screeners at the <st1:place w:st="on"><st1:PlaceName
w:st="on">LaGuardia</st1:PlaceName> <st1:PlaceType w:st="on">Airport</st1:PlaceType></st1:place>, we have forwarded a copy of
your email to the Customer Service Manager (CSM)/Federal Security Director (FSD) at that airport. <FONT
color=black size=2 face=Arial><o:p></o:p></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. <SPAN style="FONT-FAMILY: Arial; COLOR: black; FONT-SIZE:
10pt"><o:p></o:p></P>
<P> </P>
<P>If you need
further information or assistance please let us know.<SPAN style="FONT-
FAMILY: Arial; COLOR: black; FONT-SIZE: 10pt"> <o:p></o:p></P>
<P> </P>
<P><st1:place w:st="on"><st1:PlaceName w:st="on"><SPAN style="FONT-FAMILY: Helvetica;
COLOR: black; FONT-SIZE: 10pt">TSA</st1:PlaceName><SPAN
style="FONT-FAMILY: Helvetica; COLOR: black; FONT-SIZE: 10pt"> <st1:PlaceName w:st="on">Contact</st1:PlaceName>
<st1:PlaceType w:st="on">Center</st1:PlaceType></st1:place><SPAN
style="FONT-FAMILY: Arial; COLOR: black; FONT-SIZE: 10pt"><o:p></o:p></P></DIV>
<P style="MARGIN-BOTTOM: 12pt" class=MsoNormal><SPAN style="FONT-SIZE:
12pt">

<o:p></o:p></P>
<DIV>
<P style="MARGIN-BOTTOM: 12pt" class=MsoNormal>---

Original Message ---
From: <(b)(6)>
Received: 10/16/09 6:59:32 PM EDT
To: "<st1:place w:st="on"><st1:PlaceName w:st="on">TSA</st1:PlaceName> <st1:PlaceName w:st="on">Contact</st1:PlaceName> <st1:PlaceType w:st="on">Center</st1:PlaceType></st1:place>" <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: 10/16/2009 12:04:03

PM

<P style="TEXT-ALIGN: right" class=MsoNormal align=right>Name:</o:p></o:p></P></TD>

<TD style="PADDING-BOTTOM: 2.25pt; PADDING-LEFT: 2.25pt; PADDING-RIGHT: 2.25pt; PADDING-TOP: 2.25pt"><P class=MsoNormal>victoria Sharp</o:p></o:p></P></TD></TR>

<TR><TD style="PADDING-BOTTOM: 2.25pt; PADDING-LEFT: 2.25pt; PADDING-RIGHT: 2.25pt; PADDING-TOP: 2.25pt" vAlign=top width=200><P style="TEXT-ALIGN: right" class=MsoNormal align=right>Email:</o:p></o:p></P></TD>

<TD style="PADDING-BOTTOM: 2.25pt; PADDING-LEFT: 2.25pt; PADDING-RIGHT: 2.25pt; PADDING-TOP: 2.25pt"><P class=MsoNormal>(b)(6)</o:p></o:p></P></TD></TR>

<TR><TD style="PADDING-BOTTOM: 2.25pt; PADDING-LEFT: 2.25pt; PADDING-RIGHT: 2.25pt; PADDING-TOP: 2.25pt" vAlign=top width=200><P style="TEXT-ALIGN: right" class=MsoNormal align=right>Complaints:</o:p></o:p></P></TD>

<TD style="PADDING-BOTTOM: 2.25pt; PADDING-LEFT: 2.25pt; PADDING-RIGHT: 2.25pt; PADDING-TOP: 2.25pt"><P class=MsoNormal>Inappropriate Screening/Pat Down Screening</o:p></o:p></P></TD></TR>

<TR><TD style="PADDING-BOTTOM: 2.25pt; PADDING-LEFT: 2.25pt; PADDING-RIGHT: 2.25pt; PADDING-TOP: 2.25pt" vAlign=top width=200><P style="TEXT-ALIGN: right" class=MsoNormal align=right>Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</o:p></o:p></P></TD>

<TD style="PADDING-BOTTOM: 2.25pt; PADDING-LEFT: 2.25pt; PADDING-RIGHT: 2.25pt; PADDING-TOP: 2.25pt"><P class=MsoNormal>Delta Flight 5909. <st1:place w:st="on"><st1:City w:st="on">LaGuardia Airport</st1:City>, <st1:State w:st="on">NY</st1:State></st1:place></o:p></o:p></P></TD></TR>

<TR><TD style="PADDING-BOTTOM: 2.25pt; PADDING-LEFT: 2.25pt; PADDING-RIGHT: 2.25pt; PADDING-TOP: 2.25pt" vAlign=top width=200><P style="TEXT-ALIGN: right" class=MsoNormal align=right>Comments:</o:p></o:p></P></TD>

<TD style="PADDING-BOTTOM: 2.25pt; PADDING-LEFT: 2.25pt; PADDING-RIGHT: 2.25pt; PADDING-TOP: 2.25pt"><P class=MsoNormal>I set off the metal detector going through security and an enhanced screening was ordered. The officer used her wand and hands to touch my feet, legs, arms, torso, breasts, between my legs, back and sides. I asked that the exam be stopped as I could not continue. I was shaking and humiliated and could not imagine what she was going to examine next. I stated that I would cancel my flight. I asked for a supervisor and a (b)(6) identified herself as the supervisor. I asked to talk with her, which she said she would do, but asked me to leave the security area first. Once outside the security area, she stated that I could not come back in and that she could not leave her post. Thus, the promised discussion could not occur.</o:p></o:p></P></TD></TR></TBODY></TABLE></DIV>

<P class=MsoNormal>

----- TCC Control Number: -----
<<#389328-502946&#amp;gt;></o:p></o:p></P></DIV><PRE>This message and any attachments are confidential and intended solely

for the use of the individual or entity to which they are addressed. If you are not the intended recipient, you are prohibited from printing, copying, forwarding, saving, or otherwise using or relying upon them in any manner. Please notify the sender immediately if you have received this message by mistake and delete it from your system.</PRE></div>

----- TCC Control Number: -----
<<#389328-502946#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-12 13:05:34

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 1/5/2010 8:58:23 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 965 Air Tran/Atlantic City

Comments: On Jan. 2, a female screener touched me, a white, 93 year old in a wheelchair all over. She searched for a bra. I had a double mastectomy and had both breasts removed. After 2 minutes, my daughter in law had to explain that there is no need for a bra. She patted down my body from scalp to toe feeling my rear and all body parts. This was disturbing. Several other passengers began to ask relatives why someone would do this to such a degree. People began to stare because it took so long. This was unAmerican. I feel violated. If anyone else did this to a woman anywhere else, the person would be charged with a crime

Agent Notes: Pat Down - BCC:CSM/FSD Pat Down - BCC:CSM/FSD, Fwd'd the email to the CSM at ACY (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 1/12/2010 1:05:34 PM, BRIAN.WARREN 1/12/2010 1:07:05 PM,

Last Update Date:

Opening Agent:

Opened Date: 1/6/2010 2:10:39 PM

Linked Event IDs:

Responses:

Response

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

Airline: AirTran AirwaysAirTran Airways,

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 <<#420700-539269#>>

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 the Atlantic City International Airport, we have forwarded a copy of your email to the Customer Service Manager (CSM)/Federal Security Director (FSD) at that airport. </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. </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: 1/6/10 2:10:38 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: 1/5/2010 8:58:23 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>965 Air Tran/Atlantic City</TD></TR>

<TR>

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

<TD>On Jan. 2, a female screener touched me, a white, 93 year old in a wheelchair all over. She searched for a bra. I had a double masectomy and had both breasts removed. After 2 minutes, my daughter in law had to explain that there is no need for a bra. She patted down my body from scalp to toe feeling my rear and all body parts. This was disturbing. Several other passengers began to ask relatives why someone would do this to such a degree. People began to stare because it took so long. This was unAmerican. I feel violated. If anyone else did this to a woman anywhere else, the person would be charged with a crime.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#420700-539269#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-12 14:51:43

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

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

Body: I had line of sight through the glass wall of the cage but NO chance to save my computer from impending disaster. Your answer is insufficient. Why can't JFK TSA officers do what officers in other airports do: collect my gear for me and set it aside on a table or floor, BEFORE they put me in the glass cage? I fear that you are telling me that my only option is to yell "Save My Computer" the way I had to in JFK, Terminal 4, Line B. This is no way to treat me; it is a discrimination against me because I have an artificial hip. I object!

(b)(6)

Dubai, UAE

(b)(6)

(b)(6)

+971 4 331 4666 fax

(b)(6)

From: TSA-ContactCenter [mailto:TSA-ContactCenter@dhs.gov]
Sent: Wednesday, January 06, 2010 9:08 PM
To: (b)(6)
Subject: Re: TSA Contact Us: Passenger and Traveler Information <<#418043-536301#>>

Thank you for your email message expressing your concern regarding the Transportation Security Administration (TSA) policy for maintaining line-of-sight with your carry-on items.

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

We hope this information is helpful.

--- Original Message ---

From: (b)(6)
Received: 1/2/10 11:13:55 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Passenger and Traveler Information

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

Remote Client IP: (b)(6)
Date Time: 1/1/2010 11:49:11 PM

Inquiry for:

International & Foreign Screening

Name:

(b)(6)

Email:

(b)(6)

Message:

I require "male assist" because I have a hip prosthesis. In JFK on my last past through the bin carrying my laptop computer tipped up,

<P class=MsoNormal>I had line of sight through the glass wall of the cage but NO chance to save my computer from impending disaster. Your answer is insufficient. Why can GÇÖt JFK TSA officers do what officers in other airports do: collect my gear for me and set it aside on a table or floor, BEFORE they put me in the glass cage? I fear that you are telling me that my only option is to yell GÇ£Save My ComputerGÇ¥ the way I had to in JFK, Terminal 4, Line B. This is no way to treat me; it is a discrimination against me because I have an artificial hip. I object! <?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" /><o:p></o:p></P>

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

<P class=MsoNormal>(b)(6) <o:p></o:p></P>

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

<DIV>

<P class=MsoNormal>(b)(6) <o:p></o:p></P>

<P class=MsoNormal>(b)(6) Division <o:p></o:p></P>

<P class=MsoNormal>(b)(6) Research and Media Centre<o:p></o:p></P>

<P class=MsoNormal>(b)(6) Offices <o:p></o:p></P>

<P class=MsoNormal>(b)(6) <o:p></o:p></P>

<P class=MsoNormal>Dubai, UAE <o:p></o:p></P>

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

<P class=MsoNormal>+(b)(6) mobile <o:p></o:p></P>

<P class=MsoNormal>(b)(6) local)<o:p></o:p></P>

<P class=MsoNormal>(b)(6) office <o:p></o:p></P>

<P class=MsoNormal>+971 4 331 4666 fax <o:p></o:p></P>

<P class=MsoNormal>(b)(6) <o:p></o:p></P>

<P class=MsoNormal>(b)(6) <o:p></o:p></P>

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

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

<DIV>

<DIV style="BORDER-BOTTOM: medium none; BORDER-LEFT: medium none; PADDING-BOTTOM: 0in; PADDING-LEFT: 0in; PADDING-RIGHT: 0in; BORDER-TOP: #b5c4df 1pt solid; BORDER-RIGHT: medium none; PADDING-TOP: 3pt">

<P class=MsoNormal>From: TSA-ContactCenter [mailto:TSA-ContactCenter@dhs.gov]

Sent: Wednesday, January 06, 2010 9:08 PM
To:(b)(6)
Subject: Re: TSA Contact Us: Passenger and Traveler Information &It;&It;#418043-536301#>><o:p></o:p></P></DIV></DIV>

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

<DIV>

<P class=MsoNormal>Thank you for your email message expressing your concern regarding the Transportation Security Administration (TSA) policy for maintaining line-of-sight with your carry-on items. <o:p></o:p></P>

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

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

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

<P class=MsoNormal>We hope this information is helpful. <o:p></o:p></P>

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

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

<P style="MARGIN-BOTTOM: 12pt" class=MsoNormal>

<o:p></o:p></P><DIV>

<P style="MARGIN-BOTTOM: 12pt" class=MsoNormal>--- Original Message ---
From: <(b)(6)>>
Received: 1/2/10 11:13:55 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Passenger and Traveler Information

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

Remote Client IP: (b)(6)
Date Time: 1/1/2010 11:49:11 PM
-----<o:p></o:p></P>

<TABLE style="BORDER-BOTTOM: 1.5pt outset; BORDER-LEFT: 1.5pt outset; WIDTH: 6.25in; BORDER-TOP: 1.5pt outset; BORDER-RIGHT: 1.5pt outset" class=MsoNormalTable border=1 cellSpacing=1 cellPadding=0 width=750>

<TBODY>

<TR><TD style="PADDING-BOTTOM: 1.8pt; PADDING-LEFT: 1.8pt; WIDTH: 120pt; PADDING-RIGHT: 1.8pt; PADDING-TOP: 1.8pt" vAlign=top width=200>

<P style="TEXT-ALIGN: right" class=MsoNormal align=right>Inquiry for:<o:p></o:p></P></TD>

<TD style="PADDING-BOTTOM: 1.8pt; PADDING-LEFT: 1.8pt; PADDING-RIGHT: 1.8pt; PADDING-TOP: 1.8pt">

<P class=MsoNormal>International & Foreign Screening<o:p></o:p></P></TD></TR>

<TR><TD style="PADDING-BOTTOM: 1.8pt; PADDING-LEFT: 1.8pt; WIDTH: 120pt; PADDING-RIGHT: 1.8pt; PADDING-TOP: 1.8pt" vAlign=top width=200>

<P style="TEXT-ALIGN: right" class=MsoNormal align=right>Name:<o:p></o:p></P></TD>

<TD style="PADDING-BOTTOM: 1.8pt; PADDING-LEFT: 1.8pt; PADDING-RIGHT: 1.8pt; PADDING-TOP: 1.8pt">

<P class=MsoNormal>(b)(6)<o:p></o:p></P></TD></TR>

<TR><TD style="PADDING-BOTTOM: 1.8pt; PADDING-LEFT: 1.8pt; WIDTH: 120pt; PADDING-RIGHT: 1.8pt; PADDING-TOP: 1.8pt" vAlign=top width=200>

<P style="TEXT-ALIGN: right" class=MsoNormal align=right>Email:<o:p></o:p></P></TD>

<TD style="PADDING-BOTTOM: 1.8pt; PADDING-LEFT: 1.8pt; PADDING-RIGHT: 1.8pt; PADDING-TOP: 1.8pt">

<P class=MsoNormal>(b)(6)<o:p></o:p></P></TD></TR>

<TR><TD style="PADDING-BOTTOM: 1.8pt; PADDING-LEFT: 1.8pt; WIDTH: 120pt; PADDING-RIGHT: 1.8pt; PADDING-TOP: 1.8pt" vAlign=top width=200>

<P style="TEXT-ALIGN: right" class=MsoNormal align=right>Message:<o:p></o:p></P></TD>

<TD style="PADDING-BOTTOM: 1.8pt; PADDING-LEFT: 1.8pt; PADDING-RIGHT: 1.8pt; PADDING-TOP: 1.8pt">

<P class=MsoNormal>I require "male assist" because I have a hip prosthesis. In JFK on my last past through the bin carrying my laptop computer tipped up, threatening to dump my computer to the floor (which I have seen happen to other persons' computers twice). My computer is my life. May I request that an inspector retrieve my laptop BEFORE I enter the holding chamber? I do not want to cause the alarm I had to last time to get someone to rescue my laptop.<o:p></o:p></P></TD></TR></TBODY></TABLE></DIV>

<P class=MsoNormal>

----- TCC Control Number: -----
<<#418043-536301#>><o:p></o:p></P></DIV></div>

----- TCC Control Number: -----
<<#418043-536301#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-13 14:33:35

Medium: EMAIL

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:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, RE: TSA Contact Us: Security Issues

Body: It has occurred at JFK, PBI, Lag, Mia, and probbly every other airport.
my contact no. is (b)(6)

From: TSA-ContactCenter@dhs.gov

To: (b)(6)

Subject: Re: TSA Contact Us: Security Issues <<#420335-538847#>>

Date: Tue, 12 Jan 2010 14:13:18 -0500

Thank you for your e-mail message. We appreciate that you took the time to share this information with us.

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

- * Specific name of the airport/s where this 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.

TSA Contact Center

--- Original Message ---

From: (b)(6)

Received: 1/6/10 2:03:28 PM EST

situation that needs to be addressed. Thank you.</TD></TR></TBODY></TABLE></DIV>

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

<<#420335-538847#>> </div>

----- TCC Control Number: -----
<<#420335-538847#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: ISSUE, 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: 1/14/2010 10:04:39 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): DL 1773, Laguardia, Gate 3, 1/14/2010, @6:00am.

Comments: Sorry to have an issue, as TSA agents are normally very helpful to me, but i was going thru security this morning at LGA. I have double metal knee implants. I inform the agent at the detector always that I have implants that will alarm, and they have always appreciated it so they can move me immediately to the wait area. And, I have read on the TSA website for disabled that this is appropriate. This lady told me loudly to never say that and wait until the alarm. She then took me to scan, and did not ask if i wanted a private screening (i didn't), and did not ask if i had sensitive areas. she also reprimanded me for not holding my legs up properly. Not a good experience, and the only bad one I have had out of many. Appreciate all of your effort to keep us safe

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Consumer Complaint BCC/CSM Response, BCC LGA CSQIM Veda Simmons @ (b)(6)

Merged 2 or more responses and edited as needed

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE CARL.MOBLEY 1/14/2010 11:29:35 PM,

Last Update Date:

Opening Agent:

Opened Date: 1/14/2010 11:47:03 AM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#425997-545291#>>

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

<P> </P>

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

<P> </P>

<P> </P>

<P>TSA Contact Center </P>

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

<div>--- Original Message ---
From: <(b)(6)> >
Received: 1/14/10 11:47:03 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 1/14/2010 10:04:39 AM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>DL 1773, Laguardia, Gate 3, 1/14/2010, @6:00am.</TD></TR>

<TR>

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

<TD>Sorry to have an issue, as TSA agents are normally very helpful to me, but i was going thru security this morning at LGA. I have double metal knee implants. I inform the agent at the detector always that I have implants that will alarm, and they have always appreciated it so they can move me immediately to the wait area. And, I have read on the TSA website for disabled that this is appropriate. This lady told me loudly to never say that and wait until the alarm. She then took me to scan, and did not ask if i wanted a private screening (i didn't), and did not ask if i had sensitive areas. she also reprimanded me for not holding my legs up properly. Not a good experience, and the only bad one I have had out of many. Appreciate all of your effort to keep us safe.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#425997-545291#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-14 18:15:07

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 <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/14/2010 9:56:15 AM

Name: (b)(6)

Email:

Brief Description of Inquiry: SECURITY GUARDS AT EXIT POINTS, LIKE NEWARK

Comments: MY WIFE AND I FLEW INTO FT MYERS AIRPORT JAN 13TH AT 9PM. THE TSA SCREENING FOR INCOMING PASSENGERS WAS ALL LOCKED WITH GATES; HOWEVER, THE EXIT CORRIDOR WAS WIDE OPEN. THERE WAS NO SECURITY GUARD TO PREVENT ANYONE FROM GOING INTO THE BOARDING GATE AREA. PLEASE LET ME KNOW IF THIS IS A VIOLATION OF PROTOCOL, OR IF THE CORRIDOR IS SUPPOSE TO BE UNGUARDED AND OPEN TO ANYONE. I AM CONCERNED

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, Per Security Specialist Tony...this is not a reportable

BCC RSW CSQIM Gloria Campbell @ (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 1/14/2010 6:15:07 PM,CARL.MOBLEY 1/14/2010 6:25:06 PM,

Last Update Date:

Opening Agent:

Opened Date: 1/14/2010 11:46:59 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, RSW Fort Myers, FL, USA - Regional Southwest 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: All Other Inquiries <<#425991-545283#>>

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 RSW, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. </P>
<P> </P>
<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P>
<P> </P></div>

<div>--- Original Message ---
From: <(b)(6)>>
Received: 1/14/10 11:46:58 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: All Other Inquiries

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

Remote Client IP: (b)(6)
Date Time: 1/14/2010 9:56:15 AM

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END RECORD