

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-23 11:50:49

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-01-20 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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller wanted to report the cavalier demeanor of TSA Screeners at LGA airport when she requested additional screening of her carry-on luggage. Caller stated that she left her luggage unattended with a Muslim taxi cab driver, to go to the atm machine and was afraid that he may have put something in her luggage to blow up the plane. Caller advised that once she reached airport she requested additional screening of her luggage and was informed that the X-ray machine can catch anything. Caller informed me that the screening of her carry-on luggage was complete before she was able to get through the metal detector.

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: Caller wanted to report the cavalier demeanor of TSA Screeners at LGA airport when she requested additional screening of her carry-on luggage. Caller stated that she left her luggage unattended with a Muslim taxi cab driver, to go to the atm machine and was afraid that he may have put something in her luggage to blow up the plane. Caller advised that once she reached airport she requested additional screening of her luggage and was informed that the X-ray machine can catch anything. Caller informed me that the screening of her carry-on luggage was complete before she was able to get through the metal detector. Caller will like the CSM of LGA to give her a call in reference to her complaint.

To TSOC Date:

From TSOC Date:

Last Updated By: KENNICE.MASON 1/23/2010 12:29:14 PM,KENNICE.MASON 1/23/2010 12:29:22 PM,

Last Update Date:

Opening Agent:

Opened Date: 1/23/2010 11:50:49 AM

Linked Event IDs:

Responses:

Response

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

Airline: Frontier Airlines (present)Frontier Airlines (present),

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

Interaction Type: COMPLAINT

Response Email:
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-29 14:28:20

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-01-18 16:30:00

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that the screeners confiscated can sodas from her son and they marked his bag with white caulk afterwards. She wants to know why they marked the bag.

Body:

Agent Notes: Advised caller that a message will be sent to the CSM in regards to this incident. Advised caller that a message will be sent to the CSM in regards to this incident. I called the CSM at JFK to ask why her son's bag was marked with chalk and he stated that they didn't have a procedure for a screener to mark a bag with chalk. He wants me to send a message with the callers contact information so that someone can give her a call back in regards to this incident.

Follow Up: (b)(6) stated that the screeners confiscated canned sodas from her son at security checkpoint and marked his bag with chalk before they sent it through the xray machine. She wanted to know why the screeners marked the bag. (b)(6) would like for someone to give her a call back in regards to this incident.

To TSOC Date:

From TSOC Date:

Last Updated By: MONIQUE.ROBINSON 1/29/2010 2:48:49 PM,MONIQUE.ROBINSON 1/29/2010 2:48:55 PM,

Last Update Date:

Opening Agent:

Opened Date: 1/29/2010 2:28:20 PM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-01-29 14:30:24

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: 1/27/2010 4:08:46 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): Continental airlines leaving Albany to Newark on flight 2227

Comments: I travel almost 100,000 miles a year and I'm a very compliant traveler with regards to what I can pack in my carry on. I'm sick and tired of every airport having different regulations. I have traveled for the past 4 months with a small travel size of hair spray and static guard. In no other airport has this been an issue but in Albany, they removed and discarded my items then searched my remaining bags as well as screened them for explosives. I have no issues with security protocols but it is impossible to be compliant when TSA is so non structured from airport to airport. I find that it is ridiculous and unacceptable. It is no wonder we have the security issues we have!

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 1/29/2010 2:30:24 PM,CHRISTOPHER.WALL 1/29/2010 2:31:35 PM,

Last Update Date:

Opening Agent:

Opened Date: 1/27/2010 7:17:43 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport, EWR 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 <<#261321-553801#>>

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: 1/27/10 7:17:40 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: 1/27/2010 4:08:46 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):
Continental airlines leaving Albany to Newark on flight 2227
Comments:
I travel almost 100,000 miles a year and I'm a very compliant traveler with regards to what I can pack in my carry on. I'm sick and tired of every airport having different regulations. I have traveled for the past 4 months with a small travel size of hair spray and static guard. In no other airport has this been an issue but in Albany, they removed and discarded my items then searched my remaining bags as well as screened them for explosives. I have no issues with security protocols but it is impossible to be compliant when TSA is so non structured from airport to airport. I find that it is ridiculous and unacceptable. It is no wonder we have the security issues we have!

----- TCC Control Number: -----
<<#261321-553801#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-02-02 08:39:47

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-02-02 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 wants to add to the complaint that he filed earlier today.

Body:

Agent Notes: Advised caller that a revised message will be sent to the CSM at EWR informing them of this incident. Advised caller that a revised message will be sent to the CSM at EWR informing them of this incident. Advised that the message will be revised and adding to the record for (b)(6)

Follow Up: (b)(6) wants to file a complaint because he was held up at the checkpoint and he missed his flight. He stated that the screeners at the checkpoint was reading his papers that he had in his carry on bag page by page. (b)(6) asked them why they were reading the papers and he stated that the screeners caught an attitude. He is now at the airport and he has to wait on another flight. (b)(6)

(b)(6) would like for someone to give him a call immediately in regards to this incident. This message is in reference to the original message (b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: MONIQUE.ROBINSON 2/2/2010 9:02:41 AM, MONIQUE.ROBINSON 2/2/2010 9:02:53 AM, MONIQUE.ROBINSON 2/2/2010 2:31:23 PM, MONIQUE.ROBINSON 2/2/2010 2:31:30 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/2/2010 8:39:47 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International 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: (b)(6)

Contact Type:

Contact Date: 2010-02-02 13:56:24

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-01-17 12:00:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller reported that they were inappropriately touched by a screener at EWR and her meds were opened in her checked baggage.

Body:

Agent Notes: Advised caller that a message sent to CSM at (EWR). Advised caller that a message sent to CSM at (EWR). Caller explained she has a metal rod in her arm and she had to be screened and the screener was very rough with her EWR. Caller also mentioned that her contact lens solution was confiscated.

Follow Up: (b)(6) explained that her pill bottles were opened in her checked baggage after departing EWR. She explained that a sealed bottle of contact solution were taken and she had lotion that was not confiscated. She also mentioned that she had a doctor's note and the screener's did want to see the doctor's note. She had a secondary screening for a metal rod in her arms and the female screener was very rough with her and she would like to notify the CSM at EWR.

To TSOC Date:

From TSOC Date:

Last Updated By: GARY.MACK 2/2/2010 2:09:11 PM,GARY.MACK 2/2/2010 2:09:18 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/2/2010 1:56:24 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, ETH Elat, Israel - Elat,

Airline: ELLA Airlines ELLA Airlines

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-02-05 08:53:53

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 2/2/2010 5:21:44 PM

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

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Hi this past saturday 1/30/10 i flew from ROC to PHL...then to ISP.First...there was no sign to take breathing devices also known as cpap machines..out of there cases..in front of the lines at the ROC Screening Station.Second....the next day when i flew from I

SP to PHL....No Breathing devices sign again.When my flight from ISP to PHL was cancelled and i rerouted to LGA...i went thru TSA Security again.This time,while the breathing Signs were posted..i was patted down head to toe by a male employee.I have no problem with that...as the TSA REP was professional.My question is..why wasnt i patted down head to toe at ALL THREE AIRPORTS?Why were the breathing signs at ALL THREE AIRPORTS?Why the inconsistency..dont you folks do internal quality checks?Please advise asap.I am sending a copy of these concerns to Senator Charles Schumer and Senator Kirsten Gillibrand.Sign me concerned in Fairport,NY

Comments: ROC NY flight sat 1/30/10 flight 3195...

ISP NY flight sunday 1/31/10..flight 4326

LGA NY flight sunday 1/31/10..flight 4623

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, SIGNAGE AT CHECKPOINTS 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 2/5/2010 8:53:50 AM,JWAN.JENIFER 2/5/2010 8:58:51 AM,

Last Update Date:

Opening Agent:

Opened Date: 2/2/2010 7:17:41 PM

Linked Event IDs:

Responses:

Response

Airport: ROC ROC Rochester, NY, USA - Monroe County Airport, PHL Philadelphia, PA, USA - Philadelphia International Airport, ISP 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 Contact Us: Complaints <<#436090-556846#>>

Body:

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

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

<P> </P>

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

<P> </P>

<P>Regarding the signage at the security checkpoint, igns are just one way the Transportation Security Administration communicates with the traveling public. Some signs are required by law; others explain specific procedures required by law. TSA recognizes that signs will never answer every question. Our website, www.tsa.gov/, provides additional information, including everything you need to know before you fly. </P>

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

<P style="MARGIN: 0in 0in 0pt" class=msonormal>TSA welcomes feedback from passengers regarding signage. With your help, we will work to improve the traveling experience of passengers nationwide. If you have a suggestion for a specific airport, we invite you to visit www.tsa.gov/gotfeedback. If your feedback is of a general nature and is not airport specific, feel free to post a response on the Evolution of Security Blog on the TSA website. </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal> </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: 2/2/10 7:17:01 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 2/2/2010 5:21:44 PM

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

<TBODY>

<TR>

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

<TD>(b)(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>Hi this past saturday 1/30/10 i flew from ROC to Phl...then to ISP.First...there was no sign to take breathing devices also known as cpap machines..out of there cases..in front of the lines at the
ROC Screening Station.Second....the next day when i flew from l
SP to PHL....No Breathing devices sign again.When my flight from ISP to PHL was cancelled and i rerouted to LGA...i went thru TSA Security again.This time,while the breathing Signs were posted..i was patted down head to toe by a male employee.I have no problem with that...as the TSA REP was professional.My question is..why wasnt i patted down head to toe at ALL THREE AIRPORTS?Why were the breathing signs at ALL THREE AIRPORTS?Why the inconsistencycy..dont you folks do internal quality checks?Please advise asap.I am sending a copy of these concerns to Senator Charles Schumer and Senator Kirsten Gillibrand.Sign me concerned in Fairport,NY</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>ROC NY flight sat 1/30/10 flight 3195...
ISP NY flight sunday 1/31/10..flight 4326
LGA NY flight sunday 1/31/10..flight 4623</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#436090-556846#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 2/5/2010 9:35:34 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Consistently Selected for Secondary Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA Outbound From JFK to SJU

Comments: I'm a throat cancer survivor and I have a Tracheostomy and a Gastrostomy. I usually travel once or twice a year to NYC from Puerto Rico. I do not have any problems when I board from Puerto Rico. The problem is always at the Security Points at JFK. I can't talk cause I don't have vocal chords due to my operation. So it's very hard for me to communicate with your personnel. I use an electronic larynx (sort of like a microphone) as my only form of audible communication but that has to be placed in the XRay machine belt along with my other belongings. So when I walk thru the scanner I am questioned by the agent but I am unable to answer his questions.

Automatically I am selected for a secondary screening and pat down. Sometimes I have to wait for an available supervisor so I can be released. I believe that your personnel has to be oriented in what a Tracheostomy (breathing hole in my neck) and a Gastrostomy

(feeding tube in my stomach) are. I have no problem following rules or orders because I understand that your role in protecting the safety of the airlines is very important but I strongly believe that in my case I am being discriminated.

Thank you and I hope hearing from you soon

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

@ (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE CARL.MOBLEY 2/12/2010 3:31:59 PM,CARL.MOBLEY 2/12/2010 3:32:37 PM,CARL.MOBLEY 3/2/2010 5:45:04 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/9/2010 1:04:57 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, SJU San Juan, PR, USA - Luis Munoz Marin 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: TSA Contact Us: Complaints <<#137721-558317#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail message. We are sorry you were unhappy with your recent travel experience. </P>
<P> </P>
<P>Because your complaint is regarding screening at JFK, we have forwarded a copy of your email to the Customer Service Manager at that airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing. </P>
<P> </P>
<P>We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. </P>
<P> </P>
<P>Again, TSA offers our sincere apologies and encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P> </P>
<P>TSA Contact Center </P>
<P><BR clear=none> </P></div>

<div>--- Original Message ---
From: (b)(6)
Received: 2/9/10 1:04:56 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 2/5/2010 9:35:34 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>
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<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Consistently Selected for Secondary Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>AA Outbound From JFK to SJU</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I'm a throat cancer survivor and I have a Tracheostomy and a Gastrostomy. I usually travel once or twice a year to NYC from Puerto Rico. I do not have any problems when I board from Puerto Rico. The problem is always at the Security Points at JFK. I can't talk cause I don't have vocal chords due to my operation. So it's very hard for me to communicate with your personnel. I use an electronic larynx (sort of like a microphone) as my only form of audible communication but that has to be placed in the XRay machine belt along with my other belongings. So when I walk thru the scanner I am questioned by the agent but I am unable to answer his questions. Automatically I am selected for a secondary screening and pat down. Sometimes I have to wait for an available supervisor so I can be released. I believe that your personnel has to be oriented in what a Tracheostomy (breathing hole in my neck) and a Gastrostomy (feeding tube in my stomach) are. I have no problem following rules or orders because I understand that your role in protecting the safety of the airlines is very important but I strongly believe that in my case I am being discriminated.
Thank you and I hope hearing from you soon.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#137721-558317#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-02-16 12:37:05

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 reported that they were inappropriately screened at: JFK.

Body:

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

Follow Up: (b)(6) explained that his wife has a prosthetic limb and she has to go through additional screening, which is fine. He explained that only at terminal 5 at JFK her limb has to be x-rayed. Traveling through other terminals she doesn't have to go through the screening. He would like to speak with the CSM at JFK about the process for future travel.

To TSOC Date:

From TSOC Date:

Last Updated By: GARY.MACK 2/16/2010 12:49:35 PM,GARY.MACK 2/16/2010 12:49:41 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/16/2010 12:37:05 PM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-02-18 14:21:29

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-02-08 12:00:00

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 because she was inappropriately touch at the checkpoint.

Body:

Agent Notes: Advised caller that a message will be sent to CSM at EWR. Advised caller that a message will be sent to CSM at EWR.

Follow Up: (b)(6) stated that she was inappropriately touch while going through screening. She stated that she wears the something everytime she travels and she never had a problem until she traveled on Feb 8th. She stated that the metal detector went off, but they couldn't find out why. (b)(6) stated that they searched her with the wand, but they still weren't successful so they proceeded with a patdown. She stated that the screener touch her insider her pants and on the backside and she also touched her breast. (b)(6) stated that for her return flight she didn't have to go through the terrible treatment. She was very upset about the incident and she would like for someone to give her a call back.

To TSOC Date:

From TSOC Date:

Last Updated By: MONIQUE.ROBINSON 2/18/2010 2:33:25 PM,MONIQUE.ROBINSON 2/18/2010 2:33:30 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/18/2010 2:21:29 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, FLL Ft Lauderdale, FL, USA - Ft Lauderdale/Hollywood Intl Apt,

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-02-18 21:58:26

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, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 2/16/2010 11:47:29 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 Fl. # 1649 from La Guardia Airport LGA) to Washinton DC (DCA) on February 14, 2010 departing at 3:00 P.M.

Comments: I have a knee implant and whenever I fly I am subject to extended screening. This process is always intrusive but this last time it was extremely humiliating to me. The officer indicated to me prior to the search that she would pad where I beep. She however touched me on the front of my private area where I was not beeping. When I asked her not to touch me there she gave me a hateful look and asked me what I had in there. I told her "my panties". She seemed to have gotten more angry and said that she was feeling something. I told her that I wear a bladder control pad. She then asked me to sit down and in the loudspeakers called for "a private". When a second officer came I was taken to a room where she asked me to open and pull down my pants. When I began shaking and crying and asking why they were doing this to me she kept on repeating that it "is for your own safety". I did what they asked me to do and probably showed more because I was so extremely nervous. The second officer then said that "you are not helping yourself by becoming hysterical". I heard that as a threat. While I was putting my shoes on they began talking and laughing. I told them that the whole process was humiliating and not funny and that I thought that they had gone to far. Officer #1 then reminded me about the terrorist who carried explosive in his genitals. If that was why they did it, why then not check all passangers. I felt singled out for this humiliating screening because I beeped for a medical reason. I felt that my dignity and human rights were violated, the very same rights that we are trying to protect. I need that TSA investigates this incident. Please contact me at the above email address

Agent Notes: INAPPROPRIATE TOUCH RESPONSE INAPPROPRIATE TOUCH RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY 2/18/2010 9:58:26 PM,CARL.MOBLEY 2/18/2010 10:03:58 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/17/2010 3:38:00 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, DCA Washington, DC, USA - Ronald Reagan National Airport,

Airline: US Airways (present)US Airways (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 <<#441885-563470#>>

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;"></div>
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><p style="margin-right: 0in; margin-left: 0in; margin-
bottom: 0pt; margin-top: 0in" class="msonormal">
  <span><font face="Arial,sans-serif" size="3">Thank you for your e-mail
  message expressing your concern regarding the Transportation Security
  Administration&#8217;s (TSA) </font></span><font face="Arial,sans-serif" size="3"><span>pat-down
  procedure.</span></font>
</p>
<p style="margin-right: 0in; margin-left: 0in; margin-bottom: 0pt; margin-top: 0in" class="msonormal">
  <span><font face="Arial,sans-serif" size="3">&#160;</font></span>
</p>
<p style="margin-right: 0in; margin-left: 0in; margin-bottom: 0pt; margin-top: 0in" class="msonormal">
  <span><font face="Arial,sans-serif" size="3"><a name="OLE_LINK2" shape="rect">TSA&#8217;s
  primary objective is security, which is reflected in all TSA procedures.</a></font></span><font face="Arial,sans-serif" size="3"><a
name="OLE_LINK2" shape="rect"><span>&#160;
  </span><span>One screening procedure, which generates discussion and
  concern among some passengers, involves frequent use of pat-down
  searches.</span></a><span>&#160; </span><span>TSA considered passenger
  feedback when we developed the procedure.</span><span>&#160; </span></font>
</p>
<p style="margin-right: 0in; margin-left: 0in; margin-bottom: 0pt; margin-top: 0in" class="msonormal">
  <span><font face="Arial,sans-serif" size="3">&#160;</font></span>
</p>
<p style="margin-right: 0in; margin-left: 0in; margin-bottom: 0pt; margin-top: 0in" class="msonormal">
  <span><font face="Arial,sans-serif" size="3">TSA understands and regrets
  the discomfort and inconvenience adults and children experience from
  pat-down procedures.</font></span><font face="Arial,sans-serif" size="3"><span>&#160;
  </span><span>Nevertheless, TSA believes these security measures are
  necessary and appropriate for ensuring the security and confidence of
  all air travelers.</span><span>&#160; </span><span>TSA continues to
  develop and deploy new technologies, including document scanners, trace
  portals, and backscatter devices, to address the explosives threat.</span><span>&#160;
  </span><span>In the meantime, the use of pat-downs enhances our ability
  to detect explosives at our Nation&#8217;s airport checkpoints, provides an
  additional layer of security at the checkpoint, and keeps the traveling
  public secure.</span><span>&#160; </span></font>
</p>
<p style="margin-right: 0in; margin-left: 0in; margin-bottom: 0pt; margin-top: 0in" class="msonormal">
  <span><font face="Arial,sans-serif" size="3">&#160;</font></span>
</p>
<p style="margin-right: 0in; margin-left: 0in; margin-bottom: 0pt; margin-top: 0in" class="msonormal">
  <span><font face="Arial,sans-serif" size="3">TSA has implemented special
  procedures for conducting searches of sensitive areas of a passenger&#8217;s
  body.</font></span><font face="Arial,sans-serif" size="3"><span>&#160; </span><span><span>In
  these situations, the TSO is required to use the back of the hand to pat
  down the passenger.</span><span>&#160; </span><span>For nonsensitive
  areas, including other parts of the torso, a TSO is required to use the
  front of the hand.</span><span>&#160; </span></font>
</p>
<p style="margin-right: 0in; margin-left: 0in; margin-bottom: 0pt; margin-top: 0in" class="msonormal">
  <span><font face="Arial,sans-serif" size="3">&#160;</font></span>
</p>
```

Passengers may request any secondary screening be conducted in a private location, and TSOs 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. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

Like other exceptions created by the courts for searches that do not require a warrant, the administrative search within the transportation security context was crafted after the courts carefully balanced the privacy interests of citizens against the compelling goal of protecting the traveling public.

We hope this information is helpful.

Original Message
From: (b)(6) >
Received: 2/17/10 3:37:59 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>
Remote Client IP: (b)(6)
Date Time: 2/16/2010 11:47:29 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 Fl. # 1649 from La Guardia Airport LGA) to Washinton DC (DCA) on February 14, 2010 departing at 3:00 P.M.
Comments:	I have a knee implant and whenever I fly I am subject to extended screening. This process is always intrusive but this last time it was extremely humilliating to me. The officer indicated to me prior to the search that she would pad where I beep. She however touched me on the front of my private area where I was not beeping. When I asked her not to touch me there she gave me a hateful look and asked me what I had in there. I told her "my panties". She seemed to have gotten more angry and said that she was feeling something. I told her that I wear a bladder control pad. She then asked me to sit down and in the loudspeakers called for "a private". When a second officer came I was taken to a room where she asked me to open and pull down my pants. When I began shaking and crying and asking why they were doing this to me she kept on repeating that it "is for your own safety". I did what they asked me to do and probably

showed more because I was so extremely nervous. The second officer then said that "you are not helping yourself by becoming hysterical". I heard that as a threat. While I was putting my shoes on they began talking and laughing. I told them that the whole process was humiliating and not funny and that I thought that they had gone to far. Officer #1 then reminded me about the terrorist who carried explosive in his genitals. If that was why they did it, why then not check all passangers. I felt singled out for this humiliating screening because I beeped for a medical reason. I felt that my dignity and human rights were violated, the very same rights that we are trying to protect. I need that TSA investigates this incident. Please contact me at the above email address.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#441885-563470#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-02-24 13:21:09

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-02-24 05:45:00

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 said that she is elderly with artificial hips and her checked bag is constantly being inspected. Caller said that she has blue eyes and is religious. Caller said that she has had her checked baggage inspected and she does not know why.

Body:

Agent Notes: Told caller that the secondary screening of her checked baggage has nothing to with her her age, gender, race or religious background. Told caller it could have been a random screening or to clarify sus[icious items seen on the x-ray monitor. Told caller that the secondary screening of her checked baggage has nothing to with her her age, gender, race or religious background. Told caller it could have been a random screening or to clarify sus[icious items seen on the x-ray monitor.

Follow Up: Caller was very upset that her checked bags continue to be inspected when she travels. Caller said that she recently had all three of her checked bags inspected at RSW and she does not know why she is being targeted. Caller said that she has had the issue at other airports as well. Explained to caller that checked baggage screening is not race, gender and religous bias.

To TSOC Date:

From TSOC Date:

Last Updated By: KENDRA.JOHNSON 2/24/2010 1:34:08 PM,KENDRA.JOHNSON 2/24/2010 1:34:15 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/24/2010 1:21:09 PM

Linked Event IDs:

Responses:

Response

Airport: ISPISP Islip, NY, USA - Long Island-Macarthur Airport, RSW Fort Myers, FL, USA - Regional Southwest Airport, BWI Baltimore, MD, USA - Baltimore-Washington 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: 2010-02-25 13:45:59

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: Captain with United Airlines went through security in civilian clothing in LGA. He provided his work ID, he was advised that he would need a boarding pass. Caller stated (b)(6) at airtran/southwest security checkpoint who advised that TSA is requiring this. Caller is inquiring about the regulations regarding boarding pass and crew members traveling in civilian clothing. Caller stated that he was just getting off duty.

Body:

Agent Notes: Advised caller that after speaking with the CSM at the LGA airport as a crew member he is allowed to clear the security checkpoint with the valid workers ID without a boarding pass. Advised caller that after speaking with the CSM at the LGA airport as a crew member he is allowed to clear the security checkpoint with the valid workers ID without a boarding pass. Caller stated that the LTSO advised him that this is a requirement of the airline carrier, when checking with the airline carrier, he was then advised that it is a TSA regulation, not one of theirs.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: LAJUAN.JOHNSON 2/25/2010 2:04:53 PM, LAJUAN.JOHNSON 2/25/2010 2:08:12 PM, LAJUAN.JOHNSON 3/8/2010 10:10:50 AM,

Last Update Date:

Opening Agent:

Opened Date: 2/25/2010 1:45:59 PM

Linked Event IDs:

Responses:

Response

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

Airline: United Airlines --United Airlines --, AirTran,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-02-27 17:01:37

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: 2/24/2010 12:12:54 AM

Name: (b)(6)

Email:

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LGA, Central Terminal, Concourse B, TSA security screening checkpoint.

Comments: As a pilot for AirTran Airways, I commute regularly from LGA for work, often in plain clothes. Regardless of my attire, I have always been permitted to access the screening area without a boarding pass, but with my AirTran Pilot ID, as well as in every other airport I travel to off duty: LAX, SAN, CLD, SEA, PIT, HNL, OGG, EWR, and even the Delta Air Lines Terminal at LGA.

On Monday, Feb 8, 2010, TSA screener Owest refused to allow me in without a boarding pass while wearing plain clothes (no uniform), but with my AirTran ID around my neck on a lanyard. He was incompetent at communicating anything to me other than the words "No. You need a boarding pass." No further explanation was available from him.

A supervisor arrived several minutes later and informed me that indeed, even crew members traveling off duty need a boarding pass. When I informed him that this was my first encounter with denied access for no boarding pass, I was told they are honoring the airlines' request for such a practice! He said he would let me through, but that when I got to the gate, the AirTran would simply send me back to the ticket counter. They did not, nor have they ever done such a thing.

This is contrary to past practice at the same checkpoint, and current practice at the above listed airports that I mentioned. What is most frustrating is that the local TSA is allowing themselves to be directed by the "whims of the airlines." Interestingly, I could not find anyone at AirTran in LGA who said they were aware of this practice and that they would send a passenger back to the ticket counter simply to obtain a boarding pass. Further, as a pilot who jumpseats on other airlines frequently, I can assure you that the ticket counter wants nothing to do with jumpseaters! That is, and always has been, a function of the gate agent, which is obviously located past the security checkpoint. No airline requires the actual uniform to be worn while jumpseating, so the notion that I could not get into the security area to be screened, in preparation for jumpseating on a different airline, simply based on my attire, is just absurd.

Thank you for your time. I look forward to clarification on this matter, or even of hearing that corrective action with the LGA TSA has been taken.

(b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, Additional Airports: SEA, PIT, HNL,

OGG, EWR (tcars record only accepts up to 4 airports at one time)

BCC LGA CSQIM Veda Simmons at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 2/27/2010 5:01:37 PM,JWAN.JENIFER 2/27/2010 5:04:28 PM,

Last Update Date:

Opening Agent:

Opened Date: 2/24/2010 1:05:51 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, LAX Los Angeles, CA, USA - Los Angeles Intl Airport, SAN San Diego, CA, USA - Lindbergh International Airport, CLD Carlsbad, CA, USA - Carlsbad/Palomar Airport,

Airline: AirTran Airways AirTran Airways, 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 <<#445455-567631#>>

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: 2/24/10 1:05:50 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 2/24/2010 12:12:54 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(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>LGA, Central Terminal, Concourse B, TSA security screening checkpoint.</TD></TR>

<TR>

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

<TD>As a pilot for AirTran Airways, I commute regularly from LGA for work, often in plain clothes. Regardless of my attire, I have always been permitted to access the screening area without a boarding pass, but with my AirTran Pilot ID, as well as in every other airport I travel to off duty: LAX, SAN, CLD, SEA, PIT, HNL, OGG, EWR, and even the Delta Air Lines Terminal at LGA.

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A supervisor arrived several minutes later and informed me that indeed, even crew members traveling off duty need a boarding pass. When I informed him that this was my first encounter with denied access for no boarding pass, I was told they are honoring the airlines' request for such a practice! He said he would let me through, but that when I got to the gate, the AirTran would simply send me back to the ticket counter. They did not, nor have they ever done such a thing.

This is contrary to past practice at the same checkpoint, and current practice at the above listed airports that I mentioned. What is most frustrating is that the local TSA is allowing themselves to be directed by the "whims of the airlines." Interestingly, I could not find anyone at AirTran in LGA who said they were aware of this practice and that they would send a passenger back to the ticket counter simply to obtain a boarding pass. Further, as a pilot who jumpseats on other airlines frequently, I can assure you that the ticket counter wants nothing to do with jumpseaters! That is, and always has been, a function of the gate agent, which is obviously located past the security checkpoint. No airline requires the actual uniform to be worn while jumpseating, so the notion that I could not get into the security area to be screened, in preparation for jumpseating on a different airline, simply based on my attire, is just absurd.

Thank you for your time. I look forward to clarification on this matter, or even of hearing that corrective action with the LGA TSA has been taken.

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

----- TCC Control Number: -----
<<#445455-567631#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-03-01 09:15:41

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: Security Issues

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

Remote Client IP: (b)(6)

Date Time: 2/24/2010 4:58:47 PM

Security Issues All Other Security Issues

Name: (b)(6)

Email: (b)(6)

Message: I flew out of JFK in NY on January 28th to Orlando Florida. I did not take off my jewelery, watch or belt as I have titanium rods throughout my spine and also a spinal stimulator implanted. I have ID cards for both and since I usually set off the alarm and have to be wand scanned, I thought taking off those items wouldn't be necessary. I walked through the scanner without any alarms going off. The same thing happened on the flight home from Orlando airport. I'd appreciate your explanation. Thank you

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, BCC JFK CSQIM Tiesha Walker-Patterson at

(b)(6)

BCC Orlando Airport CSM Scott Moss at (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 3/1/2010 9:15:41 AM, JWAN.JENIFER 3/1/2010 9:19:35 AM,

Last Update Date:

Opening Agent:

Opened Date: 2/24/2010 6:52:13 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Security Issues <<#445826-568062#>>

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 offices at JFK and Orlando Airport for action as required. Your help and support are important contributions to ensuring the safety and security of the Nation's security. </P>
<P> </P>
<P>We encourage you to check the latest information at www.tsa.gov. </P>
<P> </P>
<P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <(b)(6)> >
Received: 2/24/10 6:52:11 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Security Issues

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

Remote Client IP: (b)(6)
Date Time: 2/24/2010 4:58:47 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Security Issues</TD>
<TD>All Other Security Issues</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(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">Message:</TD>
<TD>I flew out of JFK in NY on January 28th to Orlando Florida. I did not take off my jewelery, watch or belt as I have titanium rods throughout my spine and also a spinal stimulator implanted. I have ID cards for both and since I usually set off the alarm and have to be wand scanned, I thought taking off those items wouldn't be necessary. I walked through the scanner without any alarms going off. The same thing happened on the flight home from Orlando airport. I'd appreciate your explanation. Thank you.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#445826-568062#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-03-05 17:43:02

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-03-04 14:50:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

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

Body:

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

Follow Up (b)(6) explained that going through security at SWF she was told by a TSA officer (b)(6) to walk through the metal detector, even though she presented a Medtronic card for her to not walk through a metal detector or it may cause damage to the implanted device. She explained after she went through the alarm sounded. She explained that screeners standing by spoke with (b)(6) and she did also. He then provided her with a name and phone number to his supervisor (b)(6). When she arrived to her destination she called the number and it was not working. She would like a call back from the CSM at SWF about the incident.

To TSOC Date:

From TSOC Date:

Last Updated By: GARY.MACK 3/5/2010 6:01:57 PM,GARY.MACK 3/5/2010 6:02:11 PM,

Last Update Date:

Opening Agent:

Opened Date: 3/5/2010 5:43:02 PM

Linked Event IDs:

Responses:

Response

Airport: SWF SWF Newburgh/Poughkeepsie, NY, USA - Stewart,

Airline: jetBlue Airways jetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-03-12 12:00:26

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, 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: 3/11/2010 3:52:02 PM

Name: (b)(6)

Email: (b)(6)

Brief Description of Inquiry: extra scanning JFK

Comments: I was pulled aside on March 10th 6am at JFK airport. I arrived from Egypt Delta flight 85. I asked why I was pulled aside and was told they couldnt tell me. We as a law abiding citizen i think i am owed some explanation, that doesnt require you to give any sensitive information out. I am more concerned i wasnt pulled aside and delayed because some screener just didnt like the way i look ect. If it was a computer generated screening because i have the same name or something like that i am ok with that. I was in Military intelligence and had a TS based on a SBI so i know you cant reveal everything but i expect a little bit of explanation. Thanks

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 3/12/2010 12:00:26 PM,JWAN.JENIFER 3/12/2010 12:02:00 PM,

Last Update Date:

Opening Agent:

Opened Date: 3/11/2010 5:22:17 PM

Linked Event IDs:

Responses:

Response

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

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

Subject Category: 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 <<#452885-576232#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P style="MARGIN: 0in 0in 0pt" class=msonormal>Thank you for your email message expressing your concern regarding the secondary screening you received at the security checkpoint. </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>The Transportation Security Administration (TSA) 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 style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>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 style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>Passengers may be selected for secondary screening for different reasons: (1) to clear an alarm of the walk-through metal detector, (2) to address an irregularity or anomaly in the passenger's clothing outline, or (3) for random selection. Another way passengers are selected for additional screening is through the Computer Assisted Passenger Prescreening System (CAPPS). CAPPS identifies passengers either randomly or based on certain travel behavior associated with threats to aviation security reflected in their reservation information. </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>Passengers with the GÇËSSSSGÇÏ designation on their boarding pass have been preselected for additional screening. There are different ways in which passengers are preselected to receive the GÇËSSSSGÇÏ designation. One method of selection is by CAPPS. The airlines may have placed the GÇËSSSSGÇÏ designation on passengers' GÇÏ boarding pass based on CAPPS. </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>TSA also selects passengers and baggage at random for additional security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as (senior citizens, persons with disabilities, children, etc.), would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit any particular profile. </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>TSA understands the inconvenience you may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies, including document scanners, trace portals, and backscatter devices, to address the explosives threat. In the meantime, the use of secondary screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public secure. </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal>We hope this information is helpful. </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P>
<P style="MARGIN: 0in 0in 0pt" class=msonormal> </P></div>

<div>--- Original Message ---
From: <(b)(6)>
Received: 3/11/10 5:22:17 PM 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.shtml

Remote Client IP: (b)(6)
Date Time: 3/11/2010 3:52:02 PM

Name:	(b)(6)
-------	--------

<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">Brief Description of Inquiry:</TD>
<TD>extra scanning JFK</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I was pulled aside on March 10th 6am at JFK airport. I arrived from Egypt Delta flight 85. I asked why I was pulled aside and was told they couldnt tell me. We as a law abiding citizen i think i am owed some explanation, that doesnt require you to give any sensitive information out. I am more concerned i wasnt pulled aside and delayed because some screener just didnt like the way i look ect. If it was a computer generated screening because i have the same name or something like that i am ok with that. I was in Military intelligence and had a TS based on a SBI so i know you cant reveal everything but i expect a little bit of explanation.
Thanks.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#452885-576232#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-03-24 11:39:35

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-03-16 23:00:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

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

Body:

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

Follow Up: (b)(6) called in today to report inappropriate screening at JFK. She stated that an African American female TSO caused her pain by squeeze her really hard, on both her hands and legs. The TSO also made her sit up, and she proceeded to touch her around her rear end. I was also informed that she is a diabetic, and when she declared her liquids a silver haired supervisor named (b)(6) begin to talk down to her , and made her feel as though she was lying about her liquids. I apologized to the caller and offered her a claim form, but she still wanted to speak to the CSM, so she can discuss the way she was treated. I would appreciate any assistance you can offer to help find a resolution. She asked not to call Saturday thru this coming Tues, due to the fact she is in observance of a holiday, and she stated that she is in Israel, so she is 7 hours ahead of New York, so she pleaded not to call to late

To TSOC Date:

From TSOC Date:

Last Updated By: RENALDO.SINGLETON 3/24/2010 12:35:00 PM,RENALDO.SINGLETON 3/24/2010 12:35:07 PM,

Last Update Date:

Opening Agent:

Opened Date: 3/24/2010 11:39:35 AM

Linked Event IDs:

Responses:

Response

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

Airline: El Al Israel AirlinesEl Al Israel Airlines,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-03-25 09:24:21

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: 3/24/2010 9:48:17 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark Airport 3/20/10 5:00 am terminal c

Comments: I traveled this past saturday with a camera tripod that i had to disassemble in order for it to fit into my carry-on. oddly enough one of the peices has a similar shape to a gun. at newark airport my bag went right through without any questions. on my return trip via west palm, they stopped the bag and called over a supervisor to view the xray/scanner and even opened the bag and took out the tripod to rescreen it.

i find it odd that newark would not have done the same thing. it is very scary that they have not learned from the mistakes of 9 years ago

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 3/25/2010 9:24:21 AM,CLINTON.KIRKSEY 3/25/2010 9:28:29 AM,

Last Update Date:

Opening Agent:

Opened Date: 3/24/2010 11:25:20 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:

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 <<#458494-582683#>>

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: 3/24/10 11:25:19 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: 3/24/2010 9:48:17 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">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>Newark Airport 3/20/10 5:00 am terminal c</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I traveled this past saturday with a camera tripod that i had to disassemble in order for it to fit into my carry-on. oddly enough one of the peices has a similar shape to a gun. at newark airport my bag went right through without any questions. on my return trip via west palm, they stopped the bag and called over a supervisor to view the xray/scanner and even opened the bag and took out the tripod to rescreen it.

i find it odd that newark would not have done the same thing. it is very scary that they have not learned from the mistakes of 9 years ago.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#458494-582683#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-03-29 13:51:14

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-03-29 13:37:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller reported that they were inappropriately screened at: BUF,

Body:

Agent Notes: Advised caller that a message sent to CSM at (BUF). Advised caller that a message sent to CSM at (BUF). (b)(6) was going through the metal detector and had to clear a random pat down inspection. (b)(6) asked for a supervisor (b)(6) (b)(6) who explained that he has to go through the screening to board the flight and held up a sign that explained he is subject to additional screening. He would like to speak with the CSM at BUF.

Follow Up: (b)(6) was going through the metal detector and had to clear a random pat down inspection. Caller asked for a supervisor (b)(6) who explained that he has to go through the screening to board the flight and held up a sign that explained he is subject to additional screening. (b)(6) feels that he has been racially profiled as well. He would like to speak with the CSM at BUF.

To TSOC Date:

From TSOC Date:

Last Updated By: GARY.MACK 3/29/2010 2:01:31 PM,GARY.MACK 3/29/2010 2:01:49 PM,GARY.MACK 3/29/2010 2:01:54 PM,

Last Update Date:

Opening Agent:

Opened Date: 3/29/2010 1:51:14 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-03-30 15:06:00

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-03-28 07:00:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

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

Body:

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

Follow Up: (b)(6) called in today to report what she felt was inappropriate screening at JFK She stated that she was wears a prosthetic, and she was upset that her prosthetic had to be x-rayed. The Screener Mgr (b)(6) informed her that he would have to call the Port Authority if she fails screening. I explained that Screeners need to be able to make sure your prosthetic are successfully screened. (b)(6) stated that TSA should only look at her medical x-rays. I apologized to the caller but she wanted to speak to the CSM to discuss this issue. I would appreciate any assistance you can offer to help find a resolution.

To TSOC Date:

From TSOC Date:

Last Updated By: RENALDO.SINGLETON 3/30/2010 3:31:35 PM,RENALDO.SINGLETON 3/30/2010 3:31:42 PM,

Last Update Date:

Opening Agent:

Opened Date: 3/30/2010 3:06:00 PM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-03-30 17:20:15

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-03-30 08:30:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

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

Body:

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

Follow Up: (b)(6) reported that her daughter was inappropriately touched by a screener at LGA. (b)(6) stated that her daughter was also held for over an hour before they allowed her to leave. (b)(6) is extremely upset about the way her daughter was handled. Your assistance in this matter is greatly appreciated. (b)(6) cell phone number is (b)(6).

To TSOC Date:

From TSOC Date:

Last Updated By: FRANCES.JONES 3/30/2010 5:29:56 PM,FRANCES.JONES 3/30/2010 5:30:03 PM,

Last Update Date:

Opening Agent:

Opened Date: 3/30/2010 5:20:15 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, CLT Charlotte, NC, USA - Charlotte/Douglas Intl Airport, BOS Boston, MA, USA - Logan International Airport,

Airline: US Airways (present)US Airways (present),

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 3/31/2010 1:45:52 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): Continental Airlines

Flight 1681

Newark Airport (EWR)

Gate C132

Comments: Wednesday, March 31st, 2010

To Whom It May Concern:

I arrived at EWR from IAD (flight #2942) and went to the smoking area, which is located outside of the the security area. We I went back through security, a security employee, (b)(6), stated to me that my carry-on bag was too big. Which is not true because I had just carried it on the plane of my previous flight. He refused to let me check my bag at the gate.

I had to go all the way to the ticket counter, pay \$25.00 to check my bag and go back through security, which made me almost miss my flight.

I would like to know how security personnel can dictate whether or not a passenger can take a bag onto an airplane based on size. It is my understanding that their job is to look for contraban and liquid containers, neither of which I had in my bag. I believe it is the responsibility of the Airline companies to dictate whether a piece of carry-on luggage will or will not fit in the overhead compartments.

Is this a deal between the Airlines and security, to increase revenue via extra fees to check luggage?

I demand to be compensated either by TSA or Continental Airlines for the \$25.00 I had to pay to check my luggage, which did not exceed carry-on luggage standards.

Sincerely,

(b)(6)

(b)(6)

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY CLINTON.KIRKSEY 4/1/2010 12:04:55 PM,

Last Update Date:

Opening Agent:

Opened Date: 3/31/2010 4:06:34 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, IAD Washington, DC, USA - Washington-Dulles International,

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 <<#461871-586553#>>

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>The Transportation Security Administration (TSA) is responsible for reviewing all claims relating to the screening of passengers and their baggage. <P>To protect your rights under federal law and to file a valid claim, you must send your claim in writing to TSA, stating the circumstances of the loss and the exact amount you are claiming (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after your claim accrued. <P>The claim must be signed by you or your authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). <BR clear=none> <BR clear=none>To file a claim, fill out the attached Standard Form 95 (claim form) in accordance with the instructions, and return it to the address in box #1. <P>Please be sure to follow the instructions carefully, and to fill out the claim form completely. <P>While use of the form is not mandatory, it will help you ensure that you meet the legal requirements for filing a claim. <P>If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.<BR clear=none> <BR clear=none>Once the Claims Management Branch has received your claim form, you will be sent a letter of acknowledgement and a claim number. <P>You should keep the claim number for future reference when inquiring about your claim. <P>TSA will try to resolve your claim as quickly as possible, but it may need time to make a further investigation of the facts. <P>If TSA denies your claim, or has not finally resolved it within 6 months after you have filed it, you may have a right to bring your claim to court. <BR clear=none> <BR clear=none>You can also access claim forms online at the TSAGÇÖs Claims Management BranchGÇÖs website at www.tsa.gov/travelers/customer/claims/index.shtm. <P>This website also has information related to filing a claim, checking the status of a claim, and other claim-related issues. <P>You can also access this website by clicking on the Claims Management Branch link in the GÇ£Resource CenterGÇ¥ on TSAGÇÖs homepage at www.tsa.gov. <P>For additional questions related to the claims process, please contact the Claims Management Branch at tsaclaimsoffice@dhs.gov. <BR clear=none></P>

<P> </P>

<P>We encourage you to check the latest information at

sans-serif,Arial">www.tsa.gov </P>

<P> </P>

<P> </P>

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

<div>--- Original Message ---
From: &(b)(6)&
>
Received: 3/31/10 4:06:34 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: 3/31/2010 1:45:52 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>Continental Airlines
Flight 1681
Newark Airport (EWR)
Gate C132</TD></TR>

<TR>

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

<TD>Wednesday, March 31st, 2010

To Whom It May Concern:

I arrived at EWR from IAD (flight #2942) and went to the smoking area, which is located outside of the the security area. We I went back through security, a security employee, (b)(6) stated to me that my carry-on bag was too big. Which is not true because I had just carried it on the plane of my previous flight. He refused to let me check my bag at the gate.

I had to go all the way to the ticket counter, pay \$25.00 to check my bag and go back through security, which made me almost miss my flight.

I would like to know how security personnel can dictate whether or not a passenger can take a bag onto an airplane based on size. It is my understanding that their job is to look for contraban and liquid containers, neither of which I had in my bag. I believe it is the responsibility of the Airline companies to dictate whether a piece of carry-on luggage will or will not fit in the overhead compartments.

Is this a deal between the Airlines and security, to increase revenue via extra fees to check luggage?

I demand to be compensated either by TSA or Continental Airlines for the \$25.00 I had to pay to check my luggage, which did not exceed carry-on luggage standards.

Sincerely,

(b)(6)

(b)(6)
(b)(6)
(b)(6)
Kent, WA 98042</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#461871-586553#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-05 10:12:16

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: 4/3/2010 7:14:15 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CO715 C terminal. Newark

Comments: I checked online to see what the rules are regarding film. According to what I read I put my film in a seperate bag and asked to have it hand checked. When I asked to be hand checked they refused to so this. They said if my film was below 800 Asa it would be alright. I do not like t take hose chances. Why if I request no to have my film put through he machine they foxe me to anyway? This is not right. The woman who was doing this said I have been doing this for 7 years I know the rules. Well obviosly she did not read the part bay says I can request to be hand checked.

I think he problem is because they see so little film these days they are not stayng up to date on what to so if asked to hand check film

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 4/5/2010 10:12:16 AM,JWAN.JENIFER 4/5/2010 10:14:03 AM,

Last Update Date:

Opening Agent:

Opened Date: 4/3/2010 5:28:24 PM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#374819-587968#>>

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. 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: 4/3/10 5:28:24 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 4/3/2010 7:14:16 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>Discourteous/Rude Employee</TD></TR>

<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>CO715 C terminal. Newark</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>I checked online to see what the rules are regarding film. According to what I read I put my film in a seperate bag and asked to have it hand checked. When I asked to be hand checked they refused to so this. They said if my film was below 800 Asa it would be alright. I do not like t take hose chances. Why if I request no to have my film put through he machine they foxe me to anyway? This is not right. The woman who was doing this said I have been doing this for 7 years I know the rules. Well obviosly she did not read the part bay says I can request to be hand checked.
I think he problem is because they see so little film these days they are not stayng up to date on what to so if asked to hand check film.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#374819-587968#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-05 10:19:15

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, Screening

Body: Good morning,

I wrote to you a few weeks ago regarding being screened separately at JFK airport. I understand that if you wish to be screened separately this can be done upon request at the airport.

When I arrived at JFK on March 4th I asked three of the security staff, ie the people who check your tickets before you line up to go through security, how I achieve this. At first they wouldn't say anything but "it's not my department" -then, when I asked who do I go to, they said I have to get a wheelchair, then continued to ignore me and returned to their conversation with their colleagues. It was clear that I didn't need a wheelchair or get in line. They said they couldn't see any reason why I couldn't get in line with everybody else and then ignored me and rolling their eyes.

I will explain why I needed separate screening. I had undergone facial and body surgery and was therefore wearing a surgical mask and my turtle neck sweater covering the mask up to my nose. I was also wearing dark glasses. It was clear there was a problem. I was carrying a letter from my surgeon requesting that I be helped since I needed to try to avoid infection by standing with vast amounts of people for a long time. You can imagine the line was long. Also, my face was a real mess - A REAL MESS.

Here is my problem: I was subjected to total humiliation by the staff who just kept on telling me to get in line or get a wheelchair. I was totally ignored by one of the staff who turned her back on me without even acknowledging I was there. There was no mistake - it was impossible to miss me. NO ONE WOULD HELP ME. I was in a great deal of distress and by this time reduced to tears. I had asked four members of staff by now. My requests had drawn the attention of the crowd and there was nothing I could do and as I said NO ONE to help me. I was told that unless I go and wait for a representative to assist me in the wheelchair area then I wouldn't get through. I went there since I then had no choice. After I had waited 20 mins for someone to show up - and they didn't, I asked a member of staff who happened to be passing by to help me and eventually she took me to the front of the

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)> >
Received: 4/3/10 5:28:36 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: Screening

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

<P>Good morning,</P>

<P>I wrote to you a few weeks ago regarding being screened separately
JFK airport. I understand that if you wish to be screened separately
this can be done upon request at the airport.</P>

<P>When I arrived at JFK on March 4th I asked three of the security
staff, ie the people who check your tickets before you line up to go
through security, how I achieve this. At first they wouldn't say
anything but "it's not my department" -then, when I asked who do I go
to, they said I have to get a wheelchair, then continued to ignore me
and returned to their conversation with their colleagues. It was clear
that I didn't need a wheelchair or get in line. They said they
couldn't see any reason why I couldn't get in line with everybody else
and then ignored me and rolling their eyes.</P>

<P>I will explain why I needed separate screening. I had undergone facial
and body surgery and was therefore wearing a surgical mask and my
turtle neck sweater covering the mask up to my nose. I was also
wearing dark glasses. It was clear there was a problem. I was carrying
a letter from my surgeon requesting that I be helped since I needed to
try to avoid infection by standing with vast amounts of people for a
long time. You can imagine the line was long. Also, my face was a real
mess -
A REAL MESS.</P>

<P>Here is my problem: I was subjected to total humiliation by the staff
who just kept on telling me to get in line or get a wheelchair. I was
totally ignored by one of the staff who turned her back on me without
even acknowledging I was there. There was no mistake - it was
impossible to miss me. NO ONE WOULD HELP ME. I was in a great deal of
distress and by this time reduced to tears. I had asked four members
of staff by now. My requests had drawn the attention of the crowd and
there was nothing I could do and as I said NO ONE to help me. I was
told that unless I go and wait for a representative to assist me in
the wheelchair area then I wouldn't get through. I went there since I
then had no choice. After I had waited 20 mins for someone to show up
- and they didn't, I asked a member of staff who happened to be
passing by to help me and eventually she took me to the front of the
line but I still had to go through with everybody else. One of the
staff, when I was at the front of the line said I couldn't go through
without taking off my mask. Remember, I am now standing, holding
everyone up while they decide what to do with me. Fortunately, a more
compassionate gentleman came and assisted me and I went through. By now
even more attention was drawn to me.</P>

<P>It was a totally horrible, distressing and humiliating experience -
one which I will never forget.</P>

<P>So my question is: why would I be treated in such an appalling manner
and why can't I get separate screening as you say I can? Is there no
training for your staff? I would welcome an explanation. </P>

<P>If this is not the correct email address I am using to register my
complaint I would be grateful if you could advise me of the correct
address.</P>

<P>Yours,</P>

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

----- TCC Control Number: -----
<<#449776-587984#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-05 10:30:32

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-03-28 07:00:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

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

Body:

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

Follow Up: (b)(6) would like to speak with the CSM at JFK about her screening experience. (b)(6) explained that she has an artificial leg and she explained that she had to go through an x-ray screening in which a male TSA screener (b)(6) did the screening. (b)(6) she spoke with TSA employee (b)(6) and he explained a woman screener has not been trained for that type of screening. She also explained the TSA manager (b)(6) was made aware of the situation and she was shocked to find that a male screened a woman with that type of secondary screening. (b)(6) would like a call back from the CSM at JFK.

To TSOC Date:

From TSOC Date:

Last Updated By: GARY.MACK 4/5/2010 10:42:38 AM,GARY.MACK 4/5/2010 4:47:01 PM,

Last Update Date:

Opening Agent:

Opened Date: 4/5/2010 10:30:32 AM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-05 13:55:44

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-12-22 12:00:00

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 because the screener made her take all of her things out of her carry on bag and placed them into 8 separate bins.

Body:

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

Follow Up: (b)(6) wants to file a complaint because the screener made her take all of her things out of her carry on bag and placed them into 8 separate bins. She stated that her clothes and other items were placed in separate bins and she didn't understand why. (b)(6)

(b)(6) stated that if the screener had to physically search her things than they should have taken her to a private room instead of taking every individual item out of the bag. She wanted to make someone aware of this incident and she would like for someone to give her a call back.

To TSOC Date:

From TSOC Date:

Last Updated By: MONIQUE.ROBINSON 4/5/2010 2:09:25 PM,MONIQUE.ROBINSON 4/5/2010 2:09:31 PM,

Last Update Date:

Opening Agent:

Opened Date: 4/5/2010 1:55:44 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International, PHX Phoenix, AZ, USA - Sky Harbor International Airport,

Airline: Northwest Airlines --Northwest Airlines --,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-06 13:01:37

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: 4/5/2010 7:57:41 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): JFK- TERMINAL 2, ALMOST 7:00 AM USING DELTA AIRLINES FROM JFK TO DCA

Comments: Dear Sir/Ma'am:

I am an Ambassador carrying a Diplomat passport, yesterday at JFK the TSA searched me even they new that this is unlawfull...

Best

(b)(6)

(b)(6) Annandale, VA 22003

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 4/6/2010 1:01:37 PM, JWAN.JENIFER 4/6/2010 1:03:24 PM,

Last Update Date:

Opening Agent:

Opened Date: 4/5/2010 12:27:03 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, DCA Washington, DC, USA - Ronald Reagan National Airport,

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-06 20:29:13

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: 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: 4/4/2010 9:07:56 PM

Name: (b)(6) Delta flight attendant)

Email: (b)(6)

Brief Description of Inquiry: Crew security checks

Comments: Today I arrived at the Marine Air Terminal at LGA to catch the 4:30 Delta Shuttle to DCA. I was in uniform and had worked a flight from ATH to JFK today. Normal security clearance in ATH. But at the Shuttle I was informed that I had to remove all of my liquids from my bags to have them screened separately. I asked if this was a new procedure (as I had left the US on Apr. 2) but did not get an answer. I was required to have my unopened and sealed water bottle opened and tested. Once I arrived at the gate, I then asked the agent whether she knew of new security procedures for crew members and was told that she had heard of a captain being required to remove the wings from his shirt but did not know of any official changes. Upon arrival at DCA I asked a group of 6 TSA people if there had been a change in crew screening and was told no but that perhaps there was a new TSO at the Marine Air Terminal. I would like to know the reason for this additional procedure--it seems as though we, of all travelers, do not need to be inconvenienced to this degree--after all we have been finger-printed, background checked, etc. I would like to be apprised as to the rational for this change at this particular airport. I also contacted a fellow Delta flight attendant who had also cleared security at the Marine Air Terminal the day before and she said that she was not required to remove any items from her bags and she also had a bottle of water in her purse which was not removed and was not tested.

Please review this matter and contact me with your findings. Thank you in advance

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response, Fwd'd the email to the CSM at LGA.

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: Brian.Warren 4/6/2010 8:29:13 PM,BRIAN.WARREN 4/6/2010 8:30:31 PM,

Last Update Date:

Opening Agent:

Opened Date: 4/5/2010 12:25:44 PM

Linked Event IDs:

Responses:

Response

Airport: LGA LGA New York, NY, USA - Laguardia, DCA Washington, DC, USA - Ronald Reagan National Airport, ATH Athens, Greece - Venizelos, 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: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: All Other Inquiries <<#463465-588427#>>

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: 4/5/10 12:25:43 PM EDT
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: 4/4/2010 9:07:56 PM

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

<TBODY>

<TR>

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

<TD>(b)(6) (Delta flight attendant)</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">Brief Description of Inquiry:</TD>

<TD>Crew security checks</TD></TR>

<TR>

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

<TD>Today I arrived at the Marine Air Terminal at LGA to catch the 4:30 Delta Shuttle to DCA. I was in uniform and had worked a flight from ATH to JFK today. Normal security clearance in ATH. But at the Shuttle I was informed that I had to remove all of my liquids from my bags to have them screened separately. I asked if this was a new procedure (as I had left the US on Apr. 2) but did not get an answer. I was required to have my unopened and sealed water bottle opened and tested. Once I arrived at the gate, I then asked the agent whether she knew of new security procedures for crew members and was told that she had heard of a captain being required to remove the wings from his shirt but did not know of any official changes. Upon arrival at DCA I asked a group of 6 TSA people if there had been a change in crew screening and was told no but that perhaps there was a new TSO at the Marine Air Terminal. I would like to know the reason for this additional procedure--it seems as though we, of all travelers, do not need to be inconvenienced to this degree--after all we have been fingerprinted, background checked, etc. I would like to be apprised as to the rational for this change at this particular airport. I also contacted a fellow Delta flight attendant who had also cleared security at the Marine Air Terminal the day before and she said that she was not required to remove any items from her bags and she also had a bottle of water in her purse which was not removed and was not tested.
Please review this matter and contact me with your findings. Thank you in advance.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#463465-588427#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-07 00:05:58

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: 4/5/2010 8:01:20 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): Newark Liberty airport (EWR), security checkpoint opposite concourse C2, roughly 10 am, Monday April 5, 2010.

Comments: The TSA's list of prohibited items specifies "Razor-Type Blades - such as box cutters, utility knives, razor blades not in a cartridge, but excluding safety razors." However, the agent who screened me today insisted on confiscating the blade from my safety razor. This is a real inconvenience, and very frustrating because I did my homework and checked to see that the razor was permissible before attempting to take it on board. Please make sure that your agents are aware that blades for safety razors are permitted.

I do have to give the agent credit for being very courteous and professional. Too bad she was also wrong

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Screeners have the final say, Merged 2 responses.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 4/7/2010 12:05:58 AM, BRIAN.WARREN 4/7/2010 12:06:32 AM,

Last Update Date:

Opening Agent:

Opened Date: 4/6/2010 1:34:38 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 <<#463988-589034#>>

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: 4/6/10 1:34:37 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: 4/5/2010 8:01:20 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>Items Not Permitted Through the Security Checkpoint</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Newark Liberty airport (EWR), security checkpoint opposite concourse C2, roughly 10 am, Monday April 5, 2010.</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>The TSA's list of prohibited items specifies "Razor-Type Blades - such as box cutters, utility
knives, razor blades not in a cartridge, but excluding safety razors." However, the agent who screened me today insisted on confiscating the blade from my safety razor. This is a real inconvenience, and very frustrating because I did my homework and checked to see that the razor was permissible before attempting to take it on board. Please make sure that your agents are aware that blades for safety razors are permitted.

I do have to give the agent credit for being very courteous and professional. Too bad she was also wrong.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<#463988-589034#></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-07 10:45:36

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-04-06 13:30:00

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 said that some of the books he purchased were un-shrink wrapped and he wants to know if that it common procedure.

Caller said that now the value of the book is gone down.

Body:

Agent Notes: Informed that I am unsure of the procedure so his complaint will be sent to the CSM for clarification on the process.

Informed that I am unsure of the procedure so his complaint will be sent to the CSM for clarification on the process.

Follow Up: Caller said that some of the books he purchased were un-shrink wrapped and he wants to know if that it common procedure.

Caller said that now the value of the book is gone down. Please contact caller to provide him with the screening procedure information he is inquiring about.

To TSOC Date:

From TSOC Date:

Last Updated By: KENDRA.JOHNSON 4/7/2010 10:51:15 AM,KENDRA.JOHNSON 4/7/2010 10:51:22 AM,

Last Update Date:

Opening Agent:

Opened Date: 4/7/2010 10:45:36 AM

Linked Event IDs:

Responses:

Response

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

Airline: American Airlines --American Airlines --,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-07 15:29:32

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, Re: TSA Contact Us: Complaints

Body: Thank you for your kind email Sir...

I was shocked when all of the team agreed on the search although I was not carrying any thing...I showed the lady the ticket and the passport and I told her politely I am a Diplomat: she called another TSA and put extra signs on my ticket for extra search...I did not loose my temper and they forced me to take off my jacket and my shoes to pass the electronic check...after they did the search; they said: YES, u r exempted from search...

Will you kindly inform all the TSA at the airport that Ambassadors are exempted from search...

Best

Please note: message attached

Return-Path: <TSA-ContactCenter@dhs.gov>

Received: from (b)(6)

by maildeliver08.dca.unt.d.com with SMTP id AABF5Y35KA49GP9A

for <(b)(6)> (sender <TSA-ContactCenter@dhs.gov>);

Tue, 6 Apr 2010 09:55:06 -0700 (PDT)

Authentication-Results: mx04.vgs.unt.d.com; DKIM=NONE

Received-SPF: None

Received: from tsaserv3.TSACC.SYSINTEGRATION.COM (uslec-71.16.52.42.cust.uslec.net [71.16.52.42])

by mx04.vgs.unt.d.com with SMTP id AABF5Y35KALC9RMJ

for <(b)(6)> (sender <TSA-ContactCenter@dhs.gov>);

Tue, 6 Apr 2010 09:55:05 -0700 (PDT)

Received: from (b)(6) by tsaserv3.TSACC.SYSINTEGRATION.COM with Microsoft SMTPSVC(6.0.3790.3959);

Tue, 6 Apr 2010 13:03:47 -0400

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

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#463543-588522#>>

Date: Tue, 6 Apr 2010 13:03:47 -0400

X-Mailer: Talisma NetAgent v.8.00.423

MIME-Version: 1.0

Content-Type: multipart/alternative; boundary="ALxCKQ8vrIB7vdyWdYaWPG9SrO489OJ"

Return-Path: TSA-ContactCenter@dhs.gov

Message-ID: <TSASERV3f1hUq88MMAv000023e4@tsaserv3.TSACC.SYSINTEGRATION.COM>

X-OriginalArrivalTime: 06 Apr 2010 17:03:47.0059 (UTC) FILETIME=[1F0D9C30:01CAD5AB]

X-UNTD-BodySize: 6144

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-10 13:14:40

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

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.,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: LINDA.CARTER 4/10/2010 1:28:28 PM,

Last Update Date:

Opening Agent:

Opened Date: 4/10/2010 1:14:40 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, SHV Shreveport, LA, USA - Regional 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: 2010-04-12 05:08:36

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-04-12 05:08:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Greer

Contact State: SC

Contact Zip: 29651

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller says screening practices between airports are inconsistent,

Body:

Agent Notes: Explained TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation. Explained TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation., Provided caller with information on the claims process, and SF-95 mailed (4/12/2010)

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

From: (b)(6)

Sent: Monday, April 12, 2010 5:24 AM

To: CSM Complaints

Subject: Complaint: (b)(6)

The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumer's issue.

Brief Description: (b)(6) was upset with inconsistent screening between airports. At the SYR airport the TSA screener took his hair gel that cost \$49.00 and at CLT and JFK they did not take his hair gel when he was carrying it on the airline. I offered (b)(6) a claims form, and he would like a call back on this issue. Your assistance would be greatly appreciated.

Date of Incident: 4/12/2010 5:08:00 AM

Customer Name: (b)(6)

Customer Contact Information: (b)(6)

Airport: SYR

Airline: jetBlue Airways

Flight #: B61133

Terminal/Gate: Not Applicable

Check In/Incident Date/Time: 4/12/2010 5:08:00 AM

Baggage, Carry On or Checked: CARRY ON

Baggage Tag Number: Not Applicable

Event ID: (b)(6)

Follow Up: (b)(6) was upset with inconsistent screening between airports. At the SYR airport the TSA screener took his hair gel that cost \$49.00 and at CLT and JFK they did not take his hair gel when he was carrying it on the airline. I offered (b)(6) a claims form, and he would like a call back on this issue. Your assistance would be greatly appreciated.

To TSOC Date:

From TSOC Date:

Last Updated By: GERALD.HOWELL 4/12/2010 5:23:57 AM,GERALD.HOWELL 4/12/2010 5:24:09 AM,GERALD.HOWELL 4/12/2010 5:32:28 AM,GERALD.HOWELL 4/13/2010 3:58:17 AM,

Last Update Date:

Opening Agent:

Opened Date: 4/12/2010 5:08:36 AM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International, CLT Charlotte, NC, USA - Charlotte/Douglas Intl Airport, JFK 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:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-18 17:57:58

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-04-18 17:30:00

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 wanted to complain about the experience he had at the security checkpoint at JFK.

Body:

Agent Notes: Forwarded complaint to CSM. Forwarded complaint to CSM.

Follow Up: (b)(6) called to report what he felt was discourteous treatment and inconsistent screening practices at the security checkpoint at JFK. According to (b)(6) he was going through the security checkpoint when the screeners picked up his quart bag and stated that he could not take a couple of items because they were not inside of the manufacturer's container. (b)(6) then asked if he could speak to a manager, and a female manager whose name may have been "(b)(6)" or something similar told him that he could not take the bottles because by them not being in the manufacturer's container they would have no way of telling what the items are, and what size they are. (b)(6) told the screener the the bottles do have the fl. oz labeled on the back of the bottle, and tried to show her. Her response was "sir, I see you are not hearing me because you have traveled with these items before, my screener already checked these and they are not allowed." (b)(6) stated that she was very rude, and when he asked for her badge number she asked for his boarding pass. He stated that he just decided to avoid the confrontation, and check his toiletry items. (b)(6) was also upset because when he came back through the security checkpoint the second time, he was asked to put his Kindle e-reader in the bin for screening like a laptop, but he had just read on the TSA blog 2 weeks earlier that they did not have to be screened like a laptop. (b)(6) did state the other screeners were courteous, with the exemption of (b)(6) and he would like to speak to a manager regarding this issue to have the inconsistencies address.

To TSOC Date:

From TSOC Date:

Last Updated By: RONATA.LEE 4/18/2010 6:16:56 PM, RONATA.LEE 4/18/2010 6:17:01 PM, RONATA.LEE 4/18/2010 6:17:07 PM,

Last Update Date:

Opening Agent:

Opened Date: 4/18/2010 5:57:58 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-19 09:52:28

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-04-19 10:00:00

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that her bag was inspected and this was the 2nd time so she wondered why. 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). Informed caller that it could be random or there is something in the bag that presented an opaque image. 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). Informed caller that it could be random or there is something in the bag that presented an opaque image. Caller declined to give phone number > not sure of it.

Advised caller to use Travel Sentry or Safe Skies locks which are TSA accepted to avoid having lock cut during screening. Informed caller if they needed more information regarding the locks and how to obtain them they can go to the travel sentry website.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUNE.WILSON 4/19/2010 10:09:18 AM,

Last Update Date:

Opening Agent:

Opened Date: 4/19/2010 9:52:28 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, SJU San Juan, PR, USA - Luis Munoz Marin 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: 2010-04-19 10:50:32

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-04-18 16:20:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller says screening practices between airports are inconsistent,

Body:

Agent Notes: Advised caller that message will be sent to the CSM at the ALB airport. Advised caller that message will be sent to the CSM at the ALB airport. (b)(6) Alternative number

Follow Up: (b)(6) stated that she traveled through the ALB airport and realized that there is some inconsistent screening between airports. She stated that she had food and juice for her child. (b)(6) stated that when she first traveled from the ATL airport she went through the checkpoint with no problems. (b)(6) stated that when she went through the ALB airport, she encountered problems and was told by the screener that she had to be additionally screened because the items were over the 3-1-1 rule. (b)(6) stated that after the additional screening on her items she did not want to give her child the juice or food, out of fear that something may have been placed inside. (b)(6) stated that she read the information from the website and the website does not state that baby juice or food falls under that 3-1-1 rule. I advised (b)(6) that we do ask that items are brought in reasonable quantities and she stated that they were. (b)(6) also stated that the screener were rude and did not want to listen to her reasoning. (b)(6) would like to speak with someone regarding this issue. Thank you for your assistance.

To TSOC Date:

From TSOC Date:

Last Updated By: ASHLEY.BAKER 4/19/2010 11:07:34 AM,ASHLEY.BAKER 4/19/2010 11:07:38 AM,

Last Update Date:

Opening Agent:

Opened Date: 4/19/2010 10:50:32 AM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport, ATL Atlanta, GA, USA - Hartsfield International,

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

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-19 12:45:29

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: 4/16/2010 12:24:30 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): Continental Express Airline departing on April 15, 2010, around 5 pm from EWR

Comments: I was initially checked by a TSA from the terminal C, with my carry-on luggage, which the size is allowed. But due to the flight changes, I have to travel from Terminal C to Terminal A. Without the initial announcement that a shuttle bus is available, I exited the gate from Term C to Term A. At terminal A, the TSA agent on Lane 3 was told that my small glued gift was not allowed while it was able to pass through the Term C without any concern. I was delayed due to this screening for approximately 30 minutes. Fortunately, I did not miss the plane.

Please advise your professional TSA employee if the item is allowed or not instead of performing double standard on checking the items.

Thanks

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 4/19/2010 12:45:29 PM,BRIAN.WARREN 4/19/2010 12:47:35 PM,

Last Update Date:

Opening Agent:

Opened Date: 4/16/2010 7:17:50 PM

Linked Event IDs:

Responses:

Response

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

Airline: Continental Air Express --Continental Air Express --,

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 <<#468727-594418#>>

Body:

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

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<P> </P>

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)>>
Received: 4/16/10 7:17:49 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: 4/16/2010 12:24:30 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):	Continental Express Airline departing on April 15, 2010, around 5 pm from EWR
Comments:	I was initially checked by a TSA from the terminal C, with my carry-on luggage, which the size is allowed. But due to the flight changes, I have to travel from Terminal C to Terminal A. Without the initial announcement that a shuttle bus is available, I exited the gate from Term C to Term A. At terminal A, the TSA agent on Lane 3 was told that my small glued gift was not allowed while it was able to pass through the Term C without any concern. I was delayed due to this screening for approximately 30 minutes. Fortunately, I did not miss the plane. Please advise your professional TSA employee if the item is allowed or not instead of performing double standard on checking the items. Thanks.</td>

----- TCC Control Number: -----
<<#468727-594418#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-23 10:06:16

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-04-22 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 wanted to report unprofessional behavior (I.E. abuse of power) displayed by TSA employee at:LGA

Body:

Agent Notes: Apologized to the caller and advised that a message will be sent to CSM. Apologized to the caller and advised that a message will be sent to CSM., Caller wanted to file a complaint on a supervisor at LGA airport that took place around 3:30PM on 4-22-10 because he was carrying a 2 inch knife that was attached a folding multi-tool that he had been carrying in his carry on bag for more than a year, caller stated he travels twice a week and this is the first time a TSO have stopped him for carrying this items.

Caller stated that the supervisor told him, he would have to put the item in check bag or surrender the item to TSA, caller decided to put it in his check bag, which meant he had to leave the check point. When caller returned to the check point the supervisor was waiting for him and that when the caller says the TSO begin to give him a hard time. Caller stated after his carry on bag was put thru the x-ray machine for the second time nothing was found but the TSO made him empty everything out of the bag to be hand checked. Caller felt this was not right and told the TSO he was going to file a complaint and that's when she really started giving him a hard time.

Caller stated the supervisor walk away and advised/ordered the other two TSO's that hand checked his belongings not to release his items until she return. The supervisor refused to give her name so he asked another supervisor a (b)(6) for her name but she too did not give the name.

Caller is requesting to talk to the CMS at LGA at the following contact number: (b)(6) (land-line) or (b)(6) (mobile)

Follow Up: Caller wanted to file a complaint on a supervisor at LGA airport that took place around 3:30PM on 4-22-10 because he was carrying a 2 inch knife that was attached a folding multi-tool that he had been carrying in his carry on bag for more than a year, caller stated he travels twice a week and this is the first time a TSO have stopped him for carrying this items.

Caller stated that the supervisor told him, he would have to put the item in check bag or surrender the item to TSA, caller decided to put it in his check bag, which meant he had to leave the check point. When caller returned to the check point the supervisor was waiting for him and that when the caller says the TSO begin to give him a hard time. Caller stated after his carry on bag was put thru the x-ray machine for the second time nothing was found but the TSO made him empty everything out of the bag to be hand checked. Caller felt this was not right and told the TSO he was going to file a complaint and that's when she really started giving him a hard time.

Caller stated the supervisor walk away and advised the other two TSO's that hand checked his belongings not to release his items until she return. The supervisor refused to give her name so he asked another supervisor a (b)(6) for her name but she too did not give the name.

Caller is requesting to talk to the CMS at LGA at the following contact number: (b)(6) (land-line) or (b)(6) (mobile)

To TSOC Date:

From TSOC Date:

Last Updated By: JESSIE.WEBSTER 4/23/2010 11:02:41 AM,JESSIE.WEBSTER 4/23/2010 11:02:52 AM,

Last Update Date:

Opening Agent:

Opened Date: 4/23/2010 10:06:16 AM

Linked Event IDs:

Responses:

Response

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

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:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-25 12:14:14

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, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 4/24/2010 2:21:17 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): Delta airlines

Rochester NY

Comments: I fly alot out of many of the airports in Florida, but I have the most trouble with the airport in Rochester NY. I understand the purpose of the xray scans and the size of the containers, and I totally support it. The problem is that my wife and I travel to Rochester about 5 or 6 times a year. We have been told by a TSA agent that it is OK to carry a 4oz bottle of Bio Freeze for my wife because it is a medication for her muscles. We have had no trouble out of any other airport, and 5 out of 6 times in Rochester. When they stopped us this time I asked for a supervisor and explained that it was for medication. His responce was that if it didn't have a RX prescription on it , it was wasn't allowed. I then asked him why his security was so inconsistent with the other times. His response was Because they were not smart enough to stop it. Maybe somebody should educate them that your own web site states that it can be over the counter medicine. Just to let you know there is no RX prescription on the bottle of a prescription. I also had in my luggage a large bottle (88 g) of a prescription AndroGel which they never even questioned or looked at.

This is not the only time I have had troubles with this airport. I had a 4 oz bottle of mouthwash with only 1 oz in it. They took the bottle and threw it away. I tried to explain that there was only a ounce in it. Doesn't matter it was in a 4 oz bottle.

All I want is for everything to be consisent. Is the BioFreeze premitted?

It's not that much but it cost me around \$10.00 everytime TSA throws away a medication

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Consumer Complaint BCC/CSM Response, Merged 2 responses.

Fwd'd the email to the CSM at ROC. (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.WARREN 4/25/2010 12:14:14 PM,BRIAN.WARREN 4/25/2010 12:15:35 PM,

Last Update Date:

Opening Agent:

Opened Date: 4/24/2010 4:07:45 PM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#472001-598318#>>

Body:

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

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<P> </P>

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)>;
Received: 4/24/10 4:07:48 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>;
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 4/24/2010 2:21:17 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>Delta airlines
Rochester NY</TD></TR>

<TR>

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

<TD>I fly alot out of many of the airports in Florida, but I have the most trouble with the airport in Rochester NY. I understand the purpose of the xray scans and the size of the containers, and I totally support it. The problem is that my wife and I travel to Rochester about 5 or 6 times a year. We have been told by a TSA agent that it is OK to carry a 4oz bottle of Bio Freeze for my wife because it is a medication for her muscles. We have had no trouble out of any other airport, and 5 out of 6 times in Rochester. When they stopped us this time I asked for a supervisor and explained that it was for medication. His responce was that if it didn't have a RX prescription on it , it was wasn't allowed. I then asked him why his security was so inconsistent with the other times. His response was Because they were not smart enough to stop it. Maybe somebody should educate them that your own web site states that it can be over the counter medicine. Just to let you know there is no RX prescription on the bottle of a prescription. I also had in my luggage a large bottle (88 g) of a prescription AndroGel which they never even questioned or looked at.
This is not the only time I have had troubles with this airport. I had a 4 oz bottle of mouthwash with only 1 oz in it. They took the bottle and threw it away. I tried to explain that there was only a ounce in it. Doesn't matter it was in a 4 oz bottle.
All I want is for everything to be consisent. Is the BioFreeze premitted?
It's not that much but it cost me around \$10.00 everytime TSA throws away a medication.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#472001-598318#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-04-29 16:56:05

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: 4/29/2010 11:52:46 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): MACARTHUR NY (ISP) - FLT# 0765 - WEDNESDAY, APRIL 28 - DEPARTURE TIME: 12:55 PM

Comments: I am completely for all of the security procedures that must be done at the airports, and thankful for all of the effort put into the safety of the passengers. However, there was an incident on the above flight that to me was appalling. I went through the security check with no problems. I was ready (in line) to board the plane when 4 TSA employees came to the lines and one-by-one began going through everyone's carry-ons...including pkgs. just purchased at the gift shop. That was unusual...and everyone around said they'd never had it done - EVER BEFORE - AT ANY AIRPORT! BUT...a women came to me and while my purse was still on my shoulder (without a word of warning) unzipped my purse and began moving things around in my purse. She found nothing - OF COURSE!!- then moved on down the line. She only went through maybe 3 other purses. It was an appalling experience - and painful as she yanked on my purse on the same side where I've had breast cancer surgery and other procedures done. It was completely inappropriate in my opinion. Not that it makes much difference, but I am a white, 58 yr. old woman - who wouldn't remotely look "suspicious" of any crime! A simple explanation would have been nice...and consistency on what they were doing with ALL of the passengers would also have been appropriate.

Actually...to be honest...nothing they did was right in my opinion. If there's a problem, they need to take care of it, but not at the expense of hurting passengers or embarrassing passengers in the process. Like I said, I think TSA does an excellent job in security checks (which we already went through) but this time they crossed the line in their procedures. We were ALL treated as "suspects" of some kind. It wasn't just me - that sentiment was "buzzing" all around us as people talked. I would love an explanation as to the inappropriate behavior that was shown by your employees

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC ISP SHM Joseph Mosica at

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER 4/29/2010 4:56:05 PM, JWAN.JENIFER 4/29/2010 5:08:28 PM,

Last Update Date:

Opening Agent:

Opened Date: 4/29/2010 3:26:09 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: TSA Contact Us: Complaints <<#474238-600953#>>

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

<P> </P>

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

<P> </P>

<P>Again, the TSA offers 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: 4/29/10 3:26:08 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: 4/29/2010 11:52:46 AM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>MACARTHUR NY (ISP) - FLT# 0765 - WEDNESDAY, APRIL 28 - DEPARTURE TIME: 12:55 PM</TD></TR>

<TR>

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

<TD>I am completely for all of the security procedures that must be done at the airports, and thankful for all of the effort put into the safety of the passengers. However, there was an incident on the above flight that to me was appalling. I went through the security check with no problems. I was ready (in line) to board the plane when 4 TSA employees came to the lines and one-by-one began going through everyone's carry-ons...including pkgs. just purchased at the gift shop. That was unusual...and everyone around said they'd never had it done - EVER BEFORE - AT ANY AIRPORT! BUT...a women came to me and while my purse was still on my shoulder (without a word of warning) unzipped my purse and began moving things around in my purse. She found nothing - OF COURSE!!- then moved on down the line. She only went through maybe 3 other purses. It was an appalling experience - and painful as she yanked on my purse on the same side where I've had breast cancer surgery and other procedures done. It was completely inappropriate in my opinionNot that it makes

much difference, but I am a white, 58 yr. old woman - who wouldn't remotely look "suspicious" of any crime! A simple explanation would have been nice...and consistency on what they were doing with ALL of the passengers would also have been appropriate. Actually...to be honest...nothing they did was right in my opinion. If there's a problem, they need to take care of it, but not at the expense of hurting passengers or embarrassing passengers in the process. Like I said, I think TSA does an excellent job in security checks (which we already went through) but this time they crossed the line in their procedures. We were ALL treated as "suspects" of some kind. It wasn't just me - that sentiment was "buzzing" all around us as people talked. I would love an explanation as to the inappropriate behavior that was shown by your employees.

----- TCC Control Number: -----
<<#474238-600953#>></body></html>

END RECORD

Response Email:
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-04 14:33:58

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-05-01 06:00:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix: (b)(6)

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that his daughter's small knife was confiscated when she traveled through the TPA, but was not discovered when she initially traveled from EWR,

Body:

Agent Notes: Advised caller that when items are confiscated from passengers by TSA they are turned over to the airlines/airport.

Advised caller that a message will be sent to the CSM at the EWR regarding the inconsistent screening. Advised caller that when items are confiscated from passengers by TSA they are turned over to the airlines/airport. Advised caller that a message will be sent to the CSM at the EWR regarding the inconsistent screening.

Follow Up: (b)(6) stated that his daughter traveled from the EWR airport to the TPA airport on May 1, 2010. He stated that his daughter traveled back from TPA on May 3, 2010 and at the TPA airport, it was discovered that his daughter had been traveling with a small knife. He stated that he confiscated the knife from her at the TPA airport, but he is confused on why this item was not caught when she traveled from the EWR airport. He believes that this is inconsistent screening. He wanted to make someone aware of this issue. Thank you for assistance.

To TSOC Date:

From TSOC Date:

Last Updated By: ASHLEY.BAKER 5/4/2010 2:47:24 PM, ASHLEY.BAKER 5/4/2010 2:47:30 PM, ASHLEY.BAKER 5/4/2010 2:47:33 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/4/2010 2:33:58 PM

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: 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: 2010-05-06 12:49:46

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: 5/5/2010 12:35:22 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental 1076 4/22/10 Newark to Fort Myers, Florida

Comments: Knee replacement 1/7/10. Told I would set off alarm and be patted down. Ready for this but told to enter the glass three sided booth. Asked to put my shoes back on, told no. The TSA employee in the booth called for someone to wand me. I waited barefoot, watching as all the passengers behind me handled my purse and possessions because they were in the way. I asked to retrieve my purse. Told no again. OK these are the rules. But when the TSA female, African American finally came she rudely told me to step out of the booth. I didn't understand her or hear her right so she loudly and more rudely told me to step out of the booth and stand on the 'footprints' with my arms out and palms in a certain position. At one point my hand slipped down a little and she loudly told me to put my hand in the proper position. This all takes place in front of all the passengers coming through the security line. She loudly announced every time she was going to 'use the back of my hand' to touch a certain area. This included my bra wires, my back both sides and finally my knee that was replaced with a metal that she knew about. When she was finished she just walked away. I was left standing with my arms akimbo waiting barefoot on the filthy floor to be dismissed. I finally dismissed myself and took my things back. I am a 72 year old, fair skinned, fair haired grandmother! Look who's boarding planes for Dubai! Compare this treatment with my boarding Continental Flight 477 at Fort Meyers on May 3rd. Lovely TSA female, asked about my knee, came right away, wanded me completely without any loud or rude behavior and announcements about which body part she was going to touch. So this process can be done without the behavior of your employee at Newark and I frankly think you should find her and discipline her. Respect for the passengers will result in much more cooperation at these encounters which I agree are necessary. Thank you. (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 5/6/2010 12:49:46 PM, JWAN.JENIFER 5/6/2010 12:52:45 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/5/2010 1:04:59 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, RSW Fort Myers, FL, USA - Regional Southwest Airport, DXB Dubai, United Arab Emirates - Dubai 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 <<#476723-603889#>>

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: 5/5/10 1:04:58 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: 5/5/2010 12:35:22 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Discourteous/Rude Employee</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Continental 1076 4/22/10 Newark to Fort Myers, Florida</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>Knee replacement 1/7/10.Told I would set off alarm and be patted down. Ready for this but told to enter the glass three sided booth. Asked to put my shoes back on, told no. The TSA employee in the booth called for someone to wand me. I waited barefoot, watching as all the passengers behind me handled my purse and possessions because they were in the way. I asked to retrieve my purse Told no again. OK these are the rules. But when the TSA female, African American finally came she rudely told me to stepout of the booth. I didn't understand her or hear her right so she loudly and more rudely told me to step out of the booth and stand on the 'footprints' with my arms out and palms in a certain position. At one point my hand slipped down a little and she loudly told me to put my hand in the proper position. This all takes place in front of all the passengers coming through the security line. She loudly announded every time she was going to 'use the back of my hand' to touch a certain area. This included my bra wires, my back both sides and finally my knee that was

replaced with a metal that she knew about. When she was finished she just walked away. I was left standing with my arms akimbo waiting barefoot on the filthy floor to be dismissed. I finally dismissed myself and took my things back. I am a 72 year old, fair skinned, fair haired grandmother! Look who's boarding planes for Dubai! Compare this treatment with my boarding Continental Flight 477 at Fort Meyers on May 3rd. Lovely TSA female, asked about my knee, came right away, wanded me completely without any loud or rude behavior and announcements about which body part she was going to touch. So this process can be done without the behavior of your employee at Newark and I frankly think you should find her and discipline her. Respect for the passengers will result in much more cooperation at these enounters which I agree are necessary. Thank you (b)(6)

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

----- TCC Control Number: -----
<<#476723-603889#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-07 12:18:49

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-04-02 10:00:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that his 6 year old daughter went through the metal detector and her belt buckle alerted the metal detector. Caller stated that screener pulled her to the side and patted his daughter down. Caller stated that he didn't feel the the pat down was necessary. Caller wants an explanation as to why the screener did not use a hand wand to screen his daughter as opposed to patting her down.

Body:

Agent Notes: Advised caller that all alarms must be resolved at the checkpoints regardless of the person. Told caller that a message will be sent to the CSM for review and he may request a call back. Advised caller that all alarms must be resolved at the checkpoints regardless of the person. Told caller that a message will be sent to the CSM for review and he may request a call back.

Follow Up: (b)(6) stated that his 6 year old daughter went through the metal detector and her belt buckle alerted the metal detector. Caller stated that screener pulled her to the side and patted his daughter down. (b)(6) stated that he didn't feel the the pat down was necessary. Caller wants an explanation as to why the screener did not use a hand wand to screen his daughter as opposed to patting her down. Told caller that all alarms must be resolved, regardless of the person. Told caller that a message will be forwarded to the CSM for review and he requested a call back. Daytime: (b)(6) and Evening#: (b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: KRYSTLE.WILLIAMS 5/7/2010 12:27:19 PM,KRYSTLE.WILLIAMS 5/7/2010 12:29:22 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/7/2010 12:18:49 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport, LAS Las Vegas, NV, USA - Mccarran International Airport,

Airline: Southwest AirlinesSouthwest Airlines,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-10 08:22:49

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 5/6/2010 5:31:12 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Porter Air

Flight 126 12:30pm

May 2 2010

Comments: I am writing to lodge a major complaint!

On May 2 2010 I was scheduled to leave on Porter Air, flight 126, to Toronto at 12.30 p.m.

I was traveling with my father, a famous worldwide lecturer, (b)(6), who is 88 years old.

When we passed security, the bell rang for my father. He was barefoot, his cane wasnt with him, it was with his jacket and shoes going through security.

An officer from security was called to scan him. We weren't worried, as we travel very often and it usually takes 2 minutes and everyone is helpful. This time the officer would not let me help him and wouldn't help him himself, therefore my father had to walk to a glass enclosure by himself, barefoot, with no cane.

My father asked to be allowed to hold unto a chair or unto the wall while being checked so as not to risk falling.

THE ANSWER WAS NO!

He had to stand with his arms wide open, he was shaking.

The man checked him with his hands only, not with the stick. He went over every square inch of his body, especially the outside and the inside of his legs, up and down extremely slowly and methodically. He asked him to turn around, a difficult task for an old man especially when his arms are wide open, and he continued.

When he was finished, he redid the area of the legs, with his hands. He groped again every inch of the legs, outside and inside, all the way up slowly.

People stopped to look, it was shocking!

I ran to another officer and I said one word, Why? He couldn't answer, he seemed very uncomfortable himself..

When the man was finally finished, I grabbed the cane and ran to help my father, I was afraid he shouldn't loose his balance after standing with open arms such a long time.

The man wouldn't allow me to come near him and yelled I should stay away. He simply said to my father GO, he didnt help him at all and my father had to walk barefoot without the help of his cane. Very dangerous!

On the way back at Toronto Airport, the situation was totally different. Again the bell beeped. The officer came, immediately he offered his help, he escorted him, he checked him with a stick, he did a very efficient and fast job. When he was finished he helped him to a chair

and sat him down.

Please answer me as soon as possible, in all our years of traveling, this has never happened before and we are perturbed. I feel that it is a scandal that here in the U.S.A.anyone should be treated in such a demeaning way, certainly not an old man nor a distinguished Rabbi.

Waiting for an answer,

(b)(6)

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 5/10/2010 8:22:49 AM,CLINTON.KIRKSEY 5/10/2010 8:26:51 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/6/2010 6:07:44 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, YTZ Toronto, Ontario, Canada,

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 <<#477461-604753#>>

Body:

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

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<div>--- Original Message ---
From: <(b)(6)>>
Received: 5/6/10 6:07:44 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: 5/6/2010 5:31:12 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>Newark Airport
Porter Air
Flight 126 12:30pm
May 2 2010</TD></TR>

<TR>

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

<TD>I am writing to lodge a major complaint!
On May 2 2010 I was scheduled to leave on Porter Air, flight 126, to Toronto at 12.30 p.m.
I was traveling with my father, a famous worldwide lecturer, (b)(6) who is 88 years old.
When we passed security, the bell rang for my father. He was barefoot, his cane wasnt with him, it was with his jacket and shoes going through security.
An officer from security was called to scan him. We weren't worried, as we travel very often and it usually takes 2 minutes and everyone is helpful. This time the officer would not let me help him and wouldn't help him himself, therefore my father had to walk to a glass enclosure by himself, barefoot, with no cane.
My father asked to be allowed to hold onto a chair or unto the wall while being checked so as not to risk falling.
THE ANSWER WAS NO!
He had to stand with his arms wide open, he was shaking.
The man checked him with his hands only, not with the stick. He went over every square inch of his body, especially the outside and the inside of his legs, up and down extremely slowly and methodically. He asked him to turn around,a difficult task for an old man especially when his arms are wide open, and he continued.
When he was finished, he redid the area of the legs, with his hands. He groped again every inch of the legs, outside and inside, all the way up slowly.
People stopped to look, it was shocking!
I ran to another officer and I said one word, Why? He couldn't answer, he seemed very uncomfortable himself..
When the man was finally finished, I grabbed the cane and ran to help my father, I was afraid he shouldn't loose his balance after standing with open arms such a long time.
The man wouldn't allow me to come near him and yelled I should stay away. He simply said to my father GO, he didnt help him at all and my father had to walk barefoot without the help of his cane. Very dangerous!
On the way back at Toronto Airport, the situation was totally different. Again the bell beeped. The officer came, immediately he offered his help, he escorted him, he checked him with a stick, he did a very efficient and fast job. When he was finished he helped him to a chair and sat him down.
Please answer me as soon as possible, in all our years of traveling, this has never happened before and we are perturbed.
I feel that it is a scandal that here in the U.S.A.anyone should be trated in such a demeaning way, certainly not an old man nor a distinguished Rabbi.
Waiting for an answer,
(b)(6)</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#477461-604753#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-11 09:31:27

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-05-11 07:40:00

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 his wife had a pat down at the checkpoint due to her metal implants.

Body:

Agent Notes: Advised caller that the policy for persons with metal implants is secondary screening and no person is exempt from the screening. Advised caller that the policy for persons with metal implants is secondary screening and no person is exempt from the screening.

Follow Up: (b)(6) phoned the TCC regarding his wife (b)(6) who went through the checkpoint at JFK on 5/11/2010 @ appx. 9:00 am. Caller stated that his wife has metal implants in her knee and wrist. (b)(6) said his wife phoned him after her screening @ JFK on the way to ATL crying about the secondary screening she was put through at the checkpoint. Caller stated that she showed the screeners her scars from her implants and she was still subjected to secondary screening and felt it was unnecessary. (b)(6) was informed that hand wands and pat downs are standard screening procedures for persons with metal implants, however he is still unsatisfied with TSA's policies. Caller stated that he would like for his wife to be contacted with an apology for the screening she had to endure and to explain the screening procedures further. I advised caller that a message would be forwarded to the CSM for review.

(b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: KRYSTLE.WILLIAMS 5/11/2010 9:45:52 AM,KRYSTLE.WILLIAMS 5/11/2010 9:46:00 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/11/2010 9:31:27 AM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-16 08:30:40

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-05-16 06:45:00

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: USA

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller wanted to report that her son missed his flight due to the fact that he was held at the security checkpoint for 15 minutes due to the fact that TSA secondary screened his baggage containing liquid medication multiple times.

Body:

Agent Notes: Informed caller of reasoning for secondary screening of liquid medication. Informed caller of reasoning for secondary screening of liquid medication.

Follow Up: (b)(6) wanted to submit a complaint due to the fact that her son was held at the checkpoint for 15 minutes and his baggage was screened multiple times at JFK. Thus he missed his flight as was ill and had to wait at the airport until 12 to catch another flight.

To TSOC Date:

From TSOC Date:

Last Updated By: BRIANA.GRAHAM 5/16/2010 8:43:48 AM,BRIANA.GRAHAM 5/16/2010 8:43:54 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/16/2010 8:30:40 AM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-16 15:34:27

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 says screening practices at the Newark airport was inconsistant when he went through the checkpoint. Caller stated that he was not asked to present identification at the cheeckpoint area leading to terminal D.

Body:

Agent Notes: Explained TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation. Explained TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation., Caller also stated an unattended bag was left at one of the airports restuarant.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TEVIN.JOHNSON 5/16/2010 3:45:16 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/16/2010 3:34:27 PM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-17 10:00:21

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, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 5/16/2010 6:48:30 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight 02,JFK,EI Al terminal,D6

Comments: going thru the body scanner the alarm sounded.I removed my jewelry & repeated the process--it sounded again.I explained to the security agent that the reason was either the wire of my bra,or the surgical metal clips which were inserted into my abdomen after a liver transplant.She paid no attention to me & proceeded to frisk me very roughly.She hurt my back,my stomach over the 9" incision on my abdomen & pulled down my skirt in front of bystanders & other agents.I was physically abused by her as well as extremely embarrassed as I quickly retrieved my skirt.

I understand & appreciate the strict security measures which need to be implemented,but she was out of line & certainly abusive.

If you have this on tape you can verify my complaint. I did not want to make a complaint that moment as I would have surely missed my flight.

Your employees need to be re-educated on how to treat passengers

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 5/17/2010 10:00:21 AM,JWAN.JENIFER 5/17/2010 10:02:19 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/16/2010 9:20:46 AM

Linked Event IDs:

Responses:

Response

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

Airline: EI Al Israel AirlinesEI Al Israel 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 <<#481382-609325#>>

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 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: 5/16/10 9:20:46 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: 5/16/2010 6:48:30 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>Inappropriate Screening/Pat Down Screening</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>flight 02,JFK,EI AI terminal,D6</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>going thru the body scanner the alarm sounded.I removed my jewelry & repeated the process--it sounded again.I explained to the security agent that the reason was either the wire of my bra,or the surgical metal clips which were inserted into my abdomen after a liver transplant.She paid no attention to me & proceeded to frisk me very roughly.She hurt my back,my stomach over the 9" incision on my abdomen & pulled down my skirt in front of bystanders & other agents.I was physically abused by her as well as extremely embarrassed as I quickly retrieved my skirt.
I understand & appreciate the strict security measures which need to be implemented,but she was out of line & certainly abusive.
If you have this on tape you can verify my complaint. I did not want to make a complaint that moment as I would have surely missed my flight.
Your employees need to be re-educated on how to treat passengers.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#481382-609325#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-17 12:48:30

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: 5/16/2010 12:49:55 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): atlantic city nj flying to fort lauderdale on dec.13,1990.

Comments: my husband donald was detained in their wheelchair because they dusted his hands and asked me if he was on nitrous oxide i said no so they dusted him again and i guess the reading didn't come up the way it was suppose to so they went thru all our carry on's including mine and we almost missed our flight. is there anyway to prevent this? my husband is 75 years old served in the army and worked for the government as a civilian for 10 years. i am also 75 and would prefer not to have this stress if possible

Agent Notes: EXPLOSIVES TRACE DETECTION SWABBING EXPLOSIVES TRACE DETECTION SWABBING, Screening-All Passengers, 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 5/17/2010 12:48:30 PM,JWAN.JENIFER 5/17/2010 12:49:21 PM,JWAN.JENIFER 5/17/2010 12:53:53 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/17/2010 10:02:31 AM

Linked Event IDs:

Responses:

Response

Airport: ACYACY Atlantic City /Atlantic Cty, NJ, USA - Atlantic City International, FLL Ft Lauderdale, FL, USA - Ft Lauderdale/Hollywood Intl Apt,

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 <<#481458-609410#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your e-mail message. </P>
<P> </P>
<P>Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. The Transportation Security Administration (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>Regarding the screening of passengersGÇÖ hands and baggage using an Explosives Trace Detection (ETD) swab, TSA has expanded the use of ETD technology in airports. In addition to the screening of carry-on and checked baggage, now more passengers may undergo screening of their hands using an ETD swab at the security checkpoint, either in the checkpoint queue or in boarding areas. </P>
<P> </P>
<P>TSA has used this technology to screen passengersGÇÖ hands since 2008; however, the decision to expand this procedure to the checkpoint queue and other areas of the airport was based, in part, on the December 25, 2009, attempted bombing. Expanding the use of ETD is considered a valuable additional layer of security. </P>
<P> </P>
<P>The process is completely harmless to passengers. The swabs TSA uses are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are disposed of after each use. A Transportation Security Officer first swabs a passengerGÇÖs hands or a piece of luggage and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of potential explosives residue. Any alarm generated by ETD screening process requires the passenger to undergo additional screening. </P>
<P> </P>
<P>Since ETD is used on a random basis, passengers should not expect to see the same thing at every airport or each time they travel. Passengers are randomly selected for additional screening using this method. Also, since screening with this method takes only a matter of seconds, its use should not create delays. </P>
<P> </P>
<P>For more information about the TSA screening process, visit our Web site at www.tsa.gov. </P>
<P> </P>
<P>We hope this information is helpful. </P>
<P> </P>
<P> </P>
<P>TSA Contact Center </P></div>

<div>--- Original Message ---
From: <(b)(6)> >
Received: 5/17/10 10:02:30 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: 5/16/2010 12:49:55 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):	atlantic city nj flying to fort lauderdale on dec.13,1990.
Comments:	my husband donald was detained in their wheelchair because they dusted his hands and asked me if he was on nitrous oxide

said no so they dusted him again and i guess the reading didn't come up the way it was suppose to so they went thru all our carry on's including mine and we almost missed our flight. is there anyway to prevent this? my husband is 75 years old served in the army and worked for the government as a civilian for 10 years. i am also 75 and would prefer not to have this stress if possible.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#481458-609410#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-20 08:45:03

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 travels with an insulin pump and he has to go through extensive screening at ABS, but when he travels through other airports he doesn't.

Body:

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

Follow Up: (b)(6) stated that he travels with an insulin pump and he has to go through extensive screening at ABS, but when he travels through other airports he doesn't. He stated that the screeners unpack everything that he travels with and does a physical inspection. (b)(6) stated that he travels through ABS every week and the last time he traveled a female screener said that it wouldn't be an issue if he took the insulin pump off. (b)(6) 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 5/20/2010 9:02:07 AM,MONIQUE.ROBINSON 5/20/2010 2:35:34 PM,MONIQUE.ROBINSON 5/20/2010 2:35:40 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/20/2010 8:45:03 AM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-21 18:07:47

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, FW: TSA Contact Us: Complaints

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

Evelyn Webb

Technology and Business Integration

Office of Civil Rights and Liberties

DHS/TSA

From: (b)(6)

Sent: Sunday, May 02, 2010 12:28 PM

To: Civilrights, TSA

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 5/2/2010 12:27:49 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

Flight Info (If applicable. Enter

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

US4603/Us Air/La Guardia/ April 29th/Gate 8

Departure time: 10:59am

Comments:

4/29/10 at 10:50am TSA Officer (b)(6) was given the boarding passes and passports for my family. The officer was told that the boarding passes were for "the family and my husband was behind me". I was holding my 8month old daughter in my arms. My 4 year old son was asked to walk through the detector. My son accidentally touched the sides three times and was asked to go through again. I went through with my daughter without incident. I yelled to my husband that I was going to run to the gate with the children and he take the bags. At the gate I told them that my husband was behind me and they let me on the flight with the kids. They were given the 4 boarding passes. My husband did not come. I had to get off the flight.

As it turns out my husband was detained at the security check because he did not have a ticket. He had the stroller, baby bottles and the carry-ons. He told them repeatedly that my wife had the tickets and she is at the gate. (b)(6) my husband, was paged overhead and instructed to go "to the gate for immediate departure". (b)(6) pointed this out to them. The TSA officer chose not to recognize the members of my family. My husband is white and I am black. We are both physicians and educated individuals. This was an act of racism. The officer was told directly that my husband was behind me. The TSA officer reviewed the passports and boarding pass. Due to not recognizing my family we had to take the next flight at 4:30pm that was delayed until 5pm. We were in the airport with 2 kids for 6hours due to Officer (b)(6) actions.

I was invited to go to Ithaca to be part of the (b)(6) (b)(6) An extreme honor that celebrates the accomplishments of Cornell alums. Because of Officer (b)(6) I missed 50% of the event.

In addition, Officer (b)(6) initially offered assistance. She was intially warm and offered the TSA forms for me to fill out and document my complaint. She then later told me that it was her shift change and that she needed to finish her paperwork before she could assist me. She stated that she had 15 minutes of paperwork and then she was "all yours". After 15 minutes I went to the US Air ticket counter to try to get booked asap on a flight on any airline to Ithaca. As it turns out the only available one was at 4:30pm.

This entire situation is unfortunate and unexcusable. Many security breaches can be indentified. In addition, failure to acknowledge my interracial family was at the heart of the matter. I hope that this matter will be reviewed and insurances in place so that this will never happen again

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

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON 5/21/2010 6:07:46 PM,COREY.SHELTON 5/21/2010 6:10:07 PM,COREY.SHELTON 5/21/2010 6:10:54 PM,COREY.SHELTON 5/21/2010 6:11:15 PM,COREY.SHELTON 5/21/2010 6:11:24 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/10/2010 6:18:56 PM

Linked Event IDs:

Responses:

Response

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

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: FW: TSA Contact Us: Complaints <<#38072-606093#>>

Body:

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<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff"><html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P><FONT face=" Helvetica, sans-serif,Arial">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;LGA, we have forwarded a copy of your email to the Customer Service Manager at that airport for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">Again, the TSA offers sincere apologies for the discomfort you experienced while traveling and encourage you to check the latest information at </FONT><FONT face=" Helvetica, sans-serif,Arial"><A href="http://www.tsa.gov/" shape=rect>www.tsa.gov</A></FONT><FONT face=" Helvetica, sans-serif,Arial">.</FONT> </P>
<P>&nbsp;</P>
<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><div style="border-bottom: medium none; border-top: #b5c4df 1pt solid; border-left: medium none; border-right: medium none; padding-right: 0in; padding-top: 3pt; padding-left: 0in; padding-bottom: 0in">
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    <span><font face="Tahoma,sans-serif" style="font-size: 10pt"><b>From:</b></font><font face="Tahoma,sans-serif" style="font-size: 10pt">
      (b)(6) </font><font face="Tahoma,sans-serif" style="font-size: 10pt"><b>mailto:</b></font><font face="Tahoma,sans-serif" style="font-size: 10pt"><b>To:</b></font><font face="Tahoma,sans-serif" style="font-size: 10pt">
      Civilrights, TSA</font><font face="Tahoma,sans-serif" style="font-size: 10pt"><br clear="none"></font><font face="Tahoma,sans-serif" style="font-size: 10pt"><b>Subject:</b></font><font face="Tahoma,sans-serif" style="font-size: 10pt">
      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">-----
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</p>
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<p align="right" class="msonormal">
<b>Name:</b>
</p>
</td>
<td colspan="1" style="padding-right: 2.25pt; padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt" rowspan="1">
<p class="msonormal">
(b)(6)
</p>
</td>
</tr>
<tr>
<td colspan="1" valign="top" style="width: 150pt; padding-right: 2.25pt; padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom:
2.25pt" width="200" rowspan="1">
<p align="right" class="msonormal">
<b>Email:</b>
</p>
</td>
<td colspan="1" style="padding-right: 2.25pt; padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt" rowspan="1">
<p class="msonormal">
(b)(6)
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<tr>
<td colspan="1" valign="top" style="width: 150pt; padding-right: 2.25pt; padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom:
2.25pt" width="200" rowspan="1">
<p align="right" class="msonormal">
<b>Complaints:</b>
</p>
</td>
<td colspan="1" style="padding-right: 2.25pt; padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt" rowspan="1">
<p class="msonormal">
Civil Rights
</p>
</td>
</tr>
<tr>
<td colspan="1" valign="top" style="width: 150pt; padding-right: 2.25pt; padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom:
2.25pt" width="200" rowspan="1">
<p align="right" class="msonormal">
<b>Flight Info (If applicable. Enter
Flight#/Airline/Terminal/Airport/Gate/Etc):</b>
</p>
</td>
<td colspan="1" style="padding-right: 2.25pt; padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt" rowspan="1">
<p class="msonormal">
US4603/Us Air/La Guardia/ April 29th/Gate 8<br clear="none">Departure
time: 10:59am
</p>
</td>
</tr>
<tr>
<td colspan="1" valign="top" style="width: 150pt; padding-right: 2.25pt; padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom:
2.25pt" width="200" rowspan="1">
<p align="right" class="msonormal">
<b>Comments:</b>
</p>
</td>
</tr>
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<td colspan="1" style="padding-right: 2.25pt; padding-top: 2.25pt; padding-left: 2.25pt; padding-bottom: 2.25pt" rowspan="1">

<p class="msonormal">

4/29/10 at 10:50am TSA Officer (b)(6) was given the boarding passes and passports for my family. The officer was told that the boarding passes were for "the family and my husband was behind me"; I was holding my 8month old daughter in my arms. My 4 year old son was asked to walk through the detector. My son accidentally touched the sides three times and was asked to go through again. I went through with my daughter without incident. I yelled to my husband that I was going to run to the gate with the children and he take the bags. At the gate I told them that my husband was behind me and they let me on the flight with the kids. They were given the 4 boarding passes. My husband did not come. I had to get off the flight.<br clear="none">As it turns out my husband was detained at the security check because he did not have a ticket. He had the stroller, baby bottles and the carry-ons. He told them repeatedly that my wife had the tickets and she is at the gate. (b)(6) my husband, was paged overhead and instructed to go "to the gate for immediate departure"; (b)(6) pointed this out to them. The TSA officier chose not to recognize the members of my family. My husband is white and I am black. We are both physicians and educated individuals. This was an act of racism. The officer was told directly that my husband was behind me. The TSA officer reviewed the passports and boarding pass. Due to not recognizing my family we had to take the next flight at 4:30pm that was delayed until 5pm. We were in the airport with 2 kids for 6hours due to Officer (b)(6) actions. I was invited to go to Ithaca to be part of the (b)(6)

(b)(6) An extreme honor that celebrates the accomplishments of Cornell alums. Because of Officer (b)(6)

I missed 50% of the event.<br clear="none">In addition, Officer (b)(6) initially offered assistance. She was intially warm and offered the TSA forms for me to fill out and document my complaint. She then later told me that it was her shift change and that she needed to finish her paperwork before she could assist me. She stated that she had 15 minutes of paperwork and then she was "all yours". After 15 minutes I went to the US Air ticket counter to try to get booked asap on a flight on any airline to Ithaca. As it turns out the only available one was at 4:30pm.<br clear="none">This entire situation is unfortunate and unexcusable. Many security breaches can be indentified. In addition, failure to acknowledge my interracial family was at the heart of the matter. I hope that this matter will be reviewed and insurances in place so that this will never happen again.

</p>

</td>

</tr>

</table></div>

----- TCC Control Number: -----
<<#38072-606093#>></body></html></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-22 10:54:50

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2010-05-21 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: USA

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

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

Body:

Agent Notes: Advised caller that a message sent to CSM at (LGA). Advised caller that a message sent to CSM at (LGA). Caller explained that he will give a call back tomorrow because he has to use another phone.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: GARY.MACK 5/22/2010 11:06:52 AM,

Last Update Date:

Opening Agent:

Opened Date: 5/22/2010 10:54:50 AM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-05-26 15:36:09

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: Security Issues

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

Remote Client IP: (b)(6)

Date Time: 5/25/2010 6:09:21 PM

Security Issues All Other Security Issues

Name: (b)(6)

Email: (b)(6)

Message: Please note that while travelling in the Delta main terminal (not the Marine terminal) at LaGuardia Airport I noticed that an employee (those in gray jackets that point travellers in the right security line) put a large Poland Spring water bottle (half consumed and most likely for personal consumption) through the TSA X-Ray machine. Of course the individual covered it up quickly so the travelling public did not see the large water bottle. The bottle was more than the 3 oz permitted. I hope this is not an accepted practice at LaGuardia, and if so should be a concern to you that TSA is allowing it to occur

Agent Notes: Consumer Observation BCC - CSM Response Consumer Observation BCC - CSM Response, bcc csm lga

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 5/26/2010 3:36:09 PM,CLINTON.KIRKSEY 5/26/2010 3:39:15 PM,JAMES.PLUMMER 9/13/2010 12:04:55 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/26/2010 11:59:09 AM

Linked Event IDs:

Responses:

Response

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

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 <<#486219-614874#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;">Thank you for your email message. We appreciate that you took the time to share your concerns with us.<BR clear=none> <BR clear=none>Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at LGA airport. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to the Transportation Security AdministrationGÇÖs (TSA) principles for professional processing.<BR clear=none> <BR clear=none>TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.<BR clear=none> <BR clear=none>We also encourage you to check the latest information at www.tsa.gov.<BR clear=none> <BR clear=none>TSA Contact Center<BR clear=none></div>

<div>--- Original Message ---
From: <(b)(6)>>
Received: 5/26/10 11:59:08 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: 5/25/2010 6:09:21 PM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Security Issues</TD>
<TD>All Other Security Issues</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(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">Message:</TD>
<TD>Please note that while travelling in the Delta main terminal (not the Marine terminal) at LaGuardia Airport I noticed that an employee (those in gray jackets that point travellers in the right security line) put a large Poland Spring water bottle (half consumed and most likely for personal consumption) through the TSA X-Ray machine. Of course the individual covered it up quickly so the travelling public did not see the large water bottle. The bottle was more than the 3 oz permitted. I hope this is not an accepted practice at LaGuardia, and if so should be a concern to you that TSA is allowing it to occur.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#486219-614874#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-06-01 14:43:09

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, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 5/31/2010 12:51:03 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): DL 5129 depart from Syracuse airport to Atlanta,GA at 12:56pm

Comments: Racial Profiling...

TSA personnel stopped every non-caucasian passengers for security check prior to departure with unreasonable suspicion

Agent Notes: RACIAL PROFILING OR DISCRIMINATION RESPONSE RACIAL PROFILING OR DISCRIMINATION RESPONSE,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 6/1/2010 2:43:09 PM,CLINTON.KIRKSEY 6/1/2010 2:46:47 PM,

Last Update Date:

Opening Agent:

Opened Date: 5/31/2010 1:44:13 PM

Linked Event IDs:

Responses:

Response

Airport: SYRSYR Syracuse, NY, USA - Hancock International, ATL Atlanta, GA, USA - Hartsfield International,

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#488340-617242#>>

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 style="MARGIN: 0in 0in 0pt" class=msonormal>Thank you for your email message expressing your concern regarding the use of racial profiling or discrimination as a screening factor at airport security checkpoints. </P>

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

<P style="MARGIN: 0in 0in 0pt" class=msonormal>The Transportation Security Administration (TSA) regrets any insensitivity or inappropriate treatment you may have experienced during the screening process. TSA seeks to provide a high level of security and customer service to all who pass through our screening checkpoints. Every person and item must be screened before entering each secured area, and the way screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Transportation Security Officers (TSOs) are required to be sensitive and considerate, and are trained to explain what they are doing and what will happen next in the process. </P>

<P style="BACKGROUND-COLOR: white; MARGIN: 0in 0in 0pt; BACKGROUND-ATTACHMENT: scroll; BACKGROUND-REPEAT: repeat" class=msonormal> </P>

<P style="MARGIN: 0in 0in 0pt" class=msonormal>TSA is committed to ensuring that airline passengers are not subjected to additional screening based on discriminatory factors. Absent specific intelligence information, TSA does not include as a screening factor any passenger traits that may be directly associated with race; color; national or ethnic origin, such as a passenger's name or mode of dress; religion; or gender. TSO training stresses these points. A variety of security measures are applied at the security checkpoint, and none of these measures, including the additional screening you experienced, are conducted based on racial profiling. </P>

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

<P style="MARGIN: 0in 0in 0pt" class=msonormal>Racial profiling is an ineffective security strategy, the predictability of which terrorists could use against us

Racial profiling is also generally prohibited by the U.S. Constitution and Federal antidiscrimination laws.

TSA wants to assure you that application of secondary screening is based on objective factors unrelated to the identity of an individual or that person's personal attributes.

</P>

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

<P style="MARGIN: 0in 0in 0pt" class=msonormal>Passengers may be selected for secondary screening for different reasons: (1) to clear an alarm of the walk-through metal detector, (2) to address anirregularity or anomaly in the passenger's clothing outline, or (3) random selection Another way that passengers are selected for additional screening is by 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.

Additional screening can involve a pat-down inspection, explosives trace detection sampling, or other forms of inspection. The Civil Rights Division of the U.S. Department of Justice has determined that CAPPS does not discriminate on the basis of race, color, national or ethnic origin, religion, or gender. </P>

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

<P style="MARGIN: 0in 0in 0pt" class=msonormal>The selection of passengers for additional screening may appear inconsistent and arbitrary. The intensive nature of additional screening also may seem to indicate that an individual is regarded as high risk or a security threat. Neither impression is accurate. The random selection of passengers for additional screening adds a layer of protection and a degree of unpredictability to the screening process. The random element prevents terrorists from undermining aviation security by learning how the system operates. Random selection for secondary screening preventsterrorists from using the predictability of security measures to their advantage. TSA continues to explore different security measures that make security screening more effective and unpredictable. </P>

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

<P style="MARGIN: 0in 0in 0pt" class=msonormal>Please understand that TSA's primary responsibility is the security of the traveling public. This can include the need for regular security checkpoint screening, as well as secondary screening, which passengers may find inconvenient or frustrating. While we make every effort to minimize travelers'

inconvenience, security must take precedence. </P>

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

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

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

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

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

</P></div>

<div>--- Original Message ---
From: <(b)(6)>>
Received: 5/31/10 1:44:22 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 5/31/2010 12:51:03 PM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>DL 5129 depart from Syracuse airport to Atlanta,GA at 12:56pm</TD></TR>

<TR>

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

<TD>Racial Profiling...

TSA personnel stopped every non-caucasian passengers for security check prior to departure with unreasonable suspicion.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#488340-617242#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-06-02 09:37:02

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: 6/1/2010 1:10:56 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska #7 May 17th 2010

Newark Airport Terminal A1

Comments: I filed a complaint on this web site two weeks ago and have not heard back. Not even an acknowledgement of the email. How long does this usually take. What I experienced was so sexually invasive, inapporprate and upsetting that I am considering filing another and more formal complaint through my lawyer.

Please respond ASAP

Agent Notes: Additional info needed Additional info needed,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 6/2/2010 9:37:02 AM,CLINTON.KIRKSEY 6/2/2010 9:39:44 AM,

Last Update Date:

Opening Agent:

Opened Date: 6/1/2010 9:18:27 AM

Linked Event IDs:

Responses:

Response

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

Airline: Alaska AirlinesAlaska 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 <<#400883-617508#>>

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 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>

Specific name of the airport where the incident occurred

Details of incident

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: 6/1/10 9:18:27 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: 6/1/2010 1:10:56 AM

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

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Alaska #7 May 17th 2010
Newark Airport Terminal A1</TD></TR>

<TR>

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

<TD>I filed a complaint on this web site two weeks ago and have not heard back. Not even an acknowledgement of the email. How long does this usually take. What I experienced was so sexually invasive, inapppropriate and upsetting that I am considering filing another and more formal complaint through my lawyer.
Please respond ASAP.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#400883-617508#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-06-03 13:07:59

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 6/2/2010 9:20:35 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): orlando airport, we waited 30 minutes for a female TSA agent to inspect 5 women in wheelchairs.

LGA, are totally clueless about breast cancer garments, compression sleeves etc

Comments: although I completely understand all if for our safety, the humiliation of undressing in front of lines of people for the elderly in wheelchairs is horrific as well as TSA have no knowledge of breast cancer patient garments. I was asked to remove my lymphedema compression sleeve at LGA.

I would like to arrange for a presentation from someone who is educated in post surgical care of BC patients

thank you

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, bcc csm lga

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 6/3/2010 1:07:59 PM, CLINTON.KIRKSEY 6/3/2010 1:12:58 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/2/2010 12:39:55 PM

Linked Event IDs:

Responses:

Response

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

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 <<#468172-618285#>>

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: 6/2/10 12:39:55 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: 6/2/2010 9:20:35 AM

<TABLE style="WIDTH: 750px" border=2 cellSpacing=1 cellPadding=3>
<TBODY>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Complaints:</TD>
<TD>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>orlando airport, we waited 30 minutes for a female TSA agent to inspect 5 women in wheelchairs.
LGA, are totally clueless about breast cancer garments, compression sleeves etc</TD></TR>
<TR>
<TD style="TEXT-ALIGN: right; WIDTH: 200px; VERTICAL-ALIGN: top; FONT-WEIGHT: bold">Comments:</TD>
<TD>although I completely understand all if for our safety, the humiliation of undressing in front of lines of people for the elderly in wheels chairs is horrific as well as TSA have no knowledge of breast cancer patient garments. I was asked to remove my lymphedema compression sleeve at LGA.
I would like to arrange for a presentation from someone who is educated in post surgical care of BC patients
thank you.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#468172-618285#>></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2010-06-03 13:23:35

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 6/2/2010 9:35:39 AM

Name: (b)(6)

Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska Flight #7

Newark Airport (EWR)

Terminal A1

May 17,2010 at appx 3:15-3:30 pm

SECOND TIME I HAVE SENT THIS COPY OF LETTER SENT TO JANET NAPOLITANO

AS NO ONE HAS EMAILED ME OR SENT A LETTER TO ME ACKNOWLEDGING THIS LETTER. LACK OF RESPONSE WILL LEAD TO FURTHER ESCALATION OF THIS COMPLAINT.

I WILL BE CONTACTING MY LAWYER.

Comments: May 19, 2010

To: Janet Napolitano

From: (b)(6)

Re: Sexual Groping by TSA Agent

On Monday, May 17, 2010 at approximately 3:15-3:30pm I went through the security line for Terminal A1 at Newark International Airport (EWR).

I have a two year old knee replacement that sets off the security alarms and I am very used to the required security procedures as I travel a lot.

The line was short as there were not many people there at that time. The TSA agents were yelling inappropriately at all of us to "Do this, do that, put things here, not there, in this place, not there etc etc." The lady in front of me said to me "They scare me so much, they can do anything to us." All of us were complying with the TSA agents and not arguing. The TSA agents behaviors were rude and unacceptable.

When my knee set off the alarm I followed their instructions. The female agent who did the wand and "pat down" went far beyond the normal procedures. She groped my crotch, she poked the wand into my genitals and buttocks. I was totally taken aback and intimidated, but I knew if I said anything it would just get worse. I was afraid.

Unfortunately I did not get her badge number nor her name as I was shocked and just wanted to get out of there. However I would recognize her in a lineup.

After I got out of Security I talked with an employee of Alaska Airlines.

She told me to contact the TSA authorities.

Today I tried to call the TSA customer contact number but the comment line was full. I called the TSA telephone number in Arlington and was told I would have to call the Newark Airport number to talk to the TSA manager there to file a complaint. They could not give me a name or phone number. Hence my letter to you. Ultimately you are responsible for all the TSA agents and their behavior.

What hapened to me is inexcusable and unwarranted. Please respond to me and let me know what you will be doing to prevent any other occurrences such as this. I am very angry about how I was sexually abused.

(b)(6)

Lake Oswego, OR 97034

(b)(6)

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY 6/3/2010 1:23:35 PM,CLINTON.KIRKSEY 6/3/2010 1:30:43 PM,

Last Update Date:

Opening Agent:

Opened Date: 6/2/2010 12:40:07 PM

Linked Event IDs:

Responses:

Response

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

Airline: Alaska AirlinesAlaska 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 <<#400883-618297#>>

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: 6/2/10 12:40:06 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: 6/2/2010 9:35:39 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>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>Alaska Flight #7
Newark Airport (EWR)
Terminal A1
May 17,2010 at appx 3:15-3:30 pm
SECOND TIME I HAVE SENT THIS COPY OF LETTER SENT TO JANET NAPOLITANO
AS NO ONE HAS EMAILED ME OR SENT A LETTER TO ME ACKNOWLEDGING THIS LETTER. LACK OF RESPONSE WILL LEAD TO FURTHER ESCALATION OF THIS COMPLAINT.
I WILL BE CONTACTING MY LAWYER.</TD></TR>

<TR>

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

<TD>May 19, 2010

To: Janet Napolitano
From:(b)(6)
Re: Sexual Groping by TSA Agent

On Monday, May 17, 2010 at approximately 3:15-3:30pm I went through the security line
for Terminal A1 at Newark International Airport (EWR).
I have a two year old knee replacement that sets off the security alarms and I am very used
to the required security procedures as I travel a lot.
The line was short as there were not many people there at that time. The TSA agents
were yelling inappropriately at all of us to "Do this, do that, put things here, not there,in
this place,not there etc etc." The lady in front of me said to me "They scare me so much,
they can do anything to us." All of us were complying with the TSA agents and not arguing. The TSA agents behaviors were rude and unacceptable.

When my knee set off the alarm I followed their instructions. The female agent who did
the wandng and "pat down" went far beyond the normal procedures. She groped my crotch, she poked the wand into my genitals and buttocks. I was totally taken aback
and intimidated, but I knew if I said anything it would just get worse. I was afraid.
Unfortunately I did not get her badge number nor her name as I was shocked and just wanted to get out of there. However I would recognize her in a lineup.

After I got out of Security I talked with an employee of Alaska Airlines.
She told me to contact the TSA authorities.
Today I tried to call the TSA customer contact number but the comment line was full. I called the TSA telephone number in Arlington and was told I would have to call the Newark Airport number to talk to the TSA manager there to file a complaint. They could not give me a name or phone number. Hence my letter to you. Ultimately you are responsible for all the TSA agents and their behavior.

What hapened to me is inexcusable and unwarranted. Please respond to me and let me know what you will be doing to prevent any other occurrences such as this. I am very angry about how I was sexually abused.

Respectfully (b)(6)
(b)(6)
Lake Oswego, OR 97034
(b)(6)

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

----- TCC Control Number: -----
<<#400883-618297#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-10-08 13:06:12

Medium: EMAIL

Contact Status: CLOSED

Incident Date: 2009-10-06 13:05:00

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)(b)(7)(C)

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);(b)(7)(C);(b)(3)49

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: 10/7/2009 6:14:32 AM

Name: (b)(6);(b)(7)(C);(b)(3)49
U.S.C. § 114(r)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Flt 5006, 6 October 2009 HPN-ATL. As a flight crew member, I was entering thru the security ID checkpoint and was asked to "unclip" my airline ID and hand it over to the TSA ID agent. I was reluctant to do this as I've always been instructed not to let it out of my sight/possession. The agent (name ID unknown, but identifiable - badge was worn and unreadable) "snatched" it from my grip and held it below the podium to be illuminated by the purple verification light. When I commented that this was irregular, his actions subsequently were passive-aggressive and frankly rude & arrogant.

Comments: I travel thru 30-50 major airports per year and just about ALL TSA locations and agents are very courteous and professional. Two anomalies are shown here - one the agent in question, and two, the irregular procedure of removing a customers ID from their possession to a place that cannot be secured (whether they be a flight crew or passenger). I am not aware of this procedure anywhere else.

Please advise to the above email any inquiries and solutions.

Note - I am a TSA_FFDO, but this had nothing to do with the exchange as I had not been able to ID myself at that time

Agent Notes: ID Requirements ID Requirements, SCREENER RUDENESS RESPONSE, Merged two or more responses.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTOPHER.WALL 10/8/2009 1:06:12 PM,CHRISTOPHER.WALL 10/8/2009 1:07:56 PM,

Last Update Date:

Opening Agent:

Opened Date: 10/7/2009 1:14:12 PM

Linked Event IDs:

Responses:

Response

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

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),(b)(7)(C),(b)(3) 49
1 5 7 6 2 4 4 1 2

Subject: Re: TSA Contact Us: Complaints <<#385782-498923#>>

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>TSAGC's identity verification policy requires all adult passengers to provide a valid Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint. <P>These IDs must contain the following: <P>name, date of birth, gender, expiration date, and a tamper-resistant feature. These IDs may require scanning or additional screening to verify the identity of the passenger. </P><P> </P><P class=msonormal style="MARGIN: 0in 0in 0pt">Additionally, 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>We hope this information is helpful. </P><P> </P><P>TSA Contact Center<BR clear=none></P></div>

<div>--- Original Message ---
From: <(b)(6),(b)(7)(C),(b)(3) 49> >
Received: 10/7/09 1:14:12 PM EDT
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 10/7/2009 6:14:32 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),(b)(7)(C) </TD></TR><TR><TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Email:</TD><TD>(b)(6),(b)(7)(C),(b)(3) 49
1 5 7 6 2 4 4 1 2 </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>Delta Flt 5006, 6 October 2009 HPN-ATL. As a flight crew member, I was entering thru the security ID checkpoint and was asked to "unclip" my airline ID and hand it over to the TSA ID agent. I was reluctant to do this as I've always been instructed not to let it out of my sight/possession. The agent (name ID unknown, but identifiable - badge was worn and unreadable) "snatched" it from my grip and held it below the podium to be illuminated by the purple verification light. When I commented that this was irregular, his actions subsequently were passive-aggressive and frankly rude & arrogant.</TD></TR><TR><TD style="FONT-WEIGHT: bold; VERTICAL-ALIGN: top; WIDTH: 200px; TEXT-ALIGN: right">Comments:</TD><TD>I travel thru 30-50 major airports per year and just about ALL TSA locations and agents are very courteous and professional. Two anomalies are shown here - one the agent in question, and two, the irregular procedure of removing a customers ID from their possession to a place that cannot be secured (whether they be a flight crew or passenger). I am not aware of this procedure anywhere else.
Please advise to the above email any inquiries and solutions.
Note - I am a TSA_FFDO, but this had nothing to do with the exchange as I had not been able to ID myself at that time.</TD></TR></TBODY></TABLE></div>

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 30 2011 11:52AM

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: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/30/2011 11:43:28 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jetblue flight85 jfk

Comments: Employee (b)(6) is very rude to the passenger .if she does not want to do her job the right way and she should not be working for tsa. Supervisee (b)(6) is also a nasty ass hole sorry for the words use I made a complaint about is officer (b)(6) he was no help I travel about six time for the year to visit my family in Florida and I have not experience the nasty attuid before .I work in a jail and I don't treat the inmates the way she treat me .tsa need to hire people who wants to do the job the right way not kids

Agent Notes: Sent to CSM 10/31/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 31 2011 11:36AM

Opening Agent: susan.mitchell

Opened Date: 10/31/2011 9:51:04 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 29 2011 8:01AM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 10/29/2011 7:53:37 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): co 26 newark

Comments: After reading about the agent who left an inappropriate note in a female passengers luggage I have to inform you that it was not an isolated incident.

I am a breast cancer survivor and have had a double mastectomy. I carry a pair of swimsuit prothsesis in my checked in bags.They are in a secure black carry case. After a trip from Tampa to Birmingham UK via Newark. I found a similar note in my luggage "NICE TITS" I felt completely violated and have been upset about it to this day.I now attach a note to the items and just pray the agents are educated enough to understand. If I had known the person responsible could have been traced I would have complained in a heartbeat. I can only hope the person who was sacked was the same person who searched my bags - if not there are more of these morons out there. It makes my skin crawl.

This happened approx. 2years ago.

I still travel this route 4 times a year

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: teresa.messer

Last Update Date: Oct 31 2011 5:06PM

Opening Agent: teresa.messer

Opened Date: 10/31/2011 5:00:51 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint Response

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 31 2011 10:53AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 29 2011 11:10AM

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: Forest Hills

Contact State: NY

Contact Zip: 11375

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Your Complaint - Contact (b)(6)

Body: Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards an operational and/or professionalism issue, we are referring your attached correspondence to TSA's Contact Center for appropriate handling (tsa-contactcenter@dhs.gov). Thank you for giving us the opportunity to respond to your concern. We hope this is of assistance.

Sincerely,

Paul Grandpierre

Policy Advisor

External Compliance & Public Outreach Division Office of Civil Rights and Liberties

<<JFK, T2, approx 11:10am, 29 October, 2011>>

Agent Notes: Sent to CSM 10/31/11 mnelson

I knew when he replied to my statement that I wasn't going through the nude-o-scope (not the millimeter wave type) with a smarmy, smartass smile that he wasn't going to be pleasant... This agent (black male, corn-row hairdo) proceeded to "order" me to point out my items on the belt and "order" me not to touch them. Guess he never learned the word please... (or doesn't think he needs to use it on the job)

He then stupidly placed wet sneakers on top of my items. It's raining this morning at around JFK. When I pointed out what he had done with wet shoes, he was completely cocky and a jerk about it, as if he "hadn't" behaved without any evidence of common sense. I asked for a supervisor and lodged a complaint about the agent with Supervisor (b)(6)

This guy doesn't deserve a job with TSA, much less one dealing with the public.

b(6)

b(6)

Forest Hills NY 11375

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 31 2011 3:31PM

Opening Agent: andrew.depew

Opened Date: 10/31/2011 12:24:40 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: b(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 1 2011 5:50AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 29 2011 12:00AM

Contact Prefix:

Contact First Name: (b)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/1/2011 5:42:44 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Emirates flight from JFK to Dubai(DXB), Flight EK 202 on 29 Oct 2011.

Comments: During manual screening of carry-on baggage , does TSA allow/encourage its employees to take out the bag contents in a table and when done, just wave at the passenger to put all the disarrayed items in the bag ?

Agent Notes: Sent to CSM 11-1-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 1 2011 2:13PM

Opening Agent: angela.johnson

Opened Date: 11/1/2011 12:33:06 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 1 2011 10:09AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 27 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: 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: 11/1/2011 10:05:39 AM

Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

Comments: On a recent Jetblue flight (Flt#1) on 10/27/11 JFK to FLL as I was Boarding the plane there were 2 TSA agents at the entrance to the plane. ONE (b)(6) NEVER TOOK HER EYES OFF HER CELLPHONE. EVEN AS I SPOKE TO HER SHE WAS TEXTING. PERSONAL PHONES SHOULD BE BANNED WHILE ON SECURITY DUTY. SHE SHOULD HAVE BEEN PAYING ATTENTION TO THE PASSENGERS BOARDING AND NOT HER CELL PHONE, THAT'S THE JOB OF A TSA AGENT.

Agent Notes: Sent to CSM 11-1-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 1 2011 2:32PM

Opening Agent: Kenneth.hill

Opened Date: 11/1/2011 1:49:41 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Nov 1 2011 8:29PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Oct 22 2011 9:00AM

Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)

Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:

Contact Phone: (b)(6)
Contact Fax:

Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)
Subject: Patdown Complaint

Body: Caller flew from the JFK airport and flew on Jetblue to Jamaica. Caller said her bra set off the alarm and had to go through a patdown procedure. Caller said the TSO did not offer her a private screening and felt so embarrassed and was in tears. Caller said that the TSO touched her in her privates and felt very violated about the incident. Caller said the incident date was on 10-22-2011 at 9 am, Caller said she flew on Jetblue flight 779 from JFK to Jamaica.

Told caller that I will forward the complaint to the CSM at the JFK airport to review the incident that occurred. The caller was shocked that the TSO did not offer her a private screening.

Agent Notes: Sent to CSM 11-1-11 mnelson
Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Nov 1 2011 8:47PM
Opening Agent: john.bullard
Opened Date: 11/1/2011 8:29:51 PM
Linked Event IDs:

Responses:
Response
Template Name: Pat Down Screening Complaint - BCC CSM
Airport: JFK
Airline: JetBlue
Subject Category: Patdown - Flyer
Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 1 2011 10:45PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 11/1/2011 10:34:04 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK International Airport, NYC Jetblue Terminal 5

Comments: As a frequent flyer on Jetblue through the JFK terminal, I am consistently disappointed by the unprofessional behavior of the TSA employees at the terminal. Most of them are quite young and are more interested in socializing with each other, speaking loudly to each other and ignoring passengers. Aside from being discourteous, it also creates an impression of apathy regarding security. This is not at all reassuring, especially at a major airline hub in New York City. More than once I have tried to get their attention about needing more trays at the security checkpoint and I have been ignored, if I've even been able to say anything over their loud personal conversations. These conditions are unacceptable and I'm sure I'm not the only passenger who is fed up of tolerating it. Please correct this as soon as possible. Thank you.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Nov 2 2011 9:25AM

Opening Agent: andrew.depew

Opened Date: 11/2/2011 9:21:36 AM

Linked Event IDs:

Responses:

Response

Template Name: PWD—Apology with Standard Opening

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Nov 2 2011 11:22AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 31 2011 6:45PM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1: [REDACTED]

Contact Address 2: # [REDACTED]

Contact City: Austin

Contact State: TX

Contact Zip: 78735

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: RE: Complaint

Body: Re: Contact: [REDACTED]

Dear [REDACTED]

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards a customer service and professionalism issue, we are referring your email below to TSA's Contact Center for appropriate handling (HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). You may wish to visit TSA's Blog at <http://blog.tsa.gov/> as a further forum for your concerns. We hope this is of assistance.

Thank you,

Ms. Harleen K. Singh

Policy Advisor

External Compliance & Public Outreach Division

Office of Civil Rights and Liberties

Office of Special Counselor

Transportation Security Administration

From: [REDACTED]

Sent: Monday, October 31, 2011 8:42 PM

To: TSAExternalCompliance@dhs.gov
Subject: Complaint

My name is [REDACTED] Austin, TX 78735, [REDACTED]

At JFK on Monday October 31, 2011 at approximately 6:45PM I was cursed at by TSA agent [REDACTED] (badge number [REDACTED] I think but am not sure of the badge number - [REDACTED] is the last name). The incident began when I asked another agent why she couldn't say please when asking for travelers to perform tasks. That agent told me that she does not need to say please or be courteous. Amazing! She does not need to be courteous. What other consumer-facing profession on the face of the earth does not need to treat another fellow human being with courtesy? I guess the TSA has the exclusive!

Anyway, after asking the agent to be courteous, she had me hand frisked (after I'd already gone through the detector machine). Mr. [REDACTED] did the frisking. When I jumped after he touched my genitals and complained about the behavior he told me the shut the xxxx-up! Another great customer service move! I guess customer service class must not be a highly sought after CE session for TSA employees.

Adding insult to injury, [REDACTED] superior came and asked him to take a break (someone escorted him away) then proceeded to tell me that he could not do anything because "I had no proof that [REDACTED] talked to me in this manner." No "sorry sir!" Not even any attempt at any apology, just a circular argument based on "he said, he said."

This is absolutely unconscionable! The TSA is a Federal agency and works for taxpayers. Even police department representatives act with courtesy when giving people tickets. Why should the TSA be any different?

If you can offer an answer to this question, I'd love to hear it... I'm very open minded and interested in hearing why you think it's OK to treat people with such disrespect.

Given the treatment I've received at JFK and on other trips, I'm not expecting any reply to this note. At this point, I'd view it as out of character for the TSA to reply. But, on the outside chance that you do reply, I'm very interested in hearing reading your comments... and learning what consequences [REDACTED] faces for telling a traveling tax pay to shut the fxxx-up!

Sincerely,

[REDACTED]

[REDACTED]

HYPERLINK "mailto:[REDACTED]"

PS: I sincerely hope that there isn't going to be retaliation for writing this email. After all, your

agent at JFK retaliated by making me get hand frisked after I asked her to perform her duty with respect... why should her management act differently?

Sent from my iPad

Agent Notes: Sent to a CSM for review. J Burke 11-02-11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Nov 2 2011 9:21PM

Opening Agent: jewell.fugate

Opened Date: 11/2/2011 12:25:26 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Nov 2 2011 3:32PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 28 2011 4:50PM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: RE: complaint

Body: Re: Contact [REDACTED]

Dear [REDACTED]

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards an operational and professionalism issue, we are referring your email below/attached complaint form to TSA's Contact Center for appropriate handling (HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). We hope this is of assistance.

Thank you,

Ms. Harleen K. Singh

Policy Advisor

External Compliance & Public Outreach Division

Office of Civil Rights and Liberties

Office of Special Counselor

Transportation Security Administration

From: [REDACTED]

Sent: Tuesday, November 01, 2011 2:25 PM

To: TSAExternalCompliance@dhs.gov
Subject: complaint

Hello-

My name is [REDACTED]. I can be reached at this email or at [REDACTED] or [REDACTED]. I am writing to complain about the way I was treated by a TSA employee this past week. I was traveling out of LaGuardia airport, on Spirit Airlines (terminal B) on Friday October 28th. My flight was at 450 pm.

My friend and I arrived extremely late for our flight (approximately 420). I stood in line while she went to see if we could go to the front in order to avoid missing our flight. She waved me over and when I went under the rail, one of the TSA officers asked what I was doing, and I pointed to the person checking boarding passes (who was checking my friends), and said he said we could come through. He started telling us the reasons we could not come through at which point my friend decided to use some choice words with him that were not so polite. I said nothing. He kicked us both out of line and said we needed someone from the airline to escort us through. My friend went to get someone from Spirit and they came over to walk us through. When we got to the xray machine, I noticed that the TSA agent from before who kicked us out of line had followed us from the beginning of the line up to the front. When we went through the xray, my friend and I were told we were "randomly selected" for further search. My friend looked at the TSA guard and said "you have to be kidding me" and he replied with a smirk saying "what did you think would happen." We were then searched further knowing that it would make us come close to missing our flight.

I cannot express how extremely unprofessional this was. To me, the TSA agent is supposed to be someone who upholds a high level of integrity. This person, used their power for their own benefit, in a malicious way, to "get back" at my friend for mouthing off to him. I had said nothing to any of these agents, and was looped into this stunt. He admitted that this was not "random" as it should be, by saying "what did you expect would happen?" Well, what I expect, is to be treated fairly and with respect. Which I certainly was not. What I saw was a clear abuse of power where boundaries were crossed in a clear retaliatory way. Maybe they should spend their time doing their job.

I did not have time to ask this person for his name because I had to run to catch my plane. He was a white male, with red hair. He was at the boarding pass section around 425, and then moved to the xray/ check point at 430/435. Shouldn't be hard to figure out who it was.

I was debating whether or not to submit this, but when I think about how violated that experience made me feel, it did not feel like I should just let this go.

Thank you,

[REDACTED]

Agent Notes: Sent to CSM 11-2-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 2 2011 4:47PM

Opening Agent: kenneth.gumm

Opened Date: 11/2/2011 4:26:57 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA
Airline: Spirit Airlines
Subject Category: Customer Service - TSO
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Nov 2 2011 4:16PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 2 2011 2:30PM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: Not Provided

Subject: Screening Complaint

Body: Caller said that he was at JFK between 2:30 and 3:00. Caller said that he opted out of the screening and requested a pat down. Caller said that he was talking to a black female TSO and she advised him not to talk to her because she was an officer. At this point a black male TSO then came over and ask if there was any problem. Caller said that he then proceeded to screening, which was to be conducted in a private area. Caller said that when he went to a private screening the TSO kept raising his chest at him and acting thug like. Caller said that he flies from JFK all the time and this always happens. Caller stated that the employee would not provide him his name. Caller said that he is 6 2 around 230 pound black male. Caller stated that he did swear at the employee because he was pushed to that point. Caller said that the TSO did call the police on him. Caller stated that the police advised him that they always have problems with this officer.

Terminal 3

Caller said that he did not fly today that he was just issued a gate pass.

Caller requested that he be contacted by telephone and did not provide an email address.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention

Agent Notes: Sent to CSM 11-2-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 2 2011 4:46PM

Opening Agent: jessica.logan

Opened Date: 11/2/2011 4:16:59 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 2 2011 3:49PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 1 2011 11:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/2/2011 3:49:30 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark airport, Nov 1, 2011 at approx 11am TSA employee

(b)(6) and supervisor (b)(6)

Comments: My luggage was inspected by a female TSA agent and the contents was taken out and inspected twice for something but nothing was found. The female agent informed me that I could put everything back and go. She left me with my belongings and I was struggling with putting everything back in my luggage when I heard a voice in back of me saying "Your'e not have too good of a day are you" I turned to see TSA Employee (b)(6) say this to me. He had nothing to do with the search of my bag but made this comment to harrass me. I then said to him " It wasn't starting out very good". He then said " Well if you don't change your attitude it will get worse". These comments by a TSA employee were ment to insult and harrass a person who was just trying to get to a plane.

I requested to see a superisor and (b)(6) come over to see what I wanted. I explained to her what happen and asked her for the TSA employee who made the comments to me. She informed me his name was (b)(6) and she gave me her name. While we were discussing what happen (b)(6) was loudly yelling to another TSA employee that I told him to "shut up" and no one talks to him that way". The other TSA employees where trying to tell him to be quite but he continued all the while glarring at me.

His behavior was unprofessional and I felt threaten by his actions. I would request that someone from the Newark Airport TSA center contract me (b)(6) to discuss this matter.

(b)(6)

Agent Notes: Sent to CSM by Michael Middleton on Nov 2, 2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Nov 2 2011 7:13PM

Opening Agent: kenneth.gumm

Opened Date: 11/2/2011 5:49:32 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Nov 3 2011 8:31AM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)

Subject: Customer care

Body: I am at net blue at JFK. How come the people working at Duncan donuts treat people nicer than your agents?

They don't know how to say please or thank you. And they chAt with other slowing down the process.

Unprofessional. You can do better!

(b)(6) (b)(6) Sent from my mobile phone

Agent Notes: Sent to CSM 11-3-11 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Nov 3 2011 11:51AM
Opening Agent: angela.johnson
Opened Date: 11/3/2011 10:58:35 AM
Linked Event IDs:

Responses:
Response
Template Name: Screener Rudeness
Airport: JFK
Airline:
Subject Category: Customer Service - TSO
Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Nov 3 2011 6:13PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 22 2011 9:00AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: Screening Complaint

Body: Caller called in on 11 01 2011 with a complaint regarding JFK airport. Caller said that she was wanting to change her email address and have the complaint sent to the CSM again.

Caller flew from the JFK airport and flew on Jetblue to Jamaica. Caller said her bra set off the alarm and had to go through a patdown procedure. Caller said the TSO did not offer her a private screening and felt so embarrassed and eventually was in tears due to the invasive patdown. Caller said that the TSO touched her in her privates and felt very violated about the incident. The caller was shocked that the TSO did not offer her a private screening.

The incident date was on 10-22-2011 at 9 am, Caller said she flew on Jetblue flight 779 from JFK to Jamaica.

Told caller that I will forward the complaint to the CSM at the JFK airport to review the incident.

Agent Notes: Sent to the CSM at JFK for review and notification. J Burke 11-03-11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Nov 3 2011 7:04PM

Opening Agent: jessica.logan

Opened Date: 11/3/2011 6:13:29 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: JetBlue

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 4 2011 9:13AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 4 2011 6:15AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Complaint

Body: The caller had a terrible experience. Her daughter has juvenile diabetes, therefore the caller had about 15 juice boxes and documentation inr regard to her daughter s condition. The TSO did not want to see the documenation and did not want to allow the juice boxes through even after the caller explained her daughter s condition and express concern in regard to wanting to be prepared for delays on the flight. The TSO callerd her a liar. The called indicated that the TSO was obnoxious and informed the caller that she had to pick which juice boxes she wanted to take. The TSO physically removed her hand fromt he items. The caller asked if security screeninings were videoed and is requesting that the footage be pulled. She also wants to receive acknowledgement that her complaint was received. The TSO s name was (b)(6) She wrote the name on a blue card and indicated to the caller that she would need to file an incident report.

The caller went through screening at Terminal C. She flew out of LGA on 11 14 11 with US Airway and was at security at aproximately 6:15am.

I advised that I would send her complaint on the CSM and advised how she could contact the CSM via the IVR and option 5.

All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention.

Agent Notes: Sent to CSM 11-4-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 4 2011 10:06AM

Opening Agent: danielle.hollifield

Opened Date: 11/4/2011 9:13:17 AM

Linked Event IDs:

Responses:

Response

Template Name: PWD—Apology with Standard Opening

Airport: LGA

Airline: US Airways

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: Consumer Observation BCC CSM Response

Airport: LGA

Airline: US Airways

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 4 2011 10:07AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 2 2011 7:15AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/4/2011 10:05:51 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark Liberty Airport on 11/2/11 approximately 715 a.m.

Terminal C passenger screening area for Continental Flight 1735

Comments: Your screener (b)(6) in short, should be fired. He was rude to all passengers in the general area and had the audacity to scream at me take off your F---ing belt When i stated that my belt never triggers the metal detector he said I dont give a fuck, you are going through that (pointing to the body scanner) This rude obnoxious boar should not be in a customer facing position. His behavior makes the painful task of business travel worse and it should not be tolerated.

Agent Notes: Sent to CSM 11-4-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 4 2011 1:23PM

Opening Agent: Kenneth.hill

Opened Date: 11/4/2011 11:49:46 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 6 2011 10:00PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 5 2011 3:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/6/2011 9:59:05 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CONTINENTAL AIRLINES-4195

NEWARK INTERNATIONAL AIRPORT

GATE A-27

Comments: Good Evening,

I would like to share an experience regarding unsatisfactory behavior displayed by TSA employees. I am also a DHS employee and have made suggestions to irate travelers because for the most part during my traveling, TSA employees are very professional. Traveling from New Jersey to Washington DC, on 5 Nov 2011, around 3PM. I entered the ticket screening line and noticed the line was barely moving. The male TSA employee was unenthusiastically conducting his job, as took at least 60-90 seconds looking at the photo id, the boarding pass, and the traveler. Each check it was obvious he did not want to be working. I overheard several passengers complaining about possibly missing their flights because he was the only person checking boarding passes. The other employees would come by, look at the line then return behind the screening area. As the grumbling increased I overheard a passenger saying "you might want to keep it down before he selects you for special screening." The response by another passenger was "well if it gets me through this "expletive" line then I'll deal with it." It made us laugh but that was the level of frustration some passengers were exhibiting. Once through the boarding pass screener, I was directed to the right side line. This line had at least 15 passengers; most were facing rearward and visibly frustrated. I stood in line for at least 45 minutes and during that time there was several negative comments made about the TSA employees. It was when this lady became hysterical, fearing that she was going to miss her flight, that I started to pay closer attention to my surroundings. She started screaming and pleading with the six uniformed males who appeared to be doing some training on the luggage X-ray machines. For at least 3 minutes this lady begged one of them to come help the two employees. This is when I witnessed the worst display of insolence. One of the male TSA employees sauntered over to the plexiglass, stood akimbo, smirked at the lady for a few seconds, then slowly pirouetted and walked away. At this point the lady's hysteria became a shrill sound. She was probably 8th in line and for some inexplicable reason, all of us ahead of her, collectively said, "go ahead, we can wait." The lady got to the front of the line but it did not make a difference since the person viewing the luggage, did two scans of her luggage. Thankfully she was able to catch her flight. I know this because we came off the same flight. She was still shaking and I let her know I work for DHS and will be sure to bring this to someone's attention. I was in the military for 25 years and observing the behavior exhibited by these uniformed DHS employees was shameful. In the military, someone would have taken prompt action on the spot to resolve this type of negative behavior. As a frequent traveler and Federal

employee, these employees need customer service training since I know what I observed is not indicative of DHS. Feel free to contact me if you wish to discuss this incident in greater detail.

(b)(6)

Agent Notes: Sent to CSM at Newark International Airport 11-7-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 7 2011 5:27PM

Opening Agent: linda.carroll

Opened Date: 11/7/2011 4:03:41 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 4 2011 9:49PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 4 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/4/2011 9:43:32 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JetBlue flight 608 - 11/4/11 - terminal 5 at JFK

Comments: I opted out of a full body scan. Officer (b)(6) proceeded to give me a pat down without informing me of the procedure that was going to occur. Additionally he did not give me any direction regarding where to stand or where to place my arms. He was overall rude and did not communicate effectively. Officer should not be doing pat downs in the future.

Agent Notes: Sent to the CSM at JFK for review. J Burke 11-07-11.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Nov 7 2011 9:23PM

Opening Agent: susan.mitchell

Opened Date: 11/7/2011 9:02:18 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 7 2011 3:26PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 28 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/7/2011 3:25:07 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LUTHANSA Flight TO Frankfurt: 28 OCTOBER 2011: FLIGHT NO: LH405: FROM JFK airport DEPARTURE GATE NO: 3

Comments: I attach below my complaint already sent. I have now received an email from you, not answering the complaint but telling me "Security screening at foreign airports is beyond TSA jurisdiction, and travelers must go through different clearance procedures when crossing international borders" and telling me to contact US CBP. I quite clearly stated that my complaint was in JFK when I was travelling TO Frankfurt. My original complaint is copied here:

I was shocked at how rude, arrogant and inattentive the man who checked our passports was. I don't expect to discuss with him his social life, but I do expect civility. He was rude, he snapped, tutted and was generally arrogant. I also didn't expect to have to listen to him discussing with his buddy standing on his right, 4 carat diamonds and the different watches he was considering buying. All this while he was checking our passports and yelling at people in the (small) queue to get back over the line, or tutting and yelling that the boarding cards weren't in the correct page of the passport. He had the cheek to shake his head at me because I refused to say thankyou when he handed our passports back. My daughter, who is far more forgiving than me, described him as HORRID! It's a shame that the last person one has to deal with before leaving the US, can leave you with a bad opinion of the country. I understand he has a job to do, but as I said earlier, civility costs nothing.

Agent Notes: Sent to a CSM at JFK for review on 11-07-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Nov 7 2011 8:17PM

Opening Agent: robert.baker

Opened Date: 11/7/2011 7:15:29 PM

Linked Event IDs:

(b)(6)

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Nov 7 2011 3:36PM
Medium: Email
Contact Status: Closed
Incident Date: Nov 1 2011 6:00PM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: FW: TSA Contact Us: Complaints
Body: Forwarded for appropriate action.

Evelyn Webb

Office of Civil Rights and Liberties, TSA-6

From: (b)(6)
Sent: Monday, November 07, 2011 2:33 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)
Date Time: 11/7/2011 2:33:20 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

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

EWR, 10/1/2011, ~6:00 PM ET

Comments:

At the checkpoint, I was told that I must allow the TSA to touch my genitals and buttocks as a condition of flying. This is no surprise, as TSA policy is to molest passengers. However, STSO [REDACTED] while trying to persuade me to allow the TSA to "touch my junk," informed me that "after 9/11, [I] have no rights at the airport."

Is this official TSA policy, or is [REDACTED] mis-informed? I could swear that I've read the Constitution before and did not see "except at an airport" anywhere within.

Thanks,

[REDACTED]

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: robert.baker

Last Update Date: Nov 7 2011 7:23PM

Opening Agent: robert.baker

Opened Date: 11/7/2011 7:19:57 PM

Linked Event IDs:

Responses:

Response

Template Name: Screening- All Passengers

Airport: EWR

Airline:

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response

Template Name: Search and Seizure Response

Airport: EWR

Airline:

Subject Category: Patdown - Flyer

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email message.

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.

Please keep in mind that a TSO 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.

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.

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of

citizens against the Government's interest in protecting the traveling public.

The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties. While all passengers must submit to screening to gain access to the sterile area of the airport or an aircraft, TSA policy is to afford passengers professional and courteous treatment.

To facilitate future screening experiences, we strongly recommend that passengers familiarize themselves with the information available on our Web site at www.tsa.gov.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)
Contact Type: Normal/General
Contact Date: Nov 8 2011 3:13AM
Medium: Email
Contact Status: Closed
Incident Date: Nov 7 2011 6:00PM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: ***Improper confiscation of property at Security Checkpoint at JFK***
Body: Hello,

My name is (b)(6) and I'd like to report my experience through the security check point at John F. Kennedy airport in New York City. On November 7th at approximately 6pm, I entered the security check point at the JetBlue terminal. My carryon bag was scanned and the security guards took several minutes to look at the x-ray screen. Three security guards took a look at the screen and one said "it's really small" and gestured with his thumb and index finger an inch apart. One security guard, (b)(6) informed me that he had to take a look at the bag. He proceeded to open my bag on the designated table.

During the search, (b)(6) appeared to be taking a longer time than usual. Another passenger who was behind me at the security checkpoint line also had their bag checked. The security guard that checked the other passengers bag was finished before mine. I asked the security guard what was seen in the x-ray. (b)(6) did not respond. I made a suggestion of where to look because I know I had a piece of jewelry that may have been seen in the x-ray. I informed (b)(6) that my flight departed at 6:30pm. He said, "do you think that'll make me go any faster?" He continued to work slowly.

Finally, (b)(6) found my jewelry piece, which was a necklace with a medallion the shape of a pistol. The shape was embossed on top of the gold and the back was completely hollow. It was 14k gold and about 3x2 inches. (b)(6) said, "you can't have this." When I asked why, he said that "it is a replica of a gun." I asked him if I could check my bag and he said that I could not. I also asked if I could mail it and he said no, I also asked if it could be tagged and put in lost and found and he said "no, because it's not lost." I asked where it was going to go and he said "right in the trash." (b)(6) said that the only option I had was to give it to somebody outside of the airport. I asked for a manager and no manager came. I got (b)(6) name before he walked away. I turned around and started to walk to my gate. I stopped and looked to see what (b)(6) did with my property and I did not see him place anything in the trash can. It appeared as if he pocketed it.

I proceeded to my gate and made my flight. When I got to my destination I immediately talked to a security guard about the incident. I was given a TSA customer comment card and the appropriate contact information. I would really appreciate it if someone followed up with me about this. I would like my property returned to me, being that it was hollow, no bigger than three inches, no additional attachments to even be considered a weapon, and 14k gold. I was traveling with a companion that also witnessed the events unfold. Please email me at this address or reach me on my cell phone (b)(6) I feel that this is a complete violation.

Sincerely,

(b)(6)

Agent Notes: Sent to CSM at John F. Kennedy International Airport 11-8-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 8 2011 1:06PM

Opening Agent: angela.johnson

Opened Date: 11/8/2011 10:46:04 AM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 8 2011 12:47PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 3 2011 3:30PM

Contact Prefix:

Contact First Name: Not Provided

Contact Middle Initial:

Contact Last Name: Not Provided

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/8/2011 12:43:22 PM

Name: NA

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA/JFK/T8/Premium Security Lane

Comments: American Airlines, JFK, Terminal 8, Nov 3 2011:

I witnessed general lax security at the security checkpoint at the above location at approximately 3.30PM. Screeners were unaware of the passenger line forming before the metal detector. I even witnessed a female screener continually block the metal detector and force passengers through the body scanner further extending the line. Yet screeners promptly advanced bags through the x-ray only to have female purses, male wallets and other belongings sit at the end of the belt unattended. I even witnessed a screener leave her post, disappear to a break room, and return with a lollipop – all the while bags exiting the conveyor belt were clearly unattended without a TSA screener in sight at the belt exit and passengers were still trying to enter the body scanner!

I would advise that more attention is paid at this checkpoint in preparation for the holiday travel season.

Thank you.

Agent Notes: CSS Kenney Hill 11-08-11:

Sending to a CSM for review.

Sent to CSM at John F. Kennedy International 11-8-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 8 2011 3:32PM

Opening Agent: angela.johnson

Opened Date: 11/8/2011 2:14:47 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: JFK
Airline: American Airlines
Subject Category: Screening - Procedures/Process
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 10 2011 12:16PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 3 2011 2:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/10/2011 12:02:57 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta flight #6109 leaving JFK for RDU on 11/3/11. Incident occurred in security area on the right side between 2-2:45 pm. Terminal 3, departure gate 23.

Comments: Let me first say that I applaud all TSA employees for their job of protecting us. I have always been a supporter of those that do their job properly, and even with this incident, I will continue to. I don't fly monthly, but I do yearly, and I've met some wonderful TSA employees over the past few years. I've never had an issue with anyone at any airport – until now. I'm hoping that this was just a bad day for these employees, but the entire incident was so ridiculous, I couldn't let it go without bringing it to someone's attention.

I had been in New York for three days. My friend and I had been sightseeing before we boarded the shuttle/van at our hotel for JFK. I had bought water somewhere along the way and stuck it in my purse. In the chaos of getting back to the hotel, gathering our belongings and getting outside to wait for the van, I forgot about the water. I ALWAYS sit down and go through my purse and carry on before a flight just to make sure I don't have something in there that will be flagged, but I'd done that the night before. And if you've ever traveled in New York City and taken a shuttle/van to an airport, you know just how rushed the entire scenario is.

It was an hour ride to JFK from the city. We were the first stop, and we had about four others before heading to the airport. The ride was AWFUL. Slamming on brakes, slamming on the accelerator, sharp turns, yelling at people, swerving while changing lanes, speeding – I had a full hour of that. Now to some, it wouldn't be a big deal. For me, it's a VERY big deal – a big MEDICAL deal. I suffer from benign paroxysmal positional vertigo and the acute presyncope that accompanies it. If I'm in a situation like that for too long, emesis (retching and vomiting) occurs, and I end up not able to travel for about twenty-four hours until my system settles back down. I have had to reschedule flights because of such. If I'd had ANY idea that this ride would be so rough and crazy, I NEVER would have taken it. I am very proactive about managing my condition so that it doesn't send me to the emergency room because it could easily.

When we finally arrived at the airport, I was very sick – I was on the verge of both vomiting and fainting, and I was beyond dizzy. I desperately needed to get something to drink, eat some crackers and SIT. Unfortunately, I needed to check in my luggage, get through security and find my gate, so I didn't have time for that. Doing my best to NOT collapse in front of everyone and to NOT vomit everything I'd eaten in the past twenty-four hours, I checked my luggage in and made my way to security. I'm sure I looked a sight – completely out of it, white as a sheet, eyes half-lidded, unwell – but I pushed on, just trying to get to a seat at the gate.

I approached security, placed my bags on the belt, and took my shoes and sweater off – all the normalcies. I was still trying to keep from

collapsing and vomiting because I was terrified that the shuttle ride had pushed me over the edge, and I REALLY didn't want to have to reschedule and find a hotel. I was so sick that I probably should have sought out medical personnel – but I just kept telling myself it would only be a few minutes and then I could go sit down before the flight.

As my belongings came out of the other side of the screener, I reached for my shoes, sweater and carry on. When I went for my purse, a black man took it. Now, again, I've never had an issue with any TSA employee. Everyone that I've met has been helpful, informative and pleasant. I asked him what he was doing with my purse, expecting an answer, but he didn't say a word. He stood there looking at me. I repeated my question (thinking maybe he didn't hear me because I couldn't speak too loud at that point), and again he stood there saying absolutely nothing. A line started building behind us, and it was all I can do to keep my food in my body and not spew it all over everyone and their belongings.

I ended up asking that gentleman TEN TIMES what he was doing with my purse before he finally answered, "I have to search it." Not a problem – but why couldn't he tell me that the first, second or even third time I asked?

He finally told me to step around behind the belt area, so I did with no issue. He opened my purse and took out the water bottle – which I'd completely forgotten about. So I told him immediately, "Oh crap! I forgot about that! We'd been on the streets in the city when I stuck it in there, and then the van ride here made me horribly sick, and I didn't give it a second thought. Just toss it." No big deal. Not at all.

He tossed it and then walked away with my purse – no explanation or anything. I've never had anything searched, so I didn't know that he had to run it back through the machine, so I asked, "What are you doing?" He didn't answer me, of course, but a black woman with short hair and a clipboard approached. She asked, "You don't fly often, do you?" I wasn't really sure if her question was genuine, or if she was throwing off on me somehow because her tone had a bit of attitude, so I answered that I fly about once a year. I had to ask AGAIN where the gentleman was going with my purse, and I will admit that my patience was thin at that point. You have to remember how sickly I was – the room was spinning, and I couldn't even focus on the lady talking to me for fear of syncope kicking in and causing a messy, embarrassing scene. And the issue at that point was the fact that my questions had been GROSSLY IGNORED. I know that is not a typical practice of TSA, but I'd never been ignored to such a degree previously.

Apparently the lady took my sickly appearance as offensive (she didn't know I was sick, so I'll briefly give her the benefit of the doubt there), but instead of asking if I was all right (because I clearly wasn't) or calmly explaining what they were doing as we were waiting, she proceeded to start yelling at me in front of everyone, which came as quite a shock, I must say. She did finally tell me in her verbally abusive rant that they were running my purse back through the machine, but at that point, it was irrelevant. When I tried to explain to her that I was sick and to please not yell because it would only make my condition worse, she interrupted, got in my face and refused to let me talk.

By the time I finally retrieved my purse and made it to the gate area, I was SHAKING, and I was scared to death that I was going to pass out. I had a friend traveling with me that witnessed everything, and she couldn't believe what she'd seen from the employees, either. (The incident even caused people around us to question what had been wrong with 'that mad woman in security'.) Thank goodness my friend sat with me and helped calm me down before the flight, so I didn't have to reschedule.

I can't tell you their names, but I provided all of the information that I could in the flight info box. I'm sure you can go back to the date and time to find the rosters of who was working. There was only a handful there.

While suffering horribly from my medical condition, I was ignored and then berated for absolutely no reason. I don't know if those employees have personal issues at home, but their behavior towards me was unacceptable. I was shocked and appalled to be treated in that way. If I'd been yelling and belligerent, I could completely understand. But I was ridiculously sick – I could barely get a full sentence out, much less try to yell at someone.

I've always treated TSA employees with respect, and I've always been kind to them – sometimes even joke around with them. My flight from JFK was going to Raleigh, and when I left there to head home to Florida a couple days later, the underwire in my bra apparently showed in the screener. It's never done that before, but both me and the TSA lady knew what it was. She had to practically feel me up just to make sure, but both of us were joking and laughing about it. That's just one example. I enjoy traveling, and I enjoy chatting with people along the way – I've always been friendly that way.

The purpose of this is to let you know that two employees stepped over the line. They were rude, and they were not informative or helpful. They embarrassed me, and they contributed to making me feel even worse. If I'd had to reschedule, I really would have been upset then. Hopefully someone can go back to the rosters to determine who they were so that reprimands can be made. No one else should have to be treated so badly – especially if they are suffering from any medical condition at the time.

I appreciate your time and attention to this sensitive matter.

Thank you.

(b)(6)

Agent Notes: Sent to the CSM at JFK for review and notification. J Burke 11-10-11

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: jeff.burke
Last Update Date: Nov 10 2011 3:46PM
Opening Agent: angela.johnson
Opened Date: 11/10/2011 2:20:39 PM
Linked Event IDs:

Responses:
Response
Template Name: Screener Rudeness
Airport: JFK
Airline: Delta
Subject Category: Customer Service - TSO
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 11 2011 3:17PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 11 2011 1:20PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/11/2011 3:17:01 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

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

November 11, 2011 1:20pm

Comments: Money (coins) sent through xray, did not emerge or stolen. 5 screeners, blamed passenger for being inattentive! Only a few dollars so no big deal, but screeners were rude, bored, looked vacant almost as if drugged. Some of the worst customer-facing personnel, and convincing argument for security theater.

Agent Notes: Sent to CSM at LaGuardia Airport for review 11-14-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 14 2011 1:32PM

Opening Agent: ileana.garland

Opened Date: 11/14/2011 12:01:56 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: American Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 14 2011 9:36AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 13 2011 4:15PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/14/2011 9:33:31 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 3381/US Airways/Terminal 1/ALB/Gate B9

Incident occurred during screening at the AIT Machine on 11/13/2011 at 4:15 -4:30 PM

Comments: I am 7.5 months pregnant. When I traveled to Albany from DCA the TSA employees took me out of the AIT line and told me to go through the metal detector instead (I assumed this was because I was pregnant). When departing ALB, I was directed to the AIT line. Because of my previous encounter, I stopped and said - I am pregnant, I would like to go through the metal detector. The woman on the other side of the metal detector waved me through without incident. The man who had directed me to the AIT machine asked me to step backwards and back to him, that he selected me for AIT. I again stated I was pregnant. He said, I know and yelled "OPT OUT!". He made me stand and wait for a female officer to perform a pat down. He never explained that the AIT machine was safe for pregnant women, nor did he allow me to use the metal detector or wand as an alternative option. The female officers who did the pat-down were extremely professional and kind and everyone looked pretty ashamed that they were patting down a pregnant woman and going through all of her belongings without having anything explained to her. I spoke with the supervisor on duty - a woman - who would not divulge the man's name to report him. She did give me a red card to fill out to report the incident and asked me if he explained my rights; to which I responded in the negative. Again, the women officers who patted me down were very courteous and kind, but the way in which the situation was handled by the male officer was absurd and uncalled for. Had I been aware that it was safe for pregnant women to go through the AIT machine I would have had no issues doing so, but I was not told this until after the pat-down took place, and was informed by the supervisor. As a diplomat, I was very embarrassed and it was evident from the other passengers and employees that my treatment was uncalled for. I screened negative for anything dangerous/illegal in my possession. I would appreciate it if the tapes could be viewed at the time of the incident: I was wearing a pink short sleeved shirt and black pants and am obviously pregnant. Again, my complaint is only regarding the male TSA officer, I was not violated in any way for the pat-down though I must say it is not a comfortable experience for a pregnant woman. I should have at least been allowed the courtesy to go through the other machine and/or be wanded.

Agent Notes: Sent to CSM at ALB on 11-14-11 by A. Sizemore

Follow Up:

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

From: Ombudsman, TSA

Sent: Monday, November 21, 2011 12:36 PM

To: TCC-Referrals

Subject: FW: The following event # [REDACTED] should be reviewed. [REDACTED] - AIT Complaint

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

From: Klusacek, Michael

Sent: Monday, November 21, 2011 8:29 AM

To: 'tsatcc@senture.com'; Patton, Stacey M. <CTR>; Sizemore, Amber <CTR>

Cc: Johansson, Brian; Ahlborn, Richard; Engelhardt, Jack

Subject: RE: The following event # [REDACTED] should be reviewed. [REDACTED]

[REDACTED] - AIT Complaint

TSATCC:

TSA-ALB TSM Jack Engelhardt was assigned to review this complaint by AFSD Screening Richard Ahlborn. TSM Engelhardt learned that the AIT "DO" and all other TSA Albany employees acted appropriately when dealing with

[REDACTED]

The PAX approached the AIT DO with the preconceived notion that she could not pass through it because she was pregnant. Once she informed the "DO" she would not go through the AIT screening she was properly placed in the "OPT Out" line and was required to have a Standard Pat Down (SPD) performed. Also, once she "Opted Out" she was no longer eligible for the WTMD. This was explained to her by the "DO".

TSM Engelhardt will make telephonic contact with [REDACTED] to explain the AIT Process to her so this type of incident can be avoided in the future.

I have included TSM Engelhardt's response email for your review.

Michael Klusacek

TSA Albany

518-452-[REDACTED]

TSM Engelhardt's email:

I reviewed the CCTV video of the security checkpoint concerning [REDACTED] complaint. TSO [REDACTED] was the assigned DO on Lane #3. In the video you can see TSO [REDACTED] talking with the passenger at the bin loading position and [REDACTED] handing TSO [REDACTED] something from her carry-on. Then you see TSO [REDACTED] direct [REDACTED] to the AIT line.

[REDACTED] attempts to walk thru the WTMD and is stopped and returned to the opt out position of the AIT. Again TSO [REDACTED] has a short conversation with [REDACTED] while he again puts her in the AIT opt. out line. [REDACTED] stands there until LTSO [REDACTED] directs her thru the disability gate and hands her off to TSO [REDACTED] for the SPD. After the SPD [REDACTED]

[REDACTED]

The RPD clearly added to the demeanor of [REDACTED] and she starts talking to STSO [REDACTED] what appeared to be complaining.

I spoke to all parties involved and requested a statement from TSO [REDACTED] of his actions concerning this incident. TSO [REDACTED] claims to have explained the opt out requirements to [REDACTED] This is one of those cases that he said she said. [REDACTED] misunderstanding of why she was taken out of the AIT line in DCA also added to the problem. If [REDACTED] account of DCA is correct somebody there made a mistake,

[REDACTED]

[REDACTED] I spoke to LTSO [REDACTED] and he told me when he went to the opt out position of the AIT [REDACTED] was not upset or crying. LTSO [REDACTED] told me he spoke to TSO [REDACTED] is passing after the incident but wasn't sure

what was said. TSO (b)(6) told me that (b)(6) was upset when she started to do the pat down and wanted to know the name of the DO. STSO (b)(6) was called and spoke to (b)(6) concerning her complaint. The RPD was done and (b)(6) was cleared to fly. I spoke to everybody involved and ensured that they are all aware of the proper procedures. I will send TSO (b)(6) statement to you along with a copy of the CCTV video.

I will contact (b)(6) and explain the procedure to her for opting out and apologize for any inconvenience she may have endured.

Jack Engelhardt
Screening Manager
U.S. Department of Homeland Security
Albany, New York 12211

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

From: Klusacek, Michael
Sent: Tuesday, November 15, 2011 6:42 AM
To: Ahlborn, Richard
Subject: FW: The following event (b)(6) should be reviewed. (b)(6)
(b)(6) - AIT Complaint

Rich:

Can you please assign a TSM to review this complaint. (b)(6) is pregnant and reports a negative experience with a Male TSO who was in the DO position at the AIT.

Thanks

Mike Klusacek

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

From: tsatcc@senture.com [mailto:tsatcc@senture.com]
Sent: Monday, November 14, 2011 5:55 PM
To: Klusacek, Michael
Subject: The following event # (b)(6) should be reviewed.

The customers information has been attached to this email.

If the file is password-protected, then please use the CSM password (located on the OSO Trusted Source Site) to open the file.

TSATCC:

TSA-ALB TSM Jack Engelhardt was assigned to review this complaint by AFSD Screening Richard Ahlborn. TSM Engelhardt learned that the AIT "DO" and all other TSA Albany employees acted appropriately when dealing with (b)(6)

The PAX approached the AIT DO with the preconceived notion that she could not pass through it because she was pregnant. Once she informed the "DO" she would not go through the AIT screening she was properly placed in the "OPT Out" line and was required to have a Standard Pat Down (SPD) performed. Also, once she "Opted Out" she was no longer eligible for the WTMD. This was explained to her by the "DO".

TSM Engelhardt will make telephonic contact with (b)(6) to explain the AIT Process to her so this type of incident can be avoided in the future.

I have included TSM Engelhardt's response email for your review.

Michael Klusacek
TSA Albany
518-452 (b)(6)

TSM Engelhardt's email:

I reviewed the CCTV video of the security checkpoint concerning (b)(6) complaint. TSO (b)(6) was the assigned DO on Lane #3. In the video you can see TSO (b)(6) talking with the passenger at the bin loading position and (b)(6) handing TSO (b)(6) something from her carry-on. Then you see TSO (b)(6) direct (b)(6) to the AIT line. (b)(6) attempts to walk thru the WTMD and is stopped and returned to the opt out position of the AIT. Again TSO (b)(6) has a short conversation with (b)(6) while he again puts her in the AIT opt. out line. (b)(6) stands there until LISO (b)(6) directs her thru the disability gate and hands her off to TSO (b)(6) for the SPD. After the SPD there was an (b)(6),(b)(3) 49 U.S.C. § 114(r)

(b)(6),(b)(3) 49 U.S.C. § 114(r)

The RPD clearly added to the demeanor of (b)(6) and she starts talking to STSO (b)(6) what appeared to be complaining.

I spoke to all parties involved and requested a statement from TSO (b)(6) of his actions concerning this incident. TSO (b)(6) claims to have explained the opt out requirements to (b)(6). This is one of those cases that he said she said. (b)(6) misunderstanding of why she was taken out of the AIT line in DCA also added to the problem. If (b)(6) account of DCA is correct somebody there made a mistake. (b)(6),(b)(3) 49 U.S.C. § 114(r) I spoke to LISO (b)(6) and he told me when he went to the opt out position of the AIT (b)(6) was not upset or crying. LISO (b)(6) told me he spoke to TSO (b)(6) is passing after the incident but wasn't sure what was said. TSO (b)(6) told me that (b)(6) was upset when she started to do the pat down and wanted to know the name of the DO.

STSO (b)(6) was called and spoke to (b)(6) concerning her complaint. The RPD was done and (b)(6) was cleared to fly. I spoke to everybody involved and ensured that they are all aware of the proper procedures. I will send TSO (b)(6) statement to you along with a copy of the CCTV video.

I will contact (b)(6) and explain the procedure to her for opting out and apologize for any inconvenience she may have endured.

Jack Engelhardt
Screening Manager
U.S. Department of Homeland Security
Albany, New York 12211

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

From: Klusacek, Michael
Sent: Tuesday, November 15, 2011 6:42 AM
To: Ahlborn, Richard
Subject: FW: The following event # (b)(6) should be reviewed. (b)(6) AIT Complaint

Rich:

Can you please assign a TSM to review this complaint. (b)(6) is pregnant and reports a negative experience with a Male TSO who was in the DO position at the AIT.

Thanks

Mike Klusacek

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

From: tsatcc@senture.com [mailto:tsatcc@senture.com]
Sent: Monday, November 14, 2011 5:55 PM
To: Klusacek, Michael
Subject: The following event # (b)(6) should be reviewed.

The customers information has been attached to this email.

If the file is password-protected, then please use the CSM password (located on the OSO Trusted Source Site) to open the file.

To TSOC Date:
From TSOC Date:
Last Updated By: amber.sizemore
Last Update Date: Nov 22 2011 2:49PM

Opening Agent: stacey.patton
Opened Date: 11/14/2011 5:31:10 PM
Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: ALB

Airline: US Airways

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 15 2011 8:39AM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/15/2011 8:37:24 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

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

Comments: We recently returned from Scotland thru Newark Airport and were shocked to witness the behavior and attitude of the TSA employees (Continental Airlines area). They were abrupt and rude. The sign prior to entering the area said, "Welcome to USA" - or something like that. We never heard a welcome only barking orders.

We had only the kindest and most pleasant service abroad. Leaving Edinburgh, the screeners asked if we had a nice vacation and assisted us thru the process.

Take down the "welcome" signs and get your act in order. We couldn't wait to get out of Newark Airport and took an earlier flight home.

The screeners were spending their time chatting up a young man that ran in the NYC Marathon. The airline passengers were treated as an 'inconvenience'.

Shame.

Agent Notes: Sent to the CSM at Newark for review and notification. J Burke 11-15-11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Nov 15 2011 1:17PM

Opening Agent: jewell.fugate

Opened Date: 11/15/2011 11:02:22 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b) (6)

Contact Type: Normal/General

Contact Date: Nov 15 2011 9:43AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 14 2011 7:25AM

Contact Prefix:

Contact First Name: (b) (6)

Contact Middle Initial:

Contact Last Name: (b) (6)

Contact Suffix:

Contact Address 1: (b) (6)

Contact Address 2:

Contact City: Brooklyn

Contact State: NY

Contact Zip: 11231

Contact Country:

Contact Phone: (b) (6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b) (6)

Subject: RE: Newark Airport

Body: (b) (6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards a customer service and professionalism issue, we are referring your email below to TSA's Contact Center for appropriate handling (HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). We hope this is of assistance.

SLStoltzfus

Stephanie Stoltzfus

Division Chief, External Compliance & Public Outreach Division

Office of Civil Rights and Liberties

Transportation Security Administration

From: (b) (6)

Sent: Monday, November 14, 2011 11:53 PM

To: TSAExternalCompliance@dhs.gov

Subject: Newark Airport

To whom it may concern,

My name is [REDACTED], I was passenger on Alaska Airlines flight 11 that departed from Newark to Seattle on 11/14/2011 at 0725. I went through the security line and once again I was chosen to go through the body scanner instead of the metal detector. Once I was done being scanned I was told to go see a female TSA officer. The Officer then started touching my breasts in front of everyone waiting in line for security, I wasn't informed that I was going to be touched in this way or the reason why. I find it completely unprofessional that nobody informed me that I was going to have my breasts examined in front of many people. Then the officer wipes a cloth on my hands, I asked what that was for, she responded whenever we touch someone in a "sensitive" area we wipe their hands down for explosive residue. I asked what do you mean by "sensitive" she responded because I touched your breasts. That doesn't make any sense to me at all. No one would tell me why I had to be felt up in public. That was an absolutely humiliating experience for me, if someone would've explained it to me and if the groping wouldn't have been in a room full of strangers it wouldn't have been as demeaning. You really need to change your procedures. I understand that it is for the safety of the passengers but it could be done in a less demeaning fashion.

[REDACTED]

[REDACTED]

[REDACTED]

Brooklyn, NY,11231

Agent Notes: Sent to the CSM at Newark for review and notification. J Burke 11-15-11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Nov 15 2011 1:13PM

Opening Agent: jonthan.hibbard

Opened Date: 11/15/2011 11:13:15 AM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: EWR

Airline: Alaska Airlines/Horizon Air

Subject Category: Patdown - Flyer

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Passengers may register a concern or complaint with security through the TSA CSM or TSA supervisory personnel at each airport. Customer Service Managers may be contacted via the "Talk to TSA" section of the TSA Web site at <https://contact.tsa.dhs.gov/talktotsa/talktotsa.aspx>.

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Nov 15 2011 12:19PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 14 2011 6:00AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City: Birmingham

Contact State: MI

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: JFK

Body: Dear Mr. Pistole,

I was just sent a canned response to my email earlier this morning that was ridiculous. The problem at JFK T2 yesterday morning at 6 a.m. was a severe understaffing by TSA at the checkpoint, lousy TSA employee attitude, and what appeared to be a TSA employee work slowdown, none of which had anything to do with the airline!

[REDACTED]

Birmingham, MI

Agent Notes: Eid number [REDACTED] is original email

Sent to CSM at John F. Kennedy International for review 11-15-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 15 2011 5:07PM

Opening Agent: stacey.patton

Opened Date: 11/15/2011 2:13:58 PM

Linked Event IDs:

[REDACTED]

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Mar 22 2011 2:23PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 13 2011 12:00AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 3/22/2011 2:23:23 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Spirit Airlines, 3/13 returning 3/18 Laguardia to Myrtle Beach

Comments: When I went through security the alarm went off. I told them I had a hip replacement and had a thalium stress test. I still had to had the pat down. It was down right in the open, and was very embarassing. They touched me all over. I fly quite often, and really don't want to go through this all the time. What can I do to avoid such a search.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Aug 14 2011 11:34AM

Opening Agent: andrew.depew

Opened Date: 3/22/2011 4:22:45 PM

Linked Event IDs:

Responses:

Response

Template Name: PWD--Maintaining a Listing of PWDs

Airport: LGA

Airline: Spirit Airlines

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

Interaction Type: Complaint -- Procedures

Response

Template Name: How to Ask for Private Screening Response

Airport:

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Procedures

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail asking about private screening at the passenger screening checkpoint.

If a personal search is required, passengers may request a private area at any time during the screening process by telling the screener you want a private screening. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a pat-down inspection that will require displacing or lifting clothing. However, the passenger may choose to remain in the public area rather than go to a private area for screening. If passengers refuse screening in the public or private area, they will not be permitted to enter the secured area.

We encourage you to visit our website at www.tsa.gov for additional information about the Transportation Security Administration (TSA) and the screening process. All travelers, and particularly those who travel infrequently, are encouraged to visit the section on travel tips before their trip. The website has information about prohibited and permitted items and guidance for special considerations that may assist in preparing for air travel.

We hope this information is helpful.

TSA has considered the idea of maintaining a listing of persons with metal implants or issuing a medical identification card (ID) for persons with metal implants, disabilities, or medical conditions. Maintaining lists of those with implants or having a medical ID card system would require TSA resources to certify medical documents, issue ID cards to qualified persons, update listings daily with distribution to 429 airports nationwide, and validate ID cards when presented at the checkpoint. Regrettably, we are unable to establish and execute an ID card system or maintain such a listing at this time due to limited resources.

As stated on our website at www.tsa.gov, a passenger may present medical documentation to the Transportation Security Officer with information regarding his or her medical condition that may be helpful during the screening process. This documentation is not required and does not exempt a passenger from the screening process.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 16 2011 10:27AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 15 2011 10:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2: (b)(6)

Contact City: Las Vegas

Contact State: NV

Contact Zip: 89102

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA s response to your concern

Body: Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards an operational and/or professionalism issue, we are referring your attached correspondence to TSA's Contact Center for appropriate handling ([HYPERLINK "mailto:tsa-contactcenter@dhs.gov" tsa-contactcenter@dhs.gov](mailto:tsa-contactcenter@dhs.gov)). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). We hope this is of assistance.

Sincerely,

Mr. Shenandoah Titus

Senior Policy Advisor

External Compliance & Public Outreach Division, OCRL-TSA-HQ

571-227-(b)(6)

Agent Notes: Sent to CSM at JFK for review 11-16-11 mnelson

Date- October 15, 2011

Flight: Delta DL2412

Gate:25

Depart: 10:30 a.m JFK-New York

Arrives: 11:50 am-Logan-Boston

Seat: (b)(6)

Terminal: Delta s Boutique Terminal at JFK(during their expansion construction project)

Saturday October 15, 2011 at approximately 10:05 a.m

Delta s Boutique Terminal at JFK (prior to their expansion) New York NY

I was in such shock and shame, I failed to get the name of the TSA person. Plus, the enhanced pat down to so long (15 minutes), I almost didn't make my flight. She was the designated, enhanced pat-down officer at the TSA checkpoint that was setup to EXCLUSIVELY service Delta passengers (the terminal Delta was using during their terminal expansion project).

She was African-American, with brown eyes, 5 6 or 5 7 , 165 pounds female. She was around 35 years old with shoulder length black hair with loose curls. Her voice was mid-to low range with tyrannical, authoritarian, no nonsense, gruff presence.

The person that witnessed the incident was [REDACTED]

Address: [REDACTED] Las Vegas NV 89102

Email: [REDACTED]

Names: The AIT WBI Operator and Officiating TSA officer

Mailing Address: Delta Terminal at JFK-Terminal in use prior to the completion of Delta s Expansion Project.

Contacted TSA customer Service: Contacted Delta-They gave her husband TSA s # date 10 08 2011

No one has responded to her complaint

Since this particular TSA checkpoint is setup for the EXCLUSIVE use of Delta passengers(the terminal they used during their terminal expansion project)my husband thought Delta airlines might like to hear how their passengers are being treated by TSA. Called Delta Airlines at 1-800-221-1212 and explained what happened. Delta said they couldn t do anything about it. Delta referred us to TSA at 866-289-9673. Didn t call TSA. Instead, opted to put my complaint in writing.

I fly alot. Sometimes I m pulled aside for more screening but most time s I m not. At the start of this same trip, all airline passengers at McCarran were screened using the blue box. I was pulled aside for an enhanced pat down. The process the TSA agent used at McCarran was what i would fully expect. She was thorough,human,and professional. The entire process took 3 minutes, not 15 minutes, and not once did I feel assaulted.

The enhanced pat down procedure used by the TSA agent as Delta s terminal at JFK(the boutique terminal Delta was using before their terminal expansion project was complete), was appalling, at best. Police officers apprehending a fugitive don tus 1 10th of the tactics this TSA officer used. Thank God I didn t agree to a private pat down. I shudder to even think what would ve gone down in that room.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 16 2011 1:39PM

Opening Agent: stacey.patton

Opened Date: 11/16/2011 12:13:43 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: JFK

Airline: Delta

Subject Category: Patdown - Flyer

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 16 2011 8:22PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 16 2011 6:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/16/2011 8:21:56 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark Terminal B, Alaska Airlines flight 11

11/16/2011, 6:00am

Comments: At the security checkpoint while waiting for an alternative screening my luggage was separated from me and out of my view for a period of over five minutes and was accessible to other passengers and TSA agents without my knowledge. I find this to be extremely inappropriate and if they didn't have enough agents to do alternative screenings then they should have returned my luggage to me while i waited to be screened.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: teresa.messer

Last Update Date: Nov 17 2011 9:16AM

Opening Agent: teresa.messer

Opened Date: 11/17/2011 8:55:37 AM

Linked Event IDs:

Responses:

Response

Template Name: TCC Line-of-Sight

Airport: EWR

Airline: Alaska Airlines/Horizon Air

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail in regard to keeping a line-of-sight on your belongings at Transportation Security Administration (TSA) security checkpoints.

TSA regrets that you were dissatisfied during the screening of your carry-on baggage. TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

TSA policy requires TSOs to reasonably ensure that carry-on items 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, TSOs have been trained to maintain control and sight of their items for them and ensure that they are reunited with their property once they have cleared the screening process.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Feb 25 2011 11:14AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Feb 21 2011 3:00PM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: none

Subject: pat down compliant

Body: jfk monday jet blue 3:00 pm flight #675 se2001

screeener had a very bad attitude she is 78yr old has a hip replacement and had to have a pat down said that it was very thorough and she would not hve had a problem if the screener didnt have such a bad attitude, and she would like a response back from the csm

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: connor.kelley

Last Update Date: Aug 9 2011 1:31PM

Opening Agent: connor.kelley

Opened Date: 8/9/2011 1:31:34 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat-Down Complaint CSM-FSD Response

Airport: JFK

Airline: JetBlue

Subject Category: Inappropriate Screening - Pat Down - Complaint

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 17 2011 3:08PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 17 2011 3:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/17/2011 2:58:42 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): American Airlines Terminal, Newark, NJ November 17, 2011, approx 3:00pm

Comments: Huge unnecessary lines. Inexperienced travellers were constantly having bags stopped due to liquids, two laptops stacked, etc. Instead of having someone speaking to the line well in advance of getting to security, the person standing behind the personal electronic screener was telling people what to do AFTER the fact! She was speaking only loud enough for a few people to hear, then making comments like it's everyone's fault the lines were slow. Even men wearing large belts were not warned until AFTER they set off the alarm!

When I got to the ID checkpoint, one of the two people checking ID's left telling the other he had to go to the bathroom. They don't have replacements? There were plenty of TSA people standing around doing nothing.

Easily the worst airport TSA security line I've experienced in years and I travel a lot.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: patricia.hansford

Last Update Date: Nov 17 2011 5:13PM

Opening Agent: patricia.hansford

Opened Date: 11/17/2011 4:45:31 PM

Linked Event IDs:

Responses:

Response

Template Name: Screeners Standing Around Response

Airport: EWR

Airline: American Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: Lengthy Wait Times at Airports

Airport: EWR

Airline: American Airlines

Subject Category: Screening - Lengthy Lines

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding airport wait times.

The Transportation Security Administration (TSA) develops requirements and policies for the security of our Nation's transportation systems. Some of these requirements are met by airports, air carriers, railroads, port authorities, and other transportation system entities.

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

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

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

While customers may experience varying wait times at each airport, TSA works with its stakeholder partners to reduce wait times, especially during the higher-volume travel months.

In addition, passengers should consult arrival times with their individual airline, and we recommend arriving at least 2 hours in advance of flight time to allow ample time for security screening and boarding of aircraft.

The Transportation Security Administration (TSA) uses a Screening Allocation Model to ensure that an appropriate number of TSOs are assigned to each airport based on operations and passenger loads. This model, which incorporates part-time employees, ensures that TSA has sufficient staff to handle peak periods of passenger volume while downsizing for slower periods.

Studies conducted by TSA and by independent organizations such as the Government Accountability Office have found that the model has made scheduling of TSA screening officers much more effective and efficient. It is possible that the individuals you observed were newly hired and observing screening operations as part of their on-the-job training, or they may have just reported for duty and were awaiting the shift change.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Mar 22 2011 6:55PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 17 2011 6:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 3/22/2011 6:55:47 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 #11/Alaska Air/Terminal B/Newark Liberty/Security for Gates 40 - 47/Thursday, March 17, 2011/6am

Comments: I use my NEXUS card for identification purposes when traveling by air. When recently at Newark Liberty airport the initial TSA document checker did not accept this as acceptable identification and gave my NEXUS card and boarding pass to her immediate supervisor. This supervisor didn't recognize NEXUS as acceptable and asked for a credit card to help verify my identity. My billfold was packed in my suitcase and I informed him that a credit card was not available for his inspection. He then marked my boarding pass SSSS. I complained that a Secondary Security inspection was unnecessary as the NEXUS card proved my identity. I was then approached by TSA Officer (b)(6) who informed me he had never seen a NEXUS card and that I would have to go through Secondary Security. I asked him to check in the written protocols about NEXUS ID -- he took my card into a room and came back saying that NEXUS was not in the book. At this point I was at risk of missing my flight and decided to go through the Secondary process. By the time I reached the metal detector TSA Officer (b)(6) let me know he had verified NEXUS was an acceptable form of ID and I did not have to go through Secondary. I do not look at this as a victory -- I am troubled that NEXUS is not known as acceptable identification with these TSA Officers and I was submitted to a long, drawn out process to try to prove otherwise. All TSA Officers we polite and professional through the process.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.davidson

Last Update Date: Aug 25 2011 8:57AM

Opening Agent: michael.davidson

Opened Date: 8/25/2011 8:57:57 AM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC- CSM Response

Airport: EWR

Airline: Alaska Airlines/Horizon Air
Subject Category: Screening - Secondary
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [b)(6)]

Contact Type: Normal/General

Contact Date: Nov 18 2011 12:43PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 18 2011 12:30PM

Contact Prefix:

Contact First Name: [b)(6)]

Contact Middle Initial:

Contact Last Name: [b)(6)]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [b)(6)]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: Not Provided

Subject: Rude employee

Body: Wants to report a TSA employee, [b)(6)] (STJO, Thanks). He s at LGA in the Delta shuttle. He s working the security checkpoint where you wait for the plane. He s extremely rude, said the people working security under him were rude. the woman working security was rude when throwing away his food.

The employee cursed at people. Caller said that he could get legal involved, but he wanted to allow TSA a chance to reprimand the person first.

He was adamant about receiving a follow up call from the CSM. Explained that the CSMs prefer to get in touch with a person over email; he refused that. He wanted to know when a CSM would get back in touch with him, told him that the TCC couldn t say that he would get a call back, but that a note would be left saying that one was desired. He wanted to know when the employee would be reprimanded; told him the TSA didn t divulge that information

Agent Notes: Sent to CSM at LGA for review 11-18-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 18 2011 1:45PM

Opening Agent: andrew.depew

Opened Date: 11/18/2011 12:43:36 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: TCC TSA Employee Misconduct—Media Report

Airport: LGA

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 20 2011 4:43PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 18 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/20/2011 4:43:23 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta flight #165 on Nov 18th, 2011 Departure Gate 7

Comments: My wife and I were proceeding through security at JFK normally. I was putting my belt and jacket back on and was the only person standing by the conveyer belt after the bags had gone through XRAY. A few bags were in front of me at the end of the conveyer and I was about in the middle. (b)(6) of TSA asked me to remove my bags from the conveyer. I replied that I just had the one bag and would as soon as I got my jacket on. As I was finishing putting my jacket on he grabbed my bag and put it behind him. If more room was needed on the conveyer, which it wasn't, he could have removed the empty bin my jacket came from. He said something like I was a trouble maker. Once again I was the only one at the conveyer after it came through the XRAY machine and was holding up no one. There was plenty of room on the belt and I just emptied a bin when I took my jacket. (b)(6) asked for my photo ID which I gave him. He was quite angry and nasty during this encounter. At that point I asked him for his name, he would not tell me so I started writing it down from his badge. This really upset him. He said "You really want this to take a long time, don't you." He then kept me waiting while he wrote down information from my driver's license and plane ticket going very, very, slow, stopping to talk to others while he did this. He then rechecked my carry-on bag by hand very slowly. (It took several minutes just to find and get gloves on) During this process he left to talk to four or five other people in both security lines. He was extremely angry and rude the whole time. When he finished he did not say a word, just walked off. I believe (b)(6) was delaying me as much as possible to demonstrate his power and pay me back because I asked for his name. I think his goal was to make me miss my flight.

I am a frequent flyer and travel at least 30 times per year. I have never had a problem with any TSA employee until now. If you let one TSA employee behave this way, especially a supervisor, others around him will behave the same. I understand the need to be efficient and firm. I do not understand people who are vindictive bullies and are on some kind of power trip.

This is not the reputation TSA wants to have.

Agent Notes: Sent to CSM at JFK for review 11-21-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 21 2011 1:07PM

Opening Agent: jewell.fugate

Opened Date: 11/21/2011 11:41:22 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 20 2011 12:36PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 19 2011 11:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/20/2011 12:36:15 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark Airport 11/19/11 around 1130 am

Comments: Yesterday I had a disturbing experience going through the screening process for my Southwest flight that occurred just 18 hours after attending ground zero in NYC.

I was standing in line waiting to go through security when a middle eastern man with a back pack and large brown bag went right through screening without his bags going through X-ray review.

I was stunned. I asked the female tsa agent why he didn't have his bags checked. Her reply was that he didn't need to because he was a tsa agent and that he took an oath. I thought to myself "please tell me all tsa agents are not this naive, we're dealing with terrorists!"

The staff's response was one of arrogance and invincible confidence that quite frankly scared me and fellow passengers around me.

To make matters worse, the other tsa screeners made things more difficult by calling an unjustified bag check to slow me down.

Considering the proximity that Newark is in relation to NYC, I would have thought tsa would have the most stringent security measures. My experience makes me think there is a gaping hole in this airport's policies and procedures.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Nov 21 2011 11:26AM

Opening Agent: andrew.depew

Opened Date: 11/21/2011 10:59:13 AM

Linked Event IDs:

Responses:

Response

Template Name: TCC ON-DUTY TSA and AIRPORT EMPLOYEE SCREENING

Airport: EWR

Airline: Southwest Airlines

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail asking why Transportation Security Administration (TSA) Transportation Security Officers (TSOs) are exempt from standard security screening at our Nation's airports.

Airport Federal Security Directors (FSDs) have discretion to exempt TSA airport employees from the requirement to undergo standard screening. However, if an FSD exempts TSA airport employees from screening, the FSD can implement random screening of those same employees at the screening checkpoint. In any case, all TSA airport employees must have their identification (ID) checked before entering secured areas of the checkpoint.

Furthermore, all airline personnel, airport employees, baggage handlers, and other service personnel working anywhere within the secured areas of U.S. commercial airports must pass a criminal history background check before they are allowed unescorted access to these areas. Additionally, employees under this program are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security. This helps ensure the security of the aircraft and insulates screened baggage from contact with unauthorized persons.

We hope this information is helpful

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)
Contact Type: Normal/General
Contact Date: Nov 21 2011 1:15PM
Medium: Email
Contact Status: Closed
Incident Date: Nov 17 2011 6:15PM
Contact Prefix: Ms
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: (b)(6) GA1999
Body: Dear Customer Relations Official:

For your records.

Attached is a complaint that our office has received and it appears that it belongs to you.

Thank you,

(b)(6)

Aviation Industry Analyst
Aviation Consumer Protection Division
United States Department of Transportation

(b)(6)

Case Number: (b)(6)
Consumer Information
Inquirer Type Name Address E-mail Address Office Phone Home Phone
AA (b)(6)
Complaints Information
Complaint Code Carrier Name Flight Date Flight Itinerary
GA1999 TSA 11 17 2011 JFK INTERNATIONAL AIRPORT 6:15 PM
Description of Problem Inquiry
See attached document.
Agent Notes: Sent to CSM at JFK for review 11-21-11 mnelson

Location: JFK International Airport in New York

Time Date: Thursday, November 17, 2011 at approximately 6:15 pm

Airline: Delta Airlines, Alternate Security Checkpoint (main checkpoint was re-routed due to crowds)

Contact: (b)(6)

To Whom It May Concern:

I am writing with regard to an incident that occurred upon return from a business trip in White Plains, NY. This incident was particularly

disturbing to me since one of my roles in my company is to train individuals in local businesses how to deal with parents who are upset, angry or frustrated in public places.

There were two TSA agents involved in this incident. I did not get their names because my time and attention was focused on the individual in question. I did report the incident on site to a supervisor, an Officer [REDACTED]. He was very apologetic, made note of the incident and reported that he would address it. He also suggested that I submit an official complaint via the web.

What follows is the incident as I saw it:

A distraught mother was guided to the line in front of me, just before the body scanners

I do not know why she was being led there by an agent, I concede

She had with her a young daughter, who looked to be 4 or so years old

The mother was sobbing, hunched over, inconsolable

I asked her what was wrong, and quickly determined that she spoke very broken English

At this point, a TSA agent were physically removing her child from a booster seat and removing her carry on bag that was attached to it

The mother continued to sob, looking on in confusion and fear

I asked her if she understood what they were doing, to which she simply responded in accent: "It's terrible. It's terrible."

TSA agent made NO attempt to console the mother, or explain to her why they were removing her child from the booster seat or removing and searching her bag

In fact, I did not see them speak to her at all...NOT ONE WORD

The child appeared bewildered and very afraid

The mother walked her daughter through the body scanner, still sobbing

On the other side, after I got through, I continued to tell her it would be OK

Again, NO response from TSA, not a word to the mother

TSA agent placed her child back in the booster and tried to send the woman off...WITHOUT HER BAG

When this was brought to the gentlemen TSA agent's attention, he denied there was a bag until another agent brought it

He impatiently cast it to the mother and walked away

The woman left the security check point, still sobbing

Her child was visibly upset

This situation broke my heart. I realize that we live in a hurried world, but this mother was SO distraught. A little time and better communication might have fixed this situation. From my perspective, it simply looked like she didn't understand what was expected of her. To have a child taken out of a seat and your bags taken from you by a uniformed officer with no explanation IN AMERICA must have been so frightening to her. And to think, this sobbing woman was making her way to a plane. No one wants to get on a plane with a person who looks emotionally unstable. This surely would have made other passengers there feel very UNSAFE. What airline would be comfortable with this parent boarding in such a state? What airport would want someone so upset meandering about? For these reasons, I am copying this email to Delta, JFK International Airport, Federal Aviation Administration, National Transportation Safety Board and Aviation Consumer Protection Enforcement via their on-line complaint pages and regular mail.

Thank you for your time and attention. It was truly shocking to me that these agents had so little tolerance and empathy for another human being who was clearly struggling. Part of keeping people safe and secure is tending to their physical AND emotional needs. Certainly, this mother was treated without the dignity she deserved.

Shame on those agents. And shame on us if we do nothing. A positive experience at the airport should be able to occur for all individuals, not just those that speak English.

I look forward to your feedback.

Sincerely,

[REDACTED]

cc: Delta Airlines, Federal Aviation Administration, JFK International Airport (Port Authority), National Transportation Safety Board, Aviation Consumer Protection Enforcement

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 21 2011 5:38PM

Opening Agent: angela.johnson

Opened Date: 11/21/2011 3:40:50 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 21 2011 5:16PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 21 2011 1:30PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/21/2011 5:15:52 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): JFK Terminal 8, American Airlines

Mon Nov 21 at 1:30pm EST.

Comments: Only 3 lanes open. 30 min + wait time at "priority" lane. All TSA staff disinterested & rude - maybe this is just the New York attitude? Please teach them the words "please" and "thank you".

Asked supervisor for a complaint form - he looked puzzled and wandered off to find one. He did not return to me. Staff, supervisors & management here urgently needs to be retrained in basic customer service skills.

Many overseas visitors were dismayed by this abysmal welcome to the USA as they tried to connect to their onward domestic flights.

Agent Notes: Sent to CSM at JFK on 11-21-11 by A Sizemore.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Nov 21 2011 7:42PM

Opening Agent: sandra.rudder

Opened Date: 11/21/2011 6:34:33 PM

Linked Event IDs:

Responses:

Response

Template Name: Passenger Lines Response - Incl Black Diamond

Airport: JFK

Airline: American Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline: American Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

The Transportation Security Administration (TSA) develops requirements and policies for the security of our Nation's transportation systems. Some of these requirements are met by airports, air carriers, railroads, port authorities, and other transportation system entities. Airports are responsible for security of airport access, and air carriers are responsible for identifying passengers, controlling gate access, and controlling baggage before and after screening. In addition, air carriers are responsible for passenger lines up to security checkpoints and, therefore, may choose various ways to manage these lines

Some airlines have chosen to create separate lines for their first-class, frequent-flyer, and business-class passengers. TSA does not regulate this practice, nor is it a policy that TSA endorses. However, TSA has looked at options to improve security with two goals: (1) reducing stress in the lines and at the checkpoint and (2) to find a way to increase efficiency for experienced travelers while accommodating those passengers who need assistance or additional time. From this research, TSA developed the Black Diamond lane management system that joins separate security lines to dedicated screening lanes in the checkpoint. Black Diamond gives passengers the option to pick a line that suits their needs. It provides separate lanes for experienced travelers to move quickly and other lanes for families and other passengers needing assistance or additional time.

Please note that because the security lines are still the airport's responsibility, TSA cannot force an airport into a particular line design. Some airports provide limited use of the Black Diamond system with lanes for expert travelers at a separate checkpoint.

Security is a partnership among TSA, airport operators, airlines, and passengers. TSA will continue to partner with airport operators and airlines to ensure that, by improving line management, we provide an efficient and safe experience for all travelers.

If you have questions regarding an airline's practices, we encourage you to contact them directly. If the airline has not satisfied your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 (TTY 366-0511) to record complaints. Travelers may send an e-mail to airconsumer@ost.dot.gov or write to:

Aviation Consumer Protection Division
U.S. Department of Transportation
400 Seventh Street, S.W., Room 4107, C-75
Washington, DC 20590

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 21 2011 6:59PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/21/2011 6:57:35 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 fly out of newark airport for business every single week, and fly all across the country. Never have i encountered more rude, or unprofessional TSA agents than i do in Newark each week. Not only that, but i can tell you i NEVER feel safe leaving Newark. Being that i travel so much, i do experience the safety screening at many different airports across the country and I can tell you that Newark is no where near as strict and thorough as other airports are. it is very unsettling especially considering what had happened. Today was the icing on the cake when a TSA agent actually started screaming at passengers standing in security line for certain passengers to proceed to another open line, she did not give clear instructions and not only was she incredibly rude, but just got louder and louder and more obnoxious whenever someone asked a question or for her to be more clear. this is not an uncommon occurrence at newark, and happens each and every time i am there. i think that it is absolutely necessary to not only retrain the agents there to be as up to par as other airports, as well as some training in good manners.

Agent Notes: Sent to CSM at EWR on 11-21-11 by A Sizemore

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Nov 21 2011 8:33PM

Opening Agent: michael.davidson

Opened Date: 11/21/2011 8:23:42 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 21 2011 8:18PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 12 2011 1:45PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/21/2011 8:18:09 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Binghamton Regional Airport (BGM), main terminal security line. 11/12/2011 at approximately 1345 hours.

Comments: I wish to file a complaint regarding a TSA Officer and his inappropriate behavior. The officer kicked me out of line after I made it through the security check point in the sterile area, scolded me by saying "You can get back in line when you learn how to travel" and escorted me out of the area to the back of the line to re-enter security. I wish to speak to someone regarding this incident.

Agent Notes: Sent to CSM at BGM for review 11-22-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 22 2011 1:05PM

Opening Agent: laura.benge

Opened Date: 11/22/2011 8:57:25 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: BGM

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Nov 22 2011 11:09AM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Nov 21 2011 7:30AM

Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)

Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)

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

Subject: Patdown Complaint

Body: Caller indicated that she had a flight out of JFK-Kennedy International Airport to SRQ-Sarasota Bradenton International on JetBlue Airlines yesterday November 21st that departed at 0801hrs, Flight Number 341 from Gate B6. She stated that when going through the checkpoint at around 0730hrs, she opted out of the AIT screening for a pat-down and female TSO whos last name she believed was (b)(6) was called to conduct the search. Caller stated that the TSO was extremely rough and nearly pushed her down twice while patting her back side, and also when patting her legs and thighs rammed into her groin-inner thigh which caused a great deal of pain. (b)(6) was calling to report this as what she feels was an inappropriate patdown. She claimed that she told the TSO that she almost pushed her down and was being too rough, as well as afterward complained to the security desk. She is calling TCC to request this be escalated and hopes corrective action will be taken.

Apologized to caller for her experience and explained that all TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process as well as minimize discomfort during the search. Advised that we would forward her complaint to the CSM at JFK Airport to advise them of the situation and see if additional assistance can be provided. Caller indicated that she would like a follow-up contact to verify some action has been taken.

Agent Notes: Sent to CSM at JFK for review 11-22-11 mnelson

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Nov 22 2011 3:56PM
Opening Agent: gary.warfield
Opened Date: 11/22/2011 11:09:03 AM
Linked Event IDs:

Responses:

Response
Template Name: Pat Down Screening Complaint - BCC CSM
Airport: JFK
Airline: JetBlue
Subject Category: Patdown - Flyer
Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 22 2011 4:36PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 18 2011 7:10PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Screener Rudeness

Body: The caller is a retired airline pilot from United. He now works for a fractional airline. The caller is employed by Citation Air. The caller states that his company has had issues with the airport in the past. The caller stated that on 11 18 11 he was treated rudely by a screener as he was going through screening. He stated that he placed his items in the bin. He stated that the screener told him that he wasn't a real airline pilot and that his items would need to be screened twice. They threw away some empty bottles the pilot had in his baggage. The caller felt humiliated because the screener did this at the checkpoint. The caller stated that he was very offended to be told that he wasn't a real airline pilot. The caller stated that he has a TSA compliant badge and travels in and out of that airport several times per year.

There is only one screening line at the airport. The event occurred on 11 18 11 at 7:10 PM. The caller's flight number was United 6274. The caller was flying home to Chicago. The screener that made this statement to the caller was a young male. He was in his mid to late 20s. He was 6'0" and weighed about 220 pounds. He had black wavy hair. He had a medium to stocky build.

There was a number on the website that I provided to the caller. I also told the caller that I would send this to the CSM at the airport. The caller stated that he had never been treated like this at any airport and can't understand why his items were screened a second time. I gave the caller information regarding consistency at the airport. I apologized to the caller for the incident as well.

White Plains

Westchester County Airport

Compliments and Complaints: 718-803-5448

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

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

Agent Notes: Sent to CSM at HPN for review 11-22-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 22 2011 5:58PM

Opening Agent: rachel.benge

Opened Date: 11/22/2011 4:36:43 PM

Linked Event IDs:

Responses:

Response

Template Name: Consistency at Airports Nationwide

Airport: HPN

Airline: United Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 22 2011 10:19PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 12 2011 6:29PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: Not Provided

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/22/2011 10:19:32 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Fl. # 119/ American Airlines/Newark/October 12, 2011/ Lv. 6:29pm

Comments: I traveled with my paraplegic husband who is in a wheelchair and has many carry-ons. He was accompanied by an airline assistant. I put all the carry-ons on the screening table, including my jacket.

I was wearing a jersey top over a red t-shirt, and the TSA screener asked me to take off my "jacket" and take everything out of my pockets. I took off the jersey top and the red t-shirt showed my curves. He told me to go through the machine, not the arch.

I refused and he made a smart remark to his buddies, who laughed. A nice female agent gave me a pat down in a private room. She and I both knew what was going on.

Note: I am 71, but have a nice figure and no gray hair. At a glance, I look 20 yrs. younger. I believe he was being inappropriate. Why choose me out of all the other people in line, when I was obviously accompanying a disabled person, doing the heavy lifting, and we needed an assistant to help?

As a person who studies and writes about terrorism, I think the Newark TSA agent was way out of line. No one would pick me and my husband out of any line as a likely person to be scanned.

Then the people who screened my husband thought they found fertilizer residue. They demanded his boarding pass and name. Of course, he wasn't a threat. Maybe the wheelchair went over someone's lawn.

You have a really miserable, incompetent crew there at Newark!

Agent Notes: Sent to CSM at EWR for review 11-23-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 23 2011 11:12AM

Opening Agent: rachel.benge

Opened Date: 11/23/2011 9:20:58 AM
Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: American Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 23 2011 8:19AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 15 2011 12:25PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/23/2011 8:19:31 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Date of Travel: Tuesday November 15, 2011.

Airport: Newark International Airport.

Gate: A26

Time of security screening (approx): 12:25 pm.

Flight: CO 4699 (Operated by Continental ExpressJet Airlines)

Flight time: 1:00 pm.

Comments: Last time, I was about to miss my flight and after going through the metal detector, I was collecting my stuff. There were 5 TSA agents standing and no one picked up the bins from the belt. As you know all the articles get piled up pretty fast at the other end of the belt. Since my flight was already boarding, I took one of the bins to the TSA agents standing. But no one responded. So I left bin under the belt to make space for more bins from the belt. Then one of the agents stepped forward to say you need to put that at the end. As my flight was already boarding, I told her that to do the needful as even otherwise she should take the responsibility of collecting the bins. That enraged the lady behind the computer screen (who was screening the items) and screamed in front of everyone at me saying, "it is not our job either". Then she wanted to make sure that I picked the bin from the floor [which I did not]. Towards the end she made an unnecessary racist comment. I did not have the time to get her name. But I would since I go that route frequently. I do have another witness for this incident but would prefer not to disclose the same on the web site.

It would also not be difficult to identify the person concerned based on the flight/time details that I have provided. At terminal A26 (there are usually two security screeners, one is right at the entrance (just after the identification kiosk and one is at the far end). I am referring to the one at the entrance. To help identify the TSA agent, the lady who was screening the computer behind the belt was of the African American origin.

As such, this is not the first time I am noticing the rather rude behavior of TSA agents. I fly a lot within USA and noticed that Newark airport is by far worse in terms of how you get treated. So I thought of posting it this time.

Agent Notes: Sent to CSM at EWR on 11-23-11 by A Sizemore

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Nov 23 2011 6:11PM
Opening Agent: susan.mitchell
Opened Date: 11/23/2011 10:36:20 AM
Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 23 2011 8:18AM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 11/23/2011 8:18:04 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue Flight 177 JFK Terminal 5 Security Lane 1 7:30 A.M.

Comments: Agent manning the X-ray monitor was rude. My wife, using a cane, had been pulled aside for further screening. That left me with three trays and three bags which I was juggling. I had to put on my belt and shoes and repack my CPAP and two quart zip bags with liquids. The agent repeatedly scolded me to remove the bags and trays and left his post to scold me. I explained each time that I cannot carry all the items with two hands. Once I repacked and collected all the items, my wife was released from extra screening and helped collect the belongings.

I have no quarrel with the extra screening. It is not necessary, however, to rudely scold a passenger who must then deal with belongings of two people. If my wife had been alone, the bag and tray would have remained on the belt with no one to deal with them. As it was, I was struggling to deal with the belongings and the agent adding to the stress of the situation was unnecessary.

Agent Notes: Date not included but flight number was.

Sent to CSM at JFK for review 11-23-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 23 2011 12:01PM

Opening Agent: kenneth.gumm

Opened Date: 11/23/2011 10:36:05 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 23 2011 11:42AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 13 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: New York

Contact State: NY

Contact Zip: 10075

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA s response to your concern

Body: Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards an operational and/or professionalism issue, we are referring your attached correspondence to TSA's Contact Center for appropriate handling ([HYPERLINK "mailto:tsa-contactcenter@dhs.gov" tsa-contactcenter@dhs.gov](mailto:tsa-contactcenter@dhs.gov)). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). We hope this is of assistance.

Sincerely,

Shenandoah Titus

Mr. Shenandoah Titus

Senior Policy Advisor

External Compliance & Public Outreach Division, OCRL-TSA-HQ

571-227-(b)(6)

Agent Notes: Sent to CSM at JFK for review 11-23-11 mnelson

On September 13, 2011 I was taken off the Security line at Lufthansa at JFK and practically strip searched because I was wearing the equivalent of a sanitary napkin. I resent having someone look down my underpants!!! On Nov. 13 also at JFK American Airlines the same thing happened. I was not wearing a pad but my elastic waist pants had somehow slipped under my stomach. Again someone looked down my underpants!!! I am 72 years old woman and I really resent this intrusion!!! I hope this will be corrected before I have to fly out of JFK on Feb.28!! Incidentally, I had no trouble with security in Frankfurt and Florence. Nor was there a problem in Las Vegas!! Go figure!!

(b)(6)

(b)(6)

New York, NY 10075

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Nov 23 2011 2:06PM
Opening Agent: tara.swafford
Opened Date: 11/23/2011 12:36:11 PM
Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline: American Airlines

Subject Category: Patdown - Flyer

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 24 2011 12:12AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 9 2011 7:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: Not Provided

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/24/2011 12:12:41 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark, November 9, 2011 (between 7 and 7:30AM flying from Newark to Chicago, IL)

Continental, CO1240

Comments: While going through the security check, I asked for a physical pat-down instead of the imaging technology screening. The young lady who I assume was supposed to do the check asked me to follow her, and on our way she stopped by another young lady and begin discussion about black friday shopping. When I kindly asked her if she could take care of me instead of the black friday, both of them verbally attacked me and refused to do the pat-down. They made such a scene out of it that I could not believe this was even happening. After accusing me of being rude in front of everyone in the area, and in between their comments that now I will see how long it will take to complete the pat-down, they called a Supervisor. The Supervisor was actually very nice and allowed me to explain what was going on and ensured me that she will take care of it.

I still cannot believe that people can behave this way at a workplace, be so unprofessional and make others feel like second class citizens. They acted as though they didn't want to be there in a first place and I made it even worst for them because I dint want to go through the imaging screening...which is my right.

There is a major disconnect between the level of service I received at the ticket check point before the screening area and the individuals responsible for the screening. They have absolutely no right to treat people the way they do! These two ladies have no skills to be placed in a customer service area - I follow and comply with the rules but expect some level of respect and the way I was treated should not be tolerated. I hope that the Supervisor addressed the issue but there are cameras at the airport and the video can be used to confirm that what I'm saying is true. I would like to think that people working at the security check point are more concerned with the security rather than private discussions about black friday shopping. I felt humiliated, attacked and mistreated and I hope that someone will address this.

Thank you.

Agent Notes: Sent to CSM at EWR for review 11-25-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 25 2011 11:14AM

Opening Agent: rachel.benge
Opened Date: 11/25/2011 9:20:55 AM
Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 23 2011 4:22PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 11 2011 11:20AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: TSA Contact Us: Complaints

Body: Forwarded for appropriate action.

Evelyn Webb

Office of Civil Rights and Liberties, TSA-6

From: (b)(6)

Sent: Wednesday, November 23, 2011 2:55 PM

To: TSA.Civilrights@dhs.gov

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/23/2011 2:55:02 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

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

Newark International Airport (EWR)

Continental Airlines

Flight#: 1222

From EWR to LAS

Comments:

On 11/11/11, I took a flight leaving from Newark Airport heading to Las Vegas on Continental Airways on flight 1222, scheduled to depart at 1:59pm. I arrived at Newark Airport at about 11am. After getting off of the NJ Transit, I arrived at the airport check point at approximately 11:15-11:20am. I had my boarding pass and license ready for the TSA agent. I went to the left of the line and was greeted by TSA agent – (b)(6). He was Hispanic, dark hair and medium build. Upon my arrival on the line where he was conducting the identification check and screening, Agent (b)(6) made a remark (as if to joke) that his line “was closed”. I did not find the remark humorous as I was focused on getting to my destination within the airport timely. Agent (b)(6) then made another comment that “ I was from NY and was tough”. I chuckled simply to move the process along so that I could complete the screening process.

After, Agent (b)(6) high-lighting my name and departure time and then commenced to ask me personal questions such as “what part of NY was West Babylon”. I left the screening booth and proceeded to be searched. Initially took off my scarf and leather jacket. At the same time, Agent (b)(6) turned around from his booth and stated that, “He was watching me.” That comment, along with the earlier comments, made me feel extremely uncomfortable and the tone in which he said it, felt very inappropriate. Once I loaded up my belongings on the belt, I asked a woman TSA agent , (tall with dreads) if I should put my boarding pass and license in the bin. She directed me to do so.

As I was about to walk through the metal detector, Agent (b)(6) appeared at the loading belt before I went through the metal detector, took my boarding pass out of the bin and he wrote something on it. At that point, I assumed it was a part of the TSA procedure to have notations added to the pass after I had completed the walk through. Later, when I looked at my boarding pass, I noticed that his phone number and name was on my boarding pass. At the same time, I was told that I had to go through the body scan and was redirected from the metal detector by another Hispanic, short male and African American, female, short brown skin agent. I stated to the African American, TSA agent (whose name I do not have but it was a woman who appeared short with medium brown skin and short hair), that everyone would see me. She stated that others would not see me and told me to proceed into the body scan. Agent (b)(6) was there during the scan and was there as I exited the body scan. Agent (b)(6) was staring at me in a very uncomfortable and creepy manner as I proceeded to put my items back together and on. After I was embarrassed and disappointed, I proceeded to call my mother and told her about the horrible ordeal that had occurred because I was extremely upset and felt violated and disgusted.

Agent (b)(6) left his phone number on my boarding pass (b)(6).

Agent Notes: Sent to CSM at EWR for review 11-25-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 25 2011 10:59AM

Opening Agent: ileana.garland

Opened Date: 11/25/2011 8:53:52 AM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint and Falling Short of Standards

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail expressing concern about a recent travel experience.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a

physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. Unfortunately, on some occasions the screening process may fall short of our established standard. We regret if our standards of customer service were not met.

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

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

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

TSA appreciates that you took the time to share this concern with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Mar 23 2011 12:56PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 22 2011 12:00AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 3/23/2011 12:56:31 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flights-256 and 4406/Date-22 March 2011/ Airline-American Airlines/Airport-New York-Kennedy/Gate 31-A

Comments: My partner and I flew into New York-Kennedy airport landing at 0550 on 22 March 2011 after traveling to Rio De Janeiro on a presidential mission. We had two hours until our next flight boarded to Raleigh, NC which should have been plenty of time. We were traveling with two Military Working Dogs that were transported as excess baggage so we got them from the baggage claim and preceded through customs. When we came out of the passport control area we were directed not asked to put our bags on the conveyor belt and told to wait for someone to help with the Working Dogs. About fifteen minutes later when someone showed up they told us to put the dogs on the cart and took them upstairs to the TSA area where we again waited for fifteen minutes for someone else to come and help us. Now we only have 30 minutes to make our flight and we keep advising anyone around that we need to hurry up. When someone finally showed up they wheeled our highly aggressive Working dogs into the line next to families and children and the dogs started barking and growling at anyone around. When we advised the TSA employees we needed to be away from other people we were told to wait there and stop complaining. This was a great security risk because if someone came to close the cage they would have been bit. We then waited another ten minutes for someone to figure out how they were going to get us through the checkpoint. They ended up making us go through security and then come back through security and carry the cages around the machine instead of using the roll up door right next to us. When this was all over we almost missed out flight because of them having no idea how to deal with this situation. We have traveled with our dogs multiple times and never been treated like this. We had proper identification as Federal Police Officers but were treated like criminals throughout the whole process. I understand everything needs to be screened and that is your job but no common sense was used at all and if someone was bit your employees would have been at fault for putting the Working Dogs in that position. Almost all the Employees we dealt with were not in any hurry to help anyone and were extremely rude throughout the process. This is not the way I would expect to be treated or how I would treat anyone else. As a whole I was disgusted with the airport workers and TSA workers attitudes and non professional mannerisms, and hope something is done to correct these issues.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:35AM

Opening Agent: deborah.collins

Opened Date: 3/23/2011 5:53:51 PM

Linked Event IDs:

Responses:

Response

Template Name: Consistency @ Airports Response

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Security

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: JFK

Airline: American Airlines

Subject Category: Discourteous - Rude Employee

Interaction Type: Complaint -- Security

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

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

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

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Mar 23 2011 12:31PM

Medium: Email

Contact Status: Closed

Incident Date: Feb 18 2011 12:00AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 3/23/2011 12:31:40 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): USAir flights: 1/28/11 #4121 Elmira to Philadelphia #920 Philadelphia to Aruba

2/18/11 #921 Aruba to Philadelphia

#3834 Philadelphia to Elmira

Comments: I have had right and left knee replacements, and my husband has had right and left hip replacements. During the screening process we are treated with "dignity, respect, and courtesy". Unfortunately, our belongings are not. We are separated from all our valuables/belongings for an extended amount of time. They sit there on the tables that accommodate luggage/belongings after they come through the x-ray machine. Many people are gathering their things and our stuff sits there unattended. I see that as a security risk for us and the airport. My passport, tickets, money, credit cards, medicines, and confirmation information for our lodging all sit there unattended. We both have cards from our Doctors indicating that we have metal replacements, but nobody is interested in even looking at them. How can we navigate this process in a way that protects our belongings?

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 11:35AM

Opening Agent: sandra.rudder

Opened Date: 3/23/2011 4:13:09 PM

Linked Event IDs:

Responses:

Response

Template Name: Line-of-Sight Including PWD Response

Airport: ELM

Airline: US Airways

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Security

Response

Template Name: Metal Implants Response

Airport: ELM

Airline: US Airways

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Security

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 28 2011 6:54AM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: Not provided

Contact Middle Initial:

Contact Last Name: Not provided

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Threw away my infants drink at Laguardia and made verbal threat.

Body: TSA personnel (b)(6) threw away my daughters vitamin water AFTER the scanning personnel explained it was for my toddler since it was in her diaper bag. When I asked why did you throw it away (b)(6) said "That's not for her its for you. Your daughter drinks Vitamin water?" I replied "That was all they had at the corner store and when my child is sick I will give as much liquid as I can and that was all I could buy at the moment." When I asked her name to report her she said "Dont start with me you don't know." If I didn't have to rush to catch my flight I would have reported this incident to her supervisor.

Are TSA personnel allowed to threaten passengers?

Once the other TSA agent saw my tot's medicine she took out the Vitamin water from the trash and gave it back to me. I'm so disgusted in so many ways. Please make this right and counsel this TSA employee.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: ileana.garland

Last Update Date: Nov 28 2011 4:20PM

Opening Agent: ileana.garland

Opened Date: 11/28/2011 4:10:48 PM

Linked Event IDs:

Responses:

Response

Template Name: Additional Information Needed Response

Airport: LGA

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail.

The Transportation Security Administration is unable to respond to your inquiry with the information you provided. If you wish to pursue your request for information, please e-mail us with a detailed explanation of the information you are seeking.

You may 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 or cannot use the toll-free number, please call us at (571) 227-2900.

If your e-mail is related to a specific incident, please include the following details:

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 28 2011 10:54AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 25 2011 10:15AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: TSA Contact Us: Complaints

Body: Forwarded for appropriate action.

Evelyn Webb

Office of Civil Rights and Liberties, TSA-6

From: (b)(6)

Sent: Friday, November 25, 2011 9:28 PM

To: TSA.Civilrights@dhs.gov

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/25/2011 9:27:43 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

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

Comments:

Today we were leaving Buffalo, New York at 10:15 am and went through TSA. I was attacked by lead agent (b)(6) who did a body search touching my breast, legs, private parts arms and back side. The agent took me to a room and then said you can go. She was very rude and talked about me to another agent.

Agent Notes: Sent to CSM at Buffalo Niagra Airport for review 11 28 11 mnelson
Follow Up: Customer contacted by e-mail.

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

From: tsatcc@senture.com [mailto:tsatcc@senture.com]

Sent: Monday, November 28, 2011 6:07 PM

To: (b)(6)

Subject: The following event # (b)(6) should be reviewed.

The customers information has been attached to this email.

If the file is password-protected, then please use the CSM password (located on the OSO Trusted Source Site) to open the file.

NOTICE: This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message.

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

Discussed with Lead Officer (b)(6) Different interpretation of interaction was given. Also, talked to other TSO that was present during the interaction that the customer did not acknowledge.

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

From: tsatcc@senture.com [mailto:tsatcc@senture.com]

Sent: Monday, November 28, 2011 6:07 PM

To: (b)(6)

Subject: The following event # (b)(6) should be reviewed.

The customers information has been attached to this email.

If the file is password-protected, then please use the CSM password (located on the OSO Trusted Source Site) to open the file.

NOTICE: This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message.

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson
Last Update Date: Nov 30 2011 3:02PM
Opening Agent: robert.baker
Opened Date: 11/28/2011 4:46:24 PM
Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: BUF

Airline:

Subject Category: Patdown - Flyer

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Passengers may register a concern or complaint with security through the TSA CSM or TSA supervisory personnel at each airport. Customer Service Managers may be contacted via the "Talk to TSA" section of the TSA Web site at <https://contact.tsa.dhs.gov/talktotsa/talktotsa.aspx>.

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)
Contact Type: Normal/General
Contact Date: Nov 28 2011 3:17PM
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: (b)(6)
Contact Address 2: (b)(6)
Contact City: New York
Contact State: New York
Contact Zip: 10038
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: FW: (b)(6) Complaint
Body: Re: Contact (b)(6)

Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties on behalf of your client, (b)(6). Please be advised that, as the concern specifically regards an operational, procedural, and professionalism issue, we are referring your email below and attached complaint form to TSA's Contact Center for appropriate handling (HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). We hope this is of assistance.

Thank you,

Ms. Harleen K. Singh
Policy Advisor
External Compliance & Public Outreach Division
Office of Civil Rights and Liberties
Office of Special Counselor
Transportation Security Administration

From: (b)(6)
Sent: Wednesday, November 23, 2011 1:03 PM

To: TSAExternalCompliance@dhs.gov
Subject: [REDACTED] Complaint

Please see the attached amended complaint, showing that my client called TSA on October 22, 2011.

Please contact me regarding settlement of this matter.

Please confirm receipt of this email and attachment.

Thank you,

[REDACTED]

[REDACTED]

Agent Notes: Supervisor D Collins sending to the CSM At JFK Airport on 11-28-2011

(Issue was previously sent to the CSM in EID [REDACTED])

[REDACTED]

Rosedale, NY 11422

If you are represented by a third party or an attorney in this matter please provide the third party's name and contact information: [REDACTED]

[REDACTED] NY, NY 10038; [REDACTED]

Are you filing in this complaint on behalf of another individual? If yes, please provide your information.

[REDACTED]

[REDACTED] New York, NY 10038

What happened?

An alarm went off and the female TSA employee, in public, made [REDACTED] spread her legs and then groped her genitals, breasts, and buttocks. Several young men laughed at [REDACTED] during this unlawful search.

When did this happen?

October 22, 2011 at approximately 9:00 am

Where did this happen?

JFK, Gate 8
New York, NY

Who treated you unfairly?

Female TSA employee. She was young and tall.

Have you contacted the TSA Customer Service Manager at the airport, or any other DHS component or other federal, state, or local government agency or court about this complaint?

Yes, TSA Contact Center 866-289-9673 Date: 10 22 11

If so, has anyone responded to your complaint?

No

Is there any other information you want us to know about or consider?

[b)(6)] spoke with a representative of Jet Blue.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Nov 28 2011 8:03PM

Opening Agent: ileana.garland

Opened Date: 11/28/2011 6:33:27 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: JetBlue

Subject Category: Patdown - Flyer

Interaction Type: Complaint

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

To: [b)(6)]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Passengers may register a concern or complaint with security through the TSA CSM or TSA supervisory personnel at each airport. Customer Service Managers may be contacted via the "Talk to TSA" section of the TSA Web site at <https://contact.tsa.dhs.gov/talktotsa/talktotsa.aspx>.

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 28 2011 5:58PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 28 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/28/2011 5:58:34 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): American Airlines 1905 from Newark to Dallas/Ft Worth, Terminal A. November 28, 2011.

Comments: I would like to select three of the subject topics: lengthy wait, inattentive screener, and rude employee. I arrived for my flight with plenty of time and had to wait in an extremely slow line (I got in line 65 mins before my flight). I was directed to a specific line that was much, much slower than the others. Passengers from the other lines had gotten in line, through security and to the gate before I had even moved 10 feet. I was not allowed to switch lines. The line probably had 20 people on it, and it took at least 35 minutes to get through. Because my flight was boarding soon, I felt extremely rushed. I was moved aside for a pat down because I was wearing a bulky sweater - which was fine and expected. I got really annoyed when the woman called over to help thought it was more important to chat with her other TSA friend, than to assist me. It probably took her a good 5 minutes to walk 15 feet. So I stood, shoeless, in a plastic cell, waiting for her. She was rude, and did not care that I was now in a rush since I had been waiting in line for so long. I did not catch her name. The lead officer was also unhelpful. I cannot remember his full name but it was about 8 letters long and started with (b)(6) he was short with gray hair. If he was in charge of making this line move smoothly, he was NOT doing his job well. I travel a lot for work, every week, and have never had this much trouble on a security checkpoint line. Thank you for reading, and I hope action is taken to remedy the situation.

Agent Notes: Sent to CSM at Newark International Airport for Review, MSmith 11/28/2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: mayme.smith

Last Update Date: Nov 28 2011 8:57PM

Opening Agent: kenneth.gumm

Opened Date: 11/28/2011 8:09:56 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: American Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Fulfillment

Contact Date: Nov 28 2011 6:12PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 27 2011 8:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/28/2011 6:12:05 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue Buffalo Niagara Airport 11/27/2011 8:00Pm

Comments: I was in a group of people who opted out of the scanner. The agent doing the initial screening at the metal detector attempted to lecture us instead of simply allowing us to opt out. After finally being allowed to opt out at my insistence, a different agent that had to be called from the back was assigned to pat me down. I truly believe this agent was overly aggressive and punitively rough on me. I have gone through this process about 5 times at various airports and I have never had an issue. This agent, however, seemed annoyed that I opted out and during the pat down rammed his hands against my crotch with substantial force four times. Literally using my groin to forcefully stop the momentum of his hands, while he was thrusting them up along the inside of my thighs. I am familiar with the process and have never experienced this degree of force. I am always polite and respectful of the agents and in the past have always received professionalism in return. Unfortunately, I was unable to obtain the agents name (thin white male, dark hair slightly graying on the sides, late 40s), but I truly feel that the screening supervisor at Buffalo Niagara should have a talk with his agents (specifically the ones on duty at 8:00pm 11/27/11) about the appropriate way to perform a pat-down, and the importance of maintaining professionalism while dealing with the public.

Agent Notes: Supervisor D Collins sending to the CSM at Buffalo Niagra International Airport on 11-28-2011

Follow Up: Customer contacted by e-mail.

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

From: tsatcc@senture.com [mailto:tsatcc@senture.com]

Sent: Monday, November 28, 2011 8:57 PM

To: (b)(6)

Subject: The following event # (b)(6) should be reviewed.

The customers information has been attached to this email.

If the file is password-protected, then please use the CSM password (located on the OSO Trusted Source Site) to open the file.

NOTICE: This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in

error, please reply immediately to the sender and delete this message.

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To TSOC Date:
From TSOC Date:
Last Updated By: deborah.collins
Last Update Date: Dec 8 2011 11:41AM
Opening Agent: kenneth.gumm
Opened Date: 11/28/2011 8:12:37 PM
Linked Event IDs:

Responses:
Response
Template Name: Screener Rudeness
Airport: BUF
Airline: JetBlue
Subject Category: Customer Service - TSO
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 28 2011 10:33PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 21 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/28/2011 10:33:14 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 11/21/11 JFK terminal 7

rude employees and unlawful detainment w/o just cause...complaint form filled out and sent to civil rights dept

Comments: Was detained for 90 minutes without just cause making me miss my flight. I had to purchase a new ticket home. Filled out civil rights complaint form already. Received bogus automated reply saying I need 2 hours check in...no where in any document for airlines or otherwise does it say one needs a 2 hour check in for a domestic flight. Seeking formal apology from all involved and reimbursement of flight I was made to miss. I will find an attorney if my request is not granted and be seeking a lot more.

Agent Notes: Sent to CSM at JFK for review 11/29/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 29 2011 3:56PM

Opening Agent: patricia.hansford

Opened Date: 11/29/2011 9:26:18 AM

Linked Event IDs:

(b)(6)

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Nov 29 2011 10:25AM
Medium: Email
Contact Status: Closed
Incident Date: Nov 29 2011 8:10AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: not provided
Contact Fax:

Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/29/2011 10:24:46 AM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines flight 313, November 29, 2011. Lagaardia Airport, New York City, central terminal, gate D8.
Comments: At 8:10 AM on November 29 at Lagaardia Airport Central Terminal Concourse D, I was chosen to receive a pat down. I asked the TSA employee about to give me the pat down, (b)(6) to change his gloves first. He refused and then made disparaging comments about my hygiene. I am upset because (b)(6) was rude to me and because he threatened my health by refusing to change his gloves.
Agent Notes: Sent to CSM at LGA for review 11-29-11 mnelson

Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Nov 29 2011 3:26PM
Opening Agent: kenneth.gumm
Opened Date: 11/29/2011 12:19:43 PM
Linked Event IDs:

Responses:
Response
Template Name: Screener Rudeness
Airport: LGA
Airline: American Airlines
Subject Category: Customer Service - TSO
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com
To: (b)(6)
Subject: In Response to your inquiry.
Body:
Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 29 2011 11:12AM

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: (b)(6)

Contact Address 2: (b)(6)

Contact City: Taipei

Contact State:

Contact Zip: 10607

Contact Country: Taiwan

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Referral from Redress

Body: To whom it may concern:

For your review and action as deemed appropriate. (b)(6) applied to the Redress program on August 24, 2011. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. An email has been sent to the traveler advising that the redress record has been closed and forwarded to TSA for appropriate action.

Thank You for your time and assistance,

Traveler Information:

Name: (b)(6)

Address: (b)(6) Taipei, 10607, Taiwan

Email Address: (b)(6)

Phone Number: (b)(6)

Comments submitted to Redress (DHS TRIP):

I was given body search at newark airport without any reason and explanation

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: angela.johnson

Last Update Date: Nov 29 2011 12:56PM

Opening Agent: angela.johnson
Opened Date: 11/29/2011 12:51:48 PM
Linked Event IDs:

Responses:

Response

Template Name: Reasons for Secondary Screening

Airport: EWR

Airline:

Subject Category: Patdown - Flyer

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 30 2011 10:03AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 28 2011 11:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Complaint

Body: Caller flew on November 28, 2011 from LaGuardia Airport on US Airways flight number 2126. She was going through the checkpoint and pulling off her belt while she was putting her laptop and purse in the bins. She said a TSO by the name of (b)(6) told her to pull up her pants. She said Yes I will when I get my stuff in the bin . The TSO then said to her If you like to show your ass then that whats you do . She said the TSO was named (b)(6) and her supervisor was named (b)(6) She was given a complaint form by (b)(6) to fill out. She said that she wanted to file a complaint. She said she was treated very badly by the TSO. After she got through screening she heard the TSO tell another agent Oh yeah thats what it is I just want all the attention on myself .

I gave the following information: All Transportation Security Officers (TSOs) are required to be courteous and respectful.

I apologized to the caller and told her I would forward her record to the CSM at LGA for review.

Agent Notes: Sent to the CSM LGA at for review and notification. J Burke 11-30-11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Nov 30 2011 11:26AM

Opening Agent: anita.brisco

Opened Date: 11/30/2011 10:03:44 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: US Airways

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 30 2011 12:20PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 27 2011 5:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: rude employee

Body: Caller went through Newark AP and had a bad experience with a rude TSA agent and a rude supervisor. Caller forgot he had a tube of toothpaste in his carry on. The TSA agent made a rude comment and the caller said just throw the tube of toothpaste away. The TSA agent made another comment, and the caller asked to speak to her supervisor. The supervisor was as rude as the initial TSA agent and when the caller asked for the supervisors name and ID number it was refused. The caller asked several times for his name and number, and was finally given the name

(b)(6) supervisor with an employee number (b)(6). This caller has flown for years out of Newark and has never had trouble going through the TSA line before until this trip.

REPLY:

I told caller how to reach the CSM to leave a message. I told him I would forward this information to the CSM as well. Which I did on 11-30-11

Agent Notes: Sent to CSM at EWR for review 11-30-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 30 2011 2:05PM

Opening Agent: doug.fortune

Opened Date: 11/30/2011 12:20:35 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Nov 30 2011 3:17PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 29 2011 12:30PM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: Complaint

Body: Caller is wanting to make a complaint to the Customer Service Manager at JFK. His mother traveled on Nov 29 at 12:30 p.m. with Jet Blue. He stated that his mother who is in a wheelchair was waiting in line to be screened. She was pulled from the line and taken to another room and was stripped searched. The TSO did not give her any explanation on why she was being done this way. His mother has a pace maker and high blood pressure. She missed her flight due to this and didn't get home until after 9 p.m. and at that point she had not had any food. He also stated that they didn't even offer her a patdown. Her flight # was 85. Caller stated he would keep calling until someone is held responsible for this action taken with his mother.

I told caller that I regret that this was his mother's experience and I would send this onto the Customer Service Manager at JFK.

Caller is very upset about this situation concerning his mother and he stated he is going to do whatever it takes to get someone to listen to him

Caller gave his email address to have some contact him back about this.

Agent Notes: Sent to CSM at JFK for review 11-30-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 30 2011 4:15PM

Opening Agent: linda.carroll

Opened Date: 11/30/2011 3:17:33 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: JetBlue

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 30 2011 3:30PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 30 2011 3:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/30/2011 3:30:42 PM

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark, gate a26, 2nd screening line, shortly after 3 pm on 11/30/2011, flight CO 4245

Comments: After going through the metal detector I was yelled at by the X ray screener for continuing a screened bag down the ramp. The bag had already completed the xray and was on the transition from the automated ramp to the roller. There were no signs or markers for when bags could be moved farther down the ramp, nor barriers for removal and the bag had already passed the area where a TSA employee could pull the bag for additional screening. The employee then ran the bag again through the xray. As a responsible adult being screened, I do my best to quickly prepare and move my items through the screening area. I am extremely disappointed at the rude and intimidating behavior of one of the TSA employees when I was trying to help them quickly get people through the area, and being rebuked for behavior that I would expect to be helpful. I would like a letter of apology from the employee for their rude behavior.

Agent Notes: Sent to CSM at EWR on 11-30-11 by A Sizemore

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Nov 30 2011 6:39PM

Opening Agent: ileana.garland

Opened Date: 11/30/2011 4:34:52 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Nov 30 2011 2:38PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 10 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 11/30/2011 2:38:18 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 2142 EWR-ATL, Newark Airport Terminal 2

Comments: I was subject to a completely inappropriate and invasive pat down on Wednesday, November 10, 2011. It was so completely disgusting that I became extremely upset and burst into tears. During this pat down all of my personal areas were violated. It would be quite difficult to justify a pat down of this nature to a child who has been told about boundaries and inappropriate touching. I am a frequent flier and you would think records would exist that are accessible to your employees to figure that out. What's the point of putting me through an x ray machine if I am still subject to a search of this nature. Please note that I intend to do everything in my power to inform and escalate this matter.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: erik.mills

Last Update Date: Nov 30 2011 4:23PM

Opening Agent: erik.mills

Opened Date: 11/30/2011 4:16:58 PM

Linked Event IDs:

Responses:

Response

Template Name: Patdown General Response

Airport: EWR

Airline: Delta

Subject Category: Patdown - Flyer

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

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

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site (www.tsa.gov).

We hope this information is helpful

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Dec 1 2011 1:27PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 29 2011 6:15AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: Rude Screener

Body: Caller had two tupperware containers (sandwich containers) with spinach dip. The agent said _that will teach you to take dip on the plane_. The agent also reached into her bag without asking her. The supervisor came over and asked what was going on. The supervisor stated _If you ve already told her that it couldn t go, then throw it away_. Caller thinks that she was overheard making a joke earlier and that the issue with the dip was retaliatory.

Caller didn t get the names of the screeners because she was afraid they would delay her. Female was heavy set, young, in her late 20s--early 30s; 5ft-6ins. to 5ft--7ins.; blonde with a pony tail. She was overseeing the TSO at the monitor.

Gate A-25; Flt 5132; she was at the middle screening line near the United Air section.

Caller asked if this was prohibited: explained the 3-1-1 rule.

Caller asked if she would receive contact from the CSM. I advised her that I could not promise that they would contact her, but that the complaint would receive the appropriate action.

Agent Notes: Sent to the CSM at Newark for review on 12-01-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Dec 1 2011 4:00PM

Opening Agent: robert.baker

Opened Date: 12/1/2011 1:27:18 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: United Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Dec 2 2011 11:39AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 19 2011 12:00AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: AIT

Body: Hello,

I am writing to state my complaint against the TSA or the agent that instructed me some incorrect information. I recently flew out of Newark International Airport, New Jersey on 11/19/11. As I was on line to show my boarding pass and ID , I instructed the agent that I was unable to go though an X-ray scan at this time being that I am pregnant (3 1/2 months) and advised by my doctor not to. The agent instructed me to proceed into this machine which I have never seen before that to me looked like an x-ray machine so when I said are you sure this is not an x-ray machine they assure me that it was not. As I went into the machine I had to raise my hands over my shoulders and this light flashed and something turned on the machine in a complete circle around me.

It was not until my flight back on 11/29 from Phoenix Sky Harbor Airport I had asked a different agent there explaining the machine I went through that they did confirm it was indeed an x-ray machine . They had given me a pat down in which they said should have been done the first time in Newark when I originally explained to them my condition.

I would like to hear back from someone about my concerns and rights as I would never want this to happen to someone else.

Regards,

[REDACTED]

Agent Notes: Sent to CSM at EWR for review 12-2-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 2 2011 4:14PM

Opening Agent: rey.gonzalez

Opened Date: 12/2/2011 12:45:36 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager
Airport: EWR
Airline:
Subject Category: Advanced Imaging Technology (AIT) - Flyer
Interaction Type: Complaint

Response

Template Name: AIT Privacy Health and Opt Out Concerns
Airport: EWR
Airline:
Subject Category: Advanced Imaging Technology (AIT) - Flyer
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

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

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

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

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 4 2011 6:28PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 1 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 12/4/2011 6:28:18 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Terminal 3, December 1st

Comments: TSA;

You need to fire the entire team at JFK. Their behavior on my recent travels last Thursday December 1st, 2001 was outrageous. Below listed are activities conducted by the rude, impatient, and disgusting staff:

- Woman at scanner was screaming at travelers.
- Man at end of scan belt was picking up travelers bags (illegal) and dropping them on the floor. He threw the bag so hard, that actually witnessed one person's shoe fly out of their bag.
- Finally, I commented on this behavior to a "supervisor", his name was '(b)(6)', fire him, he was standing right there, did nothing. He also was disgusting, his shirt was untucked, he weighs at least 300 pounds, sick. Clearly he permits this behavior.

The JFK team is a mess. These people are a reflection of your efforts, it is time to clean house. Will not hesitate to share my complaint with others.

Agent Notes: Sent to CSM at John F. Kennedy Intl. by Michael Middleton on December 05, 2011.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Dec 5 2011 4:38PM

Opening Agent: stacey.patton

Opened Date: 12/5/2011 3:24:30 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General
Contact Date: Dec 2 2011 10:34PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: Lisa
Contact Middle Initial:
Contact Last Name: Farbstein
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:

Contact Email: [REDACTED]

Subject: More atrocities from America's home-grown terrorists

Body: More atrocities from America's home-grown terrorists: "'I walk with a walker — I really look like a terrorist," she said sarcastically. "I'm tiny. I weigh 110 pounds, 107 without clothes, and I was strip-searched.'" Air travel is not safe!

You are all terrorists!

<https://www.nydailynews.com/news/national/lenore-zimmerman-85-hurt-strip-search-tsa-agents-jfk-airport-article-1.986198>

85-year-old woman may sue TSA after being strip searched at JFK Airport

'I really look like a terrorist,' 110-pound Long Island grandmother says

BY HYPERLINK "<https://www.nydailynews.com/authors?author=Nicholas%20Hirshon>" NICHOLAS HIRSHON
NEW YORK DAILY NEWS

Friday, December 2 2011, 9:36 PM

HYPERLINK

"http://assets.nydailynews.com/polopoly_fs/1.986197.1322880474!/img/httpImage/image.jpg_gen/derivatives/landscape_485/image.jpg"

Lenore Zimmerman, 85, shows injury she says came during strip search by security at JFK Airport.

[REDACTED] | FOR THE NEW

Lenore Zimmerman, 85, shows injury she says came during strip search by security at JFK Airport.

An 85-year-old Long Island grandmother says she plans to sue the TSA after a humiliating strip search on Tuesday by agents at JFK Airport.

HYPERLINK "<http://www.nydailynews.com/topics/Lenore+Zimmerman>" Lenore Zimmerman, who lives in Long Beach, says she was on her way to a 1 p.m. flight to Fort Lauderdale when security whisked her to a private room and took off her clothes.

"I walk with a walker — I really look like a terrorist," she said sarcastically. "I'm tiny. I weigh 110 pounds, 107 without clothes, and I was strip-searched."

TSA spokeswoman HYPERLINK "<http://www.nydailynews.com/topics/Lisa+Farbstein>" Lisa Farbstein said a review of closed circuit TV footage from the airport shows "proper procedures were followed."

But Zimmerman, whose hunched back puts her at 4-foot-11, said her ordeal began after her son, Bruce, drove her to the JetBlue terminal

for the Florida flight. She lives in warm Coconut Creek during the winter.

She checked her bags, waited for a wheelchair and parted ways with her doting son — her only immediate relative.

When Zimmerman reached a security checkpoint, she asked if she could forgo the advanced image technology screening equipment, fearing it might interfere with her defibrillator.

She said she normally gets patted down. But this time, she says that two female agents escorted her to a private room and began to remove her clothes.

"I was outraged," said Zimmerman, a retired receptionist.

As she tried to lift a lightweight walker off her lap, she says, the metal bars banged against her leg and blood trickled from a gash.

"My sock was soaked with blood," she said. "I was bleeding like a pig."

She says the TSA agents showed no sympathy, instead pulling down her pants and asking her to raise her arms.

"Why are you doing this?" she said she asked the agents, who did not respond.

The TSA claims the footage does not show any sign of the injury.

"Our screening procedures are conducted in a manner designed to treat all passengers with dignity, respect and courtesy," Farbstein said.

Zimmerman says a medic arrived to treat her injury. The process took so long that she missed her 1 p.m. flight and had to catch a later one.

Her son said he was shocked when his mom called around 9 p.m. that night and described what happened.

"She was put through a hell of a day," he said.

Zimmerman, who takes blood thinners, later had a tetanus shot for fear of infection from the walker wound.

HYPERLINK "<http://www.nydailynews.com/topics/Bruce+Zimmerman>" Bruce Zimmerman, 53, said he can't understand why the agents targeted his mom.

"She looks like a sweet, little old lady," he said. "She's not a disruptive person or uncooperative."

HYPERLINK "mailto:[\[REDACTED\]](#)"

Read more: <http://www.nydailynews.com/news/national/lenore-zimmerman-85-hurt-strip-search-tsa-agents-jfk-airport-article-1.986198#ixzz1fRHirw1m>

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Dec 6 2011 5:20PM

Opening Agent: ileana.garland

Opened Date: 12/5/2011 9:32:28 AM

Linked Event IDs:

[REDACTED]

Responses:

Response

Template Name: No Response

Airport: JFK

Airline:

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response Email: None Sent
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Dec 5 2011 11:01AM

Medium: Inbound Call

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Incident at JFK

Body: The caller was calling as a result of the incident of JFK. The caller indicated that they were going to ask for an external investigation of TSA and that we were abusing power. I read the caller the script provided to me. Whenever he mentioned that TSA strip searched other passengers, I repeated the phrase "TSA does not include strip searches as part of our security protocols" and then asked him if he had any other questions. He stated that he was going to call for a external investigation. He then disconnected the call.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: rachel.benge

Last Update Date: Dec 5 2011 11:13AM

Opening Agent: rachel.benge

Opened Date: 12/5/2011 11:01:31 AM

Linked Event IDs:

Responses:

Response

Template Name: Blog Access Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Dec 5 2011 12:54PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: recent pat down

Body:

Sirs:

I recently flew to Florida on Spirit Airlines from Atlantic City International airport to Ft. Myers airport. With two knee replacements and cards showing them, I was told at each airport that I must be patted down. Seeing the recent stories in the paper about elderly ladies having intrusive pat downs, I must add my comments. I am 68, was touched around my bra, under my bra, in the middle of the chest, up my inner legs and outer legs and yes, my waistband was pulled out (I was told to pull it) so the tsa inspector could look down my pants. It was highly intrusive and totally unnecessary.

I respectfully request that TSA take another look at how it handles pat downs and who it profiles for these pat downs. I saw several other elderly ladies being patted down and I assume it is because so many of us now have body replacements...hips, knees etc. While I cooperated and tried to understand why it was being done, I flatly do not like another person touching my body all over and in front of others. (I chose not to go in a private area as it was holding up my travel companion, a middle aged nurse who went right through the detector and then waited for me.). And now, with every flight I take in the future, I am going to have to be touched, take off my shoes etc. and all because I have two knee replacements which will set off the detectors. As a retired state employee, a social worker, I really take offense at this.

Thank you, [REDACTED]

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Dec 5 2011 6:11PM

Opening Agent: rey.gonzalez

Opened Date: 12/5/2011 5:56:42 PM

Linked Event IDs:

Responses:

Response

Template Name: Sacrifices Made by Public

Airport: ACY

Airline: Spirit Airlines

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response

Template Name: TCC PWD- Screening of Metal Implants

Airport: ACY

Airline: Spirit Airlines

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

Interaction Type: Information

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

Ongoing threats to aviation security require that certain security measures be undertaken. It is indeed frustrating for us as U.S. citizens to have our person and personal items inspected by strangers. TSA understands and appreciates this frustration, and we go to great lengths to train our Transportation Security Officers (TSOs) in the proper way to inspect passengers and their items. We practice these steps not only to enhance passenger security, but to provide first-class customer service. When necessary, we take the appropriate action to remedy a situation, including providing additional training and disciplinary action.

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

When there is an alarm during screening, TSOs must conduct additional screening, including a patdown, to locate and resolve the source of the alarm. Although our TSOs are following TSA procedures, we understand and regret the distress sometimes experienced. We realize that the intensive nature of the patdown can be stressful, and many passengers don't understand the reason for this additional procedure.

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

To assist passengers with disabilities, TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Currently, notification cards are available for download on TSA's Web site at the following link:

http://www.tsa.gov/assets/pdf/disability_notification_cards.pdf. Travelers may also visit www.tsa.gov and type "Notification Card" in the site's "Search" field.

TSA understands the frustration some travelers experience from routinely alarming the metal detector because of metal implants. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

For more information regarding patdown procedures, please visit TSA's website at www.tsa.gov. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with TSA's Assistant Federal Security Director for Screening at that airport to address any concerns.

When available, an alternative method to being screened using the walk-through metal detector is Advanced Imaging Technology (AIT). For passengers with metal implants, this type of screening may reduce the need for undergoing patdowns. AIT is a voluntary alternative to the walk-through metal detector and was designed with security and privacy in mind. AIT screens passengers for metallic and nonmetallic threats including weapons, explosives, and other objects concealed under layers of clothing, without physical contact, to help TSA keep the traveling public safe.

Strict safeguards are built in to AIT screening procedures to ensure privacy and anonymity. In independent polling of passengers regarding acceptance of this technology, the majority preferred this procedure to alternates such as a patdown. For more information regarding privacy and public acceptance of AIT screening please visit our website at <http://www.tsa.gov/approach/tech/ait/index.shtm>.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Dec 5 2011 5:03PM
Medium: Email
Contact Status: Closed
Incident Date: Jul 6 2011 12:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial: (b)(6)
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Kennedy Center

Body: Having read of the two complaints against TSA for searches at JFK at Jet Blue, I wanted to share that on Wed. July 06. 2011 I flew to Tampa on flight 21 from JFK. The level of rudeness of virtually all the TSA employees was terrible. I was not given the option of going through the scanning machine, had to have a pat down and waited for 10 minutes without being able to see my purse or carry on with a TSA screener ignoring my requests to be able to see my possessions as well as three others.

Security does not equal rudeness and screeners who act like dictators. At every level TSA performed at an inefficient and rude level.

(b)(6)

(b)(6) cell

Agent Notes: Sent to CSM at JFK on 12-5-11 by A Sizemore
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: amber.sizemore
Last Update Date: Dec 5 2011 7:43PM
Opening Agent: rey.gonzalez
Opened Date: 12/5/2011 7:28:05 PM
Linked Event IDs:

Responses:

Response

Template Name: TCC Line-of-Sight
Airport: JFK
Airline: JetBlue
Subject Category: Screening - Procedures/Process
Interaction Type: Complaint

Response

Template Name: Screener Rudeness
Airport: JFK
Airline: JetBlue
Subject Category: Customer Service - TSO
Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

TSA regrets that you were dissatisfied during the screening of your carry-on baggage. TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

TSA policy requires TSOs to reasonably ensure that carry-on items 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, TSOs have been trained to maintain control and sight of their items for them and ensure that they are reunited with their property once they have cleared the screening process.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Dec 6 2011 4:48AM
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: (b)(6)
Contact Address 2:
Contact City: Glenmont,
Contact State: NY
Contact Zip: 12077
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Information Requested
Body: Hi,

Want to start by saying I am a Sikh and travel a lot for my work. As such have spent a lot of time in the airports traveling back and forth. My home town is Albany, NY. Wanted to ask why what happened yesterday was the only option that was given to me.

Yesterday, I was taking a morning flight from Albany to twin cities and then to John Wayne - Orange County, CA. I came prepared as usual and went thru the full body image scan. As I was wearing a turban, it did show up as something that was scanned. I offered to pat down the turban and have my hands checked and also wand my turban. However, I was told I had no such option and the only option I had was to have it searched by a TSA agent.

Can someone confirm that this is the only option?

Thanks.

(b)(6)

Glenmont, NY 12077

(b)(6) (cell)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Dec 6 2011 9:58AM

Opening Agent: kenneth.gumm

Opened Date: 12/6/2011 9:53:15 AM

Linked Event IDs:

Responses:

Response

Template Name: Screening - Head Coverings

Airport: ALB

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the screening of passengers' head coverings.

The Transportation Security Administration (TSA) does not conduct ethnic or religious profiling and employs multiple layers of checks and balances to ensure profiling does not occur. All members of the traveling public are permitted to wear head coverings (whether religious or not) through the security checkpoints. The standard procedures subject all persons wearing head coverings to the possibility of additional security screening, which may include a patdown search of the head covering and an explosives trace detection test.

Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through a self patdown and explosives trace detection test or patdown search, the individual will be offered the opportunity to remove the head covering in a private screening area.

TSA's security procedures, including the procedures for screening head coverings, are designed to ensure the security of the traveling public. These procedures are part of TSA's multi-layered approach to security screening.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 5 2011 4:00PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 22 2011 9:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: RE: Rude Agent

Body: Re: Contact (b)(6)

Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. We appreciate your having taken the time to write in about the below matter. Please be advised that, as the concern specifically regards a customer service and limited English proficiency issue, we are referring your email below to TSA's Contact Center for appropriate handling (HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). We hope this is of assistance.

Thank you,

Ms. Harleen K. Singh

Policy Advisor

External Compliance & Public Outreach Division

Office of Civil Rights and Liberties

Office of Special Counselor

Transportation Security Administration

From: (b)(6)

Sent: Friday, December 02, 2011 1:55 PM

To: tsaexternalcompliance@dhs.gov
Subject: Rude Agent

To TSA management,

This Thanksgiving I flew from JFK to YVR. I went through the security check sometime between 9:00 pm to 9:30pm on 11/22/11. At this time I noticed one of your agents was berating an elderly Chinese man. Essentially, he was humiliating him in front of everyone in line, speaking to him as if he were a disobedient child. Clearly, the elderly man did not speak English. I'm pretty sure yelling at him did not make it easier for him to understand. I went through without any problems. But as I picked up my stuff, he came over to berate me for placing my shoes in the bin.

I realize it's not an easy job being a TSA agent. But I do expect a certain level of professionalism and common courtesy despite the difficulties. When an agent is rude, that is an abuse of power. And I expect better from someone who holds that position of authority. I travel a lot, so I hope this never happens again. Traveling during the holidays is stressful enough without agents adding to that stress.

The agent had thinning red hair (military cut) and was in his mid 50s. I was in a hurry to get to my flight, so I didn't have time to get his name. But it's not important for me to single someone out. I just want this problem to be addressed. I hope this message is conveyed to all agents. Since most of the people who were in line were of Asian descent, I would hate to think this treatment was a case of racial discrimination. If the agent is frustrated because of language differences, then there should be someone on hand who can speak their language. But this was not a matter of miscommunication. It was a matter of an agent who was being disrespectful. I hope you agree.

Thank you for addressing this matter,

(b)(6)

Agent Notes: Sent to the CSM at JFK for notification and review. 12-06-11 J Burke TCC Supervisor

Re: Contact: (b)(6)

Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. We appreciate your having taken the time to write in about the below matter. Please be advised that, as the concern specifically regards a customer service and limited English proficiency issue, we are referring your email below to TSA's Contact Center for appropriate handling (tsa-contactcenter@dhs.gov). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa>). We hope this is of assistance.

Thank you,

Ms. Harleen K. Singh

Policy Advisor

External Compliance Public Outreach Division

Office of Civil Rights and Liberties

Office of Special Counselor

Transportation Security Administration

From: (b)(6)

Sent: Friday, December 02, 2011 1:55 PM

To: tsaexternalcompliance@dhs.gov

Subject: Rude Agent

To TSA management,

This Thanksgiving I flew from JFK to YVR. I went through the security check sometime between 9:00 pm to 9:30pm on 11 22 11. At this time I noticed one of your agents was berating an elderly Chinese man. Essentially, he was humiliating him in front of everyone in line, speaking to him as if he were a disobedient child. Clearly, the elderly man did not speak English. I m pretty sure yelling at him did not make it easier for him to understand. I went through without any problems. But as I picked up my stuff, he came over to berate me for placing my shoes in the bin.

I realize it s not an easy job being a TSA agent. But I do expect a certain level of professionalism and common courtesy despite the diffiulties. When an agent is rude, that is an abuse of power. And I expect better from someone who holds that position of authority. I travel a lot, so I hope this never happens again. Traveling during the holidays is stressful enough without agents adding to that stress.

The agent had thinning red hair (military cut) and was in his mid 50s. I was in a hurry to get to my flight, so I didn t have time to get his name. But it s not important for me to single someone out. I just want this problem to be addressed. I hope this message is conveyed to all agents. Since most of the people who were in line were of Asian descent, I would hate to think this treatment was a case of racial discrimination. If the agent is frustrated because of language differences, then there should be someone on hand who can speak their language. But this was not a matter of miscommunication. It was a matter of an agent who was being disrespectful. I hope you agree.

Thank you for addressing this matter,

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Dec 6 2011 10:33AM

Opening Agent: stacey.patton

Opened Date: 12/6/2011 8:47:14 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Dec 6 2011 10:18AM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Nov 23 2011 12:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)

Subject: Bad Experience

Body: Caller went on vacation on the Nov. 23nd. and flew out of Newark on Cont. Flt# 1470 Departed at 7:30 am While waiting at the loading gate a (b)(6) approached (b)(6) and started to question her in a threatening manner. He said he was with airline security. (b)(6) said he was quite out of line with his questioning, and wanted him reported. He told her he could cause her to miss her flight and have her arrested if she didn't answer his questions. (b)(6) was quite frightened by the whole ordeal.

(b)(6)

Newark Airport
Cont. Air
FLT#1470
Depart. 7:30am
Gate

REPLY:

I apologized to her for the incident and told caller I would forward this incident to the airport CSM which I did on 12-6-11.

Agent Notes: Sent to the CSM at Newark for review and notification. 12-06-11 J Burke TCC Supervisor

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Dec 6 2011 12:30PM

Opening Agent: doug.fortune

Opened Date: 12/6/2011 10:18:12 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 6 2011 11:55AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 22 2011 1:15PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Metal implants

Body: Caller was traveling on Continental flight number CO1258, through LGA and went through a pat down that was so aggressive that it hurt his scrotum,he proclaimed this to the TSO and he did it again.TSO name was (b)(6) he is not sure of the first letter,(b)(6) (b)(6) was the supervisor s name. Caller was in pain for at least two hours after the incident and is frequent traveler and has never been subjected to such an aggressive pat down and he has received several pat downs.The TSO adjusted his pat down after the supervisor came over, but the first three times he was hit rather hard in his scrotum. Caller demands that the CSM contact him or he will contact his congressman. Apologized for the incident and informed caller that the information would be forwarded to the CSM for review and he wanted further assurance that something would be done and I explained how to contact CSM through option 5 on the IVR.

Agent Notes: Sent to CSM at LGA for review 12-6-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 6 2011 2:28PM

Opening Agent: kenneth.gumm

Opened Date: 12/6/2011 11:56:00 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 6 2011 10:43AM

Medium: Email

Contact Status: Closed

Incident Date: Dec 1 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 12/6/2011 10:43:41 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 77

Dec.1, 2011

JFK to WPB

Comments: After I waited 30 minutes for a wheelchair, I went to security. (b)(6) told me that I should have taken a train or a bus. He was extremely rude rather than calming. I was very upset and sore from not having a wheelchair. I was patted down in a most inappropriate way with the rude security guards watching. The woman asked me to turn on my side and put her hands down my pants on the sides and in the front and back.

Agent Notes: Sent to CSM at JFK for review 12-6-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 6 2011 2:11PM

Opening Agent: robert.baker

Opened Date: 12/6/2011 12:04:28 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Dec 6 2011 7:50PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Dec 5 2011 11:15AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: Wrong name on boarding pass

Body: Caller was traveling through LGA on Dec 5 at around 11:15 am on AirTran. Caller had preprinted boarding pass and when she arrived at the kiosk the Airtran employee printed her a new boarding pass and she did not notice at that time that it was not her name on the new boarding pass and the seat number was different but she was able to get through the security check point with a boarding pass that did not match her ID. She confronted the AirTran employee at the gate and he printed her a new boarding pass.

Thanked the caller for the information and advised that the information would be forwarded to the CSM for review.

Agent Notes: Spoke with Security [REDACTED] stated this was not a security issue

Sent to CSM at LGA for review 12-6-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 6 2011 8:37PM

Opening Agent: kenneth.gumm

Opened Date: 12/6/2011 7:50:42 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: LGA

Airline: AirTran Airways

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 7 2011 12:53PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 30 2011 6:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Complaint

Body: Caller flew on Nov 30 @ 6:00 a.m. with JetBlue from JFK. His complaint is that he did not want to go through the AIT machine, he wanted to go through the metal detector instead.

He stated that the TSO told him he did not have a choice and refused to let him go through the metal detector and forced him to do a patdown.

He stated he did not have a problem going through the metal detector he just didn't want to go through the Xray machine.

Told caller that he could have opted-out of both machines and just requested a patdown.

He was wanting to know if he had a option to go through which ever machine he wanted to.

Told caller that I would forward this complaint to the CSM at JFK.

I also told caller that I regret that this was his experience.

Agent Notes: Sent to CSM at JFK for review 12-7-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 7 2011 2:04PM

Opening Agent: linda.carroll

Opened Date: 12/7/2011 12:53:04 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Dec 7 2011 3:14PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Dec 7 2011 8:05AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent: Dec 7 2011 3:41PM

Mail Return Date:

Contact Email: [REDACTED]

Subject: Screening Complaint Traveler Missed Flight

Body: Caller indicated that he was at SWF-Stewart Airport today around 0805hrs to catch a flight to Florida. He indicated that at the travel document check, a TSO named [REDACTED] stopped him because his ID had his middle name [REDACTED] listed as his first which slightly differed from his reservation. Caller stated that he gently stated to the TSO that he went by his middle name and that was why there was a difference, to which TSO [REDACTED] seemed to view as interfering with the screening process and told him that he was lucky that they were going to let him board. Caller said he ask the officer why this was a big issue since there was no major difference, to which the TSO became irritated with the caller and told him that now he had to undergo a thorough search. Caller is upset because he was searched completely as well as his property and the state police were called to speak with him, resulting in a missed flight for the caller. He would like to file a complaint as he feels the TSO was only being belligerent because he ask a question and he would also to claim a loss for the flight he missed.

Apologized to caller for this experience and explained that we would forward this incident to the CSM for SWF for review as well as explained the process for filing a tort claim. Ordered copy of the claim form package to callers email per request. [REDACTED] also stated that he would send the TCC an email detailing the incident in whole as he was very frustrated and could not provide all the details he wished to over the phone today. He also stated that he spoke with a STSO [REDACTED] who empathized with him and suggested he call TCC to make a claim.

Agent Notes: Sent to CSM at Stewart Airport on 12-7-11 by A Sizemore.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Dec 7 2011 7:19PM

Opening Agent: gary.warfield

Opened Date: 12/7/2011 3:14:59 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: SWF

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: Checked Baggage - How to File a Claim for Damaged Missing Items

Airport: SWF

Airline:

Subject Category: Screening - Lengthy Lines

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Dec 7 2011 3:13PM
Medium: Email
Contact Status: Closed
Incident Date: Dec 4 2011 7:20AM

Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)

Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)

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

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

Remote Client IP: (b)(6)
Date Time: 12/7/2011 3:12:58 PM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 12/4/11, 7:20am, JFK Airport NYC, Terminal 2, Delta Flight # 2512
Comments: Dear TSA Complaints,

At the security checkpoint line, at T/P/O above, the line was more than 100 people (I am NOT exaggerating). At the front of the line were 4 TSA agents. 1 of them was diligently checking boarding passes and IDs, and doing it as quickly as possible. The other 3 were goofing around, socializing, and being completely useless. When I got close to the front of the line, I asked 1 of them if she was authorized to check IDs and passes. She said, very rudely, "why?!?" I explained that the line was very long and there was an empty desk right in front of her where she could sit down and actually help the line by checking passes and IDs. She said, "just wait in line and be quiet." I was able to get 2 of the 3 agents' names: (b)(6) The 3rd agent was a 5'10 black or hispanic lady, about 45 years old, and I could not see her nametag. I think all 3 of these employees should either be disciplined, fired, or at the very least, be told do to their job and not stand their, lolligag, socialize with each other, and goof around while 1 employee works hard and does all the work. It does not take a mathematician to realize that the line would move about twice as fast if just 1 of those other 3 were checking IDs and passes. There was no point for them even being there and wasting tax dollars if they are not going to be doing anything useful. I am equally disturbed by both the manner in which she spoke to me as well as the fact that the 3 of them were not working when they could and should have been.

In contrast, on my return flight at Logan airport later that day in Boston, there were 3 agents at desks for a line of less than 30 people.

My name is (b)(6) My phone # is (b)(6) I would like to know what happens as a result of this complaint.

Thank you.
Agent Notes: Sent to CSM at JFK on 12-7-11 by A Sizemore.
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: amber.sizemore
Last Update Date: Dec 7 2011 7:14PM
Opening Agent: rachel.benge

Opened Date: 12/7/2011 4:48:18 PM

Linked Event IDs:

Responses:

Response

Template Name: Screeners Standing Around Response

Airport: JFK

Airline: Delta

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

The Transportation Security Administration (TSA) uses a Screening Allocation Model to ensure that an appropriate number of TSOs are assigned to each airport based on operations and passenger loads. This model, which incorporates part-time employees, ensures that TSA has sufficient staff to handle peak periods of passenger volume while downsizing for slower periods.

Studies conducted by TSA and by independent organizations such as the Government Accountability Office have found that the model has made scheduling of TSA screening officers much more effective and efficient. It is possible that the individuals you observed were newly hired and observing screening operations as part of their on-the-job training, or they may have just reported for duty and were awaiting the shift change.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)
Contact Type: Normal/General
Contact Date: Dec 8 2011 11:15AM
Medium: Email
Contact Status: Closed
Incident Date: Dec 3 2011 6:49AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: FW: (no subject)
Body:

From: (b)(6)
Sent: Thursday, December 08, 2011 6:32 AM
To: tsa.ombudsman@dhs.gov
Subject: (no subject)

We departed from JFK on December 3, 2011 flying Jet Blue Flight #755. The flight was at 6:49 AM so this occurred at approximately 5:00 AM. Hope this information is what you are looking for.

Thanks

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

We hope this information is helpful.

Thank you for responding to my email to you and I would like to address the following policy:

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) policy for traveling with food. When traveling with food, the following tips may be helpful:

• Spreadable items that are the consistency of peanut butter (including dips and cheese spreads) must follow the 3-1-1 rule. Hard cheese and other solid foods do not.

Before leaving on Jet Blue flight #755 on Saturday December 3, I called Jet Blue to ask about their procedures regarding checked baggage and carry ons. I happened to ask the agent if it would be okay to place Laughing Cow cheeses, a soft cheese, in my carry on. The agent said that should not be a problem so I proceeded to pack 3 packages of laughing cow cheese, each individually sealed, in their original container. The TSA agent confiscated all three boxes because they were "spreadable" cheeses. When asked to see a supervisor, he agreed that they had to be confiscated for the same reason, or for a \$35.00 charge, the bag could be put on board as a checked piece of luggage. Not once did either of them mention or give me the option of following the 3-1-1 rule (as stated in your procedures), which I would have been able to do at the airport as I had see through quart plastic bags that I could have transferred the cheese into.

That started a very stressed out trip to Aruba, where those cheeses not only gave me an opportunity to have something to eat on board if need be, but took away many breakfasts to be enjoyed by ourselves and our grandchildren.

I would like to know what recourse I have as I feel I was not treated fairly and there was no reason to lose 3 packages of cheeses. The TSA should be there to help and guide NOT to stress out travelers.

Thank you for your time.

Agent Notes: The previous EID is [REDACTED]

Sent to CSM at JFK for review 12-8-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 8 2011 2:48PM

Opening Agent: anita.brisco

Opened Date: 12/8/2011 12:30:04 PM

Linked Event IDs:

[REDACTED]

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 12 2011 7:31AM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 12/12/2011 7:31:02 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta 269 gate 1. JFK

Comments: Rude boarding pass checker at 6:45 am.

Agent Notes: Sent to CSM at JFK by Michael Middleton on December 12, 2011.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Dec 12 2011 5:42PM

Opening Agent: gregory.henline

Opened Date: 12/12/2011 3:13:05 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint and Falling Short of Standards

Airport: JFK

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail expressing concern about a recent travel experience.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted

is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. Unfortunately, on some occasions the screening process may fall short of our established standard. We regret if our standards of customer service were not met.

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

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

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

TSA appreciates that you took the time to share this concern with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 11 2011 8:50PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 3 2011 6:00PM

Contact Prefix:

Contact First Name: (b)(7)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 12/11/2011 8:50:54 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Virgin Atlantic on 3rd Dec 2011 at 18:00, JFK Terminal 4

Comments: Dear Sirs and Madams

I appeal to your professionalism and common sense to exercise your authority as per description on your organisations.

I have boarded on Virgin Atlantic on 3rd Dec 2011 at 18:00, JFK terminal 4. I have been asked to drop the luggage in further from the check in as the rolling band at the check in desk wasn't working on "line 2".

4:20pm I was on the line to hand over my luggage was obviously the guy putting the bags on the rolling band was handling them rough so I have asked him to handle mine gently. He answered that I want so I have to do it myself, which I did. I have lifted my bag on the rolling band and sat it gently. He said "you will see".

Shocked by his comment, I have stepped back continuing to watch my bag going through the security machine. Because of his statement "you will see" I didn't take my eyes off my bag. A security person asked me to step even further and I have explained that I have the feeling that my bag will be mishandled so I want to see what it will happen.

I so the guy who's job was to put the bags on the rolling band walking away from his position where he was supposed to lift the bags on the rolling band going behind the security line, where the bags were going out of the security machine lift it and drop it down on the floor.

Please note: my bag was taken off the band not by your back security looking to the checking scanners but by the person who was supposed to lift my bag on the rolling band and who had no access or visibility to what it was going on behind the security line

He went then to talk to the woman who monitored the security machine. Then the woman took my bag from where it was dropped on the floor and has opened my bag in a very rough manner took my clothes off speeding them around and messing them. She didn't even look in the bag she was looking to the other guards and laughing while getting my clothes off the bag and mash them. She did it in such a manner that they wouldn't fit in the bag anymore and she had to tape the bag to keep the clothes in.

I was watching in disbelief how your employees were making fun of messing my clothes.

Please pay attention to the fact that my bag was taken out by the person who was supposed to put the bag on the rolling band who I have prompted to handle the bag in a respectful manner not your security people!

I have never seen a similar unprofessionalism and a fundamental confusion of job responsibilities and personal use of the vested authority.

While watching the spectacle of your employees having fun in a such distorted sickened way I started crying and I have asked a supervisor to come and handle the situation.

(b)(6) the supervisor came and listened to what I have seen. He went to talk to the people who were mishandling my bag and he came back to me with the explanation that the bag was not properly closed and they had no option than to tape it, obviously not being aware that I have watched the entire incident.

Sirs please have a look to the security cameras and see that every work I said is true. The bag didn't open by itself not even when it was dropped on the floor. Which kind of people are those who threaten me to mess my bag and then have fun doing it? I am in shock of what I have seen, those employees seem to have no ability to understand that they should not abuse their position to satisfy their egocentric personal frustrations.

I have reported the incident at the gate of Virgin Atlantic before boarding.

Please, please have a look to the camera recordings to see how the woman who messed my bag don't even look in it just messing it up and when she saw me looking it she put for a fraction of second the powder check on.

These employees behave as TSA is above the law and not only that they seem to have no basic decency or conscience but they seem to have no ability to express themselves in an articulate manner.

Sirs/ Madams I don't expect you to believe what I say please have a look to the cameras to see what a mind blowing behaviour some of your TSA employees.

I would appreciate an acknowledgement of this complaint and a reply.

Regards

(b)(6)

Agent Notes: Sent to CSM at JFK for review 12-12-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 12 2011 3:46PM

Opening Agent: rey.gonzalez

Opened Date: 12/12/2011 2:07:45 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General
Contact Date: Dec 11 2011 1:19PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: Not Provided
Contact Middle Initial:
Contact Last Name: Not Provided
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: [REDACTED]
Subject: strip searches

Body: This is in response to the most recent comments by elderly women that they were strip searched. The TSA continually says no strip searches are ever done. So everyone is lying? I'm waiting for the person who asks to be accompanied by a friend or family member and has that person videotape the procedure. In the latest online blurb from the TSA, it is stated that there will be a toll-free number to call if there is a complaint. What good will that do? The individual will still not have any way to prove that a strip search was done. Patient advocates at every airport should be hired. Anyone who has to be privately screened should have a patient advocate in the room with him or her.

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: michael.middleton
Last Update Date: Dec 12 2011 5:49PM
Opening Agent: jon.fritzgerald
Opened Date: 12/12/2011 12:09:30 PM
Linked Event IDs:

Responses:
Response
Template Name: JFK—Alleged Strip Search Screening Incident
Airport: JFK
Airline:
Subject Category: Patdown - General
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com
To: [REDACTED]
Subject: In Response to your inquiry.
Body:

Thank you for your e-mail regarding the passengers' claims that Transportation Security Administration (TSA) staff at John F. Kennedy International Airport (JFK) required a "strip search" as part of the security screening process.

TSA seeks to provide a high level of security and customer service to all who pass through the screening checkpoint. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy.

TSA is currently reviewing the circumstances involving the screening of passengers in question who flew out of JFK. While we regret

the passengers feel they had an unpleasant screening experience, TSA does not include strip searches as part of our security protocols, and a preliminary review of the claims indicates it was not done in these cases.

TSA screens nearly 1.8 million passengers each day and continues to develop and deploy new technologies to address the security threat. The use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides additional layers of security, and keeps the traveling public safe.

Please visit our Web site at www.tsa.gov for the latest information about and updates to screening procedures, airport security, and TSA.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)
Contact Type: Normal/General
Contact Date: Dec 12 2011 7:20PM
Medium: Email
Contact Status: Closed
Incident Date: Dec 11 2011 6:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: Not provided
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/12/2011 7:20:10 PM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK, Terminal 4, Gate A2, 6AM 12/11/11
Comments: The supervisor at JFK, Terminal 4, Gate A2 at approximately 6am on Sunday, December 11, 2011 was absurdly rude and inconsiderate. We asked an employee for assistance with our screening, and the employee went to speak with her to see if it was possible. She came out yelling that it wasn't her problem and that she wouldn't be able to assist. It wasn't a problem if TSA regulations prevented our request, but her attitude was completely unnecessary and frankly disgusting.

The other employees at the checkpoint were all very friendly and helpful, they clearly do not learn from their supervisor.
Agent Notes: Sent to CSM at JFK by Michael Middleton on December 13, 2011.

Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: michael.middleton
Last Update Date: Dec 13 2011 11:47AM
Opening Agent: erik.mills
Opened Date: 12/13/2011 9:17:55 AM
Linked Event IDs:

Responses:
Response
Template Name: Screener Rudeness
Airport: JFK
Airline:
Subject Category: Customer Service - TSO
Interaction Type: Complaint

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

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 13 2011 3:29PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 19 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Fwd: Your Message to JetBlue

Body: To TSA :

This is an email that I sent to Jet Blue concerning my experience with your personnel at JFK. HYPERLINK "mailto:personnel.earJetBlue@jetblue.com"personnel.earJetBlue@jetblue.com

To: (b)(6)

Sent: 12/13/2011 12:49:01 P.M. Central Standard Time

Subj: Your Message to JetBlue

To: (b)(6)

Re: email received Tuesday,12/13/11 10:29 AM, Speak Up (b)(6)

Dear (b)(6)

Thank you for contacting JetBlue with your concerns regarding your recent John F. Kennedy Airport (JFK) Security experience. We appreciate your letter and the opportunity to respond.

We express our sincere appreciation to you for sharing your recent JetBlue experience with us. Your feedback is important to us as we realize our customers are our most valued resource. We realize that this caused your travel experience to be unpleasant and uncomfortable. We can assure you that this does not reflect the travel experience we want to provide our customers; we always want our customer to be treated in a compassionate and courteous manner.

While we can certainly understand the frustration that is caused by the new Transportation Security Administration (TSA) security procedures, as an airline we are required to cooperate with all Federal Aviation Administration (FAA) and TSA policies. The screening facilities at security are managed solely by TSA and we at JetBlue have no power or say over how these screenings are conducted.

We would encourage you to contact the TSA or your state government representatives to share your concerns. The link below will direct you to TSA's website.

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

(Please copy and paste it into a new browser window if you are unable to click on the link.)

For all TSA questions, clarification on the screening process, or other information, you may call the TSA Contact Center at 1-866-289-9673, Monday through Friday from 8:00 a.m. until 10:00 p.m. ET.

You may also email TSA at the following email address: (b)(6) thank you for taking the time to express your concerns with us and bring this to our attention. We look forward to seeing you aboard JetBlue sometime in the future.

Sincerely,

(b)(6)

Customer Commitment Crew
JetBlue Airways
Crewmember (b)(6)

Original Message Follows:

E-mail Address: (b)(6)
Customer: (b)(6)
Phone Number:
TrueBlue member: N
PNR (b)(6)
Departure City:
Destination City:
Flight Date:
Flight Number:
Urgent: N
Crewmember: N/A
LevelOne: Airports
LevelTwo: Security/TSA
LevelThree:
Comments: To Whom It May Concern:

On Saturday, 11/19/2011 I was subjected to two searches by TSA staff. I am a 77 year old woman and found the staff unprofessional and their supervisor, disrespectful and overly impressed with her insignificant title.

I was treated as if I was a criminal and I was never told what they were looking for or what I had done.

My concerns were why the person had my carry on bag on her shoulder & why I was being treated and discussed in front of the public (as they retrieved their belongings from the baskets)? I was embarrassed confused and afraid of the unknown. I was wheeled to another location and made to wait again and finally told that I had to be searched for the second time. I told the young lady who pushed me over there, that this time, I was going to completely undress, so they could find what ever the hell they were looking for. I became upset, because a group of staff, had me waiting, as they discussed me, and stared down on me, as if I was a common, criminal. If I did not have people anticipating my arrival & waiting for me in Tampa, I would have returned to my home in Queens, N.Y.

I feared returning to NY on 11/29/11 but the staff in Tampa were well trained professionals and I did not encounter any problems. Jet Blue staff were not the culprets it was TSA at JFK. Thank you..

(b)(6)

Recommend Level: 6

Agent Notes: Sent to the CSM at JFK for review and notification. J Burke TCC Supervisor. 12-13-11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Dec 13 2011 6:33PM

Opening Agent: sandra.rudder

Opened Date: 12/13/2011 4:33:10 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Mar 25 2011 10:01AM

Medium: Inbound Call

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: Don t Have One

Subject: Forward to the CSM

Body: Has a knee replacment and he has always went through the pat-downs, but to make the process quicker he wanted to go through the AIT full body scanners.

He had asked to do so and the first TSO told him that he could not go through it, he went to talk to another TSO and he she told him that they had shut the equipment down that he couldn t go through it, he went to talk to another TSO and he she also said he couldn t go through it, so he asked to speak with a supervisor.

The supervisor was giving him several different excuses (the same as the TSO s gave him) why he couldn t go through the full body scanners.

He has never had any problems flying with any airport until he got to the LaGuardia Airport.

The TSO s and the Supervisor held him up for 10 minutes,almost made him late for his flight,

(b)(6) was confused because they were doing it random full body scans and the equipment was not shut down, and others were going through it, it was not busy or niether was the TSO s.

But they would not let him at the time go through the AIT full body scanner, instead they gave him excuses and so many problems.

(b)(6) stated They gave him every excuse why he couldn t go through the full body scanner ., after all the arguing with him and rudeness and finally they let him go through.

He had just went through the AIT at the Nashville airport and had no problems until he got to the LaGuardia Airport.

Note- (b)(6) does not have a email address, if all possible please contact him back at his phone number (b)(6)

-Would not give airline nor a flight number or terminal gate.

Thank You

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Mar 25 2011 5:13PM

Opening Agent: deborah.collins

Opened Date: 3/25/2011 5:13:14 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: LGA

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint Customer Service (Airport)

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Dec 14 2011 2:32PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Dec 7 2011 3:00PM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: Does not Have

Subject: Rude Screener

Body: Caller said that she traveled from JFK on Delta on 12 7 11 . Caller said that the TSO came toward her with an attitude, and told her that she could not take her luggage on the plane. Caller said that due to this she was shaking and crying. Caller stated that the lady advised her again that she would have to check her luggage in. Caller stated that she went back and checked her luggage in. Which cost her 70.00 to do, and it got lost and was sent to Columbia. Caller said that the TSO had curly hair and she was Chinese. Caller stated that the agent was very rude to her, and treated her so disrespectful. Caller said that she does not understand why the agent made her check her luggage in, that she travels all the time with the same luggage and has never had any problems.

Flight 132

Gate 12

Apologized to caller for the way the agent treated her and explained to the caller that the size limitations for carry on luggage is set by the airline.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded your information to the Customer Service Manager at that location for review.

Caller stated that she does not have an email address and that she expects a call back.

Agent Notes: Sent to CSM at JFK for review 12-14-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 14 2011 4:19PM

Opening Agent: jessica.logan

Opened Date: 12/14/2011 2:32:20 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 14 2011 4:42PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 29 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 2nd E-mail regarding Complaint from (b)(6)

Body: You have asked that I add some more specifics to the E-mail that I just sent you.

Below is the original E-mail. ALL of the info you have asked for is in the body of the E-mail, but I will add it again below :

To Whom It May Concern:

On November 29, I took a Jet Blue flight to Long Beach, and arranged for my 90 year old Mother to take one leaving at approximately the same time to Tampa - so that she could stay with my sister while I was out of town in California.

We had an absolutely awful time going through the security check point. I wrote Jet Blue about it, but they have informed me that you are responsible for security checkpoints at JFK, not them.

Below is the E-mail I sent to Jet Blue which I am now addressing to you.

Dear Jet Blue:

I was very very upset, when my 90 year old Mother was told that she had to step out of her wheelchair to go through security. I was behind her and was not allowed to go through at the same time because my earrings rang the metal detector.

I saw my Mother just standing there on her own, no wheel chair, no cane (they had not sent her wheel chair through) so I asked the security guard if she would PLEASE put the wheelchair through and allow my Mother to sit down while I took of pieces of my jewelry in order to detect which item was ringing the metal detector.

The security guard was extremely rude to me and refused to either help my Mother or put her wheel chair through - for what reason - I cannot imagine.

Because of the number of people in line, she kept putting other people through in front of me and this left my Mother - who recently suffered a stroke - standing there for almost 12 minutes, while we figured out that it was my earrings that were ringing the machine and

they finally let me through!

When I got through to the other side, my Mother was still standing there in pain and disoriented, with her wheel chair STILL on the other side. I had her sit down, while I once again pleaded to have her wheelchair put through.

I do not know what my getting through the security gate had to do with putting my Mother's wheel chair through the check point, at the same time that she was put through, and found this treatment on your part to be TOTALLY UNACCEPTABLE!!!!

I wrote to Jet Blue in error, and would like to reach the top person in your department with this complaint. If my Mother had fallen or worse, I would hold you responsible. Thank God, that did not happen, but certainly put her in danger, and me through unnecessary anguish and stress.

I look forward to your response.

If your e-mail is related to a specific incident, please include the following details:

- Specific name of the airport where the incident occurred JFK
- Date and time of incident November 29, 2012
- Airline JET BLUE
- Gate Number I DO NOT REMEMBER
- Baggage Claim Number N A
- Contact number if one is available. PHONE NUMBER BELOW. HYPERLINK "tel:[REDACTED] \n [REDACTED]

[REDACTED]
Producer/Director/Actor

(b)(6)

[REDACTED]
HYPERLINK "http://www.[REDACTED]"

THE JAZZ AGE HYPERLINK "http://www.jazzagetheplay.com/" \nwww.jazzagetheplay.com

THE GREAT GAME HYPERLINK "http://www.thegreatgameonbroadway.com/" \nwww.thegreatgameonbroadway.com

THROUGH THE NIGHT HYPERLINK "http://www.throughthenightonstage.com/" \nwww.throughthenightonstage.com

Agent Notes: Sent to CSM at JFK for review 12-14-11 mnelson

Original EID [REDACTED]

To Whom It May Concern:

On November 29, I took a Jet Blue flight to Long Beach, and arranged for my 90 year old Mother to take one leaving at approximately the same time to Tampa - so that she could stay with my sister while I was out of town in California.

We had an absolutely awful time going through the security check point. I wrote Jet Blue about it, but they have informed me that you are responsible for security checkpoints at JFK, not them.

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The security guard was extremely rude to me and refused to either help my Mother or put her wheel chair through - for what reason - I cannot imagine.

Because of the number of people in line, she kept putting other people through in front of me and this left my Mother - who recently suffered a stroke - standing there for almost 12 minutes, while we figured out that it was my earrings that were ringing the machine and they finally let me through!

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I do not know what my getting through the security gate had to do with putting my Mother s wheel chair through the check point, at the same time that she was put through, and found this treatment on your part to be TOTALLY UNACCEPTABLE!!!!

I wrote to Jet Blue in error, and would like to reach the top person in your department with this complaint. If my Mother had fallen or worse, I would hold you responsible. Thank God, that did not happen, but certainly put her in danger, and me through unnecessary anguish and stress.

I look forward to your response.

(b)(6)
Producer Director Actor

(b)(6)

(b)(6)
HYPERLINK [\(b\)\(6\)](http://(b)(6))

THE JAZZ AGE HYPERLINK <http://www.jazzagetheplay.com> \nwww.jazzagetheplay.com

THE GREAT GAME HYPERLINK <http://www.thegreatgameonbroadway.com> \nwww.thegreatgameonbroadway.com

THROUGH THE NIGHT HYPERLINK <http://www.throughthenightonstage.com> \nwww.throughthenightonstage.com

Follow Up: From: TCC-Security [mailto:TCC-Security@tsa.dhs.gov]
Sent: Thursday, December 22, 2011 10:04 AM
To: TSA TCC
Subject: FW: 2nd E-mail regarding Complaint from (b)(6)

From: [REDACTED]
Sent: Wednesday, December 21, 2011 11:31 PM
To: [REDACTED] TSA-ContactCenter@dhs.gov
Cc: Walker-Patterson, Tiesha; Airhiavbere, Osasogie
Subject: RE: 2nd E-mail regarding Complaint from [REDACTED]

Hello [REDACTED]

Thank you for taking the time to provide us with a letter of concern regarding your recent trip through one of our security checkpoints. The primary goal of TSA is to treat all passengers with courtesy, dignity and respect during the screening process. In support of this goal, TSA has trained its officers in proper treatment of passengers and their belongings including demonstrating patience and self control when handling difficult passenger situations. We take immense pride in offering unparalleled security along with excellent customer service.

I understand this was not the case during your trip with Jet Blue Airlines through Terminal 5, here at John F. Kennedy Airport on November 29, 2011. Thank you for providing some of your travel information. However, in order for me to fully investigate your concern I will need some additional information. I need the time of travel through the security checkpoint. In addition, did any Lead Officer or Supervisory Officer provide any intervention or assistance to you or your mother? If so, did you get the officer's name? Did you happen to get the name of the officer who provided rude treatment to you? Can you describe the officer?

The ultimate goal of TSA is to create an atmosphere that aligns with our passenger's need to be secure, respected and treated with dignity. The policies and future of security screening depend on the cooperation and acceptance of the public. Upon receipt of the additional information, I will reach out the TSA Terminal Manager, sharing your concerns about the unprofessional treatment received by you and your mother. I hope the remainder of your travel plans was enjoyable.

I look forward to hearing from you soon.

Sincerely,

[REDACTED]

Supervisory Transportation Security Officer

Customer Service/ Model Workplace Office

U.S. Department of Homeland Security

Transportation Security Administration

John F. Kennedy International Airport

230-59 Rockaway Boulevard - Suite 210

Jamaica, New York 11413

Phone: (718) 917-[REDACTED]

From: [REDACTED]
Sent: Wednesday, December 14, 2011 4:42 PM
To: TSA-ContactCenter@dhs.gov
Subject: 2nd E-mail regarding Complaint from [REDACTED]

You have asked that I add some more specifics to the E-mail that I just sent you.

Below is the original E-mail. ALL of the info you have asked for is in the body of the E-mail, but I will add it again below :

To Whom It May Concern:

On November 29, I took a Jet Blue flight to Long Beach, and arranged for my 90 year old Mother to take one leaving at approximately the same time to Tampa - so that she could stay with my sister while I was out of town in California.

We had an absolutely awful time going through the security check point. I wrote Jet Blue about it, but they have informed me that you are responsible for security checkpoints at JFK, not them.

Below is the E-mail I sent to Jet Blue which I am now addressing to you.

Dear Jet Blue:

I was very very upset, when my 90 year old Mother was told that she had to step out of her wheelchair to go through security. I was behind her and was not allowed to go through at the same time because my earrings rang the metal detector.

I saw my Mother just standing there on her own, no wheel chair, no cane (they had not sent her wheel chair through) so I asked the security guard if she would PLEASE put the wheelchair through and allow my Mother to sit down while I took of pieces of my jewelry in order to detect which item was ringing the metal detector.

The security guard was extremely rude to me and refused to either help my Mother or put her wheel chair through - for what reason - I cannot imagine.

Because of the number of people in line, she kept putting other people through in front of me and this left my Mother - who recently suffered a stroke - standing there for almost 12 minutes, while we figured out that it was my earrings that were ringing the machine and they finally let me through!

When I got through to the other side, my Mother was still standing there in pain and disoriented, with her wheel chair STILL on the other side. I had her sit down, while I once again pleaded to have her wheelchair put through.

I do not know what my getting through the security gate had to do with putting my Mother's wheel chair through the check point, at the same time that she was put through, and found this treatment on your part to be TOTALLY UNACCEPTABLE!!!!

I wrote to Jet Blue in error, and would like to reach the top person in your department with this complaint. If my Mother had fallen or worse, I would hold you responsible. Thank God, that did not happen, but certainly put her in danger, and me through unnecessary anguish and stress.

I look forward to your response.

If your e-mail is related to a specific incident, please include the following details:

- Specific name of the airport where the incident occurred JFK
- Date and time of incident November 29, 2012
- Airline JET BLUE
- Gate Number I DO NOT REMEMBER
- Baggage Claim Number N A
- Contact number if one is available. PHONE NUMBER BELOW. [REDACTED]

[REDACTED]

Producer/Director/Actor

Better World Productions

[REDACTED]

[REDACTED]

THE JAZZ AGE www.jazzagetheplay.com

THE GREAT GAME www.thegreatgameonbroadway.com

THROUGH THE NIGHT www.throughthenightonstage.com

To TSOC Date:

From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Dec 29 2011 4:04PM
Opening Agent: jessica.logan
Opened Date: 12/14/2011 6:37:07 PM
Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

We hope this information is helpful.

TSA Contact Center
END RECORD