

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 15 2011 11:54AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Dec 6 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 callers grandmother (b)(6) flew out of Albany NY on 12 06 2011 on Southwest flight 3657. (b)(6) went through the checkpoint around 6:15am and was given a patdown in a private room by a male TSO. She was told that the small bag of tools that she was bringing as carry on had to be checked and she would be charged twenty dollars. She took the bag to the Southwest counter and she was charged fifty dollars. When she returned to the checkpoint she was given a second patdown. (b)(6) demanded that the patdown be done in public.

The caller (b)(6) believes his grandmother was profiled. He states that the TSOs never gave her the option to leave the bag at the checkpoint to pickup later. He also expects to hear from the CSM for the male TSO patting down his grandmother. He will give us a week to respond or he will take us to court.

I apologized to the caller for this incident and assured him I would send this to the CSM for review.

Agent Notes: Sent to CSM at ALB for review 12-15-11 mnelson

Follow Up: TSATCC:

This complaint was reviewed by TSM Jack Engelhardt and AFSD-S Richard Ahlborn. TSM Engelhardt reviewed the CCTV Video from the Albany Checkpoint; interviewed the TSA Employees identified via the CCTV Video and spoke with the complainant.

This review showed (b)(6) grandmother (b)(6) was properly screened per the checkpoint SOP. At no time did a male TSO engage in any type of physical contact with (b)(6) nor did the male TSO enter the private screening room when she was screened.

(b)(6) was contacted by TSM Engelhardt and advised of the results of his review. When advised none of the allegations were true, (b)(6) responded: "Oh my grandmother must have been confused when she told me what happened."

This is a non-credible allegation of improper actions by TSA ALB personnel. This matter has been closed at TSA-ALB with no further action required.

Michael Klusacek

TSA Albany

518-452-(b)(6)

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

From: Klusacek, Michael

Sent: Monday, December 19, 2011 10:27 AM

To: Nelson, Melissa CTR ; Henline, Gregory A. CTR ; Burns, Curtis (Bob)

Cc: Ahlborn, Richard ; Engelhardt, Jack; Johansson, Brian

Subject: The following event # [REDACTED] should be reviewed. [REDACTED] grandmother [REDACTED]

TSATCC:

This complaint was reviewed by TSM Jack Engelhardt and AFSD-S Richard Ahlborn. TSM Engelhardt reviewed the CCTV Video from the Albany Checkpoint; interviewed the TSA Employees identified via the CCTV Video and spoke with the complainant.

This review showed [REDACTED] grandmother, [REDACTED] was properly screened per the checkpoint SOP. At no time did a male TSO engage in any type of physical contact with [REDACTED] nor did the male TSO enter the private screening room when she was screened.

[REDACTED] was contacted by TSM Engelhardt and advised of the results of his review. When advised none of the allegations were true, [REDACTED] responded: Oh my grandmother must have been confused when she told me what happened.

This is a non-credible allegation of improper actions by TSA ALB personnel. This matter has been closed at TSA-ALB with no further action required.

Michael Klusacek
TSA Albany
518-452 [REDACTED]

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

From: Engelhardt, Jack
Sent: Sunday, December 18, 2011 4:48 PM
To: Klusacek, Michael
Cc: Ahlborn, Richard
Subject: FW: The following event [REDACTED] should be reviewed.

Mike,

I investigated the claim by [REDACTED] of his grandmother [REDACTED] being patted down by a male TSO and of profiling. I viewed the CCTV video and was able to make positive identification of [REDACTED] as she was being screened while going through the security checkpoint. [REDACTED] alarmed the ART Scanner and requested a pat down in the private screening room. TSO [REDACTED] and TSO [REDACTED] both females escorted [REDACTED] into the private screening room and conducted the screening. Outside of the private screening room was TSO [REDACTED] (male) waiting to assist [REDACTED] to carry out a carry-on that was full of prohibited items, tools. TSO [REDACTED] assisted [REDACTED] down the exit lane because [REDACTED] wanted to check the prohibited items with her airline SW. Upon [REDACTED] return to the checkpoint she again alarmed the ART Scanner. This time [REDACTED] allowed the pat down in public which was conducted by TSO [REDACTED] (female).

I called [REDACTED] grandson [REDACTED] and explained to him what had happened by proof of the CCTV video. It appeared that once I revealed that the whole process was on video and none of the allegations were true all he could say was, Oh my grandmother must have been confused when she told me what happened. [REDACTED] did not travel with his grandmother on this trip.

Mike I have the video and TSO s involved and will put it on your desk if needed in the future.

Thanks

Jack Engelhardt
Screening Manager
U.S. Department of Homeland Security
Albany, New York 12211

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

From: Klusacek, Michael
To: Ahlborn, Richard
Cc: Johansson, Brian
Sent: Fri Dec 16 07:08:07 2011
Subject: FW: The following event [REDACTED] should be reviewed.

Rich:

Can you please have a TSM call this individual to ascertain what actually occurred. The complainant is the grandson of a woman who flew out on 12 6 2011. He is alleging that a Male TSO patted her down. The story, as presented in the attached complaint, doesn t make

sense. The male, (b)(5) also claims his grandmother was charged \$50.00 by SWA to check a TSA would not allow through the checkpoint.

Thanks

Mike Klusacek

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

From: tsatcc@senture.com [mailto:tsatcc@senture.com]

Sent: Thursday, December 15, 2011 2:13 PM

To: Klusacek, Michael

Subject: The following event (b)(5) should be reviewed.

The customers information has been attached to this email.

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 29 2011 3:49PM

Opening Agent: gregory.henline

Opened Date: 12/15/2011 11:54:45 AM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint and Falling Short of Standards

Airport: ALB

Airline: Southwest Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Mar 25 2011 12:02PM

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: 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: 3/25/2011 12:02:03 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL2243 From EWR to ALT

Comments: Went though the full body scan and was submitted to radiation. Then the TSA agent felt inside my pants all the way around my waistband. Ask to see a supervisor and was treated like dirt. I guess it doesn't matter about any consistency of screenings. Just according to where you are screened and who is working. Been though the full body scan with the same pants and shirt on many times, never been groped when submitted to full body scan and treated rudely when ask to see a supervisor.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:38AM

Opening Agent: deborah.collins

Opened Date: 3/25/2011 5:22:54 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

Response

Template Name: Consistency @ Airports Response

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

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: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 18 2011 8:57PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 18 2011 8:00AM

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: 12/18/2011 8:57:22 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta JFK terminal 3, @ 8AM Main entry security check point

Comments: TSA REP (b)(6) was lax, slow, rude and inactive in screening IDs and deliberately delaying passengers and refusing to answer any questions, her supervisor (b)(6) was informed by a few passengers to replace her and add a second screening person, he too ignored the request. There were 5 TSA people joking and talking to each other and not at their stations behind the screening machines. This delayed passengers. When (b)(6) was informed of this and the (b)(6) issue, he was asked to act he ignored the travelers and finally said, if you have an issue go to the tsa website. Your agency needs to replace and monitor it's people. Bad attitudes and slow processing and rude employees, show that the character of this team is unacceptable to travelers. Your reputation is already bad, improve it. But these TSA reps take the cake. Please do something about these people, they do not deserve the jobs they have

Agent Notes: Sent to CSM at JFK by Michael Middleton on December 19, 2011.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Dec 19 2011 6:49PM

Opening Agent: jessica.logan

Opened Date: 12/19/2011 5:27:13 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

(b)(6)

New Haven, CT 06511-8902
USA

P/F: (b)(6)

W: (b)(6)

Agent Notes: Sent to CSM at EWR for review 12-19-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 19 2011 5:17PM

Opening Agent: ileana.garland

Opened Date: 12/19/2011 3:52:12 PM

Linked Event IDs:

Responses:

Response

Template Name: FWD to Appropriate Office Response

Airport: EWR

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: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your recent e-mail message.

It has been forwarded to the appropriate Transportation Security Administration office for response. We are working to ensure you receive a complete and accurate answer to your inquiry.

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 18 2011 11:45AM

Medium: Email

Contact Status: Closed

Incident Date: Dec 18 2011 12:35PM

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: 12/18/2011 11:45:06 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): Spirit Air Flight NK235

12:35 PM departure ACY to FLL

12/18/2011

Comments: On Sunday December 18, 2011 I was going through security at Atlantic City International Airport in Atlantic City New Jersey. While completing the security measures the TSA employee began removing several toiletries from my bag. When a brand new prescription from the pharmacy with all the information was removed he scolded me without letting me answer, asking repeatedly "Is this your bag! Is this your bag?!" As I attempted to answer several times to enlighten him that it was obviously a prescription he threatened me he would have me escorted out unless I sat down. I was only compliant and respectful but was not as fortunate to receive a percentage of that in return. I am unaware on what planet your services include threatening a paying traveler for enlightening a single digit IQ TSA employee that their belongings are doctor ordered. I travel 5 times a week by plane for work and am unconditionally cordial and knowledgeable of the rigorous screening process. The TSA's inept excuse to provide quality services is absolutely unfathomable and the screening process you should plan to provide are those of your middle school educated, ignorant and arrogant employees. Beginning a trip whether for business or pleasure should never consist of a horrific experience as I just encountered. As a noticeably gay man I am confident I have been a victim of discrimination and will refer to my attorney in New York in regards this matter. I should not be abused in order to travel domestically in the United States of America.

I will also be contacting Spirit Airlines to inform them this is an unacceptable experience which will never be tolerated.

Thank you,

(b)(6)

Agent Notes: Sent to CSM at ACY for review 12-19-11 mnelson

Follow Up: I contacted the passenger and offered him ACY's apologies for his unacceptable encounter with one of our Officers. I assured him we would do all possible to identify the Officer and provide feedback and counseling.

Char Levin

Transportation Security Manager

Atlantic City International Airport

3 Canale Dr
Egg harbor Township, N.J. 08234
Office 609-569-[REDACTED]
Cell [REDACTED]
[REDACTED]

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

From: tsatcc@senture.com [mailto:tsatcc@senture.com]
Sent: Monday, December 19, 2011 4:35 PM
To: [REDACTED]
Subject: The following event # [REDACTED] 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: Dec 23 2011 5:45PM
Opening Agent: rey.gonzalez
Opened Date: 12/19/2011 2:01:22 PM
Linked Event IDs:

Responses:
Response
Template Name: Screener Rudeness
Airport: ACY
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: Dec 18 2011 11:31AM

Medium: Email

Contact Status: Closed

Incident Date: Dec 14 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: 12/18/2011 11:31:09 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Damaged or Missing items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Terminal 4

Fl# UN 2222 Transaero Airlines

12/14/2001

Comments: My elderly Non-English speaking mother-in law

got her carry-on baggage checked when she found out that one bag was missing. She asked about that but she was told that nothing was there. she keep returning to the checkpoint 3 times and finally she pointed the plastic tray with her missing bag which they hid. And it was not end of the story; when she came back home she found out some missing item (box of cookies) from her another bag in carry-on baggage, which your agent opened and got examined

I think that it was unacceptable and immoral behavior of your agents who took advantage of the fact that it was elderly non-English speaking person.

Agent Notes: Sent to CSM at JFK for review 12-19-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 19 2011 4:39PM

Opening Agent: rey.gonzalez

Opened Date: 12/19/2011 1:57:57 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: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 17 2011 5:10PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 16 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: 12/17/2011 5:10:10 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): Virgin America Flight Flight 415 from NY Kennedy to LAX on 12/16/11 at 8:00 p.m.

Comments: In all my life (and i am 54 and travel constantly) I have never seen such a disorganized disaster as the screening at JFK's terminal 4 for gate 2-7 last night (Friday 12/16/11). There was a mass of humanity -- no lines, no order, no communication. People were missing flights -- the only reason we made ours was because so many Virgin passengers were made late they held the plane. We arrived at the security line one hour before we had to board and it took more than one hour to get thru and that was only because a Virgin employee came and pulled 30 of us out of line and took us to the front and walked us through security. Then as soon as we were going through i realized that i had put some bottles of perfume i bought as gifts in my carry on and i would end up having to throw them out. But no one ever even saw them -- scary as there were two large bottles of liquid.

Anyway -- maybe it was a freak thing or maybe not. But someone should go observe or fix that mess over there.

Agent Notes: Full sized bottles of liquids and perfumes went through the checkpoint without screening.

CSS Kenney Hill:

Sending to CSM for review.

The items not getting screened is the passengers perception.

Sent to CSM at JFK for review 12-19-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 19 2011 7:34PM

Opening Agent: rey.gonzalez

Opened Date: 12/19/2011 12:02:09 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager
Airport: JFK
Airline:
Subject Category: Screening - Procedures/Process
Interaction Type: Complaint

Response

Template Name: Delayed by Security Screening Response
Airport: JFK
Airline:
Subject Category: Screening - Lengthy Lines
Interaction Type: Information

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 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) regrets any inconvenience you experienced as a result of security screening processes. One of TSA's aims is to minimize passenger wait times at our Nation's airports without adversely affecting the high level of security required in today's aviation environment. TSA works with aviation 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.

TSA uses a Screening Allocation Model to ensure that an appropriate number of Transportation Security Officers (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.

There are preparations passengers can take before arriving at the airport to help them move more quickly and efficiently through the security checkpoints. TSA encourages travelers to visit our Web site at www.tsa.gov for travel tips about the screening process and procedures, as well as guidance for special considerations that may assist in preparing for air travel in a timely manner.

Please keep in mind that passengers should allow the recommended standard 2-hour domestic and 3-hour international travel arrival times prior to flight departure to allow for parking and shuttle transportation, obtaining a boarding pass, going through passenger security screening, and having checked and carry-on baggage screened. These times may vary depending on the airport and the day and date of travel. We encourage you to contact your airline prior to travel.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 19 2011 11:04AM

Medium: Email

Contact Status: Closed

Incident Date: Dec 18 2011 3:22PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle 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: 12/19/2011 11:04:09 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Sunday, Dec. 18th, 2011 - 3:22 PM

Flight #537,Jet Blue, Terminal A,EWR, Gate 22

Comments: I was on an inordinately long wait line in the screening section at Newark Airport being shuffled around from line to line when I finally went thru the screening machine and the TSA agent asked me to step aside. He said I was randomly selected for a pat down screening and that I had to wait for a woman agent to come to perform the pat down. It was getting close to my boarding time of 3:30PM. When I asked where the woman agent was the TSA agent said she was busy and I just had to wait. I was afraid I would miss my flight. After completing the pat down my clothing and pocketbook had to be rechecked even though they had been previously checked on the conveyer belt machine. The TSA agent took my boarding pass and then my license to make copies for their records. I respect the security process, however I feel that TSA should provide appropriate manpower to perform such random searches in a timely manner. And, why is it necessary to recheck items that have already been thru screening? I travel frequently and find the TSA personnel at Newark airport is inept at moving crowds of passengers around effectively and could use better training.

Agent Notes: Sent to the CSM at ECW for review and notification. J Burke TCC Supervisor. 12-19-11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Dec 19 2011 6:28PM

Opening Agent: ileana.garland

Opened Date: 12/19/2011 5:55:17 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint and Falling Short of Standards

Airport: EWR

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 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 19 2011 4:40PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 19 2011 4:25PM

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: 12/19/2011 4:40:20 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Us air 577, Newark airier terminal A screening to get to gate 37. 12/19/2011.

Comments: When I entered the full body screener, the woman who manned it asked for my boarding passes, drivers license, and wallet to x-ray. When she brought them back, one boarding pass was missing. She claimed, multiple times, that I only gave her one and that she gave me back everything I gave her. Another tsa agent came to her defense and states that I had not given it to her, trying yo get me to leave. He implied that I was lying. I asked him to check The x ray machine but he did not. In The meantime another passenger found The boarding pass under the exit of the x ray machine. I suggest to the male tsa agent that an apology was in order but he refused, suggesting that I would get in trouble if I did not move on. At that point I left and am now filing this formal complaint, roughly 10 minutes after the incident. I want a written apology from the tsa, and I believe this incident implies inadequate training of the Newark airport tsa personnel. This situation should be corrected. 12/19/2011 4:35 EST.

Agent Notes: Sent to CSM at EWR on 12-19-11 by A Sizemore.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Dec 19 2011 8:40PM

Opening Agent: stacey.patton

Opened Date: 12/19/2011 8:32:13 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

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: (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 19 2011 3:28PM

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: 12/19/2011 3:28:44 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): Newark Terminal A - middle terminal for Coninental Express and JetBlue

Comments: I am a fellow airline pilot and I wanted to email to let you know the inconsistency with the scanners at these checkpoints. I go through scanners across the country even through terminal B, and C and the other wings of terminal A at Newark. Those locations I have no problem with my shoes. However after about 120 airport locations. This specific "A2" location will constantly have my shoes go off. The rude screeners could care less and constantly explain that these machines are turned up. Could you please explain that to me? That out of all the terminals I go through that terminal A2 in EWR has increased sensitivity. It's very annoying as a pilot who has no issues at any other airports.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: john.bullard

Last Update Date: Dec 19 2011 8:03PM

Opening Agent: john.bullard

Opened Date: 12/19/2011 7:57:33 PM

Linked Event IDs:

Responses:

Response

Template Name: Reasons for Secondary Screening

Airport: EWR

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: (b)(6)

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: Dec 19 2011 9:05PM
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: Security Checkpoint Question - EWR Terminal A2

Body: I am a fellow airline pilot and I wanted to email to let you know the inconsistency with the scanners at these checkpoints in Terminal A at EWR. I go through scanners across the country even through terminal B, and C and the other wings of terminal A at Newark. Those locations I have no problem with my shoes. However after about 120 airport locations. This specific "A2" location will constantly have my shoes go off. The rude screeners could care less and constantly explain that these machines are turned up. Could you please explain that to me? That out of all the terminals I go through that terminal A2 in EWR has increased sensitivity. It's very annoying as a pilot who has no issues at any other airports.

--

Thank You,

(b)(6)
First Officer - EWR

(b)(6)

Agent Notes: Sent to the CSM at EWR for review and notification. J Burke TCC Supervisor. 12-20-11

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: jeff.burke
Last Update Date: Dec 20 2011 10:13AM
Opening Agent: Kenneth.hill
Opened Date: 12/20/2011 9:20:04 AM
Linked Event IDs:

Responses:

Response
Template Name: Consistency at Airports Nationwide
Airport: EWR
Airline:
Subject Category: Screening - Inconsistency
Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation s airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

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

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

We hope this information was helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Dec 20 2011 2:05PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Dec 17 2011 9:30AM

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: The caller flew out of EWR 12 17 2011 on a 12:00 noon United flight 25. She arrived at the airport around 9:30am and got a wheel chair. The caller and her husband found the gate they were departing. They went through the checkpoint at gate 112. The caller has metal implants in her knees. When she went to the checkpoint she requested a patdown because of her metal knees, she told the TSOs that she could stand. She was directed to a very cold room, and didn't know if it was an AIT or not. Her belongings were put on the conveyor belt to be screened, she waited about 5 minutes before a female agent came and patted her down. She was patted down as normal and the TSO left. She saw that her belongings had been moved to another belt. She went to get her coat and was told by a female agent to not to touch her stuff, that she was going to have a private screening. She asked why she had to have further screening and was told that explosives were detected and she is going to have further screening in a private room. She had seen on the news where elderly women have been taken into a private room and forced to have their underclothes removed. She was very frightened that this would happen to her as well, so she refused to go because of that. The female TSOs at the checkpoint got a supervisor to come and ask her again if she refused to go to a private room to be screened. She refused. The TSO Supervisor said alright I will screen you right here. She put her hand down her shirt touching her breasts. Up her back. Down her pants and ran her hands up to her crotch. She was very upset and crying when this was done. She described the TSO supervisor as very condescending.

The caller has contacted NBC news in Newark. They told her they would have a crew meet her at her destination in Tampa to get her story. NBC's channel 8 news in Tampa was waiting for her and she told her story to them. She is also going to tell her senator. She feels this type of thing shouldn't be happening.

I apologized to the caller and I told her I would send this to the CSM for review. The TSO supervisor name was [REDACTED] I provided the incident ID number and advised her that in the future to call us so we can help her before she flies.

Agent Notes: Sent to the CSM at EWR and TPA for review and notification. J Burke TCC Supervisor. 12-20-11

The incident happened at EWR however the NBC news station that it was reported to was in Tampa FL so we felt it best to notify both CSM's regarding the incident.

I called both CSM's and left messages on their voicemail.

3:55pm Ofelia Ruiz called me back and said that she was calling the unhappy traveler and also notifying Office of public affairs as well. In addition she was pulling the video from the screening incident and reviewing prior to contacting [REDACTED] I had sent the email and made the call only a few minutes previously, when Ofelia called back. Great response time. J Burke 12-20-11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Dec 20 2011 4:00PM

Opening Agent: gregory.henline

Opened Date: 12/20/2011 2:05:12 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: EWR

Airline: United Airlines

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response

Template Name: Complaint—Customer Service Manager

Airport: TPA

Airline: United Airlines

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 20 2011 2:17PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: A couple of questions

Body: Hello,

First of all I want thank your Agency for do the job you do. I know you people work very hard to keep frequent travelers like myself safe and it is appreciated.

I only wish your screenings were more standard. I travel mostly from Liberty (EWR) to O'Hare (ORD) and at O'Hare a belt must be removed, shoes outside of the bin. Whereas in Liberty one does not have to do that. I was in Phoenix, where I couldn't carry my wallet into the body scan, where everywhere else I can.

I know that these things are trivial in the big picture an I am not trying to complain, but it would be nice if things were more standard. I am actually wondering why they aren't

Once again, I want to thank TSA for what they do.

Regards,

(b)(6)

(b)(6)

(b)(6)

HYPERLINK (b)(6)

Delivering Value to the Customers We Serve

Agent Notes: Sent to CSM at EWR for review 12-20-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 20 2011 4:57PM

Opening Agent: rey.gonzalez

Opened Date: 12/20/2011 4:15:16 PM

Linked Event IDs:

Responses:

Response

Template Name: Consistency at Airports Nationwide

Airport: EWR

Airline:

Subject Category: Screening - Inconsistency

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation s airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

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

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

We hope this information was helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 21 2011 4:49PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 21 2011 7:45AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle 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: 12/21/2011 4:49:20 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Flt 443 from JFK to LAX.

Dec 21 Terminal 7 approx 7:45am

Comments: First of all I would like to complain about how different airports handle the traffic. I would say JFK is one of the slowest around. I fly LAX all the time, they seem to have it together. But the last two times Ive flown out of JFK, they seem disorganized and slow.

This particular time, it seems that they had just decided to use the backscatter unit as I was approaching. Everyone else seemed to be able to go through to regular detector. So I was 3rd in line for the new group that was required to go to the AIT. The first womans x-ray held up the line, she got a pat down. The next woman, same thing. Then me, same thing. As I went through, I heard the agents say 'another one, whats going on?' Then the person on the other end of the radio said my arm was cut off and for them to check it. They did but then he said I had triggered the machine and had to get the pat down. Then the guy on the other end of the radio tells them to move the floor mat over. Then an agent got in and tested the machine that it was positioned right.

Then one of my bags had to be rescreened but the people had all backed up behind me and all their belongings were stuck on the belt and they couldnt put my bag on for re-screening. So I was in everyones way standing there but they were behind me and their things were in the way of my bag getting re-screened.

Finally that got taken care of and I was led to the private room where I got the pat down. I asked how I triggered the machine. The claimed they didnt know. AND THIS IS ESSENTIALLY WHY I AM WRITING YOU TODAY. I THINK I HAVE A RIGHT TO KNOW WHY I TRIGGERED THE MACHINE. Was it the clothes I was wearing, the gum I was chewing, or was it simply that the mat wasnt positioned carefully so my arm got cut off in the x-ray?

I actually didnt even mind the pat down itself, the agent was very professional. However, I dont think I need to pay the price for them not having the floor mat positioned correctly.

When I looked at my watch before getting in security line it was 7:25. By the time all this was over it was 7:55. Not TOO bad. But it just seemed like it was everyones first day working there and it was very disorganized.

Agent Notes: Did not send to CSM -- A Sizemore

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: amber.sizemore
Last Update Date: Dec 21 2011 7:17PM
Opening Agent: jessica.logan
Opened Date: 12/21/2011 6:21:24 PM
Linked Event IDs:

Responses:

Response

Template Name: Reasons for Secondary Screening
Airport: JFK
Airline: United Airlines
Subject Category: Screening - Procedures/Process
Interaction Type: Complaint

Response

Template Name: Request for Screening Information SOP---SII Response
Airport: JFK
Airline: United 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 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.

The Transportation Security Administration (TSA) does not discuss or release specific security procedures.

This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

We hope this information is useful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 21 2011 4:34PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 18 2011 5:15AM

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: 12/21/2011 4:34:20 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

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

Sunday 12-18-11, 5:15 a.m.

Delta 3776

Comments: I was selected for a random screening and told to follow a female TSA agent to a separate table. The TSA agent (b)(6) approached me and, from a distance of about 6 feet, announced "WASTE. OF. SPACE." I do not know if she was referring to me or to someone or something else, although she was staring in my face when she said it. She then grabbed my purse, swabbed it down, ran the swab through and walked off without saying a single word to me, leaving my purse on the table.

Agent Notes: Sent to CSM at Westchester County on 12-21-11 by A Sizemore.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Dec 21 2011 6:43PM

Opening Agent: jessica.logan

Opened Date: 12/21/2011 6:13:34 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint and Falling Short of Standards

Airport: HPN

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: [REDACTED]

Contact Type: Normal/General

Contact Date: Dec 21 2011 6:55PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Dec 16 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:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: Rude Screener Complaint

Body: The caller took a flight from JFK to West Palm Beach with her daughter on 12 16 2011 @ 6:00am. The caller is upset about her screening experience. The caller said she was wearing leggings, sweater and socks and after going through the body scanner she was told by the TSO to stand and wait. The caller said the TSO did not explain to her why she had to wait or what was going on. The caller said she was waiting for over 10mins. During that time she kept asking the TSO what was going on and the TSO finally told her that she had to wait for a supervisor to conduct a patdown. She asked the TSO why this was happening and she said she did not know. The caller said that after 15 mins she was approached by the supervisor who told her to come with her. She was taken into a private room and was told that she was going to be given a patdown. The caller said the Supervisor explained to her what she was going to do and asked if she was okay with the patdown. The caller told them no but eventually they proceeded with the patdown. The caller said that the Supervisors hands were on her vagina several times which was very upsetting to her and made her feel violated. After the patdown she was finally told that told her that an anomaly had appeared on her AIT scan. The caller said that the the TSO and supervisor were very rude and nasty to her during the entire incident and that is the purpose for her call. The caller said she was okay with the patdown, but not okay with being treated rudely and not told what was going on until after the patdown. Callers flight details below.

12 16 2011 @ 6:00am

JFK

Jet Blue

Flight # 145

Gate Terminal 5

TSO and Supervisor names not given.

Advised caller that 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.

Explained to the caller that I would be forwarding her comments to the CSM for review and follow up.

Agent Notes: Sent to CSM at JFK on 12-21-11 by A Sizemore.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Dec 21 2011 7:27PM

Opening Agent: jon.fritzgerald

Opened Date: 12/21/2011 6:55:23 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: Dec 22 2011 10:44AM

Medium: Email

Contact Status: Closed

Incident Date: Dec 21 2011 10:00AM

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: 12/22/2011 10:43:54 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US Airways - New York (LGA)

Comments: On December 21, 2011 I went through security at the New York (LGA) location to catch my flight on US Airways that departed at 10am EST. As my items were being screened and come down the belt, the man's bag behind me was stopped and searched by a lady named (b)(6). The tray that held my boots was stopped by the operator (b)(6) as she continued to search the man's bag in back of me. I went to try and pull the bin with my finger to move it along so I could proceed with my items and get out of the way when she replied "REALLY?". She later added that she stopped the belt from moving (as to why the bin with my boots were stuck there). What type of employees do you hire? She needs a job at the local McDonald's or Burger King chain with that type of nasty attitude. Don't you train your employees to be efficient and courteous to customers? Doesn't it make sense to make sure the customer in front of one that she stopped to check a bag had all their bins before holding up the line? Do you train your employees to do this or just teach them how to be rude? She didn't have common sense or even enough intelligence to let all the bins through before stopping one that she had to check, but instead displayed her jacked up ass attitude. I was very shocked along with being disappointed that someone in that serious of a job position would be so ugly and rude to someone for no reason. I hope you all get your act together and I hope (b)(6) finds another job to where her nasty ass attitude will fit her title. Thank you.

Agent Notes: Sent to CSM at LGA for review 12-22-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 22 2011 1:04PM

Opening Agent: susan.mitchell

Opened Date: 12/22/2011 12:25:59 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

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: Mar 27 2011 4:49PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 20 2011 7:25PM

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: (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: 3/27/2011 4:49:12 PM

Name: (b) (6)

Email: (b) (6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: On March 20, 2011 I was travelling from NYC LGA airport to Chicago's Midway. AT the checkpoint leading to the Southwest Airlines gates, I was selected for a "random security check" at approximately 7:25 PM.

I had to wait from 10 to 15 minutes before someone of the TSA staff came and swabbed my hands and let me proceed to my gate. Once they arrived the whole procedure could not have taken more than 15 seconds.

Is a 10 to 15 minute wait having someone swab hands standard procedure?

While waiting, I had plenty of time to note that there was no shortage of staff to examine me, several of whom seemed to be "just hanging around". The individual who had selected me loudly called several times for assistance and yet no one came for the 10-15 minutes that I was waiting.

If there is a video of the checkpoint, I can be easily identified. I am a male, about 6 feet tall wearing a white skullcap.

If you wish to contact me please send an email to the above address or call me at (b) (6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 11:39AM

Opening Agent: sandra.rudder

Opened Date: 3/28/2011 3:04:46 PM

Linked Event IDs:

Responses:

Response

Template Name: Explosives Trace Detection Swabbing Response

Airport: LGA

Airline: Southwest Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Security

Response

Template Name: Screeners Standing Around Response

Airport: LGA

Airline: Southwest Airlines

Subject Category: Screener Inattentive to Duties - Lax Security

Interaction Type: Complaint -- Security

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 screening of passengers' hands and baggage using an Explosives Trace Detection (ETD) swab.

The Transportation Security Administration (TSA) has expanded the use of ETD technology in airports. In addition to the screening of carry-on and checked baggage, now passengers may undergo screening of their hands using an ETD swab at the security checkpoint, either in the checkpoint queue, the checkpoint, or in boarding areas.

TSA has used this technology to screen passengers' hands since 2008; however, the decision to expand this procedure to the checkpoint queue, checkpoint, 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.

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 passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of explosives residue. Any alarm generated by ETD screening process requires the passenger to undergo additional screening.

Since ETD is often used on a random basis, passengers should not expect to see the same additional screening at every airport or each time they travel. Passengers may be 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.

For more information about the TSA screening process, visit our Web site at www.tsa.gov.

We hope this information is helpful.

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 could 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 23 2011 9:36AM

Medium: Email

Contact Status: Closed

Incident Date: Dec 4 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: Miami Beach

Contact State: FL

Contact Zip: 33140

Contact Country:

Contact Phone: (b)(6)

Contact Fax: (b)(6)

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 Westchester County on 12-23-11 by A Sizemore

ORIGINAL COMPLAINT:

To Whom it May Concern:

RE: File a complaint-an agent put my life at stake!

I am a jewelry sales representative. I was flying from Westchester County Airport on Sunday Dec 4th to Ft. Lauderdale. I had a carryon bag with jewelry in it, which I put through screening. When it went through the machine the TSA agent yelled bag check , she has a lot of jewelry in here! I gasped, and told the agent next to me they should NEVER use the word jewelry , and the agent just put my life at stake!

The agent next to me reported it to the supervisor. This is the second time this has happened to me. Last year, at JFK another agent said the same thing.

I need to be re-assured, that you are training your agents to be thoughtful of the passengers and what they might be carrying.

Kind Regards,

(b)(6)

(b)(6)

Director of Marketing Sales

(b)(6)

Miami Beach, FL 33140

Cell: (b)(6)

office: (b)(6)

fax: (b)(6)

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Dec 23 2011 12:57PM

Opening Agent: gary.warfield

Opened Date: 12/23/2011 11:13:55 AM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: HPN

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 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: Dec 23 2011 10:47AM

Medium: Email

Contact Status: Closed

Incident Date: Dec 18 2011 6:27AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle 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: 12/23/2011 10:47:17 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US Airways/Flight 1485/Gate 11 /NY LaGuardia to Charlotte/Confirmation No. (b)(6) US/ Departure 6:27A/Dec. 18th

Comments: Went to security check point and was told (by a Spanish speaking Agent) that one bag, which I travel with each time I travel, was too big, and that I should go back to US Airways and let them tell me it was ok, which they did. Went back to the gate and was told I had to check my bag. All good, \$25.00 later, until another black lady asked to see the Manager of the lady at the checkpoint. I did see her Manager talking with the Agent. The black lady later told me that she encountered the same issues, but did witness the Agent allowing a Spanish speaking person to enter the checkpoint area with a bag comparable to the ones we were carrying, at which point she called for her Manager. The difference is that that lady did not have to pay \$25.00 for her piece of luggage. That is just not right and something needs to be done, and I can say she does not need to work at the checkpoint making those decisions. I appreciate your time. Thanks.

Agent Notes: Sent to CSM at LGA on 12-23-11 by A Sizemore

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Dec 23 2011 12:59PM

Opening Agent: sandra.rudder

Opened Date: 12/23/2011 12:06:30 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: LGA

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 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 26 2011 6:12PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 25 2011 5:00PM

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: Newark airport

Body: My name is (b)(6) I am a frequent traveler. I am on my way to Delhi, India with a layover in Newark airport. I took a right turn out of the Delta Crown room, and was planning on taking a half hour walk on the layover. I am unfamiliar with the Newark airport, and was on my cellphone talking to my daughter in California. I walked several steps passed an exit sign I did not see. The hallway was completely empty. I suddenly realized I was going the wrong way. I turned to walk the several steps back but the agent said I had to go thru security. She could not let me walk past her. I mentioned that I had only walked a few steps, the hallway was empty, and I was in her plain sight the whole time. She said I still had to go thru security.

This I did. Thank God I had my boarding pass and passport with me. I had almost left them behind with my husband in the Delta Crown room. Being the day after Christmas, 5pm, the security line -- even the Medallion line- was long. At this point, I decided to go back and ask the TSA agent her name. She covered her badge and would not tell me. Since she is a federal employee, and my tax dollars pay her salary, I think I have a right to her name. Instead, she started to literally scream about 'disrespecting' her, which I certainly was not. Her supervisor (b)(6) came over and informed me of the 'rules.' to which I replied, "there are rules and then there is common sense."

I want to file a suggestion that is someone is obviously lost, takes a few steps in the wrong direction, your agents should exercise common sense and courtesy- not make someone go thru a long Christmas security line. I would like to file a complaint that this TSA agent covered her name tag. There has to be a rule against that! As U.S citizens, we have to practically disrobe and give every piece of information about ourselves, but those over this 'security' are allowed to be anonymous? I hope not.

Thank you for the consideration of my comments.

(b)(6)

Sent from my iPad

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Dec 27 2011 4:11PM

Opening Agent: sandra.rudder

Opened Date: 12/27/2011 3:48:30 PM

Linked Event IDs:

Responses:

Response

Template Name: Screening in Sterile Area - Connecting Flight Response

Airport: EWR

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response

Template Name: Screener—Won't Give Name

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: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the disclosure of Transportation Security Officers' (TSOs) names.

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO's first name and badge number are printed on his or her identification tag. TSOs must display their identification tag at all times.

Passengers 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 Web site 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.

Travelers leaving a secured area for any reason must go through a screening checkpoint to re-enter any secured area. All airports are configured differently. Travelers may be required to exit and re-enter secured areas within airports to access their gate. Because of restrictions on liquids, gels, and aerosols, passengers carrying items such as beverages purchased in secured areas will not be permitted to carry them through the checkpoint into another secured area. Travelers should contact their airlines with questions regarding the locations of connecting gates.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 26 2011 2:14PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 25 2011 12:00AM

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: 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: 12/26/2011 2:14:56 PM

Subject: Suggestions

Name: Name less and never mind.

Email: (b)(6)

Comments: 88 year old wheel chaired sick mother of mine was lifted by 3 TSA employees for X-ray with the whole routine at JFK terminal 2 on Dec 25th

In this country such indignity is a shame.

You can check my ip and know who I am but I am reluctant to give you my name. What a shame and Fear we live with in country now.

Damn shame on TSA! We all know you are all following "procedure" but Fix the darn procedure.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Dec 27 2011 3:26PM

Opening Agent: michael.middleton

Opened Date: 12/27/2011 3:23:20 PM

Linked Event IDs:

Responses:

Response

Template Name: Wheelchairs and Scooters

Airport: JFK

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: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for contacting TSA with your questions and concerns about airport security checkpoint screening for travelers with

disabilities and medical conditions. Specifically, you were concerned about screening for passengers who use wheelchairs or scooters.

The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, though a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. A passenger should inform a security officer of his ability before the screening begins.

TSA has created notification cards that travelers may use to inform a TSA officer 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 officers of their conditions. This card can be found at:
http://www.tsa.gov/assets/pdf/disability_notification_cards.pdf

Passengers in wheelchairs or scooters who can walk may be able to be screened using a metal detector or Advanced Imaging Technology. Passengers can be screened using Advanced Imaging Technology only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by imaging technology if it is available or can request to be screened using a thorough pat-down, but cannot request to be screened by a metal detector in lieu of imaging technology or a pat-down.

Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough pat-down. Passengers who can neither stand nor walk will be screened by a pat-down while they remain seated.

If a passenger cannot or chooses not to be screened by Advanced Imaging Technology or a walk through metal detector, the passenger will be screened using a thorough pat-down procedure instead. A pat-down procedure also is used to resolve any alarms of a metal detector or anomalies identified by imaging technology. If a pat-down is required in order to complete screening:

- The pat-down should be conducted by an officer of the same gender. Sometimes, passengers must wait for an officer of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the officer must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform an officer of any difficulty raising his or her arms, remaining in the position required for a pat-down, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the pat-down, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Regardless of whether a passenger is screened by a metal detector, imaging technology, or a thorough pat-down, the wheelchair/scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo X-ray screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the officer of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov or:

Transportation Security Administration
Disability and Multicultural Division
601 South 12th Street
Arlington, VA 20598

TSA encourages passengers with disabilities or medical conditions to arrive at the airport early and to visit www.tsa.gov for more information before they fly.

TSA Cares
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 26 2011 10:53AM

Medium: Email

Contact Status: Closed

Incident Date: Dec 23 2011 12:00AM

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: 12/26/2011 10:53:54 AM

Name: Prefer not to state last name at this point

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Airport. International connection between Milan Malpensa and Seattle-Tacoma

Comments: On 23 December, I passed through the JFK airport while traveling between my homes in Switzerland and Seattle (I am a US citizen). For health reasons, I requested a pat-down screening rather than a high-radiation xray screening. I was told that a female agent would come do the screening. After several minutes, she appeared and asked me to put my purse through the X-ray machine. As I had over a thousand francs worth of camera equipment and CHF 450 in cash in my purse, as well as some Euros and Dollars, I expressed concern about theft. The airport was busy and another passenger could easily have taken my bag while I was being screened. Unfortunately it is also possible that an individual TSA agent could have removed something from my bag...no profession is immune to bad employees. The agent was offended by something at this point--I am not sure whether it was my fears for my belongings, or simply the fact that she did not approve of international travelers. She made me put my bag through the machine, then said "Oh I don't think so" and walked away, leaving me there for almost 15 minutes on the other side of the security checkpoint from my purse. Finally, I was taken through for the screening (which was done perfectly respectfully). Her supervisor was very helpful and explained that the delay was due to a lack of female agents, but that didn't quite make sense to me because the agent had at one point been all ready to do the screening. The supervisor gave her name as LTSO (b)(6) and I would like to commend her on her behavior--she was very professional and once she arrived the screening was done quickly and professionally. However, I would also like to complain about how I was kept waiting in what appeared to be a petty, retaliatory fashion. I am an American Airlines elite status customer and will also be looking into whether I can file a complaint via the airline.

Agent Notes: Sent to CSM at JFK for review 12-27-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 27 2011 4:06PM

Opening Agent: danielle.hollifield

Opened Date: 12/27/2011 2:56:10 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: (b)(6)

Contact Type: Normal/General

Contact Date: Mar 26 2011 3:30PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 16 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:

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: 3/26/2011 3:30:07 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Spirit Airlines, Atlantic City, NJ flying to Fort Lauderdale 3/16/11 at 0720

Comments: TSA employee (b)(6) was rude and cocky. I was traveling with my 12 month old daughter and had everything ready to go to be checked through...liquids and bottles seperated, shoes and coat off, etc. When we reached the metal detector (b)(6) told me to take off my baby's shoes. I said "oh, I didn't read anything about infant's shoes coming off". He replied "yeah, well I work here, I think I know my job". It wasn't an issue, I took her shoes off immediatley but did tell (b)(6) that he did not need to be smart about it to which he replied " I can speak anyway I want to". I said no you can't, you need to treat people with respect. He replied "No, you need to treat ME with respect". I could see there was a power issue and let it drop. Then (b)(6) seemed to become harder on me. Going through my diaper bag. Told me that I had to open sealed bottles of formula (with the plastic protective covering in place) it had never been opened. I traveled in August with my daughter and the TSA personel just used a piece of cotton with something on it to detect dangerous liquids but did not require me to open the formula. (b)(6) told me if I didn't comply that I would need to have additional searching done. At this point, the entire line is looking at me, wondering what the hold up is. I was getting worried about taking so long so told him to just go ahead and open the formula. (b)(6) was speaking to the other TSA employees around him stating "it's a 219" or some kind of code for my infraction. I just wanted it to be over with so opened it and had to throw it out because she didn't need it during the flight and it got warm before I reached my destination.

The only reason I am writing this is because I believe that some TSA employees go overboard with their power of authority. He didn't need to speak so rudely to me. My guess is that he thinks people will not follow up, just are happy to be on their way and forget about it. Sorry, not this time (b)(6) I asked him for his name and he just said (b)(6) I had to look at his ID badge to get his name. Please counsel (b)(6) on his manners. It is such a stressful time when traveling especially with an infant and I felt powerless at that moment. I feel that (b)(6) is on an ego trip in his position.

To add insult to the situation, when we boarded we found a pack of matches on the floor under my seat. Infant's shoes more dangerous than matches?

I thank you for your time and apologize for the lengthy letter.

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins
Last Update Date: Aug 14 2011 11:40AM
Opening Agent: deborah.collins
Opened Date: 3/28/2011 6:35:49 PM
Linked Event IDs:

Responses:

Response

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

Response

Template Name: Screener Rudeness Response
Airport:
Airline:
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 expressing your concern regarding your dissatisfaction with the way you were treated by Transportation Security Officers (TSOs) at the security checkpoint.

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

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

We hope this information is helpful.

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: Dec 27 2011 12:23PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 26 2011 6:05PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle 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: 12/27/2011 12:23:11 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental flight # 88 Newark to Houston

Comments: While entering the TSA check point, I asked supervisor (b)(6) an individual checking the ID if my family can all come ar once since it was a party of 12. He said "no, I only call one at a time and no other can come up." I said well, we are here with a child, my self, my 5 year old and my wife. His reply was "I dont care, I am the bose here and if you talk again I am going to deny you entrance." I said excuse me? "yo my man you want to talk again and youll miss tour flight!". I remained quite and my wife said to me in spanish dont bother with him and officer (b)(6) said " what tou say? you talking about me?" i didnt even reply i remained quite. While passing my wife talked to me again and e said "your mother!" not wanting any problems i requested rocspeak to a manager and i was refered to another supervisor. A female supervisor. I explained the situation and he said, nothing i can do; hes also a supervisor just like me. I am requesting an investigation on this matter. This individual violated my civil right, abused his power and clearly threaten me by telling me he will not allow me to fly shall u talk again. If the tapes are seen, you may see that i never had any sudden han movements that would indicate anger ect. I am an elite member and hold a presidential Status with Continental. Never had an issue. Another family member traveling with me had a similar issue with another guard.

Thanks

(b)(6)

PS please note im writing this email via iphone therefore some errors May be in the spelling due tovtte small screen.

Thanks again.

This took place about 6:05 pm yeaterday.

Agent Notes: Sent to CSM at EWR for review 12/27/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 27 2011 7:31PM

Opening Agent: john.bullard

Opened Date: 12/27/2011 5:14:39 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: Dec 27 2011 3:32PM

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: (b)(6)

Contact Address 2: (b)(6)

Contact City: Hyde Park

Contact State: NY

Contact Zip: 12538

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,

Shenandoah Titus

Mr. Shenandoah Titus

Senior Policy Advisor

External Compliance & Public Outreach Division, OCRL-TSA-HQ

571-227-(b)(6)

Agent Notes: Supervisor D Collins - I sent an email to Shenandoah Titus asking for clarification the body of the email has (b)(6) however the attachment has the passengers name as (b)(6) Waiting for a response before we can complete the email. 12-27-2011

The Airtrans tickets that I bought over the internet are not the problem, once I was at Laguardia Airport, I ticketed there went through a security check point where I went through the metal detector. I was suddenly told "you have been selected for a random testing". I told them I had very little time to make my flight. I was asked to put my hands face up. Then the agent wiped each of my palms with a wet small piece of white material (three times each). After looking at his monitor he said I could go. My Problem: what is that liquid? Does it contain Benzene derivatives? What judge allowed this random testing? Is that liquid in the airports MSDS files? Is this random tesing allowed?

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: angela.johnson

Last Update Date: Dec 28 2011 11:45AM

Opening Agent: angela.johnson

Opened Date: 12/27/2011 6:11:38 PM

Linked Event IDs:

Responses:

Response

Template Name: Explosives Trace Detection Swabbing Response

Airport: LGA

Airline: AirTran Airways

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 Explosive Trace Detection (ETD) technology screening.

The Transportation Security Administration (TSA) has expanded the use of ETD technology in airports. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, the checkpoint, or at boarding areas.

TSA has used this technology to screen passengers' hands since 2008; however, the decision to expand this procedure to the checkpoint queue, checkpoint, and other areas of the airport was based, in part, on the attempted airline bombing on December 25, 2009. Expanding the use of ETD is considered a valuable additional layer of security.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are used only once. A Transportation Security Officer first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

Since ETD may be used on a random basis, passengers should not expect to see the same additional screening at every airport or each time they travel. Passengers may be randomly selected for additional screening using this method. In addition, screening by this method takes a matter of seconds and therefore should help to avoid delays. For more information about the TSA screening process, visit 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: Dec 28 2011 11:46AM

Medium: Email

Contact Status: Converted

Incident Date: Dec 5 2011 9:07PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle 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: Security Issues

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

Remote Client IP: (b)(6)

Date Time: 12/28/2011 11:46:32 AM

Security Issues All Other Security Issues

Name: (b)(6)

Email: (b)(6)

Message: While processing through the security check-point I witnessed an egregious lapse in security.

It was 9:07 PM on Monday December 5, 2011. I was in Terminal A at Liberty International Airport traveling to Washington, DC (DCA) on Continental (CO Express 4611M) Airlines.

As I approached the security checkpoint there was no line at all. I quickly removed my shoes, unloaded my laptop and proceeded through security with no issues.

As I collected my belongings on the other side of security I witnessed a traveler attempt to walk through the metal detector with his shoes on. The TSA agent informed the passenger that he is not allowed to walk through with his shoes on and he should have put them on the conveyer through x-ray machine.

At this point the traveler turned and walked away from the TSA agent – who was now asking the traveler to return to the metal detector area.

The traveler ignored the TSA agent's request and instead proceeded to remove his shoes and place them onto the conveyer for the x-ray machine.

Witnessing a traveler attempt to walk through the metal detector with his shoes on and then ignore the instructions of the TSA agent was of great concern, but what happened next was staggering.

The now shoeless traveler proceeded to walk through the metal detector – and of course – set the alarm off. The TSA agent immediately requested the traveler step aside for additional screening.

The TSA agent spent 1-2 minutes requesting help from other agents as he needed someone to watch the metal detector as he performed a manual screening of this now suspicious traveler.

Finally, a female agent who appeared to be the supervisor, looked at her watch, and stated that the traveler was someone else's problem

as it was after 9:00 PM.

She instructed the agent holding the traveler in question to just release him with no additional screening.

So now we have a traveler who...

1. Tried to walk through the metal detector with his shoes on...
2. Disregard the instructions of a TSA agent...
3. Set the alarm off as he walked through the metal detector...

...was not screened any further because it was after 9:00 PM.

I would like a response to this complaint or will escalate through my local government representatives and public media outlets.

Agent Notes: Contacted TSOC, Reuben, at 1420 hrs.: He requested the e-mail be sent to TSOC for review. He will advise after reviewing the communication.

Emailed the record to TSOC at 2:30pm. J Burke

1453 hrs.: TSOC advised that they would follow up. Converted to reportable via Reuben. As per Jeff Burke, send FWD to Appropriate Office.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: robert.baker

Last Update Date: Dec 29 2011 9:41AM

Opening Agent: angela.johnson

Opened Date: 12/28/2011 12:27:50 PM

Linked Event IDs:

Responses:

Response

Template Name: FWD to Appropriate Office Response

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Inconsistency

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)
Contact Type: Normal/General
Contact Date: Dec 28 2011 10:51AM
Medium: Email
Contact Status: Closed
Incident Date: Oct 27 2011 8:00AM
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: El Paso
Contact State: TX
Contact Zip: 79912
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: FW: External Complaint - (b)(6)
Body: Forwarded for appropriate action.

Evelyn Webb
Office of Civil Rights and Liberties, TSA-6

From: Webb, Evelyn
Sent: Tuesday, December 27, 2011 4:17 PM
To: Cartagena, Michelle
Subject: External Complaint - (b)(6)

Hello.

As requested, attached is the external complaint from (b)(6) I previously forwarded the fax to ODPO but Jeremy Buzzell sent it back to OCRL.

Evelyn Webb
Office of Civil Rights and Liberties, TSA-6

Agent Notes: Sent to CSM at LGA on 12-28-11 by A Sizemore

ORIGINAL COMPLAINT:
Complaint Information

If you don't speak Write English, OCRL has access to interpreters and can talk to you in any language. Information about the person who experienced the civil rights civil liberties violation

Name (b)(6)

Phone (b)(6)

Please note that we may contact you at the provided numbers.

Mailing Address: (b)(6) EL PASO TX 79912 PO Boll or Street address City State zip Email: (b)(6)

Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party's name and contact information

Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.

Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

ON 10.27.11 I WAS RETURNING FROM LA GUARDIA TO EL PASO. 11AM M FLIGHT 731 LA GUARDIA TO DALLAS DFW .. (ABOUT 8 TO 8:30AM APPROACHING SCREENING, BEFORE GATES)

GOING THROUGH THE X-RAY SHOES OFF CRAP A BLACK LADY AT THE CARRY ON XRAY WAS HARRASSING PEOPLE, INCLUDING MYSELF DEMANDING, CONDESCENDING, AND NOTICEABLY RUDE SHE LET LOSE ON ME, WITHOUT CAUSE. NASTY PERSONALITY, TRYING TO GET EVEN FOR SOMETHING, I GUESS

HER THREATS LEANED TOWARD ARREST

I WAS, AND AM STILL INFIRMED. BOTH HIPS REPLACED AND FOOT REBUILT LAST 10 MONTHS I WAS ON A KNEE TRIKE FOR MY FOOT ON 10.27.11 STILL UNABLE TO WALK 12.1.11 BARELY ABLE TO STAND, MUCH LESS BE HARRASSED BY THE FEDS. HER HARRASSING ACTIONS ARE UNCALLED FOR

Continue on an additional page, if needed.

2 11 30 2011 16:43 (b)(6) CO. PAGE 05

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began. (If it happened on more than one date, list all dates)

10.27.11 SEE ABOVE

Where did this happen? Place (name of the airport or other facility)

Please provide a description of the individual(s) and or the name and badge number of the individual(s) involved.

HEAVY SET 35-50 YEAR OLD LADY GESTAPO TYPE BLACK LADY NO BADGE NASTY, SURLY

3 11 30 2011 15:43 (b)(6) CO. PAGE 05

List anyone else who may have seen or heard what happened.

(If you do not know their names, provide whatever details you can)

Names (or other information, e.g., agency)

Mailing Address: (b)(6) ELPASO TX 79912

PO 1, Jox or Street address City State or Country Zip

Phone No.: (b)(6) Email

Names (or other information, e.g., agency)

Fe Bill or Street address City State or Country Zip

Phone No.: Email:

Continue on an additional page, if needed.

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 Customer Service Manager Agency Office Court Date No

If so, has anyone responded to your complaint?

DYes 0 No

If Yes, describe what has been done to respond to your complaint:

Continue on an additional page, if needed.

(!) Is there any other information you want us to know about or consider?

THIS IS NOT SOME COMMUNIST COUNTRY, YOU CAN TREAT PEOPLE LIKE CRAP I HAVE NOTICED AGGRESSIVE MIDDLE AGE WOMEN ARE BY FAR THE WORST ...

YOUR PEOPLE, OFTEN DO NOT APPEAR TO BE EDUCATED OR TRAINED EXCEPT IN HARASSMENT I AM AFRAID WE HAVE LOST OUR FREEDOM TO THE WAR MONGERS ...

7 11 30 2011 16:43 [REDACTED] CO. PAGE 07

Continue on an additional page, if needed. If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

If you have problems understanding this form or any other question, contact OCRL, External Compliance Public Outreach Division: e-mail: Phone; Fax: TSAExternalCompliance@dhs.gov 571-227-1917 Toll Free: 877-336-4872 Toll Free TTY: 800-325-0778 571-227-1921 By U.S. Postal Service: Transportation Security Administration Office of Civil Rights and Liberties. (TSA-B) External Compliance Public Outreach Division 701 S. 12th Street Arlington, VA 20598
Note: The receipt of security measures can take up to 4 weeks for us to receive U.S. mail.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Jan 5 2012 11:19AM

Opening Agent: gary.warfield

Opened Date: 12/28/2011 2:07:41 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

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: [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: Dec 28 2011 4:04PM

Medium: Email

Contact Status: Closed

Incident Date: Nov 16 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 12/28/2011 4:03:06 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: I was at JFK airport on Nov 16th 2011. I was told to go through security which is normal but this line happened to choose me for the new machine. I personally don't feel comfortable going through this machine because in my opinion I have not been given enough information about these machines and what they do. We are just told to go and everyone follows because we need to get to our destination. I was treated like a criminal instead of an American citizen. I was looked at like i was a potential threat. I used to have positive memories about the airport and the great service. Now we cant even get a blanket if were cold or a smile as were passing through. After i went through this machine i was told to go through another security routine because my hair was in a bun. There was a lady there with blue rubber gloves who touched my hair and felt all around. Not only did she not change her gloves from the people in front or behind me but i was never explained what was going to happen. I do not for any reason think its ok for any person to put there hands on me without my permission regardless of the situation. She could have asked me to take my hair out and shake it. I would have had no problem with that. It was unsanitary and unprofessional. Everytime i go to the airport the security is getting more ridiculous and is quickly stripping away our rights as American citizens. I was born in the U.S. and lived here my entire life. I have never been looked at like a criminal except when i go to the airport which is not how things should be handled. People may not wash their hair, may have head lice among many other things. I do not for any reason think it was or is ok for some person to touch me in anyway especially if they touched thousands of other people with those same gloves. The security is getting out of hand and yes i want to be safe but at what cost? Now every good American citizen is viewed as terrorists? These employees should be smiling while treating us the way we deserve and for what we are, paying American citizens. I am very disappointed with the treatment i received and stopped traveling quite a bit because of it. I do not look forward to traveling anymore. Pretty soon maybe the TSA will feel the need to strip search everyone just to be safe. Is that what this security is coming to? Where does the line get drawn? I for one think it is inappropriate and is causing the airports to lose a great deal of money. I used to travel everywhere i possibly could because that was my passion. Now i travel only when i feel it is necessary. I believe steps should be taken to treat the public with more respect and hospitality. Also if the standards are so high with security then maybe the TSA should be looking at the things that are being neglected like our American rights.

Agent Notes: Sent to CSM at JFK on 12-28-11 by A Sizemore.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Dec 28 2011 6:43PM

Opening Agent: sandra.rudder
Opened Date: 12/28/2011 5:16:08 PM
Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response

Template Name: Screeners Gloves

Airport: JFK

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 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.

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

TSOs use nitrile gloves, not latex. Nitrile gloves provide more protection and sanitary efficiency than latex and are commonly used by other Federal agencies.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Dec 28 2011 5:11PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 23 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: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 12/28/2011 5:11:15 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark EWR Terminal C, unknown which checkpoint. Date December 23, 6 PM.

Comments: Your employee, female (b)(6), a lead officer - according to her name-tag, has an attitude when dealing with travelers. She wasted my time by calling me over, and then proceeded to snap at me not to use the digital boarding pass reader, and then began writing in a notebook. She had a nasty attitude and an authority complex. After sending me and others through, she separated our lanes from all but one of the security lanes (i.e., past the checkpoint) and I asked if i could go to one of the other lanes, and she said No You may not. I said why? She said No. I said, I asked WHY I could not use the other lanes (not if). She then barked that the (sole) screening lane was priority.

What a joke. I fly every week and typically find EWR to be pretty good. We are all travelers and the TSA is simply facilitating procedures - we are not schoolchildren and she is not the principal. And the idea that the Continental Elite checkpoints then narrow down to a single security lane is bogus. If anything, we should get to use all (but there are just so many elite!).

Thank You.

Agent Notes: Sent to CSM at EWR on 12-28-11 by A Sizemore

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Dec 28 2011 7:50PM

Opening Agent: kenneth.gumm

Opened Date: 12/28/2011 6:45:52 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: (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 30 2011 4:54AM
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: Working Conditions

Body: I just want to say JEERS to TSA for the inadequate and inefficient job they do at my workplace. I work in (b)(6);(b)(3) at JFK International Airport in New York (b)(6);(b)(3);49. My job is located inside security so I must go through the security checkpoint. One lane is designated "Airline & Terminal Employees" which TSA does not even honor and those of us who work in there are forced to use that lane. Everyday this line is backed up and clogged with passengers and we employees are forced to fight with these people in order to place our belongings on the belt and proceed through the security in order to get to our jobs. Everyone who works at that airport has to attend a 3 hour customer service class given by JFK Airport Staff when they are hired. It's all well and good. Be nice to people and do your level best to help them. So why is it when we get to work we are forced to abandon ALL that training and become animals because we need to get to our timeclock. And do you think the TSA even helps or gets involved to try to keep the peace? Oh no. They are too busy gabbing and yapping away and flirting with this one and that one instead of maintaining some level of order and organization in that checkpoint and any altercations between passengers and employees is just entertainment to that TSA. And many of them are OVERTLY nasty and disrespectful to us employees. There is no reason why employees should have to be ushered through WITH passengers. These should be kept separate. I have never EVER in my life had to fight just to get to my damn job. I can understand the passengers view. It is RUDE to cut in front of someone on ANY line. It almost seems as if TSA wants to encourage discord in that lobby. So JEERS JEERS JEERS to TSA!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Agent Notes: Sent to the CSM at JFK for review and notification. J Burke TCC Supervisor. 12-30-11

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: jeff.burke
Last Update Date: Dec 30 2011 11:49AM
Opening Agent: tara.swafford
Opened Date: 12/30/2011 9:56:25 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 30 2011 4:18PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Dec 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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Complaint

Body: Caller is filing a complaint against a TSO Supervisor named (b)(6) who works at LGA. Caller advised the TSO that he did not have a drivers license but he did have a state issued photo id security officer card. Caller stated the TSO became rude about the ids and then made him go through a patdown procedure due to the TSO not knowing that the id was a state issued id. Incident occurred on 12-30-2011 at 3 pm

Caller was flying on Delta airlines 1585 from LGA to MCO. Told caller that I will forward the complaint to the CSM at LGA to review the incident that occurred.

Agent Notes: Sent to CSM at LGA for review 12-30-11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Dec 30 2011 5:40PM

Opening Agent: john.bullard

Opened Date: 12/30/2011 4:18:26 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

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: Dec 31 2011 4:06PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 31 2011 9:18AM

Contact Prefix: Ms

Contact First Name:

Contact Middle 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: Contact Us: Contact Center

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

Remote Client IP: (b)(6)

Date Time: 12/31/2011 4:06:08 PM

Name: (b)(6)

Email Address: (b)(6)

Comments Location: JFK International Airport

JetBlue Terminal (Terminal 5)

Checkpoint #4

Approximate time: 9:18-9:28 am

Date: Saturday 31st December, 2011

I was told by an agent to use belt/checkpoint # 3 or 4 since they were both empty and open. I placed my belongings on the belt for #4 and asked the agent behind the belt if the belt would be turned on so I can see my things go through BEFORE entering to be scanned. I continued to push my things through to ensure that they went as far through as I could push them onto the belt and that they would not be left unattended before I went through the door to be scanned.

I asked again if the belt would be turned on. The agent got angry and pushed my things through and told me he did that for me. (I only asked if the belt would be turned on, not for him to do me any favors, just his job).

With the belt not being turned on, I did not know if they were ready for me or not. His anger towards me was completely disrespectful and uncalled for (his body language and response indicated anger or frustration). I simply asked if the belt was going to be turned on. I also told him he had no right to speak to me in such a manner and that it was too early in the morning for this behavior.

By the time I got through to the otherside he and the female agent working with him had turned on the belt.

This is NOT the way for an agent to speak to and treat a passenger who asks a simple question.

Agent Notes: Sent to the CSM at JFK for review and notification. J Burke TCC Supervisor. 01-03-12

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Jan 3 2012 2:06PM

Opening Agent: angela.johnson

Opened Date: 1/3/2012 10:27:49 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: [REDACTED]

Contact Type: Normal/General

Contact Date: Jan 3 2012 12:34AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 3 2011 8:50PM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City: Staten Island

Contact State: NY

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: Complaint

Body: To whom this may concern,

On November 3rd at Kennedy airport I went through security and because I had some pins in my hair, the officer called over 2 ladies who then proceeded to search and pat me down right there in front of everyone. One of the women put her hands in my pants, up my legs up to my crotch and she actually put her hand in my bra. The way it was done was very humiliating. I asked them to please take me to a room because it was embarrassing to me but they ignored my requests. This happened at the JetBlue security screening area. I was going to Jacksonville Florida. The flight was leaving at 8:50 pm. I understand about the screening process but not the way it was done. I didn't complain further because I was afraid of being taken off the flight. I was treated like a terrorist and it's a shame because I was born and raised in New York. I am also a grandmother.

Thank you. Just thought I'd let someone know.

[REDACTED]

Staten Island, NY

Agent Notes: Sent to CSM at JFK for review 1-3-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 3 2012 7:18PM

Opening Agent: angela.johnson

Opened Date: 1/3/2012 5:51:48 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@scenture.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: Jan 1 2012 5:26PM
Medium: Email
Contact Status: Closed
Incident Date: Jan 1 2012 5:00PM
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: 1/1/2012 5:26:29 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): JFK Airport, Terminal 2, delta checkpoint, on 1/1/2012 at 5:00pm
Comments: Officer a ID checkpoint stated I needed to speak my full name. I asked why and he said "we ask everyone to do that." I fly weekly and have never been asked that. I declined due to privacy concerns (I am a victim of identify theft, my banks use voice recognition to access my account). His supervisor came over and stated "we ask every single person to state their name." This is untrue as I was at JFK last week and no one asked my name. There is no mention this is mandatory on TSA website. I also see no mention of this practice in the 9/11 report. So I would like to know what options passengers have if they wish to not speak their name in a very large public forum for legitimate privacy concerns and why the officer and supervisor were not accurate in their statements to me?
Agent Notes: Sent to the CSM at JFK for review and notification. J Burke TCC Supervisor. 01-03-12
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: jeff.burke
Last Update Date: Jan 3 2012 7:08PM
Opening Agent: jewell.fugate
Opened Date: 1/3/2012 2:19:12 PM
Linked Event IDs:

Responses:
Response
Template Name: Complaint—Customer Service Manager
Airport: JFK
Airline: Delta
Subject Category: Customer Service - TSO
Interaction Type: Complaint

Response
Template Name: Requesting a Private Screening
Airport: JFK

Airline: Delta

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.

Passengers may ask for and receive a private screening at any time during the screening process. A companion, assistant, or family member (after he or she has been screened) may accompany the passenger to the private area and remain there during the screening. In addition, family members, companions, and non-traveling assistants may ask for and accompany a passenger to a private screening on behalf of a passenger needing assistance. Individuals assisting passengers to a private screening are not required to be of the same sex.

Officers 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, if a passenger refuses either option, he or she will not be permitted to enter the sterile area of an airport.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jan 3 2012 3:13PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

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: 1/3/2012 3:13:50 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

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

Comments: This is my reply to your response to my complaint:

I'm afraid that is incorrect, I was not enquiring about the reasons for secondary screening. I was complaining that during the process your staff member treated us in an undignified, disrespectful and discourteous manner!

The fact that this response is an impersonal regurgitated template is purely a continuation of this treatment. If the TSA has any bit of respect for it's customers then I would get a response that would reflect the letter that I actually sent. Please by return, provide me with contact details of who I can complain to about this?

Regards

(b)(6)

Agent Notes: EID (b)(6) was received on 1 1 2011:

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous Rude Employee

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

Jet Blue Flight 163

23 November 2012

4.40pm

Comments: After going through the full body scan procedure; my partner that I was travelling with was taken for a private search in the room adjoining the security area.

My complaint is that during this process; the TSA official would not explain what was happening to myself when asked as I was told that the search did not concern me. The TSA official was also very terse and arrogant in delivering this information to myself.

I believe that this treatment was both disrespectful and discourteous and was more akin to a Gestapo style of treatment than a transport

security organisation.

If this treatment was for some sort of security protocol, could you please detail this and the reason for it. Otherwise, please ensure that your officials are trained to treat their customers with respect and courtesy.

Response sent by the TCC:

[REDACTED]

RESPONSE Reasons for Secondary Screening

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

The caller is not happy with the response I am referring to the CSM. Delores Deaton

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: delores.deaton

Last Update Date: Jan 3 2012 8:10PM

Opening Agent: delores.deaton

Opened Date: 1/3/2012 7:56:06 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

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: Jan 4 2012 8:58AM

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: 1/4/2012 8:58:21 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Items Not Permitted Through the Security Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA 1705 out of Newark gate A32

Comments: The lady at the first checkpoint would not let me carry on a bag that I have carried on countless times. The soft sided bag fit into the box to size the bags. The lady was also being very selective with who she stopped as I saw her let numerous people go with bags larger than my own, it seemed like older people than myself (I am in my mid 20s) were allowed to pass while others were not. The people at the AA desk said it should work but could not go to the check point to tell the lady to accept it so I had to check my bag. The lady would not tell me (or let me see on her tag) her name until I asked several times and she only told me her first name (b)(6). I do not believe she was acting appropriately according to her duties.

Agent Notes: Sent to CSM at EWR for review 1-4-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 4 2012 12:36PM

Opening Agent: angela.johnson

Opened Date: 1/4/2012 11:02:05 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: (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: Jan 4 2012 11:18AM
Medium: Inbound Call
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: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email:
Subject: AIT

Body: Caller says both her and her husband have metal implants however he also has implants in his spine. Caller says each time when flying from JFK they are told the AIT machines are never available because they have to cool down for 30 minutes and are not working. Caller would like to know why this happens? Caller says she feels this is inappropriate and an inconvenience to her and her husband therefore would like to file a complaint.

Advised caller when passengers who have metal implants come through the checkpoint they need to let the TSO know of their condition. Explained to caller depending on which checkpoint they went through it would depend on if the AIT was available. Informed caller I would document the information she had given me and would send to the CSM for review since she felt it was inappropriate and inconvenient. Caller says she does not have email and if contacted would like to be contacted by phone.

Agent Notes: Sent to the CSM at JFK for review and notification. J Burke TCC Supervisor. 1-04-12

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: delores.deaton
Last Update Date: Jan 6 2012 10:52AM
Opening Agent: tara.swafford
Opened Date: 1/4/2012 11:18:20 AM
Linked Event IDs:

Responses:

Response
Template Name: Complaint—Customer Service Manager
Airport: JFK
Airline:
Subject Category: Advanced Imaging Technology (AIT) - Flyer
Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)
Contact Type: Normal/General
Contact Date: Jan 4 2012 10:32AM
Medium: Email
Contact Status: Closed
Incident Date: Jan 7 2012 12:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: FW: (no subject)
Body:

From: (b)(6)
Sent: Wednesday, January 04, 2012 7:49 AM
To: tsa.ombudsman@dhs.gov
Subject: (no subject)

On December 7 I wrote you regarding my experience with a TSA agent in Kennedy Airport and the confiscation of 3 packages of Laughing Cow cheese.

On December 15 I received the following email from you:

Customer Service Manager:

The following e-mail is being forwarded to you for review from the TCC. Please contact the traveler to resolve the issues addressed in their e-mail message included below. Also, please reply to the message that was forwarded to you and describe the resolution that you provided. This will send the traveler's original message and your response to TCC Supervisors so they may update and close the record accordingly.

Thank you,

TSA Contact Center Representative

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.

It is now January 4 and I have yet to receive the courtesy of a response from anybody. I do not feel that this is the way a traveler should be treated and am very much upset, once again, by this whole experience.

Agent Notes: Sent to CSM at JFK for review 1-4-12 mnelson

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.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 4 2012 2:12PM

Opening Agent: robert.baker

Opened Date: 1/4/2012 12:21:53 PM

Linked Event IDs:

[REDACTED]

Responses:

Response

Template Name: FWD to Appropriate Office Response

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 recent e-mail message.

It has been forwarded to the appropriate Transportation Security Administration office for response. We are working to ensure you receive a complete and accurate answer to your inquiry.

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jan 4 2012 1:16PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 4 2012 12:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 1/4/2012 1:16:35 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue, JFK airport (terminal 5)

Comments: On January 4, around noon, I had a distressing experience with TSA at Terminal 5 at JFK airport in New York. I opted out of going through the body scanner, and a female employee soon came to give me a pat-down. I'm a frequently flyer and have grown used to TSA procedures on the pat-downs. However, this particular employee violated several standard TSA rules and was quite rude.

The TSA employee first directed me to remove my sweatshirt. I declined on the grounds that this was my shirt (not outerwear) and that while I was wearing a tank-top underneath, my religious beliefs do not permit me to appear in public in such a state. The employee openly scoffed at me and said, "well, then you should have gone through the scanner." At no point did the the employee offer me a private screening. While conducting the pat-down, she physically lifted up not only my sweatshirt but also my undershirt, thus leaving my bare midriff exposed to everybody in the terminal. She was also very aggressive with patting down my legs and lifted up one of my trouser legs, thus leaving my calf exposed.

I understand the need for serious security procedures, but I would encourage TSA to be more sensitive to flyers , especially those who feel uncomfortable undressing in public.

Agent Notes: Sent to CSM at JFK for review 1-4-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 4 2012 5:24PM

Opening Agent: angela.johnson

Opened Date: 1/4/2012 2:57:49 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: [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: Jan 5 2012 5:23AM

Medium: Email

Contact Status: Closed

Incident Date: Jan 5 2012 3:45AM

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: 1/5/2012 5:23:38 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA2297 departing at terminal 8, gate 8 from ny, jfk on 05 Jan 2012.

Comments: My husband and I have just had the worst experience with some of the employees working for American Airlines and TSA from the hours of 3:45 am to 4:45 am on January 5th at JFK New York, terminal 8. In addition to American Airline's staff being completely inconsistent with the screening of the size of carry-ons (have pictures to prove this), the TSA Terminal 8 employees' were rude and approached this situation in an unprofessional manner. To get through our travels with American airlines, which included , the same checked on bags for three flights than rudely be denied the same bags on. Than be singled out be the TSA STAFF for our complaint, after the security scan, by not being helped when first asked politely to remove bins or stop the belt movement. Then when no response from the TSA staff to help, a request to help was made in an abbrasive manner to get action. All is recorded by your cameras. That is when the TSA staff member was extremely rude and a majority if the TSA staff just stood around and laughed about the situation. The supervisor was requested but never showed.

Agent Notes: Sent to CSM at JFK for review 1-5-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 5 2012 1:45PM

Opening Agent: gary.warfield

Opened Date: 1/5/2012 10:47:40 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

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 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: Jan 5 2012 5:04PM
Medium: Email
Contact Status: Closed
Incident Date: Dec 14 2011 4:45AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle 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: Dec. 14 Complaint
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 at JFK, 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: Wednesday, January 04, 2012 8:30 AM
To: TSAExternalCompliance@dhs.gov
Subject: Dec. 14 Complaint

Location: JFK Terminal 5

Time: 4:45am-6:50am

This complaint is regarding the absolute slowest and most careless service from the TSA staff. The terminal was packed early this morning, many passengers lined up. The volume of people seemed to be created by only 1 factor- the bag screeners seemed to require a bag check on every 3rd bag that passed through the X-ray. I watched as these lazy screeners called for a bag check, then sat idle for 5 minutes while the one manager finally came over to look and clear the bag. 2 of these screeners sat together at the monitor, and could care less that people were almost being forced to line up outside.

There was a point in the line where literally no one could even pass the initial passport boarding pass guy for 20 MINUTES because the screeners were so slow. This was not due to people not following orders, this was only due to these lazy screeners who could not be bothered to move a bag from the belt to have it looked at or re-run.

We waited over 2 hours for a check-in that should have taken 20 minutes, and almost missed our flight. When i asked the agent what was going on, he stated that if you are not moving fast its because of the person in front of me . That was outrageous, as all persons were completely prepared for the screening, and were simply standing waiting for the lazy bag people to do anything, because they were not doing their job at all. All this while we pay extra for security fees . Our screeners were so rude in fact, they re-ran a straw beach bag that contained 2 hats. Nothing else but 2 hats, but they re-ran it out of spite as dare we question their awesome work ethic. I hope the TSA starts to look for people with a high school diploma or at least common sense.

thanks

[REDACTED]

Agent Notes: Sent to the CSM at JFK 1-9-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 9 2012 11:30AM

Opening Agent: angela.johnson

Opened Date: 1/6/2012 10:17:48 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: [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: Jan 6 2012 3:38PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Nov 1 2011 10:00AM

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:

Subject: Patdown Complaint

Body: Caller stated her and a friend was traveling from JFK to West Palm Beach Florida. Caller stated the incident happened 11-1-2011 @ 10:00am. Caller and her friend flew on Jetblue, stating that TSO (b)(6) was rude and didnt answer any of her questions. She said that her friend has 2 prosthesis and was subject to a patdown. Caller stated her friend had to remove her shoes and the caller couldn t help put her shoes on for her. The patdown that lasted for over an hour. She felt that it was excessive and done in a vindictive manner. She would like for someone to contact her with an apology and explanation for the incident.

Advised caller the following information:

I apologized to the caller, advised caller to request a private screening for the patdown. Advised caller to declare to the TSO of her friends medical conditions before going through the screening. I told her that I would forward her information and request to the CSM at JFK.

Agent Notes: Sent to the CSM at JFK for review and notification. J Burke TCC Supervisor. 1-06-12

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: stacey.patton

Last Update Date: Jan 6 2012 4:21PM

Opening Agent: stacey.patton

Opened Date: 1/6/2012 3:38:52 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Jan 8 2012 1:14PM
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: 1/8/2012 1:14:31 PM

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

Complaints: Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta 3407, JFK, Gate 18

Comments: It has become my understanding that with new screening technologies individuals can hold soft non metallic items in their hands when going through electronic screening. This is the case at atlanta hartsfield jackson airport. However at jfk approaching the screening machine I had my wallet in my hand and assumed the arms raised screening position with the wallet in my hand. I was then made to get out of the machine, put my wallet into a small bucket and put it in the xray completely unattended. I was then made to go to the back of the xray line while my wallet was unattended to be rescteed. I complained about the treatment and one of the agents under his breath said I should have just put it in my bag. He clearly did not want me to hear what he was saying. Again, at Atlanta I am allowed to hold my wallet in my hand as I go through the xray. Aside from being inconsistent I found the employees to be disinterested and rude.

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: stacey.patton
Last Update Date: Jan 9 2012 4:01PM
Opening Agent: stacey.patton
Opened Date: 1/9/2012 3:58:09 PM
Linked Event IDs:

Responses:
Response
Template Name: Removing Personal Items before Screening
Airport: JFK
Airline: Delta
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 regarding the removal of personal items at security screening checkpoints.

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

For tips and further information about security screening, please visit TSA's 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: Jan 7 2012 8:03PM
Medium: Email
Contact Status: Closed
Incident Date: Jan 7 2012 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: 1/7/2012 8:03:24 PM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight Delta 268 from JFK to TLV on Saturday January 7, 2012.
Comments: Was treated rudely and detained by TSA officer (b)(6). While speaking to another TSA officer regarding my pregnant wife and if she should go through the metal detector (b)(6) raised his voice on me that I should pay attention to him and move along. I told him that my wife I are speaking to the other guy, he took that as an insult raised his voice further and asked for my passport then made a call and wrote some stuff down. The other people inline with me were shocked, and the woman behind me remarked that it is a show of power. Is that the reputation and service the TSA is looking to build for itself? Did that officer write me up so I will be treated differetnly now when I travel?

Agent Notes: Sent to the CSM at JFK by Michael Middleton on January 09, 2012.
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: michael.middleton
Last Update Date: Jan 9 2012 5:44PM
Opening Agent: ileana.garland
Opened Date: 1/9/2012 1:41:26 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: (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: Jan 10 2012 10:31AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Jan 1 2012 5:45PM

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Crystal Lamp

Body: Caller flew from LGA to KY on Jan 1st. He had a crystal lamp the size of cantaloupe that weighs about 10 lbs and it was wrapped in bubble wrap. The TSO had him open it, she swabbed it and said he had to check it in. He asked why because there was nothing on the website that stated he could not take it in carry on. She said that it was her discretion and what she says goes. Instead she made him check it in at the gate and pay \$25 in order to have the item checked.

He asked for her name, but she refused to give it to him and waved to three other colleagues who came over and surrounded him. He said he looked at her name tag which stated that she was a supervising officer. Her name was (b)(6) (he said this spelling is probably incorrect, but it is close).

Airport: LGA

Airline: American

Location: Terminal B, Gate C

Flight Number: 4517

Date and Time: Jan 1st at 5:45 (Time he was at the checkpoint)

I explained that if the TSO saw this as a potential weapon, it would not be allowed on the plane. He asked for the information I read to him be emailed to him which I did.

Advised:

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

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

Agent Notes: Sent to CSM at LGA on 1-10-12 by A Sizemore.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Jan 10 2012 3:42PM

Opening Agent: susan.mitchell

Opened Date: 1/10/2012 10:31:51 AM

Linked Event IDs:

Responses:

Response

Template Name: Screeners Have Final Say Response

Airport: LGA

Airline: American Airlines

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: American Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Mar 29 2011 12:28AM

Medium: Email

Contact Status: Closed

Incident Date: Mar 27 2011 9:00AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name:

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [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: 3/29/2011 12:28:36 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Security @ newark flight United 611 on march 27 @ 9am

Comments: The concern i have is the people that you employ for airport security, I could go on and on about them but i will get to the point. I went from newark to little rock, Ar. with my wife and 2 young children after vacation. My wife and 23month old son got shook down like terrorist by your security, all of this was over my sons soy milk, My son has an allergy to milk so we pack soy for him. The woman that done the "pat" down was the most unprofessional person i've ever met in my life, I mean c'mon, where is the need to pat down a 23 month old child in footed pajamas? This woman in a turban got an attitude with my child because he was kicking and crying because someone he did not know was trying to touch him! My wife got felt on twice because the woman doing the "pat" down didn't have a clue what she was doing! They also looked through my 6 year old daughters carry on looking for explosives, The only thing in her bag was crayons and paper! All the focus on them and i managed to get a disposable lighter through xray in plain site! If i can get a lighter on a plane what can REAL security threats get on a plane? I can assure you, you will hear more from me as well as legal aid and this will go public. I have never in my life felt like that! I can assure you i know these people are trying to do their jobs, But there is a problem when you have to "pat" down a 23 month old infant. And please don't give me some BS about its standard procedure. If thats all you have to say then don't respond and waste my time.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:42AM

Opening Agent: deborah.collins

Opened Date: 3/29/2011 4:02:04 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: EWR

Airline: United Airlines

Subject Category: Screening - Secondary
Interaction Type: Complaint

Response

Template Name: PATDOWN—CHILDREN

Airport:

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Procedures

Response

Template Name: Screening- All Passengers

Airport:

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Procedures

Response

Template Name: Secondary Screening Reasons 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 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 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.

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.

We hope that this information is helpful.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secure area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

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

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

TSA also selects passengers and their property at random for additional security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as (senior citizens, persons with disabilities, children, etc.), would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit any particular profile.

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

TSA understands the inconvenience you may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

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

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

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

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

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

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

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jan 11 2012 12:00PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 10 2012 10:40AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 1/11/2012 11:58:59 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental Airlines/Jan. 10, 2012/Terminal A (gates 20-26 security point)/Liberty International Airport (Newark, NJ)

Comments: I passed through the screening area at approximately 10:40 AM on January 10, 2012. During that time myself and other travelers noticed the complete lack of professionalism by several TSA employees at the screening area. They frequently held up the line to laugh and joke with each other, and seemed to be taking the whole process as unimportant. If we have to be subjected to security screenings it would be nice to have the TSA employees take their job seriously and act with a level of professionalism consistent with being a Federal law enforcement officer.

Agent Notes: Sent to CSM at EWR for review 1-11-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 11 2012 4:08PM

Opening Agent: gary.warfield

Opened Date: 1/11/2012 2:10:17 PM

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: (b)(6)
Contact Type: Normal/General
Contact Date: Jan 13 2012 5:51AM
Medium: Email
Contact Status: Closed
Incident Date: Dec 28 2011 9:45PM
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: 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: 1/13/2012 5:51:15 AM

Name: Natalie (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Virgin America
December 28 2011
9:45 departure
Kennedy Airport
Comments: Your agent was very rude,grouped my breast,crotch,looked in my underwear and continued to group my body and called it a pat down Your supervisor was equally just as rude.I felt totally violated and raped.i feel that a metel dector wand would have been more approiate.This was done in a public area.This continues to happen to me whenever i fly.I am seeking your help in corecting this manner.I may be reached at (b)(6)
Agent Notes: Sent to CSM at JFK for review 1-13-12 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Jan 13 2012 3:24PM
Opening Agent: nanette.navarre
Opened Date: 1/13/2012 10:05:07 AM
Linked Event IDs:

Responses:
Response
Template Name: Pat Down Screening Complaint - BCC CSM
Airport: JFK
Airline:
Subject Category: Patdown - Flyer
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com
To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Passengers may register a concern or complaint with security through the TSA CSM or TSA supervisory personnel at each airport. Customer Service Managers may be contacted via the "Talk to TSA" section of the TSA Web site at <https://contact.tsa.dhs.gov/talktotsa/talktotsa.aspx>.

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Jan 15 2012 11:14PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 14 2012 6:30AM

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: Gross misconduct by TSA agents

Body: I am reporting a case of gross misconduct on the part of three TSA agents including threats of violence, inappropriate profanities, and impersonating a police officer.

On January 14th we had plans to board AA1713 with American airlines at La Guardia Airport in New York. Around 6:30am we were waiting on line at Dunkin Donuts in La Guardia. A TSA Agent cut the entire line of customers and proceeded to order her food. I and multiple other customers informed her of the cue and asked her to get in line. She told us to "fuck off. The line is for you." We were outraged and started to protest. At this point, another female colleague started using copious amount of profanities attempting to intimidate me and the other customers into submission. We attempted to argue, but the two TSA agents got there food and proceeded to ignore our protests. The second TSA agent got within inches of my face and yelled profanities at me - which all witnesses there would agree that this was a clear threat of physical violence. Finally, a male TSA agent approached the scene and told us to "shut the fuck up" and he said "we run this fucking place." I suggested that we call e police. At this point! He said "the police?" and pointed at his TSA badge, clearly implying that he was equivalent to a police officer and that he was enforcing the law here. He told me "it's fucking over. Get your fucking food and get the fuck out of here before somebody gets hurt." Once again, threatening me with physical violence.

As a law abiding citizen and a long time tax payer, I am horrified and extremely disappointed with the incident. I do not see why TSA agents should have the power to ignore basic rules, intimidate people with profanities and threats of physical violence, nor replace police officers in an establishment such as Dunkin Donuts and in a situation that has nothing to do with air travel.

I request that the three employees be identified and reprimanded. Furthermore, I request your help in identifying the three suspects so that I can file civil suits against the people who threatened me and my family - especially the man who claimed to be a police officer and told me to "get the fuck out of here before somebody gets hurt."

In our effort to achieve justice, we ended up missing our flights. We attempted to report the incident to TSA supervisors in la Guardia, and they seemed to recognize the three suspects based on our descriptions. I and my family are willing to help identify the suspects and testify in a court.

Thanks for hearing our complaints and I hope that you will contact me as soon as possible.

Agent Notes: Sent to the CSM at La Guardia by Michael Middleton on January 17, 2012.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Jan 17 2012 6:36PM

Opening Agent: ileana.garland

Opened Date: 1/17/2012 11:13:30 AM

Linked Event IDs:

Responses:

Response

Template Name: FWD to Appropriate Office Response

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: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your recent e-mail message.

It has been forwarded to the appropriate Transportation Security Administration office for response. We are working to ensure you receive a complete and accurate answer to your inquiry.

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jan 15 2012 10:33PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 14 2012 6:30AM

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: 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: 1/15/2012 10:33:02 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA1713. American Airlines. La Guardia Airport.

Comments: I am reporting a case of gross misconduct on the part of three TSA agents including threats of violence, inappropriate profanities, and impersonating a police officer.

On January 14th we had plans to board AA1713 with American airlines at La Guardia Airport in New York. Around 6:30am we were waiting on line at Dunkin Donuts in La Guardia. A TSA Agent cut the entire line of customers and proceeded to order her food. I and multiple other customers informed her of the cue and asked her to get in line. She told us to "fuck off. The line is for you." We were outraged and started to protest. At this point, another female colleague started using copious amount of profanities attempting to intimidate me and the other customers into submission. We attempted to argue, but the two TSA agents got there food and proceeded to ignore our protests. The second TSA agent got within inches of my face and yelled profanities at me - which all witnesses there would agree that this was a clear threat of physical violence. Finally, a male TSA agent approached the scene and told us to "shut the fuck up" and he said "we run this fucking place." I suggested that we call e police. At this point! He said "the police?" and pointed at his TSA badge, clearly implying that he was equivalent to a police officer and that he was enforcing the law here. He told me "it's fucking over. Get your fucking food and get the fuck out of here before somebody gets hurt." Once again, threatening me with physical violence.

As a law abiding citizen and a long time tax payer, I am horrified and extremely disappointed with the incident. I do not see why TSA agents should have the power to ignore basic rules, intimidate people with profanities and threats of physical violence, nor replace police officers in an establishment such as Dunkin Donuts and in a situation that has nothing to do with air travel.

I request that the three employees be identified and reprimanded. Furthermore, I request your help in identifying the three suspects so that I can file civil suits against the people who threatened me and my family - especially the man who claimed to be a police officer and told me to "get the fuck out of here before somebody gets hurt."

In our effort to achieve justice, we ended up missing our flights. We attempted to report the incident to TSA supervisors in la Guardia, and they seemed to recognize the three suspects based on our descriptions. I and my family are willing to help identify the suspects and testify in a court.

Thanks for hearing our complaints and I hope that you will contact me as soon as possible.

b1g1

Agent Notes: Sent to the CSM at LGA for review and notification. J Burke TCC Supervisor. 1-17-12

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Jan 17 2012 11:43AM

Opening Agent: susan.mitchell

Opened Date: 1/17/2012 11:08:55 AM

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: b1g1

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: Jan 13 2012 11:46PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 13 2012 2:30PM

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: 1/13/2012 11:46:07 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight LGA to Providence Friday January 13th, at 2:30 departure

Comments: At LGA TSA check point today, I was selected for further screening based on random selection. It took TSA personal over 10 minutes to show up to administer test. During that time TSA Officer (b)(6) was rude. I sincerely believe your officers need more training. My family is in law enforcement, so, I give you the benefit of doubt. I fly over 100 times a year, so, I know how TSA should and does conduct themselves.

Agent Notes: Sent to the CSM at LGA for review and notification. J Burke TCC Supervisor. 1-17-12

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Jan 17 2012 9:53AM

Opening Agent: kenneth.gumm

Opened Date: 1/17/2012 9:04:54 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

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 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: Jan 17 2012 8:55AM

Medium: Email

Contact Status: Closed

Incident Date: Jan 17 2012 8:40AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 1/17/2012 8:55:14 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA319

LGA

Terminal D

Lane 4

Comments: I WAS AT THIS CHECKPOINT THIS MORNING 1/17/2012 AT AROUND 8:40AM. THERE WAS ONE TSA AGENT CHECKING IN BOTH PRIORITY AND STANDARD PASSENGERS. AT THE SAME TIME, LEAD OFFICER (b)(6) AND OFFICER (b)(6) WAS IN PLAIN VIEW OF ALL WAITING TO BE SCREENED, AND THOSE LINED UP TO BE CHECKED.

NEITHER OFFICERS (b)(6) DID ANYTHING OTHER THAN CONTINUE A PERSONAL CONVERSATION WHILE ALL THIS WAS GOING ON.

IT WAS NOT UNTIL LEAD OFFICER (b)(6) CAME ALONG THAT THINGS GOT MOVING. THEY EVEN REFUSED TO LEAVE THEIR CONVERSATION ALTHOUGH LANE 4 HAD RUN OUT OF BINS.

THERE IS PROBABLY A LOGICAL REASON FOR THEM NOT LEAVING THEIR POST; BUT FOR THE NON-INFORMED PUBLIC, IT LOOKED LIKE THAT THEY ARE JUST PLAIN LAZY - AND IT GIVES THE IMPRESSION THAT TSA OFFICERS ARE WASTING OUR TAX DOLLARS.

IF THEY ARE LAZY, PLEASE REPRIMAND; IF THEY ARE SOMEHOW DONIG SOMETHING WORTHWHILE, PLEASE EXPLAIN.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: ileana.garland

Last Update Date: Jan 17 2012 2:46PM

Opening Agent: ileana.garland

Opened Date: 1/17/2012 2:42:52 PM

Linked Event IDs:

Responses:

Response

Template Name: Screeners Standing Around Response

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 your concerns that you saw Transportation Security Officers (TSOs) standing around.

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: ODPO

Contact Date: Jan 17 2012 2:09PM

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:

Subject: ODPO Record

Body: Disability Description:

Caller states she has a birth defect with viens in her left leg. Her leg swells. She also stated she is on blood thinners, which cause her to brusie easily and it causes her pain to be touched. She stated she wears her necklace and earrings through screeing. She is upset at the screening policys. She feels she is being picked out for some reason. She stated she was 63 years old, She will be traveling back to New York.

Told caller

She had the choice to opt out of the AIT machine and the metal dectors. She could chose for a pat down instead. Wanted to explain to her about asking for a private sceening and explaining to the officer her condition, she would not give me the oppertunity. She stated several times about reading things on the internet and watching tv. I ask her if she believed everything she saw on the internet. She was talking about older women haveing to pulling down their pants, I told her TSA did not have them pull down their pants. She stated she wore her jewelry through screeing, I told her she should pull off all personal items when being screened. She was very upset about losing her perosnal items as they were being screened,she stated someone could just steal them.

Escalated to a Supervisor: I spoke with the caller and explained to her that she must be screened regardless of her anxiety to the process as a whole. I apologized for the anxiety and told her to make the TSO s aware of her medical condition before entering the checkpoint.

She asked about a money belt and removing personal items, such as a belt and also international travel to China. I advsied her that a money belt or jewelry would cause and anomaly and probably induce a patdown. or additional screening at the least. I told her that I could not advise her about traveling with these items internationally, that each country had its own screening policies concerning them.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: laura.benge

Last Update Date: Jan 17 2012 2:58PM

Opening Agent: laura.benge

Opened Date: 1/17/2012 2:09:06 PM

Linked Event IDs:

Responses:

Response

Template Name: Aversion to Touch (due to Trauma)

Airport: LGA

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response

Template Name: Removing Personal Items before Screening

Airport: LGA

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Jan 18 2012 9:26AM
Medium: Email
Contact Status: Closed
Incident Date: Jan 16 2012 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: 1/18/2012 9:25:53 AM

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

Complaints: My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CO 4815 L, Continental, Ithaca Tompkins N.Y.
Comments: Many times I have traveled to and from Ithaca Tompkins airport, and I have come in contact with two middle aged male TSA employees that look disheveled with a large amount of facial hair and untidy clothing. These employees in question were working the checked baggage at 06:00 hours 1-16-2012. The homeless look is unprofessional for a federal agency. A dress code should be enforced, your agency is representing the United States of America not a third world country.
Agent Notes: Sent to ITH for review 1-18-12 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Jan 18 2012 11:58AM
Opening Agent: danielle.hollifield
Opened Date: 1/18/2012 10:29:38 AM
Linked Event IDs:

Responses:
Response
Template Name: Complaint—Customer Service Manager
Airport: ITH
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 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: Jan 18 2012 2:56PM

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: 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, January 18, 2012 2:44 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: 1 18 2012 2:44:22 PM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

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

Comments:

TSA IS NOT SORRY FOR WHAT HAPPENED TO (b)(6) OR ELSE THEY WOULD NOT BE CALLING THEM LIARS. BOTH OF THESE WOMEN WERE STRIP-SEARCHED. IF THEY WERE MENTAL, THEIR FAMILIES WOULD NOT HAVE SUPPORTED THESE LADIES STATEMENTS CONCERNING THIS MATTER! JUST LIKE HOMELAND SECURITY, YOU FAIL TO PROTECT AMERICAN CITIZENS. HOLDER WILL NOT GO AFTER REAL TERRORISTS. WEAPONS GET THROUGH TSA. YET SEXUAL ASSAULTS AND RAPES ARE EVER PRESENT. RADIATION CANCER MACHINES ARE DANGEROUS. STOP LYING ABOUT THIS! NO ANSWER NEED BE SENT. GOVERNMENT LIES TO THE AMERICAN PUBLIC!

Agent Notes: Caller stated they did not want a response sent, therefore, did not send a response but templated and categorized as appropriate.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 19 2012 9:43AM

Opening Agent: gary.warfield

Opened Date: 1/18/2012 4:08:47 PM

Linked Event IDs:

Responses:

Response

Template Name: No Response

Airport: JFK

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jan 18 2012 11:27PM

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: 1/18/2012 11:27:23 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: Those older women at JFK were STRIP SEARCHED

and you know it. You're all a bunch of liars and (b)(6) should be FIRED!!

The TSA is big waste of tax dollars and should have been discontinued after Bush!

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Jan 19 2012 9:34AM

Opening Agent: kenneth.gumm

Opened Date: 1/19/2012 9:28:56 AM

Linked Event IDs:

Responses:

Response

Template Name: JFK—Alleged Strip Search Screening Incident

Airport: JFK

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: (b)(6)

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: [REDACTED]

Contact Type: Normal/General

Contact Date: Jan 18 2012 8:05PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 17 2012 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: AC Airport, January 17, 2012

Body: TSA:

By law TSA has the right to inspect me and my baggage. Which, is no objection to me, since I am not capable of causing harm. Thus, my bags were not locked and I placed in bins all items, less what I wore.

I pack neatly and tightly secure liquids to avoid spills. In return I got a, Notice Of Baggage Inspection, a damaged canvas bag, broken cap, and not properly tightened hair gel which leaked.

It was cold on January 17, 2012. I was leaving Atlantic City to return home, to Florida. I dressed for the cold weather so, it would be natural to "bundle-up." Upon being asked, I went through the security unit without incident. It was right then that I was asked to display my warm-up socks. I asked if I should take them off and was told , "No," only to realize that the TSA inspector was calling for female assistance.

I felt uncomfortable for being singled out and asked if perhaps my knitted cap was the issue? I took it off immediately. "No, that wasn't the problem,". said the inspector. Then I took off the warm-ups. Again, I was told that was not the problem. I was told I was, "Too bundle."

Immediately I had visions of being taken off to an isolation area where I was to be searched! Perhaps, even violated. Then, in frustration and avoiding my being removed, I took off my sweat pants...still there was question as to my being a security issue. "Couldn't he see I was cooperating," I thought to myself. Then I asked, "Is it my top?" I took off my fleece top to prove I was not a risk. Still, stoic, he stood and I in a thin, over sized tank top with my chest visible to the gathering on lookers that were observing. The female inspector was by my side when I asked if I should take off my jeans?, and the male inspector said, "No."

The female inspector offered a room where I can redress. I did not accept and quickly dressed right there.

It is not the law I question, but how it is enforced. One is left to the mercy and benevolence of the person in charge. I complied because I did not want to put myself in a position of missing my flight!

Educated by nuns I am old school. I do not disrobe in public nor in the presence of others. But fear got the best of me that day; it was a real fear. Last night I woke up screaming for my father, "Papi!, Papi!"...my husband gently woke me, assuring me I was safe. My father died in 1982 and here I am, at the age of 66 calling for my father because of a nightmare in which I was being violated by a man's hand on my breast!

Something is wrong...I pay taxes to be protected which shouldn't come with the price of dis-concern as a human.. There should be a card that reads: "[REDACTED] is OK to pass."

So...I send this concern via, E-Mail to you, TSA, and a copy via, snail mail to my President and I ask: : If I don't stand-up for myself, who will? Not TSA, it failed me that cold day.

With due respect, I am [REDACTED] HYPERLINK "mailto:[REDACTED]"

PC: Mr. President
The White House

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: ileana.garland
Last Update Date: Jan 19 2012 8:56AM
Opening Agent: ileana.garland
Opened Date: 1/19/2012 8:49:21 AM
Linked Event IDs:

Responses:
Response
Template Name: Reasons for Secondary Screening
Airport: ACY
Airline:
Subject Category: Patdown - Flyer
Interaction Type: Complaint

Response
Template Name: General Complaint Response
Airport: ACY
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 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.

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: Jan 19 2012 10:29AM

Medium: Email

Contact Status: Closed

Incident Date: Jan 14 2012 6:30AM

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: 1/19/2012 10:29:41 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

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

Comments: To Whom It May Concern,

I'd like to file a complaint against 3 of the TSA workers working in Laguardia Airport.

On January 14, 2012, approximately about 6:30 am, I was on line at Dunkin' Donuts in Laguardia airport with 3 of my family members (my wife, my brother, my brother's wife). While we're waiting on line to order our food, a female TSA officer, identifiable by wearing a blue TSA shirt, cut to the front of the line. Naturally, myself and about 10 patrons on the line began to protest and told her to get on line. At that point, she started becoming hostile and told everyone on line that the line is only for us and that she doesn't have to stand on line.

While we're protesting to the first TSA officer who cut the line, another female TSA officer, who came with the first TSA officer, began yelling at everyone on line and at one point came within inches of my brother, using profanities and in a very threatening manner. Soon after that, a male TSA officer jumped into the fray using profanities, basically telling us to get our food and go away. At one point, we told him that we wanted to call the police because they were becoming so hostile and it didn't seem like the situation was going to be resolved. As a response, he showed us his badge and told us that there was nothing we can do about it because "they run this place," implying that they were the police officers, when they clearly were not. As the situation escalated, one of the American Airlines workers came over and very nicely told us not to let them ruin our vacation over something like this. So we just took our food and went to the gate, but because of the whole situation, we ended up missing our flight (AA 1713 that was supposed to leave at 7:25 am) and had to get on stand by several hours later. (I got on the 12:20 pm flight AA 2093)

As we were waiting for the stand by flights, the American Airlines worker who came over to us at Dunkin' Donuts, brought us 2 TSA supervisors along with one of the AA managers to file a complaint, as he was also a witness to the situation. When we described to the TSA supervisors the 3 TSA officers who were the culprits to the situation, they immediately recognized who they were and told us that they will deal with the situation appropriately.

As you can imagine, I'm appalled at the whole event and request that you act appropriately. If you need help in identifying the 3 TSA workers in question or need any additional info, please let me know and I can be of assistance. Please also give me an update as to what actions were taken.

Thank you

Agent Notes: Sent to CSM at LGA for review 1-19-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 19 2012 1:05PM

Opening Agent: rachel.benge

Opened Date: 1/19/2012 12:26:02 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

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 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: Jan 19 2012 12:18PM

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: (b)(6)

Subject: Incident

Body: The caller is calling to check on the incident that happened at LaGuardia Airport on Jan 14 2012 around noon.

There were several emails sent in that day and a call. EID (b)(6) was sent to the CSM on Jan 17 2012. All the emails said the same thing. Below is the content of the emails that were sent in.

On January 14th we had plans to board AA1713 with American airlines at La Guardia Airport in New York. Around 6:30am we were waiting on line at Dunkin Donuts in La Guardia. A TSA Agent cut the entire line of customers and proceeded to order her food. I and multiple other customers informed her of the cue and asked her to get in line. She told us to fuck off. The line is for you. We were outraged and started to protest. At this point, another female colleague started using copious amount of profanities attempting to intimidate me and the other customers into submission. We attempted to argue, but the two TSA agents got their food and proceeded to ignore our protests. The second TSA agent got within inches of my face and yelled profanities at me - which all witnesses there would agree that this was a clear threat of physical violence. Finally, a male TSA agent approached the scene and told us to shut the fuck up and he said we run this fucking place. I suggested that we call the police. At this point! He said the police? and pointed at his TSA badge, clearly implying that he was equivalent to a police officer and that he was enforcing the law here. He told me it's fucking over. Get your fucking food and get the fuck out of here before somebody gets hurt. Once again, threatening me with physical violence.

As a law abiding citizen and a long time tax payer, I am horrified and extremely disappointed with the incident. I do not see why TSA agents should have the power to ignore basic rules, intimidate people with profanities and threats of physical violence, nor replace police officers in an establishment such as Dunkin Donuts and in a situation that has nothing to do with air travel.

I request that the three employees be identified and reprimanded. Furthermore, I request your help in identifying the three suspects so that I can file civil suits against the people who threatened me and my family - especially the man who claimed to be a police officer and told me to get the fuck out of here before somebody gets hurt.

In our effort to achieve justice, we ended up missing our flights. We attempted to report the incident to TSA supervisors in La Guardia, and they seemed to recognize the three suspects based on our descriptions. I and my family are willing to help identify the suspects and testify in a court.

Thanks for hearing our complaints and I hope that you will contact me as soon as possible.

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: gregory.henline

Last Update Date: Jan 19 2012 12:33PM

Opening Agent: gregory.henline

Opened Date: 1/19/2012 12:18:49 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint Response

Airport: LGA

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jan 19 2012 6:07PM

Medium: Email

Contact Status: Closed

Incident Date: Dec 27 2011 3:25PM

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: 1/19/2012 6:07:45 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA 1516

Comments: My family and I returned from vacationing in Italy and our port of entry was JFK in New York. We arrived at JFK on 12/27 at approximately 3:25 p.m. We went through customs and then had to be rescreened to get to the terminal for the leg home. The security screening staff were rude and discourteous. I am not necessarily concerned about how we were treated but I think of all of the foreign people coming to America for the first time and wonder what kind of impression they get of America when this is how they are treated. We found the same attitude with the customs agent on duty when we arrived. We have always heard about how rude the Europeans are, especially towards Americans, but we never experienced this with several flights and trains within England and Italy. Our first experience of a poor attitude was our welcome back to America. I certainly hope people coming here for the first time don't get this treatment as "first impressions last".

Agent Notes: Sent to the CSM at JFK by Michael Middleton on January 19, 2012.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Jan 19 2012 8:16PM

Opening Agent: Kenneth.hill

Opened Date: 1/19/2012 8:09:00 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

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 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: Jan 20 2012 4:58AM

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: 1/20/2012 4:58:32 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 135 T5 4:50AM Lane 8

Comments: Spoke with (b)(6) I was approaching lane 8 and had three bins on the table, not yet on the belt. TSA worker working the X-ray machine on the other side of the glass screamed over in a rude tone "do you really think that fits in a bin" regarding my carry on duffel. I removed the bag and placed the Bin underneath the table, as I did not want to leave my bags unattended. She yells "did you really just do that? You can't walk two feet to put it back?" Stso (b)(6) said it is policy not to give out names, but the way she was yelling and speaking down to me is uncalled for. I always have a pleasant experience here at JFK and unfortunately this woman just ruined that. Customer service is important, and if she fails to recognize that, she will ruin a perfectly good reputation for the TSA.

Agent Notes: Sent to the CSM at JFK for review and notification. J Burke TCC Supervisor. 1-20-12

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Jan 20 2012 11:00AM

Opening Agent: rachel.benge

Opened Date: 1/20/2012 10:14:21 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: Jan 19 2012 9:19PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 14 2012 6:30AM

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: 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 the CSM at LGA for review and notification. J Burke TCC Supervisor. 1-20-12

To Whom It May Concern,

I d like to file a complaint against 3 of the TSA workers working in Laguardia Airport.

On January 14, 2012, approximately about 6:30 am, I was on line at Dunkin Donuts in Laguardia airport with 3 of my family members (my wife, my brother, my brother s wife). While we re waiting on line to order our food, a female TSA officer, identifiable by wearing a blue TSA shirt, cut to the front of the line. Naturally, myself and about 10 patrons on the line began to protest and told her to get on line. At that point, she started becoming hostile and told everyone on line that the line is only for us and that she doesn t have to stand on line.

While we re protesting to the first TSA officer who cut the line, another female TSA officer, who came with the first TSA officer, began yelling at everyone on line and at one point came within inches of my brother, using profanities and in a very threatening manner. Soon after that, a male TSA officer jumped into the fray using profanities, basically telling us to get our food and go away. At one point, we told him that we wanted to call the police because they were becoming so hostile and it didn t seem like the situation was going to be resolved. As a response, he showed us his badge and told us that there was nothing we can do about it because they run this place, implying that they were the police officers, when they clearly were not. As the situation escalated, one of the American Airlines workers came over and very nicely told us not to let them ruin our vacation over something like this. So we just took our food and went to the gate, but because of the whole situation, we ended up missing our flight (AA 1713 that was supposed to leave at 7:25 am) and had to get on stand by several hours later. (I got on the 12:20 pm flight AA 2093)

As we were waiting for the stand by flights, the American Airlines worker who came over to us at Dunkin Donuts, brought us 2 TSA supervisors along with one of the AA managers to file a complaint, as he was also a witness to the situation. When we described to the TSA supervisors the 3 TSA officers who were the culprits to the situation, they immediately recognized who they were and told us that they will deal with the situation appropriately.

As you can imagine, I m appalled at the whole event and request that you act appropriately. If you need help in identifying the 3 TSA workers in question or need any additional info, please let me know and I can be of assistance. Please also give me an update as to what actions were taken. Below is my contact info:

Name: (b)(6)

Phone number: (b)(6)

Email: (b)(6)

Thank you

Follow Up: We received this notice already and it is under investigation by the

AFSD-S. I have spoken to (b)(6) twice

Thank-you

Veda

From: tsatcc@senture.com [mailto:tsatcc@senture.com]

Sent: Fri 1/20/2012 10:54 AM

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: jeff.burke

Last Update Date: Jan 23 2012 11:21AM

Opening Agent: sandra.rudder

Opened Date: 1/20/2012 9:09:54 AM

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: [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: Jan 20 2012 5:49PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 1/20/2012 5:49:20 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta #2437 on Nov 30 from Newark to Detroit, Concourse B at Newark at 5:30am

Comments: I have not received a response to the complaint below. My call to the representative at Newark airport (Ms. Ruiz) has not been returned.

Sent on Dec 20, 2011:

I have filed a complaint both by email and via a phone call around the time of my flight and I have not heard any follow up to date. I specifically want to know:

1) Was I placed in secondary screening because I made a comment to the screener about the X-ray machine being unnecessary? The screener alleged that there was something detected in my groin area but nothing was ever found (because there wasn't anything there). I can only conclude that either I was being harrassed or the high tech X-ray machines are not effective. Please comment.

2) Why did the screener insisted on making a copy of my driver's license and boarding pass as "std policy" (in his words). Since this flight I have twice voluntarily chosen to bypass the X-ray machine and go straight to hand screening (in Washington DC a few weeks ago and Peoria, IL last week). After the screening both times I asked why the TSA would photocopy my ID and in both cases the agents had no idea why (including the "supervisor" in Peoria) - they asked where this happened and said they had never heard of it before. Please explain why it was necessary to photocopy these documents in Newark and the TSA intended use of these documents.

Agent Notes: Sent to CSM at EWR for assistance 1-20-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 20 2012 7:28PM

Opening Agent: gregory.henline

Opened Date: 1/20/2012 7:04:16 PM

Linked Event IDs:

(b)(6)

Responses:

Response

Template Name: Complaint—Customer Service Manager

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 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: Jan 22 2012 2:08PM
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: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)

Subject: Complaint about treatment at Newark International Airport

Body: My family of six (my wife and four children all under 10) arrived at Newark International Airport on Continental Flight 119 on the final leg of our flight to Boston on Continental flight 4956. Our flight originated in Abuja, Nigeria though Frankfurt, Germany. The whole family went through security check again at Newark and I was also subjected to a body scanner at Newark. After all the checks, (b)(6) (b)(6) and his staff checked two of our bags again and discovered that my youngest daughter (7 years old) had a hand lotion in her bag. Instead of just taking the lotion after they were informed that my daughter made a mistake (b)(6) (badge number (b)(6)) and his staff subjected me to a total pat down in front of all my children as if I had done something wrong. This after I had gone through the scanner and the routine security check. Their claim was that the bag had a "hit," which they would not tell me what it hit for.

I was alarmed that I was subjected to such a horrible experience over a simple hand lotion. I would like to know what my daughter's bag hit for and why I was subjected to the humiliating experience of a total pat down in front of all my children as if I were a criminal. When I asked for (b)(6) name, he took my passport and made a copy. I would also like to know why he took a copy of my passport.

Thank you,

(b)(6)

Sent from my iPhone 4

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: kenneth.gumm
Last Update Date: Jan 23 2012 12:12PM
Opening Agent: kenneth.gumm
Opened Date: 1/23/2012 12:02:55 PM
Linked Event IDs:

Responses:
Response
Template Name: Reasons for Secondary Screening
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 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: Jan 21 2012 10:09AM

Medium: Email

Contact Status: Closed

Incident Date: Jan 20 2012 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: 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: 1/21/2012 10:06:52 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark (KEWR) Terminal C, 1.20.12 @ apx 1230

Burlington (KBTU), 1.16.12 @ apx 1000

Comments: My first complaint is the absolutely rude, nasty people working at the KEWR-C terminal. While the entire experience with TSA was horrible one employee was exceptional at being nasty. I had 2 laptops, she told me they can't be in the same bin (with an attitude). She was holding an empty bin and I asked if I could use that and she said no (with an attitude). There were currently no bins at that line and the whole process got majorly held up for every one. At the end of the scan she started taking my bins away before they were empty...I lost property. Only two employees were polite, the man who was re-stocking the bins and the man directing at the metal detector. The rest were nasty but the woman who appeared to be in charge of this line was a total B*, to the passengers, her co-workers and non-TSA employees.

My second complaint is how I watched an elderly man who could barely stand get patted down almost in tears. Your policies suck. For the record though the people who work KBTU are awesome and always have been. Even the guy doing the pat down was polite and apologetic offering a private room and all.

So in summary. The TSA sucks and I will be writing to my representatives that your dictatorship needs to be dissolved and rebuilt. There are plenty of unemployed people in NY-NJ who need jobs, why don't you hire some decent human beings, I left NY for VT for work so that is one good worker you lost out on. There are millions more...my point is, these people, particularly the woman don't deserve to be paid with my tax dollars.

Agent Notes: Sent to CSM at EWR for review 1-23-12 mnelson

Sent to CSM at BTU for review 1-23-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 23 2012 11:18AM

Opening Agent: danielle.hollifield

Opened Date: 1/23/2012 10:10:00 AM
Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: Compliment Response

Airport: BTV

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Compliment

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 are glad you were happy with your recent travel experience.

We have forwarded a copy of your email to the Customer Service Manager at that airport.

Please accept our appreciation for you taking the time to share this information with us. Your help and support are important contributions to ensuring the safety and security of the Nation s aviation security.

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 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: Jan 23 2012 10:00AM

Medium: Email

Contact Status: Closed

Incident Date: Jan 22 2012 3:50PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle 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: 1/23/2012 9:59:45 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 1999, Sunday 1/22/2012, Newark to Miami - Security Checkpoint - Supervisor (b)(6)

Comments: On January 22, 2012 I went through security at Newark Airport. The agent who checked my bags (female - very professional and courteous) explained that I was not allowed to bring my after-shave and toothpaste on the flight even though it was obviously under the 3-ounce maximum allowance per item. I asked why when I had traveled to Canada in October and to the Dominican Republic in November with these exact same items. She told me that it was under the orders of her supervisor, (b)(6) and I could talk to him if I wished. I said I did and she escorted me to (b)(6) immediately (b)(6) was angry that I was asking him a question. I asked to see a copy of the rule he was ordering his employee to enforce and (b)(6) refused and became abusive in tone of voice and (as could be interpreted as threatening in manner). I explained (calmly) that I had flown from La Guardia Airport in November and from Miami International with these exact same items. (b)(6) said that if I wanted to take them place them in another bag and pay the \$25.00 to check them. I was incredulous at this. I again repeated my request to see the regulations and (b)(6) said I had three choices, to check the items and pay the \$25.00 checked bag fee, fly without the items or leave the airport and not fly. I said I would fly without them but that he should learn to be courteous to passengers. (b)(6) told me (loudly) to go to my gate and wait for my plane. Another TSA employee came up to me as I walked away and apologized for (b)(6) behavior. This other employee (male - I did not get his name either) explained that they don't keep copies of the regulations at the security check-points but I could access them online). I wish to make special note that the female TSA employee who checked my bags (time was approximately 3:50PM) and this other male TSA employee were very professional and courteous (and I wish I had gotten their names as they are excellent employees of the TSA. However, in my opinion, (b)(6) not only needs to be retrained, but should not be in any supervisory position. In fact, if (b)(6) worked for my company and treated a customer the way I was treated he would have been immediately terminated. I will be out of the United States until Friday morning (1/27/2012) but will be reachable via email during this time. After 9AM on Friday (1/27/2012) I will also be reachable via cell phone (b)(6) Thank you for your time in reviewing this complaint against (b)(6) and if the identities of the other 2 TSA employees can be determined, please let their service records reflect my sincere thanks for their professionalism and courtesy.

Agent Notes: System would not allow me to enter a middle initial.

Sent to CSM at EWR for review 1-23-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 23 2012 4:58PM

Opening Agent: danielle.hollifield

Opened Date: 1/23/2012 1:56:07 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: [REDACTED]

Contact Type: Normal/General

Contact Date: Mar 29 2011 2:08PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 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:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: March 19, 2011 Albany Airport Attack

Body: My name is [REDACTED]. I am a 61 year old Caucasian American citizen, retired from the State of New York. On March 19, 2011 I began my vacation by entering Albany Airport for a flight to Fort Lauderdale. Since I recently purchased a digital camera, I no longer hand the attendants 15 to 20 rolls of 35m film to prevent damage from the security x-ray. Unfortunately, I did purchase an underwater camera for snorkeling and handed that to the TSA staff member to examine. It seems that because of that camera, after exiting the security arch I was literally attacked by a number of TSA staff members as though I was a hardened criminal. Everything turned chaotic as I was ordered around and questioned about which bags were mine as they were coming out of the x-ray screening belt and while I was trying to retrieve my shoes and jacket. The hands on body search paled to the concern that I felt watching the clothes that I had laundered, ironed and meticulously packed being trashed. Each item of clothing, including bras and underpants that were in my carry-on were lifted one by one and squeezed, then dumped in a pile. When they found a pair of shoes in a zippered pouch, you would have thought they discovered a bomb. Other TSA staff were summoned. I kept asking what was wrong with my shoes. My hand bag was then emptied and everything was handled and examined, even my money and the pages of my book were looked through. They must have gone through a dozen swabs checking items and every nook and cranny of my bags. I m sure you feel my fear, humiliation and embarrassment a small price to pay for such marvelous security. I saw it as a performance to impress the public as I felt everyone there stopped to watch this spectacle. And especially since, according to the news, the bad guys are still getting through. After many conversations about this during my vacation, it was mentioned that I was chosen because I did not fit a minority category. Nor did the 94 year old woman in a wheelchair that I met at the airport who was searched and man-handled behind me. This is not the first time (or second, or third time) I was singled out at an airport, but by far the worst experience. How wrong is this?! And, how effective are these tactics? One TSA employee said I would forget all about it once I began my vacation. Obviously, this is not true. He also said everyone on the cruise ship will be wearing wrinkled clothes. This was not true, either. Apparently, this male TSA staff person could care less about wrinkled clothes! I appreciated that a female TSA employee said I could repack the carry-on, which my trembling hands could barely manage. When my checked-in luggage arrived on board, I discovered the clothes in that bag were entirely trashed as well with the notice of inspection inserted!

Do I feel safe because of these procedures? Not in the least. I did not feel the public s safety was the goal of these employees. I felt threatened by the TSA staff. My confusion and upset was disregarded by your young, arrogant TSA employees. Maybe more mature, knowledgeable employees who are capable of a modicum of common sense and reasoning would be more appropriate in these situations. I did not experience any of this kind of brutality on my return at the Fort Lauderdale Airport. I did notice the employees there were more mature and sensible. If TSA is targeting middle class, hard working, tax paying passengers that cannot easily be stereotyped, then how could such a procedure be useful or successful? Safe for TSA s reputation and from legal repercussions, but how many bad guys have you stopped? Really?! It would seem this illogical practice should be defunct. With today s technology, there must be a better way to achieve a more practical, effective goal that does not include harassing the innocent majority. I, certainly, am not impressed by your measures, nor do I feel safe as a passenger because of them. I ve become far more fearful and concerned about my safety with TSA personnel.

Agent Notes:

Follow Up: -----Original Message-----

From: Klusacek, Michael [mailto:[REDACTED]]

Sent: Monday, April 11, 2011 7:42 AM

To: TSA TCC; Klusacek, Michael
Cc: Mattison, Jeanne; Ahlborn, Richard; Johansson, Brian; Doug Myers
Subject: RE: The following event (b)(6) should be reviewed. (b)(6)
(b)(6)

Re Screening at Albany Airport.txt TSACC:

This matter was reviewed by TSM Jeanne Mattison. TSM Mattison's review included contacting the passenger and CCTV Video review of the checkpoint for March 19, 2011.

TSM Mattison determined that the TSA officers completed their duties in accordance with the Checkpoint SOPs after the disposable camera she had alarmed. TSM Mattison also determined the TSA personnel that interacted with (b)(6) were professional, courteous and upon checking (b)(6) belongings, they replaced her items with care. (b)(6) became flustered by the security screening process and her e-mail reply to TSM Mattison (attached above) articulates her beliefs.

If I can be of any further assistance, please do not hesitate to contact me.

Michael Klusacek
TSA Albany
518-452-(b)(6)

From: Mattison, Jeanne
Sent: Friday, April 08, 2011 1:40 PM
To: Klusacek, Michael
Cc: Ahlborn, Richard
Subject: Complaint from (b)(6)

I have the video of the checkpoint for 3/19/2011 from 3 different angles. It appears that (b)(6) disposable camera that she wanted hand checked alarmed - there for she was processed for additional screening. Our TSO's appeared professional, courteous and upon checking (b)(6) belongings, they replaced her items with care. It is unfortunate that (b)(6) has construed TSA procedures as being "Threatening" and that she has allowed herself to become fixated and convinced that ALB TSA had targeted her on 3/19/2011. I will send her a final email stating that I have copied and viewed the checkpoint video and did not observe inappropriate behavior on ALB TSO's behave.

This email from (b)(6) is in response to the email that I sent her on 3/31/2011:

Jeanne Mattison, Security Manager
TSA/DHS
737 Albany Shaker Rd. Ste 121
Albany, NY 12211
518 452 (b)(6) office
(b)(6) cell
(b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:44AM

Opening Agent: deborah.collins

Opened Date: 4/14/2011 6:18:45 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaints Response
Airport: ALB
Airline:
Subject Category: Screening - Secondary
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

Again, we deeply regret any inconvenience or discomfort you may have suffered as a result of enhanced screening procedures. TSA appreciates you for taking the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

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

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Jan 24 2012 9:05AM
Medium: Email
Contact Status: Closed
Incident Date: Jan 24 2012 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: 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: 1/24/2012 9:05:18 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JetBlue 109 Buffalo Airport

Comments: The pat down today was excessive. I unfortunately must go through this assault twice weekly as I must fly for work and refuse to be berated into going through tghe naked cancer machines. I tolerate it because I must fly for work, but today was worse than normal. Through my clothes, my pubic hair was pulled and his hands went into my groin with such force that my testicles are still hurting 20 minutes later.

This is not the America I served my country for in the U.S. Army for 6 years and the PA National Guard for two additional years. In principal, it is a violation of rights to have to endure such an experience without probable cause or a warrant, but it is intolerable that it is done in such a way that one's testicles become painful for 20 minutes (so far).

Because I have to enure this for work, I really do consider the whole biweekly ordeal workplace sexual harassment, and because of the pain inflicted during this incident, it is a physical assault.

Agent Notes: Sent to CSM at BUF for review 1-24-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 24 2012 12:51PM

Opening Agent: robert.baker

Opened Date: 1/24/2012 10:33:17 AM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: BUF

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: [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: Jan 24 2012 12:29PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 23 2012 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: Security Issues

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

Remote Client IP: (b)(6)

Date Time: 1/24/2012 12:29:31 PM

Security Issues Urgent/Time Sensitive

Name: (b)(6)

Email: (b)(6)

Message: There is significant security hole in operations at JFK Delta Gate 14.

I was boarding flight DL210 JFK-PRG at gate 14, Jan 23, 2012.

While in line in front of door getting our tickets and passports checked, I noticed someone slip beside the line and walk right onto the jetway.

There was no badge presentation or checking of the badge.

It turns out this person was the Duty Free person.

What concerns me is that they were not even seen by the gate agent (name: (b)(6))

The placement of the podium on the right side of the door with the line snaking to the left makes it very easy for this security breach to happen.

When I mentioned this to the gate agent, I got a fairly hostile and defensive response. Same with Delta Flight Pursar. Their answer was as follows: It's ok because this person was the duty free person.

However, the problem is that they could not have known this because they didn't observe them go through the door. I did.

Agent Notes: CSS Kenney Hill 1-24-12:
Sending to CSM for review.

Sent to CSM at JFK for review 1-24-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 24 2012 3:04PM

Opening Agent: tara.swafford

Opened Date: 1/24/2012 2:20:44 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: JFK

Airline: Delta

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: Jan 24 2012 1:31PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 24 2012 6:20AM

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: 1/24/2012 1:31:29 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US Airways #3882 1/24/2012. Central security checkpoint at ROC approximately 6:20 AM.

Comments: Having opted out of the body scanner I was in the middle of being patted down by a TSA agent. A second agent, last name (b)(6) either decided the first agent wasn't doing a good job or decided to punish me for opting out. The first agent (I couldn't read her nametag but it was a hyphenated name) told me to lift my shirt so she could put her hands down my waistband from behind. I complied, and (b)(6) came rushed over demanding I put my shirt back down. The first agent told me to lift it back up. (b)(6) told me again to put it down. Somehow, the first agent managed to get her hands inside my waistband during their disagreement. Then the first agent told me to put my arms down, but (b)(6) made me put them back up. (b)(6) then told me to spread my legs further. (b)(6) then told the first agent to "make her put her legs out," which would have been the normal next step in the procedure anyway. While the first agent felt between my legs from the front, (b)(6) continued to hover over me and the agent in a threatening manner. If there was a problem with the first agent's inspection (which was consistent with the average pat-down I've been subject to), the first agent should not have expressed her disapproval by yelling at or otherwise intimidating the passenger. If there was no problem, I have been told by TSA agents at DCA and BOS that I would "pay" for opting out of the scanner, and that is the only other conclusion I can draw now at ROC.

Agent Notes: Sent to CSM at ROC for review 1-24-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 24 2012 4:54PM

Opening Agent: andrew.depew

Opened Date: 1/24/2012 4:06:20 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: ROC

Airline: US Airways
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: Jan 24 2012 5:31PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 19 2012 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:

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: 1/24/2012 5:31:53 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue, from JFK to Tampa, Jan 19th 2pm flight.

Comments: I have a broken foot and am wearing an aircast, after going through security and waiting for "female assist" I told (b)(6) that I could infact remove the aircast if that would make things easier for her. Well, she proceeded to shout in my face that she needed a minute to get a chair and that if I needed a supervisor she would call one!! I tried to explain that I was only trying to be helpful but she just kept going on about how I was giving her attitude, she totally embarrassed me. But you know what I sucked it up because if I did not then she could have stopped me going on my flight. She brought attention to herself and I, One of her male co-workers said to her, "just go get the chair!" and she did. After she was done she noticed me study her name tag and suddenly got all nice, called my husband over and explained that she was just getting a chair.....blah blah blah...

Why do we have to suffer such rudeness??? We can not speak up for ourselves.....I had another occasion in the same Jetblue terminal where I almost missed my flight. Having a broken foot I am aware of the extra security precautions.....so was at Kennedy Airport a little over 2 hours before my flight to Tampa. They made me wait about 20 min for a "female assist" who kept complaining that this was not her terminal and she had never done a patdown with someone sitting before (I was in a wheel chair this time). I then had to wait another 20min for someone to come and xray my cast.....It is horrendous to be at the mercy of these people. Tampa airport the security people are polite, friendly, helpful and still do their job without intimidating or belittling the passengers. Don't these TSA staff (and it is not them all at JFK, but there are quite a few)realize that without us passengers they would not have a job?!

This kind of treatment makes one want to drive....but alas who has the time?!

Agent Notes: Sent to CSM at JFK for review on 01/24/2012.LCatron

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: lillian.catron

Last Update Date: Jan 24 2012 8:02PM

Opening Agent: connie.herring

Opened Date: 1/24/2012 6:47:33 PM

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: Jan 25 2012 10:29AM

Medium: Email

Contact Status: Closed

Incident Date: Jan 24 2012 8:30AM

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: 1/25/2012 10:28:09 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: My 16 year old daughter and 2 friends were travelling from Newark to Miami 1/24/12. They passed through security at 8:30 AM. They were approached by a security guard at that point who teased them about being young and travelling alone. He spoke to them in an intimidating way, scary and condescending. He flirted with them as well. He pretended to touch one of their cheeks and then pulled his hand back before he touched that girl. They did not get his name. They were too scared. They say he is white, young and had slight stubble on his face. When he let them pass, they reported it to another security guard. Please investigate. He sounds like he should not be around young girls or anyone who seems vulnerable.

Agent Notes: Sent to the CSM at Newark by Michael Middleton on January 25, 2012.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Jan 25 2012 7:46PM

Opening Agent: Kenneth.hill

Opened Date: 1/25/2012 12:40:30 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

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: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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: Jan 25 2012 2:42PM
Medium: Email
Contact Status: Closed
Incident Date: Jan 9 2012 8:00AM
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: 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). 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)

From: (b)(6)
Sent: Thursday, January 19, 2012 5:13 PM
To: tsaexternalcompliance@dhs.gov
Subject: Complaint

To whom it may concern,

I would like to forward my unpleasant experience last week at the JFK airport. I arrived from an international flight of over 12 hours, went through customs and immigration and then was made to leave the secure area of the airport to board a train to another Terminal. I arrived at Terminal 4 and had to go to 2. Upon entry to Terminal 2, I of course had to go through security again. I am not sure if my experience was based on the fact I was wearing a jacket with the name of another nation on it or if it was because I was a younger looking female or what the reason was, but I travel quite often and keep my clothing simple. I removed my jacket and shoes. I have no personal issue with going through the new controversial x-ray machine because I believe that protection and security is extremely important as my husband is active duty military and value what he does every day for the citizens of this country. I went into the x-ray machine as I did on my trip out of the USA and once I got out I was told to come over to a mat on the floor to be searched. I was shocked and believe I even said why since I had just gone through this machine that shows pretty much everything and anything. I was then asked if I had anything around my torso. I said yes a bra! She then said well do you have anything else on. I said yes under my shirt and pants I have on underpants. She then proceeded to pat me down of course she gave me the option of going to a private area, but you know the embarrassment was already done other people were already looking at me especially after going through this full body x-ray and then being pulled aside like this. I said I was going to miss my plane (with all the confusion of trying to get from Terminal 4 to 2) if we messed around so just get it done. She then patted me down fully touching my breasts and around the edge of my breasts. I looked over at that point at the 2 young men sitting and standing behind the x-ray machine looking at the scan and they were laughing and joking around, which made me feel very uncomfortable. Here I am being searched, scanned and embarrassed and they can't even take their job seriously. Then I was told to not touch anything or move because my hands needed to be searched and out came some other woman to do the chemical testing. I was absolutely humiliated. Why did I have to go through all of this when I was willing to go through this machine and this was my second flight for the day. I was brought to the point of tears. I know I was tired, but I observed that I was the only person who went through this entire process of scanning, pat down, which it was not necessary to touch the entire breast. I know security is important, but there has got to be a point to being somewhat fair and justified to do such an act. I was simply dressed, and I am pretty sure by now you all know what an underwire bra looks like on the scanner. I felt I was targeted for whatever reason and no one else in the long line was subjected to this same treatment including my husband. I think you need to evaluate how you treat people especially when they are willing to go through the x-ray machine. This was uncalled for action.

This occurred on the morning of January 9th at Terminal 2 at JFK. The time was about 8 to 9 am. I do not know the very young African American woman's name or the young men who were laughing as people were being scanned and searched and basically not paying attention to their task at hand, our security. I was flying on a Delta flight. My boarding pass was only looked at by one young man outside the main area so my destination was not a matter considered I believe.

I would like to suggest that when people come through customs and immigration from an international flight making an immediate connection and obviously have already gone through security that if the airport is poorly designed to the point that people have to leave secure areas, there should be some consideration made of this when they go back through security. By simply making a mark on the boarding pass that this is the case would be a way of assisting those travellers that have to go through this process some sense of relief.

I am not sure if my complaint will fall on deaf ears, but it is disappointing to see Americans treating other Americans in such ways. I understand if I gave reason to be searched in some way like forgot I had a knife in my pocket or even a belt on, but I was very simply dressed and treated so disrespectfully after being more than willing to comply with the newest technology out to keep this country secure. I hope in the future you are able to educate your workers that unless there is an extremely good reason to touch a person after they go through the x-ray scan they should keep their hands to themselves or else what is the point of being scanned to then be violated by some young individual. Maybe you do not understand the issue since it is the same gender, but nowadays you never know when someone is attracted to the same gender and find it very offensive to be touched by anyone in this way.

Thank you for your time, and I truly hope you will subject your employees to better methods of doing their job effectively without crossing lines of integrity and disrespect.

My contact information is below.



Agent Notes: Sent to the CSM at JFK by Michael Middleton on January 25, 2012.

Previous record didn't contain the email address. I resent record with update.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Jan 25 2012 8:48PM

Opening Agent: connie.herring

Opened Date: 1/25/2012 4:42:44 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

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 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: Jan 25 2012 2:38PM
Medium: Email
Contact Status: Closed
Incident Date: Jan 14 2012 4:00PM
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: 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 (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)

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

From: (b)(6)
Sent: Friday, January 20, 2012 4:30 PM
To: Titus, Shenandoah
Subject: Re: TSA notice of blank form

My Info: (b)(6)
(b)(6)
(b)(6)

Happened at : JFK Jetblue Terminal 5 CREW Line security check point

Treated Unfairly by: (b)(6) African American, small build

I have approached: Supv (b)(6) (I think that's his name)

Saturday morning, January 14th, 2012, around 4pm, flying out of JFK Jetblue T5 Terminal, my wife and I of Asian descent, were DISCRIMINATED by a TSA screener name (b)(6) African American, . It all started at the Crew Line where (b)(6) was manning the podium. As we were waiting at the podium, he waited to check our boarding passes until his meddling with other screeners was done. We waited patiently, not uttering a word. And then turns to me with a RUDE and VERY COCKY attitude and asks for my boarding pass.

Mind you, I'm a (b)(6) WITH MY COMPANY BADGE AND NY JFK PORT ID displayed and in the CREW line. As I handed him both my and my wives boarding passes, with a cocky and rude attitude asks me again for "my boarding pass!". He asked me 3 times in a very rude manner and refuses to take both boarding passes at the same time. He expected me to hand him the passes one at a time. I have gone thru the CREW line a million times and have never had any issues with handing more than 1 pass to any screener. So I handed him "just" my boarding pass and while he's verifying my info I made a remark that I'm sure he can read. Now he starts mumbling and asks me with a "tough guy street-like" attitude "IS THERE A PROBLEM?" He asked me this 3 times to which I responded "No, I'm trying to catch a flight!" All while this is happening, he continued to wave other employees in with no issues. After my wife and I got passed thru him, he turns and tells all the other screeners around him of what's going on and continues to "STARE ME DOWN" as we went thru the metal detectors like HE'S GOING TO DO SOMETHING. Strictly very unprofessional, very disrespectful and has a street-like attitude. I refuse to be treated in such manner especially in our own airline and our own terminal. Keep these thug wanna-be's out of avation/tsa.

(b)(6)

--- On Fri, 1/20/12, Titus, Shenandoah <(b)(6)> wrote:

> From: Titus, Shenandoah <(b)(6)>
> Subject: TSA notice of blank form
> To: (b)(6)
> Date: Friday, January 20, 2012, 11:31 AM Dear (b)(6)
>
> Thank you for contacting the Transportation Security Administration's
> (TSA's) Office of Civil Rights and Liberties. Please be advised that
> the form you attached appears to be blank. You may wish to put the
> information into the body of the email if that makes it easier.
>
> Sincerely,
>
> Shenandoah Titus
>
> Mr. Shenandoah Titus
> Senior Policy Advisor
> External Compliance & Public Outreach Division, OCRL-TSA-HQ
> 571-227-(b)(6)
>
> <(b)(6)incoming.1.17.12.msg>>
>

Agent Notes: Sent to the CSM at JFK by Michael Middleton on January 25, 2012.
Previous record didn't contain the email address, so I resent this record to the CSM.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Jan 25 2012 8:47PM

Opening Agent: patricia.hansford

Opened Date: 1/25/2012 4:35:56 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint and Falling Short of Standards

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 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: Jan 25 2012 5:16PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 25 2012 4:30PM

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: (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: 1/25/2012 5:14:52 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta 926, Newark to Atlanta

Went through security at 4:30pm on 01/25/2012

Comments: I am writing to complain about a very rude employee/supervisor named (b)(6) at the Terminal B Delta security checkpoint. On 1/25/12 I was passing through the security checkpoint when I was required to enter the full body scan. Like many times before at this airport and others I requested the footprints in the scan machine to be sprayed or wiped down. (b)(6) was called over and very RUDELY informed me that he did not wipe or clean the floors for anyone. I volunteered to wipe them down myself. He stated RUDELY again that he did not allow this for anyone. I was forced to accept a patdown instead. I fly EVERY week and am part of the trusted traveler program in Atlanta. (b)(6) is the first to refuse such a request of mine. Many times I have requested this and agents have either sprayed or wiped the floor or allowed me to do so. Thousands of persons stand on these footprints and I simply wanted reasonable accomodation. TSA needs to think about cleaning these machines more frequently. (b)(6) told me they were only cleaned in the morning. I appreciate the difficult job these agents have and I attempted to be courteous making my request. I would like to say that the employee who patted me down was professional even though having to perform an uncomfortable job. I look forward to follow-up on this complaint.

Thank you,

(b)(6)

Agent Notes: Sent to CSM at Newark International Airport. 01/25/2012 MSmith

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: mayme.smith

Last Update Date: Jan 25 2012 7:27PM

Opening Agent: danielle.hollifield

Opened Date: 1/25/2012 6:56:28 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

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 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: Jan 26 2012 7:16AM
Medium: Email
Contact Status: Closed
Incident Date: Dec 8 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: 1/26/2012 7:16:00 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): Southwest Airlines to Orlando Dec. 8, 2011 Departing from IIsip, Long Island return from Orlando Dec. 11th to Long sland.
Comments: On the baggage check to Orlando they allowed my face cream and toothpaste in my carry on but had me remove my cast to check it (I had a broken hand and was in a removeable cast). On the return flight they TOOK my face cream and toothpaste and did not check inside my cast. These inconsistencies do not add up. Someone with ill intent has a 50/50 chance of carrying dangerous substances on board. Those are good odds for someone who wishes to die for their religion anyway.
Agent Notes: Sent to CSM at ISP for review 1-26-12 mnelson

Sent to CSM at MCO for review 1-26-12 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Jan 26 2012 4:05PM
Opening Agent: jessica.logan
Opened Date: 1/26/2012 9:35:29 AM
Linked Event IDs:

Responses:
Response
Template Name: Consistency at Airports Nationwide
Airport: ISP
Airline: Southwest Airlines
Subject Category: Screening - Inconsistency
Interaction Type: Complaint

Response
Template Name: Consistency at Airports Nationwide

Airport: MCO
Airline: Southwest Airlines
Subject Category: Screening - Inconsistency
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation s airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

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

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

We hope this information was helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General
Contact Date: Mar 29 2011 4:00PM
Medium: Email
Contact Status: Closed
Incident Date: Mar 22 2011 6:30AM
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: 3/29/2011 4:00:26 PM

Name: [REDACTED]
Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental Flight 286./Newark Liberty/ Gate 127./March 22nd around 6:30.

Comments: The woman who was working at the far end of checkpoint 4-- pointed me to the body scanner without explaining what was going on. When I questioned if it was one of those "x-ray" machines-- she said no and told me to move in. When I questioned again, she said, "No." When I asked if it was a body scanner she said yes and again told me to move in. I told her I wanted to be body searched. She yelled at me and said I should have told her that instead of moving to the body scanner machine. I told the woman she didn't give me an option that she merely told me to "move there." As I waited to be body searched, she continued to point to only single white women in their late 20's to 30's for the body scan while three men watched the pictures from the body scanner. First off, profiling is wrong-- no matter which group you pick. And it seemed more like the officers in charge of the body scanner process were more interested in seeing naked women than doing their jobs. Only one person needs to be looking at the screen. Not three!

I will say that the woman who did my pat-down was extremely professional. So a big thumbs up for her.

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: andrew.depew
Last Update Date: Aug 14 2011 11:44AM
Opening Agent: andrew.depew
Opened Date: 3/30/2011 9:08:31 AM
Linked Event IDs:

Responses:
Response
Template Name: Screener Rudeness Response
Airport: EWR
Airline: Continental Airlines
Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

Response

Template Name: PRIVACY CONCERNS

Airport:

Airline:

Subject Category: Advanced Imaging Technology (AIT) - General

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 message.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. TSA has rigorous controls to ensure privacy during AIT screening. We have worked very hard on the privacy issue and the result is a noninvasive image that allows TSOs to see hidden weapons or explosives. TSOs attending the passenger cannot view the image; instead, a second TSO views the image in a separate, remote location where he or she cannot view the passenger. The image cannot be stored, transmitted, or printed, and is permanently deleted immediately after being viewed. In fact, the machines have no storage capability. No cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area. Also, as we stated earlier, 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 physical pat-down. Signs are posted in front of each AIT location advising passengers of this right.

[CHILDREN OR MINORS]

AIT is safe for children. The same choice to opt-out is always permitted. Parents or guardians accompanying minors can express their choice on AIT screening, as can unaccompanied minors.

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Jan 26 2012 12:07PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Jan 7 2012 12:45PM
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: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Amputee Complaint

Body: Caller said on 1-7-12, 12:45 he went through the screening process at EWR and he filed a complaint, he is an amputee and has had problems since he began going through the airport screening. On 1-7-12 he provided a written complaint and gave to the supervisor, said the supervisors name begins with a (b)(6) maybe (b)(6) and the Badge # (b)(6) said his complaint wasn't with him because he was nice and helpful, what happened after he submitted the complaint is what his call is about. Said the supervisor provided him with a copy of the written complaint and no one has gotten in touch with him. His dissatisfaction is the fact that no one has contacted him and interviewed him. Said the TSO agent was abusive and he has problems each time he flies because of his prosthetic leg and he wants someone to contact him and interview him. Flew from EWR to West Palm Beach. Flight C113. Said he wants to test the TSA and see if this works, if he doesn't hear from someone he will contact his senator.

Response:

Advised caller I would send the information to the CSM at EWR for their review and advised caller how to contact the CSM. Apologized to caller for his experience and explained to him about the TSA Cares program which began earlier this month and provided him with the TSA Cares #855-787-2227 and asked him to contact 72 hrs. prior to his next flight and someone would be available to assist him with his screening experience. Was going to provide information concerning passengers with prosthetics who are amputees and caller said he had another call he had to take and hung up.

Agent Notes: Sent to CSM at EWR for review 1-26-12 mnelson

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Jan 26 2012 3:32PM
Opening Agent: sandra.rudder
Opened Date: 1/26/2012 12:07:28 PM
Linked Event IDs:

Responses:

Response
Template Name: Complaint—Customer Service Manager
Airport: EWR
Airline: Continental Airlines
Subject Category: Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts
Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Jan 26 2012 3:58PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:

Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: 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: 1/26/2012 3:55:25 PM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 1963/Frontier/Gate 39

Comments: I go through Newark TSA weekly and here are the behaviors I see; rude, careless, bad attitudes, condescension, tired, moping around, no sense of service, doing the minimum, NOT WATCHING THE BELT-bins falling with computers and person items!! I strongly urge you to have someone from exec leadership simply observe (camera or personally observe) one single day and you will see exactly what i'm talking about.

I'll spare you all of my events, but just a few minutes ago, they were patting me down (which is fine) and he tossed both of my laptops on top of my suit coat. I asked him if he could put the suite coat on top and he laughed, rolled his eyes and did. I'm telling you, this group of angry and unhappy employess are unbelievable.

Thank you for reading through some of my experiences and observations.

I know you strive to improve, so hopefully you will recieve my feedback as another data point to help you identify solide improvement areas.

Good luck.

(b)(6)

Agent Notes: Sent to the CSM at Newark by Michael Middleton on January 26, 2012.

Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: michael.middleton
Last Update Date: Jan 26 2012 6:57PM
Opening Agent: ruth.fortune
Opened Date: 1/26/2012 5:40:36 PM
Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Frontier 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: Fulfillment
Contact Date: Jan 27 2012 10:27AM
Medium: Email
Contact Status: Closed
Incident Date: Jan 19 2012 2:30PM
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: Jan 27 2012 1:58PM
Mail Return Date:
Contact Email: (b)(6)
Subject: RE: A bad experience.
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.

Stephanie Stoltzfus

Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement

Transportation Security Administration

From: (b)(6)
Sent: Monday, January 23, 2012 1:38 PM
To: TSAExternalCompliance@dhs.gov
Subject: A bad experience.

My name is (b)(6) and I was traveling on American Airlines on January 19th, flight 975 from JFK to Caracas, leaving at 5 PM. The experience below happened on terminal 8, at around 2:30 pm on that day. I have related the below experience at security to a few friends, who suggested I report it to you. I have seen TV clips of things getting lost at the airport, and I do know people who have lost things in the security line. I have no idea what you can do about this, but a good start is to be aware of the bad experiences sometimes caused to travelers.

At JFK security, on terminal 8 on January 19th, 2012 at around 2:30 pm, I had a chilling experience. I put my shoes, belt and leather jacket with my Kindle eReader in one of its pockets on a tray, and my carry-on bag behind. Off they went to be examined by the X-rays. I was directed to the big machine for humans, and was told to take everything from my pockets, and hold in my hands: change, wallet, kleenex, little ball point pen. I did, so both my hands were holding things. Technology did what it had to while I stood with arms raised by the machine, not being able to see the rest of my belongings, and at the end I was told to wait in place. So I stood by the big machine. My hands full. Time went by. I then decided to cast my glance upon my belongings to see they were not handled or misplaced. They had gone through the X-ray tunnel and were ready to be picked up. A gentlemen in a blue checkered shirt and beard proceeded to take the tray with my shoes, belt and leather jacket with Kindle and walked away. I waved, I spoke, but obviously not loud enough. I started to step towards him. The official that told me to wait now spoke to me louder and said not to move. I then stood, but I tried to call the attention of the gentleman walking with my things. It was impossible. I told the official that my things were being carried away but he either did not understand me, or did not hear me, or did not care what I was saying. So I proceeded to step forward all the time trying to call the attention of the gentleman with my tray who was about to deposit it on a distant table, I would say some thirty feet away, and then, who knows? At that moment four officials rushed towards me and held me. I explained. They ignored me. Then they saw I had a wristwatch which I had forgotten to take off. Maybe that caused the commotion as far as they were concerned. Something with the wristwatch and the machine probably caused them to hold me in place. The guy with the beard noticed the problem, finally, I waved. He then walked back to the conveyor belt, left my tray there, and took another tray, his, I gather. At that point I was released by the officials. I repeated to one of them that guy was taking my things. I got no apologies, but a serious "Don't blame us" from one of them. I replied I was not blaming anyone, I was just concerned to end up without jacket, shoes and belt. They smiled, ignored me, and went about their business. I went by the guy with the white beard, and he said, as he was carrying now his tray with just shoes and a belt, that the belt was similar. How could he have confused the two trays if he did not have a heavy jacket in his? A mystery. I now don't think it was theft. Just confusion. I am willing to grant people traveling get confused. But still, confusion might lead to losing things you need. Still, I don't know the whole story, and I will never know for sure the true version. One does hear of things getting lost. Anything is possible. Perhaps nothing like that was happening in this case, but I will never know. I do know it was very unpleasant for a few moments. When those four officials in their blue uniforms descended on me, I thought I was going to be detained, and all I was trying to do was to prevent my possessions from getting misplaced or lost.

Thank you for your attention to this. Sincerely,

[REDACTED]

Agent Notes: Sent to CSM at JFK for review 1-27-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 27 2012 4:48PM

Opening Agent: ileana.garland

Opened Date: 1/27/2012 12:20:34 PM

Linked Event IDs:

Responses:

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.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]
Contact Type: Normal/General
Contact Date: Jan 27 2012 10:08AM
Medium: Email
Contact Status: Closed
Incident Date: Jan 22 2012 12:00AM
Contact Prefix:
Contact First Name: [REDACTED]
Contact Middle Initial:
Contact Last Name: [REDACTED]
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: [REDACTED]
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: [REDACTED]
Subject: RE: Complaint about treatment at Newark International Airport
Body: [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 at EWR, 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.

Stephanie Stoltzfus

Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement

Transportation Security Administration

From: [REDACTED]
Sent: Sunday, January 22, 2012 2:31 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint about treatment at Newark International Airport

My family of six (my wife and four children all under 10) arrived at Newark International Airport on Continental Flight 119 on the final leg of our flight to Boston on Continental flight 4956. Our flight originated in Abuja, Nigeria though Frankfurt, Germany. The whole family went through security check again at Newark and I was also subjected to a body scanner at Newark. After all the checks, [REDACTED] and his staff checked two of our bags again and discovered that

my youngest daughter (7 years old) had a hand lotion in her bag. Instead of just taking the lotion after they were informed that my daughter made a mistake, (b)(6) (badge number (b)(6)) and his staff subjected me to a total pat down in front of all my children as if I had done something wrong. This after I had gone through the scanner and the routine security check. Their claim was that the bag had a "hit," which they would not tell me what it hit for.

I was alarmed that I was subjected to such a horrible experience over a simple hand lotion. I would like to know what my daughter's bag hit for and why I was subjected to the humiliating experience of a total pat down in front of all my children as if I were a criminal. When I asked for (b)(6) name, he took my passport and made a copy. I would also like to know why he took a copy of my passport.

Thank you,

(b)(6)
HYPERLINK "tel:(b)(6)"

Sent from my iPhone 4

Agent Notes: Sent to CSM at EWR for review 1-27-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 27 2012 3:15PM

Opening Agent: rachel.benge

Opened Date: 1/27/2012 12:09:22 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

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: (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: Jan 29 2012 7:09PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 29 2012 6:45PM

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: 1/29/2012 7:09:43 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SQ25 JFK terminal 4 Gate A6

January 29, at 6:45 PM

Comments: Officer (b)(6) an African American Woman, was specifically rude to me, an Asian man, disparaging my removing an Kindle to a bin, and placing my shoes to a bin, implying that I did not understand English (even though I speak English without an accent and am an American citizen). I protested that I did not hear her previous orders while I was on the line, whereupon, she specifically removed my items from the line and subjected it to an unwarranted extensive search which included four swabs for every compartment. At the end, she sneered to say she had a great time giving me a hard time.

I was appalled at her behavior and told her that I would complain. To which she leaned over and whispered, "I could give a damn".

I do not wish this kind of experience for anyone.

Agent Notes: Sent to CSM at JFK for review 1-30-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 30 2012 4:46PM

Opening Agent: stacey.patton

Opened Date: 1/30/2012 1:36:37 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: Jan 28 2012 10:34PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 28 2012 1:45PM

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: 1/28/2012 10:34:05 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CO flt 1448 from SXM to Newark, NJ on Saturday 1/28/12 departing at 3:10PM. Gate B-5 (bus to plane)

Comments: Upon going through security my wife's carryon suitcase was missing. It was a bright red suitcase containing two expensive Canon cameras and various clothing and books. Critical medications were also in the suitcase. The TSA Supervisor (Female) said another passenger took it. I request that the security cameras be reviewed to determine if the bag was actually ever removed by anyone other than TSA personnel. We went through the SXM checkpoint between 1:45 and 2:15 PM. I am a 67 year old man who was wearing a baseball cap and white shirt when I arrived at the end of the security scan. We lodged complaints with the TSA supervisor and with Continental employees at the gate and upon arrival at Newark Airport (Continental office at Terminal B). We sincerely would like your assistance in this matter.

Agent Notes: SXM is the Princess Juliana International Airport in the Netherlands. I entered Newark in the work area because he lodged a complaint at the Newark Airport.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: anita.brisco

Last Update Date: Jan 30 2012 12:03PM

Opening Agent: anita.brisco

Opened Date: 1/30/2012 11:27:39 AM

Linked Event IDs:

Responses:

Response

Template Name: Security Screening Procedures at Foreign Airports

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - International Screening

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 concerning international security.

Security screening at foreign airports is beyond the Transportation Security Administration's (TSA) jurisdiction. As sovereign entities, countries establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States. We ask that travelers contact a specific country's authorities to further inquire into their procedures.

TSA continuously works with foreign governments to balance local and legal jurisdiction issues with international aviation security. TSA has a foreign airport assessment program to ensure all flights to the United States are properly screened. Our aviation security specialists regularly assess security at these airports to ensure they meet acceptable international standards.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Jan 30 2012 10:40AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Oct 30 2011 12:00AM

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: NA

Subject: Screener Rudeness

Body: Caller flies on Jet Blue alot. She flew in October from JFK. The agents were very rude to her. She doesn't want to go through the x-ray, so she asked if she could have the pat-down instead. She was told to wait for someone to come to perform a pat-down. It happened again in December in NY, at JFK. There was a woman standing there that the caller asked if she could perform the pat down and she was told that she could not. Caller was addressed by one of the TSOs that, _You've been flapping your gums_ .

Caller was asked why she waited to lodge her complaint.

Caller advised that she would fly back to New York again and she wants to know that this will not be the case when she passes through the checkpoint again.

What should she do if she has the same problem when she goes through JFK?

Advised caller to ask to speak to a supervisor.

What should she do if the supervisor doesn't come or she has any other issues?

Advised caller to call TCC to lodge a complaint.

Agent Notes: Date entered by mistake. Caller did not have an incident date. Sending as FYI

Sent to CSM at JFK 1-30-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jan 30 2012 12:59PM

Opening Agent: robert.baker

Opened Date: 1/30/2012 10:40:19 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jan 30 2012 10:01AM

Medium: Email

Contact Status: Closed

Incident Date: Jan 24 2012 11:40AM

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: Bel Air

Contact State: MD

Contact Zip: 21015

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: Procedural Complaint

Body: Forwarded for appropriate action.

Evelyn Webb

Office of Civil Rights and Liberties, TSA-6

From: (b)(6)

Sent: Saturday, January 28, 2012 6:34 PM

To: TSA.civilrights@dhs.gov

Cc: senator@mikulski.senate.gov; senator@cardin.senate.gov

Subject: Procedural Complaint

(b)(6)

Bel Air, Md 21015

Continental Flight 15

Newark to Honolulu

Departed 24 Jan 12 at 1140 hrs.

No discrimination based complaint is made or contemplated. I need to mention our concerns to someone above the level of the poorly trained or attitude stricken screeners. I researched ahead of time, on the TSA web site the status of taking sealed PediaSure (an infant/toddler nutrient drink) for our 11 hour flight with our < 2 YO grandson. The information given was that this is permissible if the bottles are sealed. At the screening location, I was told that they had no way to 'test' the liquid, even though it was factory sealed. At least they didn't steal it from us, but I was told I would have to undergo 'enhanced screening and a pat down". No problem. With better than three decades in REAL law enforcement experience, I appreciate the need. I didn't see the need for every item in my computer bag and carry on to be swabbed for nitrates/explosives. The TSA guy, a male Hispanic in his early thirties was polite and explained the pat down procedure before commencing. What I found out later from my wife is what raised my blood pressure and ire. A b/f/20's screener wasn't happy with the speed with which my wife tried to collapse the stroller our grandson was in. She got nasty and impatient. She apparently worked out her resentment by taking away the small blue blanket that our grandson carries by way of comfort and security for more scrutiny. Most parents, at least those that give a half a hoot about their kids understand that concept. Miss TSA screener kept the

blanket away from our grandson for a protracted time, causing him to cry, and loudly at that. If she wanted to rattle my wife in stressful circumstances, please locate her and tell her she succeeded. Perhaps her daily menial tasks are made more tolerable by showing her very temporary and localized power to 60 year old grand-moms. Kudos to her. If I had been watching instead of having my genitals probed, I'm quite sure she would not have been happy to hear what I had to say. In all, it was a disappointing experience with a low level drone that needed to show everyone she had some power. It's sad really, but likely she did the same at minimum wage at prior jobs. You need to have some more supervisory oversight when low quality employees interface with the public, as they are the visible face of TSA. So far, it's not a very pretty face at all.

Agent Notes: Sent to CSM at EWR on 1-30-12 by A Sizemore.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: amber.sizemore

Last Update Date: Jan 30 2012 3:33PM

Opening Agent: jonthan.hibbard

Opened Date: 1/30/2012 2:33:27 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: Jan 31 2012 11:07AM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 1/31/2012 11:07:08 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

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

Comments: I understand the need for the tight security, I wish the pre screen process would be in NY. I travel quite a bit and have see more and more of the TSA agents what i would term as "lax" in doing what they are supposed to be doing. Then , Of course the day i am there a 90 year old woman gets pulled out of the line (she was in a wheel chair) to get a pat down. I am sure there is a lot that goes on , I am just venting that the people working do not seem to take the job seriously , I also wish for pre screening. Thank you in advance.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: tara.swafford

Last Update Date: Jan 31 2012 12:56PM

Opening Agent: tara.swafford

Opened Date: 1/31/2012 12:44:10 PM

Linked Event IDs:

Responses:

Response

Template Name: JFK—Alleged Strip Search Screening Incident

Airport: JFK

Airline: JetBlue

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response

Template Name: Research and Information Request

Airport: JFK

Airline: JetBlue

Subject Category: Expedited Passenger Screening Program - TSA PreCheck

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 email.

For information about the Transportation Security Administration (TSA), we encourage you to visit our Web site at www.tsa.gov. The Web site provides information on the progress of TSA since its creation. In addition, you can access the Aviation Transportation Security Act (ATSA), regulations, and information about TSA's leadership. You may also wish to contact the National Transportation Library at <http://www.ntl.bts.gov> for assistance with your research.

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: Jan 31 2012 1:49PM
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:
Subject: Complaint Follow Up

Body: Caller states he filled a complaint in early December about his screening experience. He wants someone to contact him back about the complaint. This is his second call about the screening he received.

Told caller

I linked the records from December, Told him he should call the same number he had called me on or call 866-289-9676, chose option number 5 then put in airport code, LGA, to speak to a CSM. To let them know he wanted follow up on his complaint from December. He stated he had stated in first complaint he would contact his state representative if no one contacted him back. He is upset no one has followed up with him on the complaint.

Agent Notes: Sent to CSM at LGA for assistance 1-31-12 mnelson

EID (b)(6)

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) 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.

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Jan 31 2012 3:13PM
Opening Agent: laura.benge
Opened Date: 1/31/2012 1:49:50 PM
Linked Event IDs:

(b)(6)

Responses:

Response
Template Name: Screener Rudeness
Airport: LGA
Airline:
Subject Category: Customer Service - TSO
Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Feb 1 2012 9:12AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Jan 31 2012 12:45PM

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Patdown Complaint

Body: Caller would like to file a complaint that occurred at LGA on Jan. 31 2012 around 12:45 pm and the security checkpoint. He stated he was selected to receive secondary screening which consisted of a patdown. However the TSO who performed the patdown did the patdown in a very aggressive manner. Caller stated when he was running the back of his hand up the back of his leg he did so very fast and hard causing severe pain to his groin area. Caller stated he ask the TSO to please stop but he was ignored. Caller stated his name was (b)(6) he believes, he could not see his last name because the badge was not clearly visible. Caller stated he is a physician and is well aware of the damage that could have been done to him. Caller stated he also spoke with the TSO s supervisor a (b)(6) who advised him he would view the video tapes. Caller is very upset with the events that happened yesterday. I did also advise caller on how to obtain the contact information for the CSM at LGA.

Caller also stated while his bag was on the conveyor belt he noticed his bags were piling up and he grabbed another bag to place it on top. He stated he was yelled at and told not to touch the items.

I apologized to caller for the events that occurred and explained to him I will forward this to the CSM at LGA as well.

Agent Notes: Sent to CSM at LGA for review 2-1-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Feb 1 2012 9:47AM

Opening Agent: nanette.navarre

Opened Date: 2/1/2012 9:12:11 AM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: LGA

Airline:

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Feb 1 2012 12:13AM

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: Security Issues

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

Remote Client IP: (b)(6)

Date Time: 2/1/2012 12:13:53 AM

Security Issues All Other Security Issues

Name: (b)(6)

Email: (b)(6)

Message: While recently waiting on the security line at LGA to pass my carry-on possessions through the scanning equipment I observed a TSA agent being waved through the walk through metal detector machine. He was carrying a backpack that was NOT passed through the same carry on belt-scanners for our luggage. The "beeps" went off... but he was waved right through.

I asked the TSA agent why his backpack was not passed through the belt x-ray and she told me that "... he's a TSA Agent and didn't need to..." I stated that was a potential breach in security but it meant nothing to her. I asked where the shift supervisor was and I was directed further into the terminal after I cleared security.

I spoke to another agent at the supervisor's desk who wanted to know what I wanted before they summoned the supervisor. I stated what I saw and received the same answer. I said that was not acceptable. I stated that anybody "could be bought or be under duress...ie: they were holding his children or wife hostage at a remote location unless they carried a weapon into the secured area..."

At that point the supervisor came out when she heard my comment. (by the way, I was very calm and respectful yet firm in my position through this discussion.) The supervisor also stated that they were TSA and did not have to clear their possessions. I repeated my case. The supervisor then said to me "... well even if he had a weapon... he was not getting on a plane...." I couldn't believe what I was hearing !!!! I stated that they were missing the point completely. The point was that this agent could be carrying a weapon into the secured area and then pass it off to another person who had been cleared and was getting on a plane. Again, I couldn't believe that I was explaining this to the TSA Supervisor.

The supervisor also suggested a couple of other excuses that were very lame... 1) She said that there were other security measures that she was not allowed to disclose that assured them that his backpack was secure. That was total baloney as the TSA agent just came walking through the terminal and then through the body scanner without any regard for security. If he had been cleared somewhere earlier, he would have still had unsecured access to any courier before he went through that body scanner. 2) She said that all TSA agents have thorough background checks.... My response was that I'm sure they did...but that doesn't mean they were above carrying something through security... either on their own or while under duress. I told her that a background check on me would reveal that I am a solid citizen also but I still have to go through security every time I travel which is probably over 50 times per year. 3) I was then told by the supervisor that at some point we need to trust the TSA... after all, we give guns to policemen and they could easily shoot up a crowd etc. At this point I gave up discussing this with the supervisor. I was extremely disappointed in the responses and more importantly in

the system. As travelers we endure a lot... as you know... but if it greatly enhances our security then we deal with it. BUT... when the security is breached by the TSA themselves, we lose complete confidence in the system. The TSA has a gaping hole that needs to be sealed and more importantly, the agents themselves need to clearly understand that they are NOT outside the system or above the law. I appreciate their "Brotherhood" mentality... but that is an extremely transparent veil of security that threatens us all.

This hole needs to be shut tight and the agents and supervisors need to clearly understand the potential threat that exists within their own ranks.

I was also told that any correspondence to this site would be responded to. With that in mind, I look forward to your response and I remain available to any further conversation that will help improve your system and more importantly assure us of the security we believe we are receiving.

Agent Notes: CSS Kenney Hill

Sending to CSM for review.

Sent to CSM at LGA for review 2-1-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Feb 1 2012 3:27PM

Opening Agent: nanette.navarre

Opened Date: 2/1/2012 10:26:07 AM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: LGA

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your 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: Feb 1 2012 12:06PM

Medium: Email

Contact Status: Closed

Incident Date: Jan 31 2012 9:00PM

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: 2/1/2012 12:06:56 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): January 31st

Time: around 9pm

Lufthansa LH 485

Terminal B

Newark Liberty Airport

Gate 63

Comments: The employee behind the place where one is screened (where one has to raise the arms) asked me to step outside and hand to him what I have in the right pocket of my pants. I gave to him what I had in there, namely a few dollar notes and my Visa Gold credit card. He gave me the money back and said, "I'll keep this" and put the credit card into his pocket. When I protested, he laughed at me and gave me back the credit card.

This is inappropriate since I was in a situation where I depended on the security officer, I am not ease, and I should not be the target of a joke.

I would not complain but this "joke" had a consequence. I was, how to say, disconcerted. In my state of confusion, I forgot to put my laptop computer back into my bag.

That is, I left my computer at the security check.

Can you please help me?

I am at home now. I cannot get my work done. I do not know whether or when I will get my computer.

I called the Lost&Found of TSA Newark at (908) 787 0667, but all I can do is leave a message. I do not know whether or when they will respond.

If you can help me and forward this to the right person,

here is what helps to identify the computer.

It is a Macbook Air.

#Model No: A1369

Serial No: (b)(6)

It has a sticker of the University of Freiburg which says

Inventar No: (b)(6)

I have found no other way to establish a contact.

I do not want that you punish the employee; it happens to everybody to make a joke at the wrong time, and I certainly overreacted. It is

my fault that I forgot the computer, not his.
I would love that you tell him, though.
And I would be grateful if you could help me retrieve my computer.
Best regards,

[REDACTED]

Professor of Computer Science

Agent Notes: Sent to CSM at EWR for review 2-1-12 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Feb 1 2012 1:36PM

Opening Agent: rachel.benge

Opened Date: 2/1/2012 12:51:05 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: ODPO

Contact Date: Feb 2 2012 6:52AM

Medium: Email

Contact Status: Pending CSM

Incident Date:

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: 2/2/2012 6:50:44 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark Airport/Continental Airlines/ CO 1221/ 3:00pm

Comments: My mother was in a wheelchair when we approached the screener. The wheelchair assistant's name is (b)(6). She asked me if my mother was able to walk through the security, I specifically said NO, she cannot walk without assistance (meaning someone has to physically provide support). I walked through the detector first then the TSA officer (b)(6) is the name the lead officer, (b)(6) told me was the man's name) asked me if my mother could walk or if she needed to stay in the wheelchair. I told him, "NO she cannot walk and will need to be patted down in the wheelchair". After I just told him NO, he told officer (b)(6) to assist my mother and walk through which mind you my mother is wearing socks. My mother tried to walk through and fell. I immediately came back through and asked him "Why he would ask me if she could walk and then ignore what I just told him?" Instead of giving an explanation or apologizing he yelled at me that I couldn't assist my own mother who just fell on the floor in front of everyone and hurt herself. TSA officer (b)(6) was the woman behind the security belt who witnessed the whole incident. TSA officer (b)(6) assisted my mother through security and patted her down after she fell. She was apologetic. TSA officer (b)(6) witnessed the incident as well. I asked the officers who were "watchers" that I listed above where I get a complaint form and everyone either tried to act busy or said they didn't know. Finally, I spoke to the Lead TSA officer (b)(6) who told me to speak with (b)(6) about this incident and who could provide with a complaint form. After we left, the wheelchair assistant insisted on trying to talk us out of filing a complaint, to where I finally had to ask her to refrain from discussing this matter and further and either continue pushing the chair or let me wheel the chair to the gate. So unprofessional at this airport!!

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Feb 2 2012 11:34AM

Opening Agent: ileana.garland

Opened Date: 2/2/2012 10:38:02 AM

Linked Event IDs:

Responses:

Response

Template Name: FWD to Appropriate Office Response

Airport: ODPO

Airline: Continental Airlines

Subject Category: Persons w/ Disabilities (PWD) - Ostomy/Ostomates

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Fulfillment

Contact Date: Mar 31 2011 9:36AM

Medium: Email

Contact Status: Closed

Incident Date: Feb 26 2011 10:42AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle 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: FW: Re: TSA's Arbitrary Rules - 2/19/11 Jetblue Flight

Body: For your review and action as deemed appropriate.

Sincerely,

DHS TRIP

From: (b)(6)
Sent: Thursday, March 31, 2011 8:39 AM
To: RedressFinal, Trip
Subject: Fw: Re: TSA's Arbitrary Rules - 2/19/11 Jetblue Flight

TSA:

I was provided with the below email address from your agent at JFK/JetBlue. To date, I have received no reply to my email complaint. Please respond.

(b)(6)

--- On Thu, 3/31/11 (b)(6) wrote:

From: (b)(6)
Subject: Re: TSA's Arbitrary Rules - 2/19/11 Jetblue Flight
To: telltsa-jfk@dhs.gov
Date: Thursday, March 31, 2011, 8:17 AM

Please respond to my letter below.

--- On Thu, 3/31/11 (b)(6) wrote:

From: [b]([6])
Subject: Re: TSA's Arbitrary Rules - 2/19/11 Jetblue Flight
To: telltsa-jfk@dhs.gov
Date: Thursday, March 3, 2011, 5:19 PM

I would appreciate a response to my below complaint.

--- On Mon, 2/28/11, [b]([6]) wrote:

From: [b]([6])
Subject: TSA's Arbitrary Rules - 2/19/11 Jetblue Flight
To: telltsa-jfk@dhs.gov
Date: Monday, February 28, 2011, 5:31 PM

TSA:

I am writing to complain about my frustrating experience with your screening agents. The occurrence was Saturday late morning at JFK for a JetBlue 12 pm flight to Boston:

As I have a low immune system and am subject to easy illness, I wear colored peds so that my feet are not contaminated with the germs/bacteria and overall filth of the disgusting airport floors. The security person made me take the peds off. I wore tights and the peds over them; obviously I cannot remove my tights. I do not want to be exposed to the filth of your airport. Yet, your security person FORCED ME TO BE EXPOSED TO GERMS/BACTERIA/FILTH.

How dare you have these arbitrary rules AT THE EXPENSE OF MY HEALTH! Please note that I have worn these same peds in the same manner many times prior to this incident without any comment from TSA.

What do I want to accomplish with this complaint letter?: 1) Change your policy so that you DO NOT FORCIBLY SUBJECT PEOPLE TO ILLNESS by making them walk on filth. 2) I want an apology at the very least for TSA risking my health. 3) Make your policies consistent. It makes no sense for it to be OK to wear nylon peds one day but not the next.

Thank you in advance for your consideration and response.

Sincerely yours,

[b]([6])

[b]([6])

Agent Notes: Passenger has complaint about removing shoes for screening abviously she was not offered booties and claims her treatment has not been consistent.

She has some sort of immune deficiency and is fearfull of exposure to filthy airport floors

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: delores.deaton

Last Update Date: Aug 14 2011 11:45AM

Opening Agent: delores.deaton

Opened Date: 3/31/2011 2:23:02 PM

Linked Event IDs:

Responses:

Response

Template Name: Booties and Disposable Foot Covers Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

Response

Template Name: Consistency @ Airports Response

Airport:

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport:

Airline:

Subject Category: Screening - Discourteous/Rude Screener

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 expressing your concern regarding the policy for booties and disposable foot covers worn through the security checkpoint.

The Transportation Security Administration (TSA) allows passengers to wear disposable booties or slippers through the checkpoint to help protect their feet. Because these disposable booties and slippers are worn by passengers through the walk-through metal detector and are never screened through the x-ray machine for hidden prohibited items, they are not permitted beyond the security screening checkpoint.

TSA policy states that except for passengers who cannot remove their footwear for medical reasons, all footwear must be x-rayed; if it's not x-rayed, it cannot pass through the security checkpoint.

We hope this information is helpful.

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: (b)(6)

Contact Type: Normal/General
Contact Date: Mar 31 2011 1:54PM
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: Complaint (march 31,2011)
Body:
Hi ,

My name is (b)(6) and I work at (EWR) Newark Airport.I am a passenger service agent for (b)(6) I was going through the checkpoint and was asked to take my blazer off when I always go through security and am never asked to take it off.I told the officer that I have a see through shirt and that I didn't feel comfortable taking the jacket off.I asked her if she could pat me down since I refused to take it off and she still insisted that I had to take it off.I really feel invaded of my RIGHTS and am really disgusted that they did this knowing that I work here at EWR . I don't mind being patted down since I know it's basic procedures.My issue is just that they still made me take it off . I always have this issue in the morning when there are OT tsa officers working during this shift because when It's the afternoon shift there is no problem.

Sincerely,

(b)(6)

Sent from my iPhone

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: delores.deaton
Last Update Date: Aug 14 2011 11:46AM
Opening Agent: delores.deaton
Opened Date: 4/21/2011 1:46:07 PM
Linked Event IDs:

Responses:
Response
Template Name: Passenger Screening- Bulky Clothing Item Response
Airport: EWR
Airline:
Subject Category: New Patdown 11/1/2010 - New Patdown 11/1/2010
Interaction Type: Complaint

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

Thank you for your e-mail.

The primary purpose of passenger screening is to prevent or deter the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft. The Transportation Security Administration's (TSA) policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Each Federal screener receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

All members of the traveling public are permitted to wear any type of clothing they wish through the security checkpoint. Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the clothing is free of a security threat item. This policy extends to all clothing items and is not directed to any one particular item or group.

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Mar 31 2011 8:57PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 9 2011 6:00AM

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: Salt Lake City

Contact State: Utah

Contact Zip: 84106

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: 3/31/2011 8:57:38 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): departing Delta 1415

NYC-Kennedy

Comments: (b)(6)

(b)(6)

Salt Lake City, Utah 84106

(b)(6)

March 31, 2011

To: TSA

CC: Senator Orrin Hatch, Senator Mike Lee, Congressman Jim Matheson,
Congressman Jason Chaffetz

I wear a medical implant that requires "special handling" at airports that do not yet use the new body scanning machinery--which is offensive enough.

I travel often so I know what to expect in the pat-down procedure. For your reference, I'm a smiley, friendly, 60-year-old, gray-haired, chubby woman with Parkinson's disease.

On March 9, 2011, I returned to NYC-Kennedy after three months in Africa. Passing through security on my way home to Salt Lake City, I proactively showed my medical ID card and requested a pat down. That simple request turned into a humiliating and frustrating, time-stealing misadventure that, weeks later, still makes me angry.

Officer (b)(6) barely greeted me, but rattled off the pat-down procedure so quickly that, after the polyglot that is Africa, I wondered if she were speaking English. From the onset, her attitude was abrupt, dour, glowering--even menacing.

She led me to a spot still in sight of passengers waiting to pass security; although she offered me a private screening, I refused.

I am not easily embarrassed, but the pat down she gave me was disrespectful, intrusive, invasive, rough and embarrassing. She barked orders at me, smashed my arms with her hands, grabbed my calves and thighs, rammed her stiff hand into my groin hard enough to make me jump. When I asked her to take it easy, she sneered and searched my groin again for good measure, adding a heavy-handed pass over my buttocks.

When she finished, she picked up my things and disappeared. She returned with her supervisor, (b)(6) she wrote her name

on my boarding pass, but it is illegible. Her name could be (b)(6) asked me to follow her, which I did, to a tiny room where the two began running chemical-infused wipes over my body and sticking them into a machine that was obviously scanning something. They didn't bother explaining anything. I felt like a character in Joseph Heller's Catch-22.

"Wait a minute," I said. "What's this all about?"

"Further tests," answered (b)(6)

"For what?" I asked.

"Explosives."

"Explosives?"

Oh really? When was she going to tell me that, I asked. She told me it's my responsibility to ask what the procedures are about. Oh really? I believe that racial profiling is wrong--and here I am, the antithesis of the stereotypical mad bomber, being grilled by TSA's finest. The entire concept of me carrying explosives made me laugh. But of course these women were doing their jobs, weren't they, earning their \$15 or \$20 an hour?

(b)(6) then asked me if I'd heard the explosives alarm when (b)(6) was "finished" with me. NO, I did NOT hear any such alarm.

(b)(6) viewed me, I believe, as the perfect subject to bully.

(b)(6) then told me that she would repeat the pat down.

"Fine, go for it," I said, my anger growing as I assumed the position. It was 6 a.m., I had a plane to catch, still many gates away. I believed they were toying with me.

Although I steeled myself for the worst, (b)(6) pat down was within the realm of respectability, marginally invasive and "usual" by my standards.

It seems that (b)(6) in her powerful position, thought she could get away with man-handling a woman at least 20 years her senior and a foot shorter than her self. I can't help but wonder how much longer the American public will take the TSA's own form of homeland-terrorism, the bullying, the forceful searches, the unnecessary demands? The world enjoys many a joke at the agency's expense.

I have met many TSA workers in recent years, and some of them were downright pleasant. Next time I meet an exceptionally nice one, I'll write another letter.

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:46AM

Opening Agent: deborah.collins

Opened Date: 4/1/2011 12:16:13 PM

Linked Event IDs:

Responses:

Response

Template Name: Apology for Insensitive Screening Experience

Airport: JFK

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport:

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

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

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Apr 1 2011 8:30AM
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](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: (b)(6)
Date Time: 4 1 2011 8:30:05 AM

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

Complaints: Inappropriate Screening Pat Down Screening
Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): JFK to Roc
Gate 23

Comments: The screener was rude. He didn't inform me prior to the pat down which he started in a very aggressive manner. The machine did not beep when I went through so I'm still unsure why he felt he should.

His supervisor was professional but immediately stated that he heard the screener, (b)(6) inform me of the pat down.

After explaining to the supervisor, (b)(6) that I would be filing a complaint, (b)(6) changed his story to I heard someone say it.

The rude and aggressive behavior was unnecessary and unprovoked. The untruthful responses of the supervisor seem to go along with the Perception of Your organization.

Bottom line, I was inappropriately touched by a TSA employee, (b)(6) who was subsequently removed from the screening area. The supervisor initially tried to protect his employee but when presented with the facts became truthful.

I'd like to file this complaint with the intention of following up with my congressional representatives. This is my first complaint and I expect it to be taken seriously.

Thank you.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: teresa.messer

Last Update Date: Aug 14 2011 11:47AM

Opening Agent: teresa.messer

Opened Date: 4/1/2011 11:57:43 AM

Linked Event IDs:

Responses:

Response

Template Name: Secondary Screening Reasons Response

Airport: JFK

Airline:

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

Interaction Type: Complaint -- Procedures

Response

Template Name: Apology for Insensitive Screening Experience

Airport:

Airline:

Subject Category: Inappropriate Screening - Pat Down - Complaint

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Fulfillment

Contact Date: Feb 27 2011 9:08AM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 2/27/2011 9:08:17 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): US Airways 604, Newark NJ Gate A37

Comments: I recently flew through PHL/DEN/GSP/ATL with my knitting scissors without any issues from the TSA agents. The scissors meet the guidelines (Metal, pointed tip, under 4" blades-Fiskars Soft Touch Micro Point) however during my recent trip through Newark, NJ my scissors were confiscated by TSA agents as I did not have time to return to check them in my bag. While I appreciate the need to keep everyone safe, and I was even surprised the scissors were accepted through the checkpoint at another airport when I accidentally left them in my knitting bag, I feel somewhat cheated that I was not permitted to keep these scissors. They are rather pricey for such a small item and even had sentimental value as they were given to me as a gift from a deceased relative when she taught me to knit. I feel either one of two things need to happen here:

1. I should be compensated or returned my item or
2. The TSA rules and guidelines should be updated to reflect this new policy (I was told the were "too sharp" and that the agent was going "one step further than the guidelines").

Thank you for your time.

I have enclosed for reference a specific link to the item denied at this security checkpoint:

<http://www.joann.com:80/joann/catalog/productdetail.jsp?pageName=search&flag=true&PRODID=prd2888>

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: lillian.catron

Last Update Date: Aug 22 2011 6:38PM

Opening Agent: lillian.catron

Opened Date: 8/14/2011 11:05:46 AM

Linked Event IDs:

Responses:

Response

Template Name: Consistency @ Airports Response

Airport: EWR

Airline: US Airways

Subject Category: Inconsistent Screening - Different Practices Between Airports

Interaction Type: Complaint -- Procedures

Response

Template Name: General Complaint w/ Claims Response

Airport: EWR

Airline: US Airways

Subject Category: Claim Form Requests - Carry On Bag (Mailed)

Interaction Type: Fulfillment Request -- Claims Forms / Instructions

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail concerning your travel experience.

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

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

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

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

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

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

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

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

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

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Feb 27 2011 5:18AM

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:

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: 2/27/2011 5:18:38 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight Delta Flight 5557 from Albany GA to Alanta GA on 02/26/11 only flight out of Albany that day

Comments: I had a TSA representative be extremely rude to me while I was putting my bags in line to be scanned. Conveniently my baggage did not get on the only flight out of this small town after my incident with this TSA rep. I walked up to place my baggage in line. I was dropping my handle she stated "place your bag BEHIND the gun case!" while rolling her eyes. Tone was rude and unnecessary in her voice. I did not know someone was behind me and she said in the same rude tone again place your bag behind the gun case. I said Ok I am just going to put my handle down. Rep said I WAS TALKING TO HIM and mumbled something and glared at me. . She was giving me attitude the whole time I was placing my bag in line. My bag was then not put on the one and only plane out of the town. My bag was unable to leave Albany the same day as I, and I am still waiting on my luggage.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:05AM

Opening Agent: deborah.collins

Opened Date: 3/1/2011 5:48:23 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint & Falling Short of Standard Response

Airport: ALB

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Security

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport:

Airline:

Subject Category: Screening - Rude Screener

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. We are sorry you were unhappy with your recent travel experience.

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

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

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

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

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

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

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 1 2011 1:24PM

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: 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: 4/1/2011 1:24:01 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 3/25/11 FI 569 Jet Blue Only 1 terminal at SWF and believe it was gate 7.

Comments: While waiting for my row (3) to be called, I remained seated while other passengers congregated at the entrance. When my row was called, I made my way through the group. A TSA representative asked me to step aside which I did expecting that she wanted to check my carry-on. She then asked another lady to step aside since there were other people already in line. I tried to explain to her that my row was called when she again said that there was already a line. A man from behind me spoke loudly to her that he was row 11 and waiting to be called. I was then able to proceed. I don't know if she was on a power trip, DID NOT KNOW WHAT HER JOB WAS, or only listened to men and liked to bully women, but I was embarrassed by her actions. I think she needs to be trained properly to know that she is not a traffic cop! I would appreciate a response.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Aug 14 2011 11:47AM

Opening Agent: andrew.depew

Opened Date: 4/1/2011 5:08:16 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness Response

Airport: SWF

Airline: JetBlue

Subject Category: Screening - Discourteous/Rude Screener

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Feb 27 2011 2:54AM
Medium: Email
Contact Status: Closed
Incident Date: Feb 28 2011 8:00AM

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: New York
Contact State: NY
Contact Zip: 10036

Contact Country:
Contact Phone: (b)(6)

Contact Fax:
Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)

Subject: Re: TSA Contact Us: Receipt Acknowledgement

Body: I was robbed at TSA screening today at Kennedy while clearing security. I was sent through the scanner unable to see my tote bag and then distracted by two pat-downs. While I appreciate TSA's efforts in general. I do not appreciate what happened to me today. While I was being separated from my bag approximately 100,000 dollars worth of jewelry was taken from my bag. I was on AA1050 which departed gate 42 at 10:30 for Provo. I went through security around 8AM.

As I am now in the Islands I am told that I cannot file a complaint until I return. I fly a lot and am always cooperative with TSA but this was an outright robbery and there must be video tapes. I plan to file a complaint and to sue TSA for ruining my vacation by stealing from me. This seems to go on at JFK a lot and I raise holy hell to get publicity about this sort of scam.

(b)(6)
(b)(6)

New York, NY 10036

(p) (b)(6)
(f) 212-209-5788
(m) (b)(6)
(b)(6)

From: TSA-ContactCenter Tsa-ContactCenter@dhs.gov
To: (b)(6)
Sent: Wed Feb 23 16:38:28 2011
Subject: TSA Contact Us: Receipt Acknowledgement

Thank you for contacting the Transportation Security Administration. Due to an increase in volume, we are experiencing longer than usual response times. Please allow up to 10 days to receive a response. Responses that require additional information may take longer. Please note, many answers to your inquiries may be found on TSA's website at www.tsa.gov.

***** YOUR EXECUTIVE SEARCH PARTNER:
COMMITTED TO PERFORMANCE, QUALITY RESULTS
***** The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. If you are not the intended recipient, please contact the sender immediately and destroy the material in its entirety, whether electronic or hard copy. You are notified that any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. Please consider the environment before printing this email.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:05AM

Opening Agent: deborah.collins

Opened Date: 3/1/2011 6:26:59 PM

Linked Event IDs:

Responses:

Response

Template Name: Line-of-Sight Including PWD Response

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Procedures

Response

Template Name: General Complaint w/ Claims Response

Airport: JFK

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 concerning your travel experience.

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

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

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

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

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

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

TSA policy requires the Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related

devices and aids, are kept within the passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a pat-down or private screening, the TSOs have been trained to maintain control and sight of the passenger's items, and to ensure that the passenger is reunited with their property once it has cleared x-ray screening.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Apr 4 2011 5:40AM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone:
Contact Fax:
Fulfillment Sent:

Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM [http: www.tsa.gov contact index.shtm](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: (b)(6)
Date Time: 4 4 2011 5:40:49 AM

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

Complaints: Discourteous Rude Employee
Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): Newark airport, terminal C, elite security queue, 5:15 AM
Comments: You ask us to take out our computers, iPads, other electronic devices, take off our shoes, take out our 1 quart bag of toiletries, take off our belt, watch, etc and place shoes on e belt, iPad, in one bin, computer in a separate bin, etc...I m fine with that. But what moron now decided I need to carry all 5 bins from the belt to another location 10 feet away to repack? When I told the TSA agent that I couldn t carry it all, his response was in one second it would be off the belt on on the floor. In the time we had our brief exchange, I could have has everything back in my briefcase and carry-on bag. But no, your agent decided he needed to flex his power. I know, it s all in the name of national security so I have little say but common courtesy should not be lost. One day, I only hope the TSA agent who felt so empowered to watch me limp the 10 feet with my bins, briefcase and carry-on bag has himself to do it with a bad knee (oh did I forget to mention he watched me limp down the belt and struggle?, how rude of me to forget that fact). This is why the public impression of your agency and employees includes such statements as terminally standing around and thoughtless, slow and arrogant .
Agent Notes: I did not add the time of 5:15 because it auto adds the date and they did not give the date.

Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: michael.middleton
Last Update Date: Aug 14 2011 11:47AM
Opening Agent: michael.middleton
Opened Date: 4/4/2011 5:20:54 PM
Linked Event IDs:

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

Response

Template Name: Apology for Insensitive Screening Experience

Airport:

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Apr 3 2011 5:39PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone:
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM [http: www.tsa.gov contact index.shtm](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: (b)(6)
Date Time: 4 3 2011 5:39:28 PM

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

Complaints: Discourteous Rude Employee

Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): New York JFK Terminal 3 TSA line to gate 8

Comments: I m a Delta Airlines crew member and had a horrible experience with one of your TSA employees. I was going through the security line to get to the gates and as soon as the entire crew for my flight got to the security line a Supervisor (b)(6) started barking orders in a loud and unprofessional tone. We were moving through the line as fast as possible and all of the sudden he starts pushing our bags, laptops, and personal belongings through the line. No one from our crew said anything, looked at him or made any gestures at him. He starts saying in a very loud voice six or seven times Do you have a problem . I thought he was talking to a passenge but he was talking to me. I didn t even look at him and wasn t sure who he was talking foa I don t appreciate how he embarrassed me and my crew members for no reason what so ever. I preceeded through the line and collected my belongings and was commenting to another supervisor at the end of the line how unprofessional he was towards me and our crew. (b)(6) then stormed through the metal detector and says to me Don t talk to her, talk to me I m the same rank as she is . My entire crew stated that his actions were unprofessional and commented to him that fact. I proceeded to ask for his name and his badge number and he stated I didn t need his badge number. I told him I was going to report him to Delta Airlines and file a complaint against him with TSA. He then yelled out to my crew that if they had a problem with him that he would write them up too. he stated that I had an attitude. I never even looked or gestured to him and went through the security line believing he was stressed about something. I ve never been treated like (b)(6) treated me in all my TSA security screenings. I can attest that most of all your screeners throughout the US have been respectful and courteous to us. I have the entire crew from my flight along with your TSA agents that were there that day to attest to what happened. I would hope that someone from TSA contacts me back and explain to me why I was treated like I was.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:47AM

Opening Agent: deborah.collins

Opened Date: 4/4/2011 6:49:32 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness Response

Airport: JFK

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

Response

Template Name: Consumer Observation BCC- CSM Response

Airport:

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

Response

Template Name: Apology for Insensitive Screening Experience

Airport:

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 4 2011 7:14PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 11 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 4/4/2011 7:14:12 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): Thu, 31MAR11 CO754 T NEWARK EWR

(EWR) 12:55PM WEST PALM BEACH

(PBI) 3:50PM 757-200

Comments: Please inform me what could have alerted the TSA agent that caused me to be patted down. I was wearing a bra, panties, top and jeans I removed my watch but not my rings on my fingers. I do not want this to occur again on my return trip Thank you (b)(6)

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 11:50AM

Opening Agent: sandra.rudder

Opened Date: 4/5/2011 9:12:29 AM

Linked Event IDs:

Responses:

Response

Template Name: Secondary Screening Reasons Response

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secure area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

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

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

TSA also selects passengers and their property at random for additional security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as (senior citizens, persons with disabilities, children, etc.), would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit any particular profile.

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

TSA understands the inconvenience you may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Apr 5 2011 10:21AM
Medium: Email
Contact Status: Closed
Incident Date: Apr 4 2011 6:15PM
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: n a
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: RE: ACY; April 4. 2011: 6:15-6.30pm
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 issue with professionalism and additional screening protocol, 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 HYPERLINK "http://www.tsa.gov"www.tsa.gov and clicking on "Talk to TSA" at the lower right hand side of the web page. 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

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

From: (b)(6)
Sent: Monday, April 04, 2011 6:48 PM
To: TSA.OCR-ExternalCompliance@dhs.gov
Subject: ACY; April 4. 2011: 6:15-6.30pm

Agent [REDACTED] female, made totally unprofessional remarks during nonresisting and totally compliant pat-down and abused her authority. When supervisor requested, [REDACTED] peeked outside of office And upon appearing never truly listened. What a shame. Is this agency not to be protecting US and all citizens? This team is an embarrassment to TSA. The TSA team in FLL were polite and pleasant re same examination need: bracelets that do not remove.

Sent from my iPhone

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:50AM

Opening Agent: deborah.collins

Opened Date: 4/5/2011 5:35:48 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: ACY

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint Customer Service (Airport)

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 are sorry you were unhappy with your recent travel experience.

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

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

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Fulfillment

Contact Date: Apr 6 2011 11:43AM

Medium: Email

Contact Status: Closed

Incident Date: Apr 5 2011 12:00AM

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: Mesa

Contact State: AZ

Contact Zip: 85203

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: TSA Contact Us: Complaints

Body: Forwarded for appropriate action.

Evelyn Webb

Office of Civil Rights and Liberties/TBI

DHS/TSA

From (b)(6)

Sent: Wednesday, April 06, 2011 1:33 AM

To: Civilrights, TSA

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 4/6/2011 1:33:25 AM

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

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

United Airlines Flight 679 from United Terminal at Laguardia Airport on April 5th 2011

Comments:

Dear Sir or Madam,

While staying at my mothers home to attend to her while she was dying, I decided to take home the bar-stock anvil my father had used for many years. This tool meant a lot to me and I had intended to pick it up for years. I packed it in my carry-on bag and zipped it into the lining, to keep it from moving around and breaking the clay sculptures I made when I was 12 years old that I was also bringing back in the bag. These were wrapped in dirty clothes.

At security before the departure gates the TSA security people were suspicious of the barstock and my sculptures. They opened up my bag and didn't know what the barstock was, and were suspicious of my clay sculptures. One security guy swiped the sculpture with a cloth and found nothing (I assume he was testing for explosive residue?). Frankly, I thought these guys must be dumb as a bag of hammers if they don't know what clay sculptures and a chunk of steel look like. One female did not know what an "anvil" was.

Anyway, the female TSA agent was polite and suggested the barstock anvil could be a weapon and had me pack up my bag and check it back at the gate. I then was escorted out of the secure are and checked the bag at security. I then returned and went through security again and boarded my plane.

When I picked up my bag in Phoenix it superficially seemed ok, but when I got home I noticed the zipper was ripped and there was a TSA note in the bag indicating it had been inspected. I could not find the bar-stock anvil.

Chunks of steel are not on the TSA prohibited list. Why would they be? So there was no reasonable reason to seize it.

Barstock anvil is circled in red between the vise and the beer bottle on the left hand side of the workbench surface.

Item Description: Approximate size is 4" round, 2 1/2" tall, solid steel and an oxidized brown-grey steel color with dings an dents on the surface from being used for many years by my father and grandfather.

barstock anvil

In any case, the U.S. Constitution protects citizens from seizures of property. This seizure was done without any reasonable suspicion or probable cause. Frankly, if the TSA thinks clay sculptures done by a 12 year old and a big chunk of steel in the form of an anvil seems like a threat, then any object could be considered a threat. A book is just as heavy. A shoelace could be a garrote. A toothbrush could be sharpened and cut the jugular vein. My thumb could pluck out someone's eye. Of course, I wouldn't recommend dropping the anvil on your foot, but other than that, the TSA had no reason or probable cause to take it from me without any due process or grounds, and then after the seizure left no receipt and did not return it to me.

If the TSA can locate this item and return it to me I will take no further action, and just rack it up to stupidity or over-zealousness on the part of TSA. However, if it is not returned to me immediately I will hand things over to my attorney and take legal action against the agency for illegal seizure of private property. Although the item probably isn't worth much monetarily, it was one of my father's tools and I want it back.

By the way, my father was a Major in WWII and earned the Distinguished Service Cross, the Silver Star and Bronze Star. I think he would be able to tell the difference between a threat and a chunk of steel.

(b)(6)

Retired State Law Enforcement Officer

(b)(6)

Mesa, AZ 85203

Cell: (b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: Kenneth.hill
Last Update Date: Aug 22 2011 6:38PM
Opening Agent: Kenneth.hill
Opened Date: 8/14/2011 11:52:39 AM
Linked Event IDs:

Responses:

Response

Template Name: Search & Seizure Response
Airport: LGA
Airline: United Airlines
Subject Category: Screening - Secondary
Interaction Type: Complaint -- Procedures

Response

Template Name: Retrieve Items and Claims Response
Airport:
Airline:
Subject Category: Claim Form Requests - Checked Bag (Emailed)
Interaction Type: Information Request -- Airport Contact

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 (TSA) conducting unreasonable searches at the airport checkpoint.

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public. In addition, courts have held that passengers who have started the screening process by walking through the walk-through metal detector are required to complete the screening process. As the courts have explained, allowing a passenger to withdraw from screening once the process has begun would encourage terrorism by providing a secure exit when detection was threatened, thus undermining the essential purpose of airport screening. Federal law requires that commercial airlines must refuse to transport any passengers who do not submit to a search of their person and possessions. While all passengers must submit to an administrative search in order to gain access to an aircraft, TSA's policy is to afford passengers professional and courteous treatment with dignity and respect.

Visit our website at www.tsa.gov for more information about TSA policies.

We hope this information is helpful.

Each airport establishes procedures for handling lost and found items. The Transportation Security Administration (TSA) follows those procedures where they exist. The airports in those instances are responsible for holding and disposing items under applicable local laws. Items, such as locks, tags, straps, and other external luggage pieces, are often lost or damaged as the baggage goes through the baggage handling equipment and may or may not have been found by airline/airport personnel.

In an airport where no policy exists, found articles are collected, stored, and disposed of under General Services Administration rules. TSA is unable to identify and return all items, but may be able to locate and return items on a case-by-case basis. We suggest you contact the airport where your items were confiscated or lost.

We work very hard to achieve consistency in the security processes. As we inspect screening operations at airports and receive feedback from the traveling public, we address inconsistencies and ensure corrective actions are taken, when necessary. We will continue to do all that we can to inspect screening operations and provide written procedures and training to specify how the process is to be applied.

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

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

months after you have filed it, you may have a right to bring your claim to court.

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 7 2011 7:20PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name:

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 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: 4/7/2011 7:20:52 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): Newark EWR

Comments: Organization's a fucking joke.

I wish the shoe was on the other foot, because I'd treat you morons like the government pigs you are.

Way to ruin a great vacation.

Treat us like terrorists first, American's 2nd.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Aug 14 2011 11:54AM

Opening Agent: andrew.depew

Opened Date: 4/8/2011 10:41:31 AM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint Response

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your electronic mail message concerning your travel experience.

A variety of security measures are applied to the baggage and/or persons of passengers selected through the screening process, including random searches. This random element prevents potential terrorists from "beating the system" by learning how it operates. Leaving out any one group, such as senior citizens or the clergy, would remove the random element from the system and undermine security. We simply cannot assume that all future terrorists will fit any particular profile.

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

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

We appreciate your taking the time to share your thoughts and concerns with us. We also encourage you to check the latest information at www.tsa.gov.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Apr 9 2011 6:21PM

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 given

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](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: [REDACTED]

Date Time: 4 9 2011 6:21:29 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): british airways 118, terminal b (4 5 10 app. time of incident 8:00 pm) , newark, new jersey.

Comments: dear sir madam,

I am disgusted by the way I was treated by a member of tsa security (the one checking passports before entry to security control). upon looking at my picture in my passport, and then looking at me, it was obvious he was having difficulty reconsigning the two. As an 18 year old orthodox Hassidic Jew, it was obvious that my bearded face was not apparent in my 4 year old passport. One would presume that your personnel would encounter this difficulty on a daily basis, and subsequently expertly trained in facial identity. I was therefore horrified when he remarked next time you have a passport picture taken have a shave. It is well known that Hassidic Jews where beards for religious reasons, and there is no compromise to this. Unfortunately I was in too much shock to identify his name after such a comment. Such a comment would be in my opinion be unforgivable at any location in the USA. surly this would be exasperated at such a location as EWR, where many Hassidic Jews travel through on a regular basis. I trust this serious matter will be dealt with appropriately.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: robert.baker

Last Update Date: Aug 14 2011 11:55AM

Opening Agent: robert.baker

Opened Date: 4/11/2011 11:18:10 AM

Linked Event IDs:

Responses:

Response

Template Name: Apology for Insensitive Screening Experience

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

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

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Apr 9 2011 12:38PM
Medium: Email
Contact Status: Closed
Incident Date: Apr 8 2011 2:30PM
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:
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/9/2011 12:38:02 PM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Friday April 8 LGA terminal D at about 2:30 pm
Comments: (b)(6) was rude, bordering on insulant. A jacket with only a camisole underneath should not be removed and the same outfit has never before come under such scrutiny. Several TSA staff standing around. t
There has to be a better way to handle security.
Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: andrew.depew
Last Update Date: Aug 14 2011 11:55AM
Opening Agent: andrew.depew
Opened Date: 4/11/2011 10:09:37 AM
Linked Event IDs:

Responses:
Response
Template Name: Screener Rudeness Response
Airport: LGA
Airline:
Subject Category: Screening - Secondary
Interaction Type: Complaint

Response
Template Name: Consistency @ Airports Response
Airport:
Airline:
Subject Category: Inconsistent Screening - Different Practices Between Airports
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

We hope this information is helpful.

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

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

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

TSA Contact Center
END RECORD

CONTACT RECORD

EID: [REDACTED]
Contact Type: Normal/General
Contact Date: Apr 8 2011 11:57PM
Medium: Email
Contact Status: Closed
Incident Date: Mar 27 2011 6:00PM
Contact Prefix: Bp.
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: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: [REDACTED]
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: [REDACTED]
Date Time: 4/8/2011 11:57:28 PM

Name: [REDACTED]
Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): buffalo Niagara International Airport, Sunday, March 27, 2011 about 6 p.m.

Comments: Continued...
the agent touched my scrotum four times. i did not react or respond because airport police was in earshot and with a dog. i took it even though i felt like i was being raped. i think he could have used a wand instead of handling me the way that he did. it was only my suspenders that caused me to beep and nothing else. i am generally a compliant person and would never do anything to jeopardize anyone's security. but there needs to be some serious consideration given to people who are unable to comply due to medical complications. at no time should anyone have to be violated just to get through security. is there any way that one can get a pre screened. i am a distinguished member of the clergy and a bishop. i should not have to be subjected to this.

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: rey.gonzalez
Last Update Date: Aug 14 2011 11:56AM
Opening Agent: rey.gonzalez
Opened Date: 4/11/2011 8:56:59 AM
Linked Event IDs:

Responses:
Response
Template Name: General Complaint Response
Airport: BUF
Airline:
Subject Category: New Patdown 11/1/2010 - New Patdown 11/1/2010
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your electronic mail message concerning your travel experience.

A variety of security measures are applied to the baggage and/or persons of passengers selected through the screening process, including random searches. This random element prevents potential terrorists from "beating the system" by learning how it operates. Leaving out any one group, such as senior citizens or the clergy, would remove the random element from the system and undermine security. We simply cannot assume that all future terrorists will fit any particular profile.

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

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

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

Contact Date: Apr 11 2011 12:33PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Mar 29 2011 1:05PM

Contact Prefix:

Contact First Name: [b](6)

Contact Middle 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: Dog was put through x ray screening. Tso officer paid no attention to her dog. Now she has to take her dog to the vet to make sure he is ok.

Flight 1459

Agent Notes:

Follow Up:

From: Simmons, Veda L [mailto:[b](6)]

Sent: Wednesday, May 04, 2011 11:04 AM

To: A B

Cc: TSA TCC

Subject: RE: Incident at LaGuardia Airport on March 29, 2011 [b](6)

Hello [b](6)

I received this E-mail from you this morning. I included the website

in my original response to you. If you go to that website you can access

claim forms and procedures.

Thank-you

Veda

Veda L. Simmons

718 505- (b)(6)

From: (b)(6)
Sent: Wednesday, May 04, 2011 10:54 AM
To: Simmons, Veda L
Cc: tsatcc@senture.com
Subject: Re: Incident at LaGuardia Airport on March 29, 2011 (b)(6)

Hello Ms. Simmons,

I was very surprised when I read your email.

Everything misrepresented in your email.

I had the ticket for my dog for \$200 and I carried my dog in a special dog's bag.

I can present ticket and dog carrier for your attention. This was my first flight with my puppy and I told this to (b)(6)

I asked the TSA officer what I should do with my dog, she told me to put my dog into the bag and close it. They then proceeded to put my dog through the x-ray machine at the checkpoint. The TSA officer didn't pay attention to my dog after I gave her my ticket for the dog, she didn't even ask me where my dog was. Therefore, my dog got x-rayed. I complained immediately to supervisor (b)(6) but he didn't give me any explanation as to why this happened. This was the direct result of negligence by a TSA employer and her supervisor. I would like to be reimbursed for visits to the veterinarian to the amount of \$5,000 plus after I got your email I would like to get \$5000.00 more for the emotional trauma.

Could you please send me the complain form and also the Federal Government contact information to whom I can contact to complain.

(b)(6)

From: "Simmons, Veda L" (b)(6)
To: (b)(6)
Cc: tsatcc@senture.com
Sent: Tuesday, May 3, 2011 3:23 PM
Subject: Incident at LaGuardia Airport on March 29, 2011 (b)(6)

Good Morning (b)(6)

You contacted the TSA on April 11 regarding an incident where you put your pet through the X-ray machine.

I checked into the incident, your pet was in a bag that was a not an official pet carrier. You then placed the bag on the X-ray conveyor. When the Screening Officer saw the image he immediately called for a bag check. The Officer conducting the inspection was surprised when he opened the top of your bag and your pets head popped up. The Officer asked you why you put your dog in a regular bag and you stated that you do this all the time to keep from paying the airline fee.

You knowingly placed your pet in a regular bag and submitted the bag for x-ray. TSA did not and would

not advise you to place your pet through the X-ray.

When you travel in the future please refer to www.tsa.gov for up to date information regarding Items allowed through the TSA security checkpoints.
Thank-you

Veda L. Simmons

Every day is Earth Day ~ Author Unknown
Customer Support and Quality Improvement Manager
Environmental Management Coordinator
Transportation Security Administration
LaGuardia Airport
Flushing, New York 11371

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To TSOC Date:

From TSOC Date:

Last Updated By: [deborah.collins](#)

Last Update Date: Aug 22 2011 6:38PM

Opening Agent: [deborah.collins](#)

Opened Date: 5/4/2011 1:41:42 PM

Linked Event IDs:

Responses:

Response

Template Name: Traveling with Pets Response

Airport: LGA

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: [b](6)

Contact Type: Normal/General

Contact Date: Feb 28 2011 6:40AM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: [b](6)

Contact Middle Initial:

Contact Last Name: [b](6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [b](6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: [b](6)

Date Time: 2/28/2011 6:40:47 AM

Name: [b](6)

Email: [b](6)

Complaints: Items Not Permitted Through the Security Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA 419 2/28/2011 EWR Terminal A

Comments: While on vacation in the New York area, I purchased two collectable Disney Figurines. One had a small snow globe. That item was confiscated by the agent in the security line. A Disney figurine for God's sake! I am ashamed to live in a country where grandpa is accosted for bringing a gift home to my grand daughter for her birthday. I hope the agent's kid enjoys it as much as my grand daughter would have. It is sad to say that 'free' Americans are no longer free.

I know, I could have gone back out of the line and checked it. This is a stupid rule. If I did, I would have missed my flight, got my boss mad at me, and the snow globe would have still been on the plane - without me because I would have missed it. Which is more risky? Grandpa flying with a snow globe under the seat in front of him or a package in the hold of a plane that I am not on? You don't even think these things through.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Aug 14 2011 11:07AM

Opening Agent: kenneth.gumm

Opened Date: 2/28/2011 3:33:46 PM

Linked Event IDs:

Responses:

Response

Template Name: TCC Comment Reply Response

Airport: EWR

Airline:

Subject Category: Screening - Secondary

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 recent comments regarding the Transportation Security Administration (TSA).

TSA and its employees take their responsibility of securing our Nation's transportation systems very seriously. We are constantly working hard to improve security. TSA continues to receive many suggestions and comments for improving all facets of security systems and they all are taken into consideration. We are committed to refining our screening processes, resulting in increased security and improved customer service.

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

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Apr 12 2011 11:02AM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix: M.D
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](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: (b)(6)
Date Time: 4 12 2011 11:02:50 AM

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

Complaints: Inappropriate Screening Pat Down Screening
Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): I received a form reply to my complaint--not even signed by a human being. So does this mean that the screener who violated me gets away with it--no warning, written violation..nothing--just I m sorry she put her hand in your crotch without warning? . How do you like being assaulted and sexually violated--because that is exactly what happened? Of course if you respond, I will receive another form , not signed--no repercussions for the screener--have a WONDERFUL DAY

Comments: Your reply is long winded and off on a tangent--HOW MANY RADS was I exposed to--a simple number is what I am looking for--not a homily. AND WHAT ABOUT THE SCREENER--she gets away with it and so do you--sorry just doesn t cut it. I should have filed charges then and there!!!!!!!

Agent Notes: Original EID (b)(6)

Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: delores.deaton
Last Update Date: Aug 14 2011 11:58AM
Opening Agent: delores.deaton
Opened Date: 4/12/2011 4:55:59 PM
Linked Event IDs:

Responses:
Response
Template Name: Consumer Complaint- BCC CSM Response
Airport: BUF
Airline:
Subject Category: Screening - Secondary
Interaction Type: Complaint

Response
Template Name: Secondary Screening Reasons Response

Airport: BUF

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Apr 12 2011 5:46PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 24 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](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: [REDACTED]

Date Time: 4 12 2011 5:46:28 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Discourteous Rude Employee

Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): 3 24 JFK AA Terminal

Comments: TSA Female agent..... Rude and told me I can not carry a carry on and a handbag, with a small book bag..... attitude.... so I did combine them..... Attitude..... I can carry a book bag if it is small. This was in addition to a carry on suitcase.....

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 11:59AM

Opening Agent: sandra.rudder

Opened Date: 4/13/2011 9:30:47 AM

Linked Event IDs:

Responses:

Response

Template Name: CO- Checked Baggage Response

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Screener Rudeness Response

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

We hope this information is helpful.

We encourage you to visit the Transportation Security Administration's (TSA) Website at www.tsa.gov for information about checked baggage.

The Web site has information about prohibited and permitted items, the screening process and procedures, and guidance for special considerations that may assist in preparing for air travel. You can find these tips and more under the "For Travelers" heading on the TSA Web site.

The section under "What To Know Before You Go" recommends preparations you can make before you arrive at the airport to help you move more quickly and efficiently through the new security processes. You will find suggestions on what to wear to the airport and how to pack for your trip. We have also included a pre-flight checklist to help you prepare for takeoff.

For your convenience we are including information regarding both carry-on and checked baggage below:

- Carry-on baggage is a small piece of luggage you take onboard the airplane with you. You are allowed one carry-on in addition to one personal item such as a laptop computer, purse, small backpack, briefcase, or camera case.
- Checked Baggage is luggage you check in at the ticket counter or at curbside. It will not be accessible during your flight.
- Check with your airport and air carrier for suggested arrival times and checked baggage procedures - these vary by airline and airport.
- At some airports, you may have to provide your checked baggage to TSA for inspection before checking-in with your airline. Please follow signage and other instructions at the airports that will direct you where to go first.
- Please remember that all checked baggage is subject to search. We suggest you consider leaving your baggage unlocked. Locked bags may need to be forcibly opened for security reasons. In the event TSA searches your bag, our highly trained security officers will take great care to secure it for the rest of the trip.
- Remember checked-baggage screening procedures will vary from airport to airport. While some screening procedures will be very visible, other procedures are likely to have little impact on your travel experience.
- You will need to provide a boarding pass and photo identification to enter the security checkpoint.
- Remove all film from your checked baggage and place it in your carry-on baggage. Machines used to screen checked baggage may damage your film.
- We recommend that you wrap your gifts after you arrive at your destination because wrapped gifts will arrive unwrapped if additional screening is required. This advisory applies to packages in both carry-on and checked baggage.
- Place ALL metal objects in your carry-on baggage before entering the passenger checkpoint. This includes keys, coins, mobile phones, pagers, etc.
- Remember to review the prohibited and permitted items list at www.TSATravelTips.us to avoid untimely delays at the airport.
- Pocketknives and sharp scissors can only travel in your checked baggage. You can also move through the screening process more quickly by following these packing tips:
 - Do NOT pack or bring prohibited items to the airport.
 - Put all undeveloped film and cameras with film in your carry-on baggage. Checked baggage screening equipment will damage undeveloped film.
 - Check ahead of time with your airline or travel agent to determine the airline's baggage policy, including number of pieces you can bring and size and weight limitations.
 - Carry-on baggage is limited to one carry-on bag plus one personal item.
 - Personal items include laptops, purses, small backpacks, briefcases, or camera cases. Don't forget to place identification tags with your name, address and phone number on all of your baggage, including your laptop computer. It is a good idea to place an identification tag inside your baggage as well.
 - Avoid over packing so that your articles don't spill out if your bag is opened for inspection.
 - Think carefully about the personal items you place in your carry-on baggage. The security officers may have to open your bag and examine its contents.

- Consider placing articles in clear plastic bags inside your baggage to minimize handling of your personal items.
- Wait to wrap your gifts. Wrapped gifts may need to be opened for inspection. This applies to both carry-on and checked baggage.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 13 2011 3:59PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 7 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:

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](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: (b)(6)

Date Time: 4 13 2011 3:59:36 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): EWR Terminal A3. April 7, 2011

Comments: I am a first officer for US Airways and go through security fairly regularly. I was not traveling in uniform so I took off my shoes, watch, and liquids. I was wearing the same belt I wear when in uniform so I knew it would not set off the metal detector. I went through the metal detector and it did not go off. As I went to get my bag I was told I needed to go back through and take off my belt. Why? I did everything asked of me, was not being selected for additional screening, but now was singled out for complying with procedures. When I questioned her, I got this rude response because I said so. It may seem trivial but its the reason why the traveling public HATE TSA!!! Rules are made up on the spot and changed daily. If this is a new procedure, I suggest we save money by eliminating all metal detectors and body scanners and just pat down every passenger. At least the procedure itself is simplified and everyone is treated equally. Plus we d no longer have to take off our shoes and could leave watches and jewelry on.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: donald.ealy

Last Update Date: Aug 14 2011 12:00PM

Opening Agent: donald.ealy

Opened Date: 4/13/2011 5:36:39 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Should Explain Procedure Response

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Screeners Have Final Say Response

Airport:

Airline:

Subject Category: Screening - Secondary

Interaction Type: Information

Response

Template Name: Screener Rudeness Response

Airport:

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 13 2011 3:32PM

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 given

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

Body: THIS GENERATED EMAIL HAS BEEN SENT FROM [http: www.tsa.gov contact index.shtm](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: (b)(6)

Date Time: 4 13 2011 3:32:40 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Disarrayed Items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): Flight#1475 on Delta from LGA to MCO and Flight#1776 on Delta from MCO to LGA

Comments: I had to pack a gel-based ice pack on my last trip to treat my back problems. On both my flights (both to and from Orlando) my checked bag was searched. While this is understandable given the nature of the item I was carrying, after both of my flights, the zipper on my luggage was left partially open (entirely unzipped on one side) after it was inspected by the TSA. Additionally, after my first flight, there was no notice in my luggage that the luggage was inspected by the TSA; I was only able to deduce this after noticing that my luggage was left partially open and receiving a notice on my return flight. Again, I understand the need to search baggage for potential threats, but not properly sealing someone's luggage after the search is unacceptable. Luckily I did not lose anything this time, but am concerned that perhaps the next time I will.

Agent Notes: I entered Delta in the airline field and LaGuardia in the airport field.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: anita.brisco

Last Update Date: Aug 14 2011 12:00PM

Opening Agent: anita.brisco

Opened Date: 4/13/2011 5:18:19 PM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint & Falling Short of Standard Response

Airport: LGA

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Apr 13 2011 4:50PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 26 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 Given

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](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: [REDACTED]

Date Time: 4 13 2011 4:50:51 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening Pat Down Screening

Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): Syracuse New York; March 26

Comments: I am writing to express my frustration with the TSA. While flying recently to the east coast. We encountered issues on our return trip at the Syracuse New York airport. My husband, myself, our two year old son and our 5 month old daughter were flying back to the west coast.

On our return trip we needed to have a full screening and patdown. They required that not only my husband and I have a full pat down; they required my two year old and my five month old daughter to have the same full pat down. We teach our son that only mom, dad and his doctor are to touch him and that he is to not touch others in their genital area either. We had to explain to him why this man has to touch him in his genital area in order for us to get home. It was upsetting as a mom to have to explain this to our two year old. He then questioned why is that person allowed to touch him on his penis area and why did the lady touch our daughter. The TSA agents stated it was because we had a bottle of breast milk and juice boxes that needed to be screened. They also wanted to throw out an icepack that we had for the breast milk stating that it was starting to defrost. Well, of course it was starting to defrost when you have to arrive at the airport at least two hours in advance in order to account for any mishaps. I wonder why on our trip out to the east coast the airport we left from did not need to do the same.

It took longer than 40 minutes to complete the process of the pat down and screening. Thankfully we had allocated 60 minutes from the time we should have passed through the security gate to the departing gate. If we had not allocated that time we would have missed our flight.

I am concerned that the only other people being pat down were families with small children. I am wondering if this is normal protocol for this airport.

I do not understand your process for patting down. I urge you to relook at the process of who and why you are patting people down. It seems to me that this is a waste of dollars patting down families with small children on a regular basis.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: dakota.osborne
Last Update Date: Aug 14 2011 12:01PM
Opening Agent: dakota.osborne
Opened Date: 4/14/2011 8:58:12 AM
Linked Event IDs:

Responses:

Response

Template Name: PATDOWN—CHILDREN

Airport: SYR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Secondary Screening Reasons Response

Airport:

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Advanced Imaging Technology

Airport:

Airline:

Subject Category: Advanced Imaging Technology (AIT) - General

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 14 2011 8:11AM

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 Officer Complaint

Body: [http: www.tsa.gov 311 index.shtm](http://www.tsa.gov/311/index.shtm)

According to this website, liquids that are medications are allowed if they are slightly larger than 3 oz. Yet just now at the JFK JetBlue terminal, one of the agents took away my medicated facewash (a \$50 value) and when told it was medicated, told me it had to be under 3 oz. Then when I told him about TSA s rules - a rule I cannot help but feel the TSA agents themselves should be aware of - he said that because I wasn t carrying the actual paper prescription with me he had to take it. It was clear he was stammering for an explanation because he seemed like he had never heard of such a thing. Never have I ever carried a paper prescription when the bottle itself is clearly part of a regulated skin care system.

I am a frequent traveler and have a prepacked toiletry kit I use all the time. In fact, just last week I was here at the exact same terminal with the exact same bag and had no problem. So this is very frustrating and upsetting for me - I understand the rules and I am happy to abide by them, which I do. But when different agents have different training, it makes it very difficult to stay on top of each person s individual preferences.

I didn t get his name because when I tried to ask him his for further clarification on this rule, he walked away from me after repeating 3 times do you have the paper? You have to have the paper. - and that was it. Rude and unprofessional. And when I explained to another agent what had happened, she gave me the 3 oz routine and when I explained the medicated aspect of it, even she knew he was wrong to have disposed of it.

I just want you to be aware that not all of your agents know the rules. As a regular business traveler, I just ask that you educate them as much as possible so that everyone can have a smoother flying experience.

(b)(6)

sent from my Verizon Wireless Blackberry

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 12:01PM

Opening Agent: deborah.collins

Opened Date: 4/14/2011 5:19:04 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

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

Response

Template Name: Claim Paragraph

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 14 2011 7:04PM

Medium: Email

Contact Status: Closed

Incident Date: Apr 14 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:

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](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: (b)(6)

Date Time: 4 14 2011 7:04:10 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening Pat Down Screening

Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): JFK Terminal 7, 4 14 2011, 6 pm

Comments: I opted out of the backscatter and was given a pat-down by a (b)(6), who was apparently the TSA shift supervisor. The patdown itself was fine, but after the patdown (b)(6) started reading a piece of paper, front and back, that I had in the tray (it was a bus pass). He had no right to do that. Afterwards, he asked me what I was doing. I replied i was in law school. (b)(6) then wasted 5 more minutes of my time trying to argue with me about constitutional rights. Completely random and inappropriate. I finally had to ask him if he was done after he kept asking.

(b)(6) should just do his job and NOT read other people s documents or waste people s time engaging in silly conversations. If he had just given me the patdown and did the normal baggage screening, there would have been no problems.

Agent Notes: Sending on to a CSM since there was some perceived inappropriate behavior from a supervisor officer and because the officer name. No gate, but that should be able to get determined from where the officer worked that day.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 12:02PM

Opening Agent: deborah.collins

Opened Date: 4/15/2011 5:06:55 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: JFK

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: None Sent
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 2/17/2009 1:57:31 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United 7717, Westchester Airport, NY, Saturday feb 14, approximately 8am thru the only security gate

Comments: I did not see this complaints page so I have also sent this thru the customer service page that goes directly to the airport. But thought you should know this too. And is should be inconsistent screening at the same airport, with he same TSA agents.

I am a female and was traveling with my 5 year old daughter. I was wearing a jacket, shirt and turtleneck and had taken my jacket off and put it in a bin. I was then asked to take my shirt off because I had a turtleneck on. I told the gentleman that I would not take my shirt off and then he went and got another man to come over and told me that if I did not take my shirt off I would not be allowed to go thru security. I told him I did not understand I had never been asked to take my shirt off before when I had a shirt on underneath and I was told that my shirt was a jacket, which is was not not, and the policy was that people needed to take off clothing down to the bottom shirt. Interesting that the man in front of me in line and the one behind me in line were not asked to take their shirts off, even though you could see they had a shirt underneath. When I was on our plane I asked the women that had 2 shirts on if they were asked to take their shirts off and they were not but the 3 women I asked were all traveling with a man. I am going to wear the exact same thing on my return and see if I get the same treatment in Denver. The only conclusion I am come to at the moment from the information I have gathered and what I witnessed is that I was targeted because I was a woman traveling by myself and the 2 gentlement (both african american) felt that it was ok to harrass me in front of my daughter and threaten to not let me thru security until I had taken my cloth off to the very bottom. It would be interesting to see how often this really does take place to women traveling alone or with children

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC HPN CSQIM Veda Mabray at

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER

Last Update Date:

Opening Agent:

Opened Date: 2/17/2009 7:18:06 PM

Linked Event IDs:

Responses:

Response

Airport: HPNHPN, Westchester County, NY, USA - Westchester County Airport, DEN Denver, CO, USA - Denver International,
Airline: United Airlines --United Airlines --,
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#291336-390238#>>

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

<div>--- Original Message ---
From: <[REDACTED]>gt;
Received: 2/17/09 7:18:04 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>gt;
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: [REDACTED]
Date Time: 2/17/2009 1:57:31 PM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>United 7717, Westchester Airport, NY, Saturday feb 14, approximately 8am thru the only security gate</TD></TR>

<TR>

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----- TCC Control Number: -----
<<#291336-390238#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, ISSUE, FW: Complaint

Body:

From: [REDACTED]

Sent: Friday, January 30, 2009 12:41 PM

To: OCR-externalcompliance, tsa

Subject: Complaint

To begin with allow me to say that I have been trying to file this complaint since January 10th, on your web site, where you require something ridiculous and totally useless called "reCAPTCHA", which does not work ever and which you promise to fix, but never do. If you really do wish people to file their complaints, why not make a proper web site that works without ridiculous nonsense???

Airport: New York, NY - Kennedy, (JFK)

Travel Date: January 8, 09

Travel Time: Evening

I have very good English friends, a couple with 2 teenage children. They were returning from a vacation in NYC on the Delta flight to Nice, France and were checked in around 5:30 p.m. Their children were checked through and were now wondering what had happened to their parents, who had been singled out for a baggage check. This is a sophisticated English couple (England after all is our ally!) and they did not object to have their luggage checked. What they did object to was being treated like criminals in a rude and aggressive manner. Also no

information was given about the procedure. This couple are world travellers and had never, anywhere, in any country, at any airport been treated as badly as this. They had enjoyed their stay in NYC, but it has been completely over shadowed by their departure from the U. S. The husband is a top executive and travels the world over. It was the wife's and children's first trip to the States. She has told me that she would never set foot in the U. S. again. Is this what Americans want? Is this how we should be treating our tourists? Respect and courtesy cost nothing and can and should be expected from all airport personnel.

I am an American citizen residing in Europe. I travel the world over on my U. S. passport and am always treated courteously and respectfully at every airport and this is how it should be. I can only hope that our image will change under the Obama administration.

[b] (6)

Female

White

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, CAPPS-General Response-UPDATED, Placed the airport code for JFK into the Consumer Complaint BCC/CSM Response, and BCC: [b] (6)

[b] (6) the CSQIM of the JFK airport. Merged 2 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTA.CANNADAY

Last Update Date:

Opening Agent:

Opened Date: 2/9/2009 9:32:45 AM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, NCE,Nice, France - Cote D'azur,

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: FW: Complaint <<#63509-386162#>>

Body:

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

```
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P><FONT face=" Helvetica, sans-serif,Arial">Thank you for your email message. We are sorry you were unhappy with your recent travel experience.</FONT> </P>
```

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

```
<P><FONT face=" Helvetica, sans-serif,Arial">TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight.&nbsp; In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors.&nbsp; </FONT></P>
```

```
<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp; </FONT> </P>
```

```
<P><FONT face=" Helvetica, sans-serif,Arial">For instance TSA may select an individual for enhanced screening in order to resolve an alarm of the walk-through metal detector, or as a result of selection by the Computer Assisted Passenger Prescreening System (CAPPS), which identifies passengers for additional screening either on a random basis or based on certain factors reflected in their reservation information.&nbsp; This random element is particularly important as it prevents potential terrorists from "beating the system" by learning how it operates.</FONT> </P>
```

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<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp; </FONT> </P>
```

```
<P><FONT face=" Helvetica, sans-serif,Arial">Additionally, because your complaint is regarding screening at&nbsp;JFK, we have
```

forwarded a copy of your email to the Customer Service Manager at that airport. 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

From:

Sent:

To:

Subject:

Complaint

To begin with allow me to say that I have been trying to file this complaint since January 10th, on your web site, where you require something ridiculous and totally useless called "reCAPTCHA", which does not work ever and which you promise to fix, but never do. If you really do wish people to file their complaints, why not make a proper web site that works without ridiculous nonsense???

Airport:
New York

NY

- Kennedy, (JFK)

</p>

</div>

<div>

<p class="msonormal">

Travel
Date: January 8, 09

</p>

</div>

<div>

<p class="msonormal">

Travel
Time: Evening

</p>

</div>

<div>

<p class="msonormal">

</p>

</div>

<div>

<p class="msonormal">

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good English friends, a couple with 2 teenage children. They were
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checked in around 5:30 p.m. Their children were checked through and
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singled out for a baggage check. This is a sophisticated English
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never, anywhere, in any country, at any airport been treated as badly
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husband is a top executive and travels the world over. It was the
wife's and children's first trip to the States. She has told me that
she would never set foot in the again. Is this what Americans want?
 Is this how we should be treating our tourists? Respect and courtesy
cost nothing and can and should be expected from all airport personnel.

</p>

</div>

<div>

<p class="msonormal">

I am an
American citizen residing in . I travel the world over on my U. IS.
passport and am always treated courteously and respectfully at every
airport and this is how it should be. I can only hope that our
imamage will change under the Obama administration.

</p>

</div>

<div>

<p class="msonormal">

[b] [b]
[b] span>

</p>

</div>

<div>

<p class="msonormal">

Female

</p>

</div>

<div>

<p class="msonormal">

White
</p>
</div></div>

----- TCC Control Number: -----
<<#63509-386162#>></body></html></body></html>
END RECORD

CONTACT RECORD

EID: [b](6)

Contact Type:

Contact Date: 2009-01-06 18:27:10

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2008-12-26 04:35:01

Contact Prefix:

Contact First Name: [b](6)

Contact Middle 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. Caller stated that a tube of facial cream was confiscated although at her departing airport, they advised her that the facial cream larger than 3 oz, was permitted as carry on. She stated once she departed from her destination that is when the item was confiscated

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. Advised caller that message will be sent to the CSM at the airport and once message is reviewed she will be contacted. Explained TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation. Advised caller that message will be sent to the CSM at the airport and once message is reviewed she will be contacted. The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumers' issue.

Brief Description: [b](6) stated that when she traveled through the ALB airport they advised her that a container larger than 3 oz (facial cream) was permitted as carry on. She stated that once she departed from her destination, her facial cream was confiscated. She has a complaint regarding the inconsistent screening. She would like to speak with someone regarding this. Thank you for your assistance with this issue.

Date of Incident: 12/26/2008

Customer Name: [b](6)

Customer Contact Information: [b](6)

Airport: ALB

Airline: Continental Airlines

Flight#: 2983

Terminal/Gate: N/A

Checked bags: 1

Check In/Incident Time: 4:35:01 AM

Event ID #: [b](6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: ASHLEY.BAKER

Last Update Date:

Opening Agent:

Opened Date: 1/6/2009 6:27:10 PM

Linked Event IDs:

Responses:

Response

Airport: ALBALB Albany, NY, USA - Albany County Airport, CLE Cleveland, OH, USA - Hopkins International Airport, LAX Los Angeles, CA, USA - Los Angeles Intl Airport,

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

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type: Normal/General

Contact Date: Apr 15 2011 10:14AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Feb 27 2011 10:00AM

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: no

Subject: Knee Replacement

Body: His wife had a knee replacement and her whole body was patted down and she was not patted down properly. Did not use back of hand and her breasts was fondled.

Terminal C

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Apr 15 2011 5:31PM

Opening Agent: deborah.collins

Opened Date: 4/15/2011 5:31:41 PM

Linked Event IDs:

Responses:

Response

Template Name: Screening- All Passengers

Airport: EWR

Airline: Continental Airlines

Subject Category: Inappropriate Screening - Pat Down - Complaint

Interaction Type: Complaint

Response

Template Name: Apology for Insensitive Screening Experience

Airport:

Airline:

Subject Category: 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: (b)(6)
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone:
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: ISSUE, Fw: Security

Body:

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

From: (b)(6)
To: TSA-ContactCenter@dhs.gov
Sent: Monday, January 12, 2009 5:34 PM
Subject: Security

I was traveling from Newark Liberty International Airport on Friday, January 9, 2009 to Atlanta. Me and the person with whom I was traveling was supposedly selected for a random screening. I've been pulled any number of times but this time it was dramatically scary because the air that blew in my face left me light headed. The security escorted me to a seat after I asked for assistance. I do take medication for blood pressure and other illnesses.

I would think that one should be asked if they have medical problems or when traveling bring proof. I am 71 years old and if need be, you can take me into a private room and give me a strip search. I do wonder why some people have never been pulled and I have any number of times.

As I have nothing to hide, you can keep screening me but I hope something can be substituted for the air.

(b)(6)

Continental flight #1155

PS I will send a copy by mail to my Senators, Frank Lautenberg and Robert Menendez

Agent Notes: THANK YOU THANK YOU,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER

Last Update Date:

Opening Agent:

Opened Date: 1/14/2009 11:38:31 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, ATL Atlanta, GA, USA - Hartsfield International,
Airline: Continental Airlines (present) --Continental Airlines (present) --,
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: Fw: Security <<#278026-375116#>>

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 taking the time to share your thoughts and concerns with us. Your help and support are important contributions to ensuring the safety and security of the Nation's aviation system. </P>
<P> </P>
<P>We encourage you to check the latest information at www.tsa.gov.</P>
<P> </P>
<P>TSA Contact Center </P>
<P> </P>
<P><BR clear=none> </P></div>

<div>--- Original Message ---
From: "[REDACTED]">
Received: 1/14/09 11:38:30 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: Fw: Security

<STYLE></STYLE>

<META content="MSHTML 6.00.6000.16788" name=GENERATOR><!--[gte IE 5]><?xml:namespace prefix="v" /><?xml:namespace prefix="o" /><![endif]-->
<DIV style="FONT-WEIGHT: normal; FONT-SIZE: 10pt; COLOR: #000000; FONT-FAMILY: Verdana">
<DIV> </DIV>
<DIV style="FONT: 10pt arial; PADDING-TOP: 10pt">----- Original Message -----
<DIV>From: [REDACTED] </DIV>
<DIV>To: TSA-ContactCenter@dhs.gov </DIV>
<DIV>Sent: Monday, January 12, 2009 5:34 PM</DIV>
<DIV>Subject: Security</DIV></DIV>
<DIV>
</DIV><!--[gte IE 5]><?xml:namespace prefix="v" /><?xml:namespace prefix="o" /><![endif]-->
<DIV> </DIV>
<DIV> </DIV>
<DIV>I was traveling from Newark Liberty International Airport on Friday, January 9,2009 to Atlanta. Me and the person with whom I was traveling was supposedly selected for a random screening. I've been pulled any number of times but this time it was dramatically scary because the air that blew in my face left me light headed. The security escorted me to a seat after I asked for assistance. I do take medication for blood pressure and other illnesses.</DIV>
<DIV>I would think that one should be asked if they have medical problems or when traveling bring proof. I am 71 years old and if need be, you can take me into a private room and give me a strip search. I do wonder why some people have never been pulled and I have any number of times.</DIV>
<DIV>As I have nothing to hide, you can keep screening me but I hope something can be substituted for the air.</DIV>
<DIV> </DIV>
<DIV> </DIV>
<DIV>[REDACTED] </DIV>
<DIV> </DIV>
<DIV>Continental flight #1155</DIV>
<DIV> </DIV>
<DIV> </DIV>
<DIV> </DIV>
<DIV> </DIV>
<DIV>PS I will send a copy by mail to my Senators, Frank Lautenberg and Robert Menendez</DIV></DIV></div>

----- TCC Control Number: -----
<<#278026-375116#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP (b)(6)

Date Time: 2/7/2009 1:22:42 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): LGA concourse D

Comments: I'm a flight attendant who goes through security at LGA concourse D at least 12 times a month. I always buzz and after 4 hrs with the TSA (Reagan airport 2004) they don't know why. I always get wanded at all airports. I have flown the last 3 days out of LGA with no problems. Today a (b)(6) started to wand me and wanted to see the anklet I always have on. I showed it to her through my socks. It was clearly visible and could be felt. She wanted me to take my tights and socks off. I said no as you could see it and no one else had ever asked to see it. I felt this was harassment and asked to see a supervisor. (b)(6) also said I needed to remove my clothes and could have a closed room. I'm on my way to work a flight and don't have time to strip. I asked to see the head of the TSA at LGA. (b)(6) showed up, and agreed I needed to show the anklet, which she could see threw the tights. (b)(6) said she has wanded me before and had seen the anklet but had to see it again. I at last tore my tights pulled down my socks and showed them the anklet. I feel I was selected for harassment by (b)(6) being that I go through security at LGA at least 12 times a month for the last 10 months and have never had a problem, what was so different about today. I can understand the other TSA agents banding together but I also saw alot of agents that knew me saying "what is going on this is crazy". I have alot of friends I have made at the TSA since I am always wanded. I know that there are fantastic TSA agents at airports all over the US. But today I was singled out for harassment and I would like to see this addressed as I will be flying out of LGA for many more years. Thank you, (b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC CSQIM Veda Mabray @

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE

Last Update Date:

Opening Agent:

Opened Date: 2/8/2009 11:28:17 AM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#287615-385876#>>

Body:

```
<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P><FONT face=" Helvetica, sans-serif,Arial">Thank you for your email message. We are sorry you were unhappy with your recent travel experience.</FONT> </P>
<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;</FONT> </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. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing.</FONT> </P>
<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;</FONT> </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><FONT face=" Helvetica, sans-serif,Arial">&nbsp;</FONT> </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><FONT face=" Helvetica, sans-serif,Arial">&nbsp;</FONT> </P>
<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>
</font><br />
<br><br><div>--- Original Message ---<BR>From: (b)(6) <gt;<BR>Received: 2/8/09 11:28:17 AM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----
<BR>Remote Client IP (b)(6) <BR>Date Time: 2/7/2009 1:22:42 AM<BR>-----
<BR><BR>
<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>
<TD>(b)(6)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>
<TD>Inconsistent Screening (Different Practices between Airports)</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>LGA concourse D</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>
<TD>I'm a flight attendant who goes through security at LGA concourse D at least 12 times a month. I always buzz and after 4 hrs with the TSA (Reagan airport 2004)they don't know why. I always get wanded at all airports. I have flown the last 3 days out of LGA with no problems. Today a (b)(6) started to wand me and wanted to see the anklet I always have on. I showed it to her through my socks. It was clearly visible and could be felt. She wanted me to take my tights and socks off. I said no as you could see it and no one else had ever asked to see it. I felt this was harassment and asked to see a supervisor. (b)(6) also said I needed to remove my clothes and could have a closed room. I'm on my way to work a flight and don't have time to strip. I asked to see the head of the TSA at LGA. (b)(6) showed up,and aged I needed to show the anklet, which she could see threw the tights. (b)(6) said she has wanded me before and had seen the anklet but had to see it again. I at last tore my tights pulled down my socks and showed them the anklet. I feel I was selected for harassment by (b)(6), being that I go through security at LGA at least 12 times a month for the last 10 months and have never had a problem, what was so different about today. I can understand the other TSA agents banding together but I also saw alot of agents that knew me saying "what is going on this is crazy".I have alot of friends I have made at the TSA since I am always wanded. I know that there are fantastic TSA agents at airports all over the US. But today I was singled out for harrassment and I would like to see this addressed as I will be flying out of LGA for many more years. Thank you, (b)(6)</TD></TR></TBODY></TABLE></div>
```


----- TCC Control Number: -----
<<#287615-385876#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 1/26/2009 8:48:13 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inconsistent Screening (Different Practices between Airports)

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

Comments: I just went through security at Albany International Airport. I was asked to go through the puffer machine, which I have done in the past. In the past I have placed my belongings the bins provided, taking out my laptop and bag with liquids in it. I asked if I should put my belongings in a bin. I was told by the screener that she would watch my belongings. While in the puffer machine I saw my coat and bags go by. When I went through to retrieve my belongings another screener told me he had to run my messenger back through, because I forgot to take out my lap top. I was very up set that my belongings were being passes on and gone through without my presence. This to me is an invasion of privacy. I understand that security in paramount in our society, however it does not give TSA personal the right to violate, disregard, or invade an individuals rights

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC ALB Program Analyst/CSQIM at Michael Klusacek at [REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER

Last Update Date:

Opening Agent:

Opened Date: 1/26/2009 10:42:24 AM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#283013-380551#>>

Body:

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

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<P> </P>

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

<div>--- Original Message ---
From: <[REDACTED]>gt;
Received: 1/26/09 10:42:24 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: [REDACTED]
Date Time: 1/26/2009 8:48:13 AM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

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

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

<TR>

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

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

<TR>

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

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

<TR>

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

<TD> </TD></TR>

<TR>

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

<TD>I just went through security at Albany International Airport. I was asked to go through the puffer machine, which I have done in the past. In the past I have placed my belongings the bins provided, taking out my laptop and bag with liquids in it. I asked if I should put my belongings in a bin. I was told by the screener that she would watch my belongings. While in the puffer machine I saw my coat and bags go by. When I went through to retrieve my belongings another screener told me he had to run my messenger back through, because I forgot to take out my lap top. I was very up set that my belongings were being passes on and gone through without my presence. This to me is an invasion of privacy. I understand that security in paramount in our society, however it does not give TSA personal the right to violate, disregard, or invade an individuals rights.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#283013-380551#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: Unknown

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: [REDACTED]

Date Time: 1/24/2009 1:48:06 PM

Subject: Suggestions

Name: [REDACTED]

Email: [REDACTED]

Comments: Hello there,

I was recently traveling through LGA on U.S. Airways. My flight was out of LGA Jan. 23rd at 2:45 PM. I arrived at 12:15 PM to allot for traffic. As I checked in there was absolutely no line, no one, but the flight check in employees. The attendant sent me over to a TSA representative, instead of putting my check in bag on the conveyor behind him. I brought my Check in luggage to your Rep who then handed it to a Lady with gloves on, I stopped, he said, "You can go." I feel this is a violation of my rights, as they are my bags which are being searched, I should have the right to watch her go through them. Then, I went through to the Gentlemen, having a very drawn out conversation with another of your employees, far to busy to help me. Check my I.D. and flight ticket. He marked it, after about 6 minutes, then sent me through. Now, I feel incredibly violated, and ignored, on to the next. I take off everything, but my socks, shirt, and pants, put this in the containers and run it through. I approach the walk through and no beeps, yet, your employee yells, "I have a secondary" twice until someone flags me back. Takes the bins and asks if it is my stuff. I reply, "yes". She pats me down, she then takes her time swabbing my small digital camera bag and the bag containing my medication, in pill form. Finally, I can put back on my things and go to my flight. Meanwhile, as I am doing this, there are about 10 people that come through the same line unscathed by your Representatives. One guy impatricular, I would have checked. Ball cap, green camo jacket, small carry on luggage, dirty pants. yeah, no problem for that guy. I am a 32 year old female with matching luggage to my outfit and I am going to Jacksonville, that guy was going to Washington the day after the Inauguration. I am glad I was not on a plane with him. I truly feel that you should do more securing and less "it's just a job" policyming. Maybe it would help if you hired surveillance of your people by a trained investigative officer and stopped working by numbers. I heard from a Guy next to me on the plane that he saw an 85 year old man, who could barely walk, get pulled aside, and wanded with no regard to his statement about his hip replacement, yet that's the only area that would beep, and when he took his belt off you had someone's Grandfather in an Airport almost half naked. I am sure that there are enough people out of work and qualified to watch how your "security measures" are being handled. Otherwise you might as well employ all of the out of work individuals and start searching everyone, since we are already half naked anyways. A male and female patter at the end of each line will not hurt measures, it will help employ and secure. Thank you for taking the time

Agent Notes: CAPPS-General Response- UPDATED CAPPS-General Response- UPDATED,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUSTIN.STEWART

Last Update Date:

Opening Agent:

Opened Date: 1/25/2009 4:14:13 PM

Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia, JAX Jacksonville, FL, USA - Jacksonville International Airport,

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Compliments or Suggestions <<#282594-380054#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">
<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P>Thank you for your email message concerning additional screening. </P>
<P> </P>
<P>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. </P>
<P> </P>
<P>For instance TSA may select an individual for enhanced screening in order to resolve an alarm of the walk-through metal detector, or as a result of selection by the Computer Assisted Passenger Prescreening System (CAPPS), which identifies passengers for additional screening either on a random basis or based on certain factors reflected in their reservation information. This random element is particularly important as it prevents potential terrorists from "beating the system" by learning how it operates. </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: <[REDACTED]>>
Received: 1/25/09 4:14:13 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Compliments or Suggestions

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: [REDACTED]
Date Time: 1/24/2009 1:48:06 PM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>

<TBODY>

<TR>

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

<TD>Suggestions</TD></TR>

<TR>

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

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

<TR>

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

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

<TR>

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

<TD>Hello there,

I was recently traveling through LGA on U.S. Airways. My flight was out of LGA Jan. 23rd at 2:45 PM. I arrived at 12:15 PM to allot for traffic. As I checked in there was absolutely no line, no one, but the flight check in employees. The attendant sent me over to a TSA representative, instead of putting my check in bag on the conveyor behind him. I brought my Check in luggage to your Rep who then handed it to a Lady with gloves on, I stopped, he said, "You can go." I feel this is a violation of my rights, as they are my bags which are being searched, I should have the right to watch her go through them. Then, I went through to the Gentlemen, having a very drawn out conversation with another of your employees, far to busy to help me. Check my I.D. and flight ticket. He marked it, after

about 6 minutes, then sent me through. Now, I feel incredibly violated, and ignored, on to the next. I take off everything, but my socks, shirt, and pants, put this in the containers and run it through. I approach the walk through and no beeps, yet, your employee yells, " I have a secondary" twice until someone flags me back. Takes the bins and asks if it is my stuff. I reply, " yes". She pats me down, she then takes her time swabbing my small digital camera bag and the bag containing my medication, in pill form. Finally, I can put back on my things and go to my flight. Meanwhile, as I am doing this, there are about 10 people that come through the same line unscathed by your Representatives. One guy impatricular, I would have checked. Ball cap, green camo jacket, small carry on luggage, dirty pants. yeah, no problem for that guy. I am a 32 year old female with matching luggage to my outfit and I am going to Jacksonville, that guy was going to Washington the day after the Inauguration. I am glad I was not on a plane with him. I truly feel that you should do more securing and less "it's just a job" policyming. Maybe it would help if you hired surveillance of your people by a trained investigative officer and stopped working by numbers. I heard from a Guy next to me on the plane that he saw an 85 year old man, who could barely walk, get pulled aside, and wanded with no regard to his statement about his hip replacement, yet that's the only area that would beep, and when he took his belt off you had someone's Grandfather in an Airport almost half naked. I am sure that there are enough people out of work and qualified to watch how your "security measures" are being handled. Otherwise you might as well employ all of the out of work individuals and start searching everyone, since we are already half naked anyways. A male and female patter at the end of each line will not hurt measures, it will help employ and secure. Thank you for taking the time.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#282594-380054#>></body></html>

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2009-01-12 16:23:11

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-01-08 16:23:11

Contact Prefix:

Contact First Name:

Contact Middle Initial:

Contact Last Name:

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller said that he got through security at EWR with knife.

Body:

Agent Notes: Advised caller that it is a reportable and that it needs to be given to our security specialist. Advised caller that it is a reportable and that it needs to be given to our security specialist. Wanted to TCR this so a TCR is in my record so that I do not get knocked for a TCR not matching with number of calls. Thank Youm

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: BRIAN.GRAHAM

Last Update Date:

Opening Agent:

Opened Date: 1/12/2009 4:23:11 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:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 1/3/2009 2:28:27 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Airline Complaints

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 202 / transAir / Gate B / LaGuardia / Jan 3 10:40 am

Comments: I had an experience today at LaGuardia that was beyond deplorable regarding mishandling a minor and then losing her. When we went to check her in at the first Boarding gate (where you display your ticket and ID) I told the girl there that my niece was a minor and would need an escort to her Boarding gate (since we did not have Boarding passes). We said our goodbyes and left. I noticed that the lady put my niece in the regular security line, and I sensed that too much time was passing for her to make her flight. Then, when the plane closed its doors and I realized she may still have been in the checkpoint line, I went back to Tran Air, and they issued me special Boarding passes so I could enter the Boarding area and attempt to see if she got on. The line to get into the Boarding area was so long and slow moving, that my husband told me to cut in and see if I could just go in and find her. The woman refused me (even though I had Boarding passes) and started scolding me for not going to the very back of the line, even though I told her it was for a lost minor. The passengers waiting were equally appalled. I began crying in frustration and went to the back of the line, where several people were going to let me cut in. My niece then showed up visibly shaken and upset. Because she didn't know what to do when the flight was missed, she ended up leaving the airport to look for my car to see if I had left, and then came back in to the airport and went to find a security guard. When she did find one, the woman (in a red jacket) refused to assist her. She decided to try to go back to the Tran Air gate to see if they might let her use a phone. It was then she saw us in the line waiting.

In another turn of events, while we were waiting for the woman to acknowledge us with our Boarding passes, they let another woman with a MINOR cut in and he was promptly escorted right through, so I am keenly aware that this was the practice. (Or is it just the practice to let your own race cut ahead?) I question the integrity of the Security employees who were on that day, their professionalism lacking (They were complaining they didn't get their breaks yet while I was trying to find my lost child.)

Tran Air graciously re-issued a new ticket for the next day and apologized for the behavior of your employees.

I want an explanation as to why your administration would allow such deplorable behavior when losing an unaccompanied minor? I was already concerned about LaGuardia Airport (since we tend to use Bradley for our flying needs) and now my mind is completely secure as to why

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

BCC CSM (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUSTIN.STEWART
Last Update Date:
Opening Agent:
Opened Date: 1/4/2009 2:16:55 PM
Linked Event IDs:

Responses:

Response

Airport: LGALGA New York, NY, USA - Laguardia,
Airline: Trans Air LinesTrans Air Lines,
Subject Category: Secondary Screening - General - Secondary Screening - General
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#274255-370032#>>

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: <[REDACTED]>>
Received: 1/4/09 2:16:55 PM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

Remote Client IP: [REDACTED]
Date Time: 1/3/2009 2:28:27 PM

<TABLE style="FONT-SIZE: 12px; WIDTH: 750px" cellSpacing=1 cellPadding=3 border=2>
<TBODY>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Name:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Email:</TD>
<TD>[REDACTED]</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Complaints:</TD>
<TD>Airline Complaints</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>
<TD>Flight 202 / transAir / Gate B / LaGuardia / Jan 3 10:40 am</TD></TR>
<TR>
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>
<TD>I had an experience today at LaGuardia that was beyond deplorable regarding mishandling a minor and then losing her. When we went to check her in at the first Boarding gate (where you display your ticket and ID) I told the girl there that my niece was a minor and would need an escort to her Boarding gate (since we did not have Boarding passes). We said our goodbyes and left. I noticed that the

lady put my niece in the regular security line, and I sensed that too much time was passing for her to make her flight. Then, when the plane closed its doors and I realized she may still have been in the checkpoint line, I went back to Tran Air, and they issued me special Boarding passes so I could enter the Boarding area and attempt to see if she got on. The line to get into the Boarding area was so long and slow moving, that my husband told me to cut in and see if I could just go in and find her. The woman refused me (even though I had Boarding passes) and started scolding me for not going to the very back of the line, even though I told her it was for a lost minor. The passengers waiting were equally appalled. I began crying in frustration and went to the back of the line, where several people were going to let me cut in. My niece then showed up visibly shaken and upset. Because she didn't know what to do when the flight was missed, she ended up leaving the airport to look for my car to see if I had left, and then came back in to the airport and went to find a security guard. When she did find one, the woman (in a red jacket) refused to assist her. She decided to try to go back to the Tran Air gate to see if they might let her use a phone. It was then she saw us in the line waiting.
In another turn of events, while we were waiting for the woman to acknowledge us with our Boarding passes, they let another woman with a MINOR cut in and he was promptly escorted right through, so I am keenly aware that this was the practice. (Or is it just the practice to let your own race cut ahead?) I question the integrity of the Security employees who were on that day, their professionalism lacking (They were complaining they didn't get their breaks yet while I was trying to find my lost child.)
Tran Air graciously re-issued a new ticket for the next day and apologized for the behavior of your employees.
I want an explanation as to why your administration would allow such deplorable behavior when losing an unaccompanied minor? I was already concerned about LaGuardia Airport (since we tend to use Bradley for our flying needs) and now my mind is completely secure as to why.</TD></TR></TBODY></TABLE></div>

----- TCC Control Number: -----
<<#274255-370032#>></body></html>

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Apr 15 2011 1:17PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Apr 9 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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Complaint

Body: (b)(6) has a problem with a patdown problem about what happened with his wife and child at the Albany International Airport. They flew with the United Airlines, His wife and daughter were standing in line waiting to go through the screening process. His 12 year old daughter got pulled for a random patdown. (b)(6) said a TSO went up to his daughter and grabbed her by the arm and told her she was picked at random and took her to another line without letting her mother know that they were taking her. Her mother turned around and realized that her daughter was in another line, clueless what was going on and thinking her daughter was just wondering around, she told her daughter to get back over in the line with her (the mother) and so the daughter did and when she left the line the TSO put her in the alarms starting going off and they made a huge scene about this, his daughter got patted down and a woman TSO patted her down and felt her boobs and stuck her hand down her pants. (b)(6) says he is not ok with somebody sticking their hand down his daughter's pants or touching private areas. He called and spoke with a man at the Albany International Airport where this occurred and they pulled the tape from the patdown and the guy stated that all the procedures were done correctly but after he watched it he told (b)(6) from what happened last week that he should contact the TSA contact center and file a complaint. (b)(6) wants to be contacted back with more information about this incident, and he is wanting to see the recorded footage of the incident himself. He does not like the fact that his daughter was bawling her eyes out and very upset due to a random screening and the way the patdown was conducted. (b)(6) called reporting this incident for his wife so he did not know the Flight number that they went on.

Albany International Airport

Airline: United Airlines

Date: 4-9-2011

Time: 2 pm.

Flight#: Unknown

Agent Notes:

Follow Up: TSACC:

This matter was reviewed by TSM Jon Guzowski. His review included telephonic contact with (b)(6); interview of the Supervisor and TSO involved in the pat-down and review of the CCTV Video. TSM Guzowski called (b)(6) back and explained what he had seen on the video and that the TSA pat-down process was followed as required by the SOP; there was no inappropriate touching of his daughter and that her mother was present during the entire process.

(b)(6) was very argumentative and demanded a copy of the CCTV Video. TSM Guzowski advised him the CCTV Video could not be provided to him as it was SSI but offered to have him view the CCTV video at TSA, Albany, N.Y. (b)(6) refused this offer.

TSM Guzowski prepared a report regarding this matter and I have attached it to the e-mail for your review and use. This matter is considered

closed at TSA-ALB.

If I can be of any further assistance to you please feel free to contact me.

Michael Klusacek
TSA Albany
518-452-[REDACTED]

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.

TSATCC:

Additional information regarding [REDACTED]

Michael Klusacek
TSA Albany
518-452-[REDACTED]

From: Mattison, Jeanne
Sent: Saturday, April 23, 2011 10:12 AM
To: Guzewski, Jonathan
Cc: Klusacek, Michael; Ahlborn, Richard
Subject: [REDACTED]

Jon,

[REDACTED] called at 09:00 this morning wanting to know when someone from Washington was going to call him back. He stated that this was not going to go away and he will keep calling until he gets some answers. I explained to him that you had investigated this incident, viewed the video and written a report, which will be sent to Washington, then they will contact you. I told him that TSA in ALB followed procedure which comes from the government and he needs to contact the TSA in Washington 1-866-289-9673.

[REDACTED] claims he works Monday through Friday 0600 to 1800 and cannot take the time to call Washington and that he wants someone to call him on the weekend. He seemed more interested in arguing than resolving this issue. I kept redirecting him back to the fact that you were in control of this situation and he will have to talk to you. He demanded that you call him back. I told him I would leave you a message but he has already claimed that he is too busy to take time to talk during the week, so maybe you should call him next Saturday? I even offered for him to view the video here in ALB but he said he lives too far away and wanted a copy. Of course I told him this was government property, so then he stated that he would hire a lawyer to get a copy and I told him that he was free to do so. He claims his daughter has been traumatized by us and he won't stop calling until he gets to the top honcho!

Jeanne

Jeanne Mattison, Security Manager

TSA DHS

737 Albany Shaker Rd. Ste 121

Albany, NY 12211

518 452 (b)(6) office

(b)(6) cell

(b)(6)

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.

TSACC:

This matter was reviewed by TSM Jon Guzewski. His review included telephonic contact with (b)(6); interview of the Supervisor and TSO involved in the pat-down and review of the CCTV Video. TSM Guzewski called (b)(6) back and explained what he had seen on the video and that the TSA pat-down process was followed as required by the SOP; there was no inappropriate touching of his daughter and that her mother was present during the entire process.

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If I can be of any further assistance to you please feel free to contact me.

Michael Klusacek

TSA Albany

518-452 (b)(6)

TSATCC:

Additional information regarding (b)(6)

Michael Klusacek

TSA Albany

518-452 (b)(6)

From: Mattison, Jeanne

Sent: Saturday, April 23, 2011 10:12 AM

To: Guzewski, Jonathan

Cc: Klusacek, Michael; Ahlborn, Richard

Subject: (b)(6)

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message but he has already claimed that he is too busy to take time to talk during the week, so maybe you should call him next Saturday? I even offered for him to view the video here in ALB but he said he lives to far away and wanted a copy. Of course I told him this was government property, so then he stated that he would hire a lawyer to get a copy and I told him that he was free to do so. He claims his daughter has been traumatized by us and he won t stop calling until he gets to the top honcho!

Jeanne

Jeanne Mattison, Security Manager

TSA DHS

737 Albany Shaker Rd. Ste 121

Albany, NY 12211

518 452 (b)(6) office

(b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Apr 25 2011 11:22AM

Opening Agent: deborah.collins

Opened Date: 4/25/2011 11:22:59 AM

Linked Event IDs:

Responses:

Response

Template Name: PATDOWN—CHILDREN

Airport: ALB

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-01-02 10:15:05

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-01-02 10:15:05

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle 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 he was inappropriately screened by a screener at: ACY

Body:

Agent Notes: Advised caller that a message sent to CSM at (ACY). Gave Civil Rights phone number and TSA HQ address in order to write a letter, as requested. Advised caller that a message sent to CSM at (ACY). Gave Civil Rights phone number and TSA HQ address in order to write a letter, as requested. The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and/or follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumers' issue.

Brief Description: (b)(6) stated that he was inappropriately screened, he has stated that the screener went inside the top of his pants and feels completely violated. He also stated that he was made to remove his Religious head covering (Rastafarian) without being offered a private area to do so. He stated that he feels discriminated against, racially profiled and completely violated without no explanations given. I have apologized on behalf of TSA, given him the Civil Rights number, TSA Headquarters address as requested and would like you to contact him regarding his concerns. Thank you for your future assistance.

Incident Date: 12/29/08

Contact Name: (b)(6)

Customer Contact Information: (b)(6)

Airport: ACY

Airline: Spirit

Flight#: NK-303

Terminal/Gate: 4

Incident Time: 6:30 pm

Event Id: (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: KELLY.JONES

Last Update Date:

Opening Agent:

Opened Date: 1/2/2009 10:15:05 AM

Linked Event IDs:

Responses:

Response

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

Airline: Spirit AirlinesSpirit Airlines,

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

Interaction Type: COMPLAINT

Response Email:
END RECORD

CONTACT RECORD

EID: (b) (6)

Contact Type:

Contact Date: 2009-01-20 00:12:47

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-01-20 00:12:47

Contact Prefix:

Contact First Name: (b) (6)

Contact Middle Initial:

Contact Last Name: (b) (6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b) (6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller wants to know why was his son not permitted to go through the checkpoint, into the secured area of the airport.

Body:

Agent Notes: Caller told (b) (6) that his son got a hotel room for the night. I also offered to send a CSC to the CSM at the airport, but caller denied that offer. Caller told (b) (6) that his son got a hotel room for the night. I also offered to send a CSC to the CSM at the airport, but caller denied that offer. Caller does not know who denied his son entry into the secured area of the airport, or why. Caller stated that his son was informed that he would not be permitted into the secured area of the airport until the morning. Caller demanded to speak with my supervisor Preston.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY

Last Update Date:

Opening Agent:

Opened Date: 1/20/2009 12:12:47 AM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, ISSUE, FW: Long Island Islip Screener Complaint

Body:

From: [REDACTED]

Sent: Monday, January 19, 2009 3:44 PM

To: OCR-externalcompliance, tsa

Subject: Long Island Islip Screener Complaint

This morning at approx. 7:30a.m. I walked through the metal detector without sounding any alarms or indication of metal present. The late middle aged, balding screener blocked my path and told me in a loud and stern tone that he was going to pat me down because I was wearing a bulky item. I was never asked to remove the thin pullover garment nor allowed the opportunity to do so. After being pat frisked and talked to like a felon and being humiliated I was allowed to go. As I dressed, I saw and heard the same employee ASKING other passengers to remove garments. I observed no other pat frisks taking place. At no time were they subjected to the treatment that I had been.

I asked to speak with the Supervisor and I believe her name was [REDACTED] appeared. I explained what had occurred and informed her that I was employed in Law Enforcement and that her employee had no probable cause to conduct a pat frisk of me. She agreed completely and I informed her that I wished to lodge a formal complaint. She asked me if I preferred to have the employee apologize to me and I refused. I informed her that I insisted on the formal complaint and she gave me some TSA Customer Comment papers. She also told me that it was heightened security for the inauguration. What the hell does my flight to Tampa, FL have to do with Washington, D.C.?

I intend to pursue this matter aggressively if it is not properly addressed. For some unknown reason I have been repeatedly selected for "secondary screening". I am dying to know what damn profile I fit or if for somenreason I have been "flagged" for closer scrutiny. I am hopeful you will provide me the answers to my questions.

My information to assist you investigate is:

(b)(6)

(b)(6)

Peru, NY 12972

(b)(6) home

(b)(6) cell

(b)(6)

flight number 640

southwest Macarthur airport - Islip to Tampa

9:20pm departure

1-19-09

A Good Credit Score is 700 or Above. See

<<http://pr.atwola.com/promoclk/100000075x1215855013x1201028747/aol?redir=http://www.freecreditreport.com/pm/default.aspx?sc=668072%26hmpgID=62%26bcd=DecemailfooterNO62>> yours in just 2 easy steps!

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, PASSENGER SCREENING GÇô BULKY CLOTHING ITEM, Placed the airport code for ISP into the Consumer Complaint BCC/CSM Response, and BCC:

(b)(6) the SHM of the ISP airport. Merged 2 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CHRISTA.CANNADAY

Last Update Date:

Opening Agent:

Opened Date: 2/9/2009 9:32:53 AM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: FW: Long Island Islip Screener Complaint <<#63509-386173#>>

Body:

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

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

<P> </P>

<P>The primary purpose of passenger screening is to prevent or deter the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft. The Transportation Security AdministrationGÇÖs (TSA) policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Each Federal screener receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public. </P>

<P> </P>

<P>All members of the traveling public are permitted to wear any type of clothing they wish through the security checkpoint. Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the clothing is free of a security threat item. This policy extends to all clothing items and is not directed to any one particular item or group. </P>

<P> </P>

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

<P> </P>

<P>Additionally, 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>For more information on screening procedures, please visit our website at www.tsa.gov. </P>

<P> </P>

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

<P> </P>

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

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><p class="msonormal">

From:

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

Monday, January 19, 2009 3:44 PM<br clear="none">To:

OCR-externalcompliance, tsa<br clear="none">Subject:

Long Island Screener Complaint<o o="urn:x-prefix:o" xmlns="#DEFAULT" p="#DEFAULT"></o>

</p>

<p class="msonormal">

</p>

<div>

<p class="msonormal">


```
<div>
  <p class="msonormal">
    <font face="Arial" color="black" style="font-size: 10pt"><span>[b]6</span>
    [b]6</span></font>
  </p>
</div>
<div>
  <p class="msonormal">
    <font face="Arial" color="black" style="font-size: 10pt"><span><o p="#DEFAULT">
    </span></font><span><font face="Arial" color="black" style="font-size: 10pt"></o>
    </font></span>
  </p>
</div>
<div>
  <p class="msonormal">
    <font face="Arial" color="black" style="font-size: 10pt"><span>, NY
    12972</span></font><span><font face="Arial" color="black" style="font-size: 10pt"><o p="#DEFAULT"></font><font face="Arial"
    color="black" style="font-size: 10pt"></o></font><font face="Arial" color="black" style="font-size: 10pt">
    </font></span>
  </p>
</div>
<div>
  <p class="msonormal">
    <font face="Arial" color="black" style="font-size: 10pt"><span>[b]6</span>
    - home</span></font>
  </p>
</div>
<div>
  <p class="msonormal">
    <font face="Arial" color="black" style="font-size: 10pt"><span>[b]6</span>
    - cell</span></font>
  </p>
</div>
<div>
  <p class="msonormal">
    <a href="mailto:[b]6" shape="rect"><font face="Arial" color="black" style="font-size:
    10pt"><span>[b]6</span></font></a><span><font face="Arial" color="black" style="font-size: 10pt">
    - e-mail</font></span>
  </p>
</div>
<div>
  <p class="msonormal">
    <font face="Arial" color="black" style="font-size: 10pt"><span>flight
    number 640</span></font>
  </p>
</div>
<div>
  <p class="msonormal">
    <font face="Arial" color="black" style="font-size: 10pt"><span>southwest
    Macarthur airport - &#160;to </span></font><span><font face="Arial" color="black" style="font-size: 10pt"><o
    p="#DEFAULT"></font><font face="Arial" color="black" style="font-size: 10pt"></o></font><font face="Arial" color="black" style="font-
    size: 10pt">
    </font></span>
  </p>
</div>
<div>
  <p class="msonormal">
    <font face="Arial" color="black" style="font-size: 10pt"><span>9:20pm
    departure </span></font>
  </p>
</div>
<div>
  <p class="msonormal">
    <font face="Arial" color="black" style="font-size: 10pt"><span>1-19-09</span></font>
  </p>
</div>
```

</p>
</div>
<p class="msonormal" style="margin-bottom: 12pt">
<br clear="none">
<br clear="none">

</p>
<div id="753bed27dd1a12edbc9d554c5537c3">
<div class="msonormal" style="margin-top: 7.5pt" align="center">
<hr size="2" width="100%" align="center">

</div>
<p class="msonormal" style="margin-top: 7.5pt">
A
Good Credit Score is 700 or Above. See
yours in just 2 easy steps!
</p>
</div></div>

----- TCC Control Number: -----
<<#63509-386173#>></body></html></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-01-29 21:48:35

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-01-28 21:00:00

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 know why was her mother subjected to secondary screening a second time, after she went through the checkpoint successfully.

Body:

Agent Notes: I informed caller that TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. I informed caller that this seems to be a rare case, and I can not provide accurate information as to why her mother was searched an additional time in the secured area of the airport. I informed caller that a CSC will be sent to the CSM at the airport, who oversees all airport operations. I informed caller that TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. I informed caller that this seems to be a rare case, and I can not provide accurate information as to why her mother was searched an additional time in the secured area of the airport. I informed caller that a CSC will be sent to the CSM at the airport, who oversees all airport operations. The following information has been received by the TSA Contact Center and it is being forwarded to you for your review and follow-up. Please reply by email, to the TCC Customer Service Representative sending this message, with the actions taken to resolve this consumers' issue.

Brief Description: (b)(6) is quite upset with the treatment and horrible experience, her mother (b)(6) was subjected to yesterday. (b)(6) stated that her mother went through secondary screening at the checkpoint, and then she was subjected to secondary screening once more in the secured area of the airport. Due to the delay from the second occurrence of additional screening, who ever provided her with wheel chair assistance ran her to the gate. This put (b)(6) mother in a very nervous, worrisome, and frantic mood. (b)(6) would like some clarity as to what took place on this day. (b)(6) would appreciate it if someone will contact her about this incident as soon as possible.

Date of incident: 1/28/2009

Customer Name: (b)(6)

Customer Contact Information: (b)(6)

Airport: EWR

Airline: jetBlue Airways

Flight#: 511

Terminal/Gate: ??

Check In/Incident Time: 9:00:00 PM

Event ID # (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CARL.MOBLEY

Last Update Date:

Opening Agent:

Opened Date: 1/29/2009 9:48:35 PM

Linked Event IDs:

Responses:

Response

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

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email:

END RECORD

CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2009-01-07 10:23:05

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-01-02 10:23:05

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller stated that the screener delayed her screening process because he didn't believe that she had a real state ID.

Body:

Agent Notes: Apologized to caller for the delay and advised caller to arrive to the airport at least 2-3 hours prior to your flight and also informed caller that all of our calls are recorded and documented. Apologized to caller for the delay and advised caller to arrive to the airport at least 2-3 hours prior to your flight and also informed caller that all of our calls are recorded and documented. Apologized to caller for the delay and advised caller to arrive to the airport at least 2-3 hours prior to your flight.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: FAITH.ROGERS

Last Update Date:

Opening Agent:

Opened Date: 1/7/2009 10:23:05 AM

Linked Event IDs:

Responses:

Response

Airport: ISPISP Islip, NY, USA - Long Island-MacArthur 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:
Medium: EMAIL
Contact Status: CLOSED
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone:
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: ISSUE, ISSUE, FW: Complaint
Body:

From: (b)(6)
Sent: Wednesday, December 10, 2008 2:52 PM
To: TSA-ContactCenter; OCR-externalcompliance, tsa
Subject: Complaint

I am writing to complain about the treatment I received on Monday, November 24th, at LaGuardia Airport. I was traveling on American Airlines and went through security around 8:45 pm. I emptied my pockets, including my wallet, watch, and house keys. As I went through the x-ray and metal detector, the screener took issue with my key ring, which had a tiny utility knife with a one inch blade, scissors, and nail file. She told me I couldn't bring that on the plane and they could take it or check my bag. I told her I had just traveled last week and my keys were no problem and they are never a problem when I travel and she sternly said, "Sir, I told you your options - throw it out or check your bag." I started to say how ridiculous it would be for me to pay \$15 to check a bag to save my little knife which cost about \$5 when she interrupted me to scream "Supervisor!" The supervisor, whose name was (b)(6) came over, the woman told him I was giving her a hard time about wanting to bring a knife on the plane, and he repeated my options. I told him that I travel all the time and had just traveled a couple days ago and my keychain utility knife had not been a problem. His curt response: "That's your opinion." I told him, "No, that is not my opinion, it is a fact that I put my keys through security and was let through. And if you are telling me that you are just following the rules, than does that mean every other screener has been breaking the rules?" Obviously this man didn't like the fact that I dared question him and threatened me that we would have a problem if I didn't immediately throw my little knife away or check my bag. I capitulated and allowed him to take the knife, which he struggled to remove from the

key ring for a couple minutes - and gruffly refused my offer to help him take it off.

When I arrived in Dallas, I asked a TSA supervisor about my keychain knife and he told me that scissors under 4 inches were allowed and that little blades like that were up to the discretion of the supervisor. Because of that, as a dark-skinned man with an Arab sounding last name, I felt unfairly singled out and targeted by the security personnel. It was a very quiet night at the terminal and there were only a couple other people, including my fiancée, going through security at the same time I did. I believe I was unnecessarily given a hard time and I did not appreciate the rude treatment I received from the first screener or [b] who, as a supervisor, should be held to a higher standard of behavior. I am considering filing a discrimination suit and I would like a response.

[b] Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Consumer Complaint BCC/CSM Response, bcc [b] csm lga

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY

Last Update Date:

Opening Agent:

Opened Date: 1/13/2009 10:56:56 AM

Linked Event IDs:

Responses:

Response

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

Airline: American Airlines --American Airlines --,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [b]

Subject: Re: FW: Complaint <<#63509-374452#>>

Body:

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

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

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

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

```
<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;</FONT> </P>
```

```
<P><FONT face=" Helvetica, sans-serif,Arial">We monitor the number and nature of complaints we receive to track trends and spot areas
```

of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

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

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

TSA Contact Center

From:

Sent:

To:

Subject:

Complaint

I am writing to complain about the treatment I received on Monday, November 24th, at LaGuardia Airport

.

I was traveling on American Airlines and went through security around 8:45 pm; I emptied my pockets, including my wallet, watch, and house keys; As I went through the x-ray and metal detector, the screener took issue with my key ring, which had a tiny utility knife with a one inch blade, scissors, and nail file; She told me I couldn't bring that on the plane and they could take it or check my bag; I told her I had just traveled last week and my keys were no problem and they are never a problem when I travel and she sternly said, "Sir, I told you your options - throw it out or check your bag."; I started to say how ridiculous it would be for me to pay \$15 to check a bag to save my little knife which cost about \$5 when she interrupted me to scream "Supervisor!"; The supervisor, whose name was [REDACTED] came over, the woman told him I was giving her a hard time about wanting to bring a knife on the plane, and he repeated my options; I told him that I travel all the time and had just traveled a couple days ago and my keychain utility knife had not been a problem; His curt response: "That's your opinion."; I told him, "No, that is not my opinion, it is a fact that I put my keys through security and was let through; And if you are telling me that you are just following the rules, than does that mean every other screener has been breaking the rules?"; Obviously this man didn't like the fact that I dared question him and threatened me

that we would have a problem if I didn't immediately throw my little knife away or check my bag. I capitulated and allowed him to take the knife, which he struggled to remove from the key ring for a couple minutes - and gruffly refused my offer to help him take it off.<br clear="none"><br clear="none">When

I arrived in , I asked a TSA supervisor about my keychain knife and he told me that scissors under 4 inches were allowed and that little blades like that were up to the discretion of the supervisor. Because of that, as a dark-skinned man with an Arab sounding last name, I felt unfairly singled out and targeted by the security personnel. It was a very quiet night at the terminal and there were only a couple other people, including my fiancée, going through security at the same time I did. I believe I was unnecessarily given a hard time and I did not appreciate the rude treatment I received from the first screener or (b)(6) who, as a supervisor, should be held to a higher standard of behavior. I am considering filing a discrimination suit and I would like a response.<br clear="none"><br clear="none">(b)(6)</p></div>

----- TCC Control Number: -----
<<#63509-374452#>></body></html></body></html>
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Feb 23 2011 12:58AM

Medium: Email

Contact Status: Closed

Incident Date: Sep 1 2010 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: Fwd: TSA Contact Us: Complaints <<#602029-757848#>>

Body:

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

From: (b)(6)

To: m (b)(6)

Sent: Wed, Feb 23, 2011 12:56 am

Subject: Re: TSA Contact Us: Complaints <<#602029-757848#>>

I still have not heard from anybody concerning this matter. The last contact was from Tiesha Walker Patterson via Email before last Thanksgiving saying the investigation was compleated and I would hear somthing soon. My Emails and phone calls to Tiesha Walker Patterson have been unanswered since. Am I sending this to the wrong place. Please.....someone contact me. Please someone read the complaint below and Email me back.....Please!

Thank You,

(b)(6)

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

From: (b)(6)

To: TSA-ContactCenter <<#602029-757848#>>

Sent: Wed, Feb 9, 2011 9:58 pm

Subject: Re: TSA Contact Us: Complaints <<#602029-757848#>>

As of this date 2/9/11 ,,,,,,, I still have not had any contact with anybody concerning this matter. We are now approaching 5 months since the incident. I am hoping to hear from somebody soon. Thank you in advance.

Thank You In Advance,

(b)(6)

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

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

To: [REDACTED]

Sent: Thu, Jan 27, 2011 11:14 am

Subject: Re: TSA Contact Us: Complaints <<#602029-757848#>>

Thank you for your email message.

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.

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

TSA Contact Center

--- Original Message ---

From: <[REDACTED]>

Received: 1/20/11 2:13:08 PM EST

To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>

Subject: TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 1/19/2011 5:23:38 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

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

Comments: I flew out of JFK in Sep of 2010. I had a problem with a TSA agent concerning him accusing me of stealing. I was threatened with arrest, delayed, missed my flight, embarrassed, accused of stealing, and then told it was a mistake. I filed a complaint with Tiesha Walker Patterson (JFK Cust Svc.) in September of 2010. In short I was told by Tiesha Walker Paterson in November 2010 via Email that the investigation was completed and forwarded to TSA Headquarters. I have not heard anything from anybody since. I have left numerous Email and Phone messages with Tiesha Walker Patterson that have gone unreturned. I have also made several phone calls to the TSA Contact Center at 866 289 9673 who have tried to help me contact Tiesha or someone higher up but to no avail. I am hoping that someone else from higher up can contact me in regards to this matter. My phone is [REDACTED] and my Email is [REDACTED]

Thank You In Advance.

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

<<#602029-757848#>>

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: teresa.messer

Last Update Date: Aug 14 2011 10:55AM

Opening Agent: teresa.messer

Opened Date: 2/23/2011 8:31:41 AM

Linked Event IDs:

Responses:

Response