

Template Name: Consumer Complaint- BCC CSM Response

Airport: JFK

Airline:

Subject Category: Screening - Rude Screener

Interaction Type: Complaint -- Procedures

Response Email: From: (DO NOT REPLY) tsatcc@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](http://www.tsa.gov).

TSA Contact Center

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: 1/5/2009 10:47:24 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Airline Complaints

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): NEWARK TERMINAL 11:40 AM FLT AA 1467 LANE 3 A3

Comments: WHEN I WENT THROUGH SECURITY I INFORMED THEM THAT I HAVE 2 HIP REPLACEMENTS AND THAT IS THE REASON THE ALARM GOES OFF. I WAS CHECKED BY [REDACTED] ACCORDING TO SUPERVISOR [REDACTED]

[REDACTED] WAS RUDE EVEN AFTER EXPLAINING MY MEDICAL CONDITION. HE PUT HIS HANDS DOWN MY PANTS PULLED ON MY PANTS IN THE FRONT WHERE MY BELT BUCKLE GOES, THE PAT DOWN FELT LIKE HE WAS PUSHING MY LUNGS OUT OF MY CHEST. WHEN HE PATED MY CLOTHING HE PULLED MY PANTS DOWN AND LEFT ME IN MY UNDERWEAR TWICE IN THE MIDDLE OF THE TERMINAL, THEN WALKED AWAY LAUGHING. THERE WAS 10 TO 15 TSA EMPLOYEES THERE AND NOT ONE OF THEM KNEW HIS NAME. HE COULD HAVE BEEN A TERRORIST AND NOBODY KNEW IT. THE SUPERVISOR ON DUTY AT THE TIME [REDACTED] TOLD ME AND 2 FRIENDS OF MINE THAT WERE TRAVELING WITH ME AND WITNESSED THE WHOLE INCIDENT, THAT HE IS THE ONLY ONE THAT FITS THE DESCRIPTION. THE SUPERVISOR INFORMED ME THAT THEY WERE SWITCHING SHIFTS, THAT IS WHY NO ONE NEW HIM. THIS PERSON SHOULD NOT BE DEALING WITH THE PUBLIC, IT WAS VERY EMBARRASSING TO BE IN MY UNDERWEAR IN THE MIDDLE OF THE TERMINAL, I TRAVEL 7 TO 10 TIMES A YEAR THAT IS 20 FLIGHTS A YEAR APPROX. NEVER HAVE I HAD A PROBLEM WITH ANYBODY, BUT THIS PERSON SHOULD BE REPRIMANDED OR FIRED HE HAS NO RIGHT TO DO WHAT HE DID AND THEN WALK OFF LAUGHING AND THEN TO MAKE THINGS WORST NOT ONE OF YOUR EMPLOYEES KNEW HIS NAME, WHAT KIND OF SECURITY IS THAT

Agent Notes: Pat Down - BCC:CSM/FSD Pat Down - BCC:CSM/FSD, bcc:[REDACTED] csm ewr

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: CLINTON.KIRKSEY

Last Update Date:

Opening Agent:

Opened Date: 1/5/2009 6:47:21 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport,  
Airline: American Airlines --American Airlines --,  
Subject Category: Inappropriate Screening-Pat Down-Complaint - Inappropriate Screening-Pat Down-Complaint  
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor  
To: [b16]

Subject: Re: TSA Contact Us: Complaints <<#274811-370701#>>

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 providing us with the name of the airport you traveled through.&nbsp;   </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;  </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">Because your complaint concerns the conduct of security screeners at [EWR], we have forwarded a copy of your email to the Customer Service Manager (CSM)/Federal Security Director (FSD) at that airport.&nbsp;   The CSM/FSD is responsible for ensuring that the screener work force adheres to TSA principles for professional processing.&nbsp;   </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;  </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">Please understand that we monitor the number and nature of complaints TSA receives in order to track trends and spot areas of concern that may require special attention.&nbsp;   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. </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;  </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">If you need further information or assistance please let us know.</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: &lt;[b16]>&gt;<BR>Received: 1/5/09 6:47:20 PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>

-----<BR>Remote Client IP: [b16] :<BR>Date Time: 1/5/2009 10:47:24 AM<BR>-----<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> [b16] </TD></TR>

<TR>

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

<TD> [b16] </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>NEWARK TERMINAL 11:40 AM FLT AA 1467 LANE 3 A3</TD></TR>

<TR>

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

<TD>WHEN I WENT THROUGH SECURITY I INFORMED THEM THAT I HAVE 2 HIP REPLACEMENTS AND THAT IS THE REASON THE ALARM GOES OFF. I WAS CHECKED BY [b16] ACCORDING TO SUPERVISOR [b16] <BR><BR> [b16] WAS RUDE EVEN AFTER EXPLAINING MY MEDICAL CONDITION. HE PUT HIS HANDS DOWN MY PANTS PULLED ON MY PANTS IN THE FRONT WERE MY BELT BUCKLE GOES, THE PAT DOWN FELT LIKE HE WAS PUSHING MY LUNGS OUT OF MY CHEST. WHEN HE PATED MY CLOTHING HE PULLED MY PANTS DOWN AND LEFT ME IN MY UNDERWEAR TWICE IN THE MIDDLE OF THE TERMINAL, THEN WALKED AWAY LAUGHING. THERE WAS 10 TO 15 TSA EMPLOYEES THEIR AND NOT ONE OF THEM KNEW HIS NAME. HE COULD HAVE BEEN A TERRORIST AND NO BODY KNEW IT.THE SUPERVISOR ON DUTY AT THE TIME [b16] TOLD ME AND 2 FRIENDS OF MINE THAT WERE TRAVELING WITH ME AND WITNESSED THE WHOLE INCIDENT, THAT HE IS THE ONLY ONE THAT FITS THE DISCRPTION. THE SUPERVISOR INFORMED ME THAT THEY, WERE SWITCHING SHIFTS, THAT IS WHY NO ONE NEW HIM. THIS PERSON SHOULD NOT BE DEALING WITH THE PUBLIC, IT WAS VERY EMBARASSING TO BE IN MY UNDERWEAR IN THE MIDDLE OF THE TERMINAL, I TRAVEL 7 TO 10 TIMES A YEAR THAT IS 20 FLIGHTS A YEAR APPROX. NEVER HAVE I HAD A PROBLEM WITH ANYBODY, BUT THIS PERSON SHOULD BE REPRIMANDED OR FIRED HE HAS NO RIGHT TO DO WHAT HE DID AND THEN WALK OFF

LAUGHING AND THEN TO MAKE THINGS WORST NOT ONE OF YOUR EMPLOYEES KNEW HIS NAME, WHAT KIND OF SECURITY IS THAT

TCC Control Number: -----

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: 1/6/2009 10:13:42 AM  
-----

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines, Dec 20th, Islip New York

Comments: While trying to board my flight on 12/20, I set off the alarm and had to be set aside and wanded/patted down. I do not have a problem with this procedure, however, while I was separated from my belongings and my neice, the TSA agent asked me if the handbag he was holding up was mine. I said yes - he said he had to search it. I said, but I'm stuck over here. He searched my handbag without my being present and he told my niece, who was waiting for it to "go over there and sit down". I do not have a problem having any of my belongings searched, nor do I have a problem being set aside and being searched. I do have a problem that my bag was searched without me being present. Being the holidays, I had an unusual amount of cash and gift cards so I was concerned. I also was a little frazzled since I couldn't keep an eye on my bag and an eye on my neice while being sectioned off and being patted down. Because of this I almost walked away without my \$350 watch the TSA agent told me to remove before I was hand-searched. When I questioned where was my watch, I was told no one saw it. After I searched the floor and couldn't find it I insisted on speaking to a supervisor who told me that they never have any thefts. I said I was not accusing anyone, but my watch is not here and perhaps it is stuck in the machine or something. A fellow passenger told me that he saw my watch, in the black bowl, and that it had in fact come out of the x-ray machine. The supervisor asked to search and put all my belongings back through x-ray to which I agreed. When they could not find it, I requested to review the video tapes and asked to have a police report filled out. The same TSA agent who went through my bag came to me and said "the agent on the other line found it on the floor". I do not want to accuse anyone of stealing and I'm just happy that I got my watch back as it was a gift. On my return flight from chicago to Laguardia, I again set the alarm off and hand to be patted down. This time, the TSA agent, asked me if that child was with me, I said yes, she waited until my neice had gathered all our belongings, sat down on a bench were I could see her before she patted me down. That should be the normal procedure for anyone traveling with children when the adult has to be pulled aside and searched. It would protect your agents as well, if they searched people's belongings in their presence to prevent anyone from making a false claim. I was just very upset by the way this process was completed in Islip. As I stated before, I do not care if you search me or my bag, just search my bag infront of me and allow the child traveling with me to gather our belongings and settle down where she can be watched before you begin the screening process. Thank you

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC SHM Joseph Modica @

[REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE

Last Update Date:  
Opening Agent:  
Opened Date: 1/6/2009 5:17:46 PM  
Linked Event IDs:

Responses:

Response

Airport: ISPISP, Islip, NY, USA - Long Island-MacArthur Airport,  
Airline: Southwest Airlines Southwest Airlines,  
Subject Category: Secondary Screening - General - Secondary Screening - General  
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#275373-371365#>>

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;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.</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><A href="http://www.tsa.gov/" shape=rect><FONT face=" Helvetica, sans-serif,Arial">www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial">.</FONT> </P>  
<P><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: &lt;(b)(6)>&gt;<BR>Received: 1/6/09 5:17:46 PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----  
<BR>Remote Client IP: (b)(6) <BR>Date Time: 1/6/2009 10:13:42 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>My Complaint is Not Listed Here</TD></TR>  
<TR>  
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>  
<TD>Southwest Airlines, Dec 20th, Islip New York</TD></TR>  
<TR>  
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>  
<TD>While trying to board my flight on 12/20, I set off the alarm and had to be set aside and wanded/patted down. I do not have a problem with this procedure, however, while I was separated from my belongings and my neice, the TSA agent asked me if the handbag he was holding up was mine. I said yes - he said he had to search it. I said, but I'm stuck over here. He searched my handbag without my being present and he told my niece, who was waiting for it to "go over there and sit down". I do not have a problem having any of my

belongings searched, nor do I have a problem being set aside and being searched. I do have a problem that my bag was searched without me being present. Being the holidays, I had an unusual amount of cash and gift cards so I was concerned. I also was a little frazzled since I couldn't keep an eye on my bag and an eye on my niece while being sectioned off and being patted down. Because of this I almost walked away without my \$350 watch the TSA agent told me to remove before I was hand-searched. When I questioned where was my watch, I was told no one saw it. After I searched the floor and couldn't find it I insisted on speaking to a supervisor who told me that they never have any thefts. I said I was not accusing anyone, but my watch is not here and perhaps it is stuck in the machine or something. A fellow passenger told me that he saw my watch, in the black bowl, and that it had in fact come out of the x-ray machine. The supervisor asked to search and put all my belongings back through x-ray to which I agreed. When they could not find it, I requested to review the video tapes and asked to have a police report filled out. The same TSA agent who went through my bag came to me and said "the agent on the other line found it on the floor". I do not want to accuse anyone of stealing and I'm just happy that I got my watch back as it was a gift. On my return flight from Chicago to LAGuardia, I again set the alarm off and had to be patted down. This time, the TSA agent, asked me if that child was with me, I said yes, she waited until my niece had gathered all our belongings, sat down on a bench where I could see her before she patted me down. That should be the normal procedure for anyone traveling with children when the adult has to be pulled aside and searched. It would protect your agents as well, if they searched people's belongings in their presence to prevent anyone from making a false claim. I was just very upset by the way this process was completed in Islip. As I stated before, I do not care if you search me or my bag, just search my bag in front of me and allow the child traveling with me to gather our belongings and settle down where she can be watched before you begin the screening process. Thank you

<BR><BR>----- TCC Control Number: -----<BR><<#275373-371365#>></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, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 1/18/2009 12:01:20 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inconsistent Screening (Different Practices between Airports)

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

Comments: THIS IS NOW THE SECOND TIME THAT I HAVE GOTTEN FLAGGED FOR HAVING A TOOL LONGER THAN SEVEN INCHES IN MY BAG. I DID NOT HAVE ANYTHING SAID ON MY FLIGHT OUT FROM NEWARK BUT ON THE RETURN FLIGHT 485 FROM PDX TO EWR I WAS TOLD I CAN NOT HAVE THEM. WHAT IS THE DANGER IN A SET OF "L" ALLEN WRENCHES. I CAN UNDERSTAND A SCREW DRIVER, HAMMER, A SAMLL HAND SAW, BUT ALLEN WRENCHES. IF I WANTED TO SMAK SOME ONE I WOULD WEAR MY WORK SHOES WHICH ARE STEEL TOES AND HIT THEM WITH THAT. THERE ARE NO ALLEN SCREWS ON THE AIRCRAFT. I SPOKE WITH A SUPERVISOR AT EWR AND TOLD ME THAT IF THE TOOL IS LONGER THAN 7 INCHES AND HAS NO SHARP EDGES THEY LET IT GO. WHY ISNT THIS THE SAME PRACTICE EVERY WHERE? FOR PETES SAKE I AM A US CITEZEN!

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Prohibited Items Response, 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. Attached a prohibited items list.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER

Last Update Date:

Opening Agent:

Opened Date: 1/19/2009 12:07:09 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, PDX Portland, OR, USA - Portland International Airport,

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#274675-377584#>>

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" size=3>Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports. </FONT></P>

<P><FONT size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures.&nbsp;< While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation.&nbsp;< </FONT></P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>We are committed to both excellent security and customer service.&nbsp;< TSA has published guidelines to help passengers through airport security.&nbsp;< The guidelines include a list of permitted items as well as an expanded list of items prohibited from aircraft cabins.&nbsp;< The prohibited and permitted items chart is not intended to be all-inclusive and is updated as necessary. To ensure everyone's security, the screener may determine that an item not on this chart is prohibited. TSA reviews these lists periodically and changes are announced and posted as necessary.&nbsp;< </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>We work hard to achieve consistency in the security training process.&nbsp;< 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;< 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>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>Please accept our appreciation for taking the time to share your thoughts and concerns with us.&nbsp;< Your help and support are important contributions to ensuring the safety and security of the Nation's aviation system.</FONT> </P>

<P><FONT size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>We encourage you to check the latest information at </FONT><A href="http://www.tsa.gov/" shape=rect><FONT face=" Helvetica, sans-serif,Arial" size=3>www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial" size=3>.</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>&nbsp;</FONT> </P>

<P><FONT face=" Arial, Helvetica, sans-serif" size=3>TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>

</font><br />

<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>&gt;<BR>Received: 1/19/09 12:07:08 PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov>&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----

<BR>Remote Client IP: [REDACTED] <BR>Date Time: 1/18/2009 12:01:20 PM<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>[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>EWR / PDX</TD></TR>

<TR>

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

<TD>THIS IS NOW THE SECOND TIME THAT I HAVE GOTTEN FLAGGED FOR HAVING A TOOL LONGER THAN SEVEN INCHES IN MY BAG. I DID NOT HAVE ANYTHING SAID ON MY FLIGHT OUT FROM NEWARK BUT ON THE RETURN FLIGHT 485 FROM PDX TO EWR I WAS TOLD I CAN NOT HAVE THEM. WHAT IS THE DANGER IN A SET OF "L" ALLEN WRENCHES. I CAN UNDERSTAND A SCREW

DRIVER, HAMMER, A SAMLL HAND SAW, BUT ALLEN WRENCHES. IF I WANTED TO SMAK SOME ONE I WOULD WEAR MY WORK SHOES WHICH ARE STEEL TOES AND HIT THEM WITH THAT. THERE ARE NO ALLEN SCREWS ON THE AIRCRAFT. I SPOKE WITH A SUPERVISOR AT EWR AND TOLD ME THAT IF THE TOOL IS LONGER THAN 7 INCHES AND HAS NO SHARP EDGES THEY LET IT GO. WHY ISNT THIS THE SAME PRACTICE EVERY WHERE? FOR PETES SAKE I AM A US CITEZEN!

END RECORD

**CONTACT RECORD**

EID: [REDACTED]

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix: Mrs.

Contact First Name: [REDACTED]

Contact Middle Initial: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, ISSUE, 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 11:07:58 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight from Orlando, Florida to Newark, NJ on January 22nd at around 8:00 (bec. of delay)

Comments: Because they don't serve food on flights any longer, and because we were traveling with three small children who cannot eat food available in the airports, and because we had to be there several hours before the flight which meant dinner, we brought with us three SMALL yogurts, a jar of peanut butter, and some rolls. The TSA screeners took away the yogurt and the peanut butter as security risks but let go through my FULL bottle of water, my daughter's eye contact solution in an 8 oz. bottle, and a 6 oz. bottle of cough medicine.

I have the utmost respect for airport security and didn't say a word but I do know some commonsense should be practiced by these people. My son lives in Israel so I have been through Israeli security a number of times. Maybe you should take lessons! Because of your lack of commonsense, my three grandchildren literally had bread and water for dinner. Thanks a lot!

Agent Notes: Screeners have the final say Screeners have the final say, Consumer Complaint BCC/CSM Response, BCC CSM Paul Rivosecchi at [REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: COREY.SHELTON  
Last Update Date:  
Opening Agent:  
Opened Date: 1/26/2009 4:25:42 PM  
Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, MCO Orlando, FL, USA - Orlando International Airport, SFB Orlando, FL, USA - Sanford Central Florida Regional 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 <<#283196-380756#>>

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><BR clear=none><FONT face="Helvetica, sans-serif,Arial">Thank you for your e-mail.</FONT> </P>  
<P>&nbsp;</P>  
<P><FONT face=" Helvetica, sans-serif,Arial">Because your complaint is regarding screening at&nbsp;&nbsp;MCO, we have forwarded a copy of your email to the Customer Service Manager at that airport for review. The Customer Service Manager is responsible for ensuring that the screener workforce adheres to TSA principles for professional processing.</FONT>&nbsp;</P>  
<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;</FONT> </P>  
<P><FONT face=" Helvetica, sans-serif,Arial">With that said, the Transportation Security Administration's current security screening procedures require all carry-on luggage and accessible property be screened before passengers take them onboard an aircraft.&nbsp;</P>  
<P>Regardless of whether an item is on the prohibited or permitted items list, the Transportation Security Officers (TSO's) have discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft </FONT><FONT face=" Helvetica, sans-serif,Arial"><U><STRONG>if</STRONG></U></FONT><FONT face=" Helvetica, sans-serif,Arial"> the item poses a security threat.&nbsp;</FONT><FONT face=" Helvetica, sans-serif,Arial">Therefore, TSA security screening personnel make the final decision on whether to permit any&nbsp;&nbsp;items into the sterile area of the airport.</FONT> </P>  
<P>&nbsp;</P>  
<P>We do&nbsp;&nbsp;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>&nbsp;</P>  
<P><FONT face=" Helvetica, sans-serif,Arial">Should you need additional assistance, feel free to contact us at toll free 866-289-9673.</FONT> </P>  
<P>&nbsp;</P>  
<P><FONT face=" Helvetica, sans-serif,Arial">Please visit our website at </FONT><A href="http://www.tsa.gov/" shape=rect><FONT face=" Helvetica, sans-serif,Arial">www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial"> for additional information about TSA.&nbsp;</P>  
<P>We continue to add new information and encourage you to check the website frequently for updated information.</FONT>  
</P>  
<P>&nbsp;</P>  
<P><FONT face=" Helvetica, sans-serif,Arial">We hope this information is helpful.</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: &lt;[REDACTED]>&gt;<BR>Received: 1/26/09 4:25:42 PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov>&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----  
<BR>Remote Client IP: [REDACTED] <BR>Date Time: 1/26/2009 11:07:58 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> [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>My Complaint is Not Listed Here</TD></TR>  
<TR>  
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>  
<TD>Flight from Orlando, Florida to<BR>Newark, NJ on January 22nd at around 8:00 (bec. of delay)</TD></TR>  
<TR>  
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>  
<TD>Because they don't serve food on<BR>flights any longer, and because<BR>we were traveling with three small<BR>children who cannot eat food available in the airports, and because we had to be there several<BR>hours before the flight which meant<BR>dinner, we brought with us three<BR>SMALL yogurts, a jar of peanut butter, and some rolls. The TSA<BR>screeners took away the yogurt and<BR>the peanut butter as security risks<BR>but let go through my FULL bottle<BR>of water, my daughter's eye contact<BR>solution in an 8 oz. bottle, and<BR>a 6 oz. bottle of cough medicine.<BR>I have the utmost respect for airport security and didn't say a <BR>word but I do know some commonsense<BR>should be practiced by these people. My son lives in Israel so<BR>I have been through Israeli security a number of times. Maybe<BR>you should take lessons! Because<BR>of your lack of commonsense, my three grandchildren literally had<BR>bread and water for dinner. Thanks<BR>a lot!</TD></TR></TBODY></TABLE></div>  
<BR><BR>----- TCC Control Number: -----<BR><<#283196-380756#>></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: 2/19/2009 5:13:09 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Consistently Selected for Secondary Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Airports: LaGuardia, JFK, Westchester, Tampa

Comments: To whom it may concern,

I have been flying fairly frequently in the past year, and each time, I am selected for secondary screening, for which no one has been able to provide the reason. Furthermore, I have never been found with anything that has prevented me from passing the screening. I would like to know why I am consistently chosen for secondary screening, especially when each time, security concludes that there is nothing wrong.

I can understand a random check once in a while, but the amount of times this has happened to me seems uncalled for, and has instigated me to file this complaint.

Please let me know what I can do to prevent this consistent secondary screening from continuing.

Thank You,

(b)(6)

(b)(6)

Agent Notes: CAPPS-General Response- UPDATED CAPPS-General Response- UPDATED,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE

Last Update Date:

Opening Agent:

Opened Date: 2/19/2009 6:53:08 PM

Linked Event IDs:



[REDACTED] </TD></TR></TBODY></TABLE></div>

<BR><BR>----- TCC Control Number: -----<BR><<#292130-391162#>></body></html>

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type:

Contact Date: 2009-02-23 20:39:10

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-02-23 20:39:10

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller says that her husband passed through the checkpoint with a table knife in a pocket in his jacket and would like to report that to the TSA.

Body:

Agent Notes: Advised the caller that I will note the issue and pass it on.

Advised the caller that I will note the issue and pass it on.

Advised the caller that I will note the issue and pass it on. Flight 94

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: QUANTEZ.MINOR

Last Update Date:

Opening Agent:

Opened Date: 2/23/2009 8:39:10 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, OAK Oakland, CA, USA - Metropolitan Oakland Intl Apt,

Airline: jetBlue AirwaysjetBlue Airways,

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

Interaction Type: COMPLAINT

Response Email:

**END RECORD**

## CONTACT RECORD

EID: [b](6)

Contact Type:

Contact Date: 2009-03-03 08:02:32

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-03-03 08:02:32

Contact Prefix:

Contact First Name: [b](6)

Contact Middle Initial:

Contact Last Name: [b](6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [b](6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller asked what are the standard procedures for determining if someone gets secondary screening due to not having proper id and wants to be reimbursed for missing his flight because of TSA. Also, caller stated that the TSA screener had a very unprofessional attitude at the checkpoint.

Body:

Agent Notes: Confirmed whether the caller had 4 SSS on his boarding pass as well. Gave the enhanced id screening policies. Sent a CSM complaint on the caller's behalf. Confirmed whether the caller had 4 SSS on his boarding pass as well. Gave the enhanced id screening policies. Sent a CSM complaint on the caller's behalf. Caller asked to verify the TCC phone number  
Gave the TCC phone number

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) has a complaint regarding missing his flight because of a TSA screener who didn't know the 'Enhanced Id policies' as listed on TSA's website and told him that he couldn't fly. It was only after a supervisor was requested that the supervisor stated that all he needed was additional screening that he could fly, but, by the time that it was all completed the passenger had missed his flight. Also, caller stated that the TSA screener had a very unprofessional attitude at the checkpoint. I apologized to the caller and explained that this complaint would be forwarded to you. Please contact her regarding her concerns. Thank you for your future assistance.

Date of Incident: 3/3/09

Customer Contact Name: [b](6)

Customer Contact Information: [b](6)

Airport: JFK

Airline: Jet Blue

Flight #: 117

Terminal: 5

Gate: 11

Incident Time: 6:30 am-7:00 am

Carry on baggage: 1

Event ID #: [b](6)

Caller asked to look up his tix/flight info  
Gave the airlines phone number

**Follow Up:**

**To TSOC Date:**

**From TSOC Date:**

**Last Updated By: KELLY.JONES**

**Last Update Date:**

**Opening Agent:**

**Opened Date: 3/3/2009 8:02:32 AM**

**Linked Event IDs:**

**Responses:**

**Response**

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

**Airline: jetBlue AirwaysjetBlue Airways,**

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

**Interaction Type: COMPLAINT**

**Response Email:**

**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, Re: TSA Contact Us: Compliments or Suggestions

Body: SIRS:

The message below and my experiences at JFK, Puerto Rico and Antigua with my pacemaker was REJECTED stating:

INVALID tel # on form you suggested below ( <<http://www.dhs.gov>> [www.dhs.gov](http://www.dhs.gov)) despite repeated submissions .It is extremely important that I speak to someone at TSA/DHS because this examination is INADEQUATE and can lead to another 9/11 by terrorists unless modified.

Please contact me by tel (b)(6)

Sincerely

(b)(6)

In a message dated 03/01/09 15:10:51 Eastern Standard Time, TSA-ContactCenter@dhs.gov writes:

Thank you for your email message.

Following the terrorist events of September 11, 2001, the Transportation Security Administration (TSA) received an unprecedented number of ideas, suggestions, and proposals regarding information and aviation security technologies from manufacturers, vendors, Federal agencies, and citizens. To ensure that all materials are reviewed fairly and expeditiously, TSA has developed a single streamlined process for submission and review of these ideas.

You may submit your idea by visiting our website at <<http://www.tsa.gov/>> [www.tsa.gov](http://www.tsa.gov/), under the Join Us link, and following the Business link. From there, you will have the opportunity to submit your idea via the web form.

This portion of our website is not intended to be used for submitting any type of formal procurement action. Citizens who wish to submit a proposal for technology ideas or products may do so by following the Unsolicited Proposal Manual guidelines that are also available on our website at <<http://www.tsa.gov/>> [www.tsa.gov](http://www.tsa.gov/), under the Business link.

The offers of help and support from those willing to serve have been gratifying and make an important contribution to ensuring the

safety and security of the Nation's transportation systems.

We hope that this information is helpful.

TSA Contact Center

--- Original Message ---

From: [b]([6])  
Received: 2/27/09 12:43:18 PM EST  
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>  
Subject: TSA Contact Us: Compliments or Suggestions

THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

-----  
Remote Client IP: [b]([6])  
Date Time: 2/27/2009 11:05:12 AM  
-----

Subject: Suggestions

Name: [b]([6])  
Email: [b]([6])

Comments:

)

I have a pacemaker and when searched at airports the magnetometer was NOT used in area of "crotch". MISTAKE!!  
Switch blades Swiss knives, small caliber guns, tin explosive devices etc. can be inserted in rectal and vaginal orifices by terrorists who can insert coins under collarbone skin simulating pacemakers. (I thought of this and so can they)

Suggest you contact "MEDTRONIC" (manuf of pacemakers) to ascertain that use of magnetometers in region crotch will not affect pacemakers or defibrillators. Also suggest you test my hypothesis that terrorists could get away with this.

Sincerely,

[b]([6])

Clin. Asst Prof.- Research (Biometric Security and Biometric Countermeasures)  
NYU School of Medicine

----- TCC Control Number: -----  
<<#295425-394960#>>

A Good Credit Score is 700 or Above.

<<http://pr.atwola.com/promoclk/100126575x1218822736x1201267884/aol?redir=http:%2F%2Fwww.freecreditreport.com%2Fpm%2Fdefault.aspx%3Fsc%3D668072%26hmpgID%3D62%26bcd%3DfebemailfooterNO62>> See yours in just 2 easy steps!

Agent Notes: Fwd to Appropriate Office Response Fwd to Appropriate Office Response,

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JAMES.PLUMMER

Last Update Date:

Opening Agent:

Opened Date: 3/1/2009 8:22:27 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: TSAArchives@tsacc.sysintegration.com

Subject: Re: TSA Contact Us: Compliments or Suggestions <<#295425-394960#>>

Body:

<html><head><style type="text/css">p {margin-bottom: 0; margin-top: 0;}</style></head><body bgcolor="#ffffff" style="background: #ffffff">  
<font size="2"><div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><P><FONT face=" Helvetica, sans-serif,Arial">Thank you for your email message.&nbsp;</FONT></P>  
<P>&nbsp;</P>  
<P><FONT face=" Helvetica, sans-serif,Arial">Please accept our appreciation for you taking the time to share this information with us. Your email has been forwarded to the appropriate office for action as required. Your help and support are important contributions to ensuring the safety and security of the Nation's aviation security.</FONT> </P>  
<P>&nbsp;</P>  
<P><FONT face=" Helvetica, sans-serif,Arial">We encourage you to check the latest information at </FONT><FONT face=" Helvetica, sans-serif,Arial"><A href="http://www.tsa.gov/" shape=rect>www.tsa.gov</A></FONT><FONT face=" Helvetica, sans-serif,Arial">.</FONT></P>  
<P>&nbsp;</P>  
<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>  
</font><br />  
<br><br><div>--- Original Message ---<BR>From: [REDACTED]&gt;<BR>Received: 3/1/09 8:22:28 PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: Re: TSA Contact Us: Compliments or Suggestions<BR><BR><META content="MSHTML 6.00.6000.16809" name=GENERATOR>  
<DIV><FONT size=3>SIRS:</FONT></DIV>  
<DIV><FONT size=3>The message below and my experiences at JFK,Puerto Rico and Antigua with my pacemaker&nbsp;was <FONT color=#ff0000>REJECTED&nbsp;stating:</FONT></FONT></DIV>  
<DIV><FONT size=3><FONT color=#ff0000>INVALID tel #</FONT>&nbsp;on form you suggested below (</FONT><A href="http://www.dhs.gov/"><FONT size=3>www.dhs.gov</FONT></A><FONT size=3>)&nbsp;despite repeated submissions .It is extremely important that I speak to someone at TSA/DHS because this examination is INADEQUATE and </FONT><STRONG><EM><U><BR></U></EM></STRONG><EM><U><STRONG><FONT color=#ff0000 size=3>can lead to another 9/11 by terrorists unless modified.</FONT></STRONG></U></EM></DIV>  
<DIV><STRONG><U><FONT color=#0000ff size=4>&nbsp;Please contact me by tel #&nbsp;</FONT></U></STRONG></DIV>  
<DIV><FONT size=4>Sincerely,</FONT></DIV>  
<DIV><FONT size=4>[REDACTED]</FONT><FONT color=#0000ff></FONT></FONT></DIV>  
<DIV><STRONG><U><FONT color=#0000ff size=4></FONT></U></STRONG>&nbsp;</DIV>  
<DIV><FONT color=#0000ff size=3></FONT>&nbsp;</DIV>  
<DIV>&nbsp;</DIV>  
<DIV>In a message dated 03/01/09 15:10:51 Eastern Standard Time, TSA-ContactCenter@dhs.gov writes:</DIV>  
<BLOCKQUOTE style="PADDING-LEFT: 5px; MARGIN-LEFT: 5px; BORDER-LEFT: blue 2px solid">  
<DIV>  
<STYLE type=text/css>  
.aolmailheader {font-size:8pt; color:black; font-family:Arial}  
.aolmailheader:link {color:blue; text-decoration:underline; font-weight:normal}  
.aolmailheader:visited {color:magenta; text-decoration:underline; font-weight:normal}  
.aolmailheader:active {color:blue; text-decoration:underline; font-weight:normal}  
.aolmailheader:hover {color:blue; text-decoration:underline; font-weight:normal}  
</STYLE>  
<STYLE type=text/css>p {margin-bottom: 0; margin-top: 0;}</STYLE>  
<FONT size=2>  
<DIV style="WIDTH: 100%; COLOR: #000000; FONT-FAMILY: Arial; WORD-WRAP: break-word">  
<P><FONT face=" Helvetica, sans-serif,Arial" size=3>Thank you for your email message.</FONT> </P>  
<P><FONT size=3></FONT></P>  
<P><FONT face=" Helvetica, sans-serif,Arial" size=3>Following the terrorist events of September 11, 2001, the Transportation Security



**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: 3/2/2009 8:55:17 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): FT 1127/USAirways/Gate E13/Newark

Comments: I had a hooded sweatshirt no zipper and i had to take it off. Never happen to me before. It's getting out of hand

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUSTIN.STEWART

Last Update Date:

Opening Agent:

Opened Date: 3/3/2009 3:06:54 PM

Linked Event IDs:

Responses:

Response

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

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#297047-396838#>>

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 concerning the checkpoint security screening procedures that were implemented in September 2004.&nbsp;   </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;   </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">The Transportation Security Administration (TSA) made a number of enhancements to its procedures at the security checkpoints to address the threat of explosives which took down two Russian airliners last year.&nbsp;   </FONT></P>

<P>&nbsp;   </P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA continues to aggressively develop and deploy new technology, including document scanners, trace portals, and backscatter devices to address the explosives threat.&nbsp;   </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;   </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial"><STRONG>Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit and sport coats, athletic warm-up jackets, and blazers for X-ray before proceeding through the walk-through metal detectors.&nbsp;   </STRONG></FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;   </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">As part of current torso pat-down procedures, screeners first pat down the individual's sides and then invite the individual to lower his or her arms.&nbsp;   </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;   </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA has implemented special procedures for conducting searches of sensitive areas of a passenger's body.&nbsp;   </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;   </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">As the screening is being conducted, the screener should be describing the procedures he or she is employing.&nbsp;   </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;   </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">We believe that these security measures are necessary and appropriate for ensuring the safety and confidence of all air travelers.&nbsp;   </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;   </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">Please accept our appreciation for taking the time to share your thoughts and concerns with us.&nbsp;   </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;   </FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT> </P></div>

</font><br />

<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>><BR>Received: 3/3/09 3:06:54 PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov>&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----

<BR>Remote Client IP: [REDACTED]<BR>Date Time: 3/2/2009 8:55:17 PM<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>My Complaint is Not Listed Here</TD></TR>  
<TR>  
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):</TD>  
<TD>FT 1127/USAirways/Gate E13/Newark</TD></TR>  
<TR>  
<TD style="FONT-WEIGHT: bold; WIDTH: 200px">Comments:</TD>  
<TD>I had a hooded sweatshirt no zipper and i had to take it off. Never happen to me before. It's getting out of hand.</TD></TR></TBODY></TABLE></div>  
<BR><BR>----- TCC Control Number: -----<BR><<#297047-396838#>></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: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 3/4/2009 12:27:14 AM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inconsistent Screening (Different Practices between Airports)

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

Comments: I have gone through TSA checkpoints at multiple airports including BOS, DEN, DFW, JFK, and PHL. At all of these other airports, only a small minority of travelers had their luggage noted and opened for additional inspection. However, at ITH, 100% of travelers had their luggage marked for additional inspection with >90% having their luggage opened and pawed through. The funny thing is that in 100% of these inspections, it was proven that none of these travelers were carrying prohibited items. In my case, the exact same luggage passed through TSA screening at BOS (Boston Logan Int'l) and PHL (Philadelphia Int'l) without incident, but it was flagged and opened at ITH. (As expected, the inspection revealed that I was in fact NOT carrying anything prohibited.) ITH security officers seem to be way too overzealous when it comes to opening people's bags. This unwarranted behavior is not only inconsistent (with other airports' standards) and apparently unprofessional, it also delays and impedes travelers' progress through the checkpoint

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Customer also mentioned JFK and PHL airport, but TCRS drop down only allows four airports.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TINA.EVANS

Last Update Date:

Opening Agent:

Opened Date: 3/4/2009 1:54:56 PM

Linked Event IDs:

Responses:

Response

Airport: ITHITH Ithaca, NY, USA - Tompkins County, BOS Boston, MA, USA - Logan International Airport, DEN Denver, CO, USA - Denver International, DFW Dallas/Ft Worth, TX, USA - Dallas Ft Worth International,

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#221626-397304#>>

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 regarding your concerns about the consistency of procedures at our Nation's airports.</FONT></P>

<P>&nbsp;</P>

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

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">We work hard to achieve consistency in the security training process.&nbsp;< 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;< 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>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">We encourage you to check the latest information at </FONT><A href="http://www.tsa.gov/" shape=rect><FONT face=" Helvetica, sans-serif,Arial">www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial"></FONT> </P>

<P>&nbsp;</P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>

</font><br />

<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>gt;<BR>Received: 3/4/09 1:54:26 PM EST<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov>gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----<BR>Remote Client IP: [REDACTED]<BR>Date Time: 3/4/2009 12:27:14 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>[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>US Airways Express/ITH</TD></TR>

<TR>

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

<TD>I have gone through TSA checkpoints at multiple airports including BOS, DEN, DFW, JFK, and PHL. At all of these other airports, only a small minority of travelers had their luggage noted and opened for additional inspection. However, at ITH, 100% of travelers had their luggage marked for additional inspection with &gt;90% having their luggage opened and pawed through. The funny thing is that in 100% of these inspections, it was proven that none of these travelers were carrying prohibited items. In my case, the exact same luggage passed through TSA screening at BOS (Boston Logan Int'l) and PHL (Philadelphia Int'l) without incident, but it was flagged and opened at ITH. (As expected, the inspection revealed that I was in fact NOT carrying anything prohibited.) ITH security officers seem to be way too overzealous when it comes to opening people's bags. This unwarranted behavior is not only inconsistent (with other airports' standards) and apparently unprofessional, it also delays and impedes travelers' progress through the checkpoint.</TD></TR></TBODY></TABLE></div>

<BR><BR>----- TCC Control Number: -----<BR><<#221626-397304#>></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: [REDACTED]

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: [REDACTED]

Subject: ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: [REDACTED]

Date Time: 3/9/2009 4:34:25 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): This was a Charter Pair-a-dice Travel Agency flight handled through the American Airline facilities at the Atlantic City terminal.

Comments: In my years as a Special Agent with the FBI I carried two manuals that instructed on how we as Agents were to conduct ourselves. The last page contained a statement "Nothing in these manuals shall supercede the use of good judgement."

I believe after you review the following information you will agree could apply in this situation.

On Sunday afternoon, 08 March 2009 my wife and I proceeded through the normal airport security at the Atlantic City public terminal to board our return flight aboard an aircraft reserved exclusively for guests of the Pair-a-Dice Travel Agency. We were prepared to go thru the screening process, removing our shoes, coats, emptying our pockets of all metal objects and etc. As I approached the metal detector, I tried to explain that the small metal clips on my pants suspenders under my sweater usually activated the detector, but to take off the suspenders would require dis-robing causing unnecessary delay and confusion. Sure enough the detector sounded and I was asked to step to the side for further screening, which I did. I was subjected to wand search which detected the clips on the suspenders, my wrist watch but then was directed over to two other individuals that ordered me to go to the public restroom and "clean myself up". Unfortunately, I had spilled a very hot cup of coffee down my white sweater and pants and I admit it looked very sloppy but my efforts to clean it were unsuccessful which I tried to explain. After securing my shoes and cane which I needed to walk, I went to the restroom and again tried to respond to the individuals demands. I returned to the same group of TSA individuals who again proceeded through the same search procedures only this time I was required to unfasten my belt and pants and to remove and surrender my billfold !

Yes, I wear a belt and suspenders,  
one to keep my pants up and the other to keep my shirt tail in !

This is getting long and tedious, but so was my experience and evidently was observed by another of your personnel to also reaching the stage of ridiculous for she came to me and tried to apologize.

I am not alledging any missing money from my billfold when it was returned for I do not know how much I had in it before I surrendered. I do find this highly unethical and unusual.

I have spent 40 years in the field of security and protection and I know when measures imposed to secure become oppressive they

engender an atmosphere of resistance and hostility.

There is no need to reply to this epistle and it is being submitted in the wish to aid in the training and "good judgment" employed by the staff of TSA

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

BCC CSM [REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUSTIN.STEWART

Last Update Date:

Opening Agent:

Opened Date: 3/9/2009 7:33:45 PM

Linked Event IDs:

Responses:

Response

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

Airline: American Airlines --American Airlines --,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#299530-399745#>>

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>&nbsp;</P>

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

<P>&nbsp;</P>

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

<P>&nbsp;</P>

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

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>

<div style="width:100%;word-wrap:break-word;font-family: Arial;color: #000000;"><p>

&#160;

</p></div>

</font><br />

<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>&gt;<BR>Received: 3/9/09 7:33:45 PM EDT<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>

<BR>Remote Client IP: [REDACTED]<BR>Date Time: 3/9/2009 4:34:25 PM<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>[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>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

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

<TD>This was a Charter Pair-a-dice Travel Agency flight handled through the American Airline facilities at the Alantic City terminal.</TD></TR>

<TR>

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

<TD>In my years as a Special Agent with the FBI I carried two manuals that instructed on how we as Agents were to conduct ourselves. The last page contained a statement "Nothing in these manuals shall supercede the use of good judgement."<BR><BR>I believe after you review the following information you will agree could apply in this situation.<BR><BR>On Sunday afternoon, 08 March 2009 my wife and I proceeded through the normal airport security at the Atlantic City public terminal to board our return flight aboard an aircraft reserved exclusively for guests of the Pair-a-Dice Travel Agency. We were prepared to go thru the screening process, removing our shoes, coats, emptying our pockets of all metal objects and etc. As I approached the metal detector, I tried to explain that the small metal clips on my pants suspenders under my sweater usually activated the detector, but to take off the suspenders would require dis-robing causing unnecessary delay amd confusion. Sure enough the detector sounded and I was asked to step to the side for further screening, which I did. I was subjected to wand search which detected the clips on the suspenders, my wrist watch but then was directed over to two other individuals that ordered me to go to the public restroom and "clean myself up". Unfortunately, I had spilled a very hot cup of coffee down my white swearer and pants and I admit it looked very sloppy but my efforts to clean it were unsuccessful which I tried to explain. After securing my shoes and cane which I needed to walk, I went to the restroom and again tried to respond to the individuals demands. I returned to the same group of TSA individuals who again proceeded through the same search procedures only this time I was required to unfasten my belt and pants and to remove and surrender my billfold !<BR>Yes, I wear a belt and suspenders,<BR>one to keep my pants up and the other to keep my shirt tail in !<BR><BR>This is getting long and tedious, but so was my experience and evidently was observed by another of your personnel to also reaching the stage of ridiculous for she came to me and tried to apologize.<BR><BR>I am not alledging any missing money from my billfold when it was returned for I do not know how much I had in it before I surrendered. I do find this highly unethical and unusual.<BR><BR>I have spent 40 years in the field of security and protection and I know when measures imposed to secure become oppressive they engender an atmosphere of resistance and hostility.<BR><BR>There is no need to reply to this epistle and it is being submitted in the wish to aid in the training and "good judgment" employed by the staff of TSA.</TD></TR></TBODY></TABLE></div>

<BR><BR>----- TCC Control Number: -----<BR><<#299530-399745#>></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: 3/13/2009 12:52:30 PM  
-----

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #1804/Capeair Airlines/ Watertown International Airport

Comments: I was the first officer for flight #1804 to albany airport from watertown airport. TSA insisted on giving me a security search by patting me down, knowing that I am crewmember of the flight. I felt insecure with the pat down in the groin area in front of passengers.

The TSA member name who gave me the search is (b)(6)

Agent Notes: Consumer Complaint BCC/CSM Response Consumer Complaint BCC/CSM Response, BCC SH/CS/Security Manager Brian Bushnell @ (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE

Last Update Date:

Opening Agent:

Opened Date: 3/13/2009 1:40:49 PM

Linked Event IDs:

Responses:

Response

Airport: ARTART,Watertown, NY, USA - Watertown, ALB Albany, NY, USA - Albany County Airport,

Airline: Cape AirCape Air,

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 <<#301523-402091#>>

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>&nbsp;</P>

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

<P>&nbsp;</P>

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

<P>&nbsp;</P>

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

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>

</font><br />

<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>&gt;<BR>Received: 3/13/09 1:40:49 PM EDT<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----<BR>Remote Client IP: [REDACTED]<BR>Date Time: 3/13/2009 12:52:30 PM<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>[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>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

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

<TD>Flight #1804/Capeair Airlines/ Watertown International Airport</TD></TR>

<TR>

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

<TD>I was the first officer for flight #1804 to albany airport from watertown airport. TSA insisted on giving me a security search by patting me down, knowing that I am crewmember of the flight. I felt insecure with the pat down in the groin area in front of passengers. The TSA member name who gave me the search is [REDACTED]</TD></TR></TBODY></TABLE></div>

<BR><BR>----- TCC Control Number: -----<BR><<#301523-402091#>></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: 3/13/2009 1:01:27 PM

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 1504 ART to ALB

Comments: I was witness to a First for TSA. After not leaving the secure area from the inbound flight my first officer and I were told that one of us were to get patdown. My first officer was the one who recieved the patdown. I believe the patdown was too frisk in certain areas of the body and totally unnecessary. This is the first time I have heard of or seen a patdown of a crew member inside the secure area. The most unprofessional part of the pat down was that it took place in direct view of passengers in such a manner [REDACTED] was the agent for 1504 at 1235pm on 3/13/09. I do hope that this incident will be discussed with the individual

Agent Notes: Pat Down Complaint-CSM/FSD Pat Down Complaint-CSM/FSD, BCC SH/CS/Security Manager Brian Bushnell @

[REDACTED]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TRACY.HOLDEN-LANE

Last Update Date:

Opening Agent:

Opened Date: 3/13/2009 8:11:03 PM

Linked Event IDs:

Responses:

Response

Airport: ARTART Watertown, NY, USA - Watertown, ALB 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 <<#301527-402095#>>

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.</FONT> </P>

<P>&nbsp;</P>

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

<P>&nbsp;</P>

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

<P>&nbsp;</P>

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

<P>&nbsp;</P>

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

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp;</FONT></P>

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

<P>&nbsp;</P>

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

<P>&nbsp;</P>

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

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">Because your complaint concerns the conduct of TSO's at ART, we have forwarded a copy of your email to the Customer Service Manager (CSM)/Federal Security Director (FSD) at that airport for appropriate action.&nbsp;  The CSM/FSD is responsible for ensuring that the TSO work force adheres to TSA principles for professional processing.&nbsp;  We monitor the number and nature of complaints TSA receives in order to track trends and spot areas of concern that may require special attention.&nbsp;  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.&nbsp;  </FONT></P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">You may wish to contact the External Compliance Division in the TSA Office of </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">Civil Rights if you believe you have been unlawfully discriminated against by a TSA employee based on your race, color, national or ethnic origin, age, sexual orientation, parental status, genetic information, religion, disability, or gender.&nbsp;  You may contact the office by sending an email to: </FONT><A href="mailto:TSA.OCR-Externalcompliance@dhs.gov" shape=rect<FONT face=" Helvetica, sans-serif,Arial">TSA.OCR-Externalcompliance@dhs.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial"> or by calling toll free (877) 336-4872 or (866) 536-9679 (TTY).</FONT> </P>

<P>&nbsp; </P>

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

<P>&nbsp; </P>

<P><FONT face=" Helvetica, sans-serif,Arial">We consider your concerns to be a serious issue for our attention.&nbsp; TSA appreciates that you took the time to share your concerns with us.&nbsp; 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.&nbsp;&nbsp; </FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial">&nbsp; </FONT></P>

<P>&nbsp; </P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>

</font><br />

<br><br><div>--- Original Message ---<BR>From: &lt;[b]161 [redacted]>&gt;<BR>Received: 3/13/09 8:11:02 PM EDT<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov>&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----<BR>Remote Client IP: [b]161 [redacted]<BR>Date Time: 3/13/2009 1:01:27 PM<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]161 [redacted]</TD></TR>

<TR>

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

<TD>[b]161 [redacted]</TD></TR>

<TR>

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

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

<TR>

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

<TD>Flight 1504 ART to ALB</TD></TR>

<TR>

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

<TD>I was witness to a First for TSA. After not leaving the secure area from the inbound flight my first officer and I were told that one of us were to get patdown. My first officer was the one who recieved the patdown. I believe the patdown was too frisk in certain areas of the body and totally unnecessary. This is the first time I have heard of or seen a patdown of a crew member inside the secure area. The most unprofessional part of the pat down was that it took place in direct view of passengers in such a manner. [b]161 [redacted] was the agent for 1504 at 1235pm on 3/13/09. I do hope that this incident will be discussed with the individual.</TD></TR></TBODY></TABLE></div>

<BR><BR>----- TCC Control Number: -----<BR><<#301527-402095#>></body></html>

END RECORD

**CONTACT RECORD**

**EID:** (b)(6)

**Contact Type:**

**Contact Date:**

**Medium:** EMAIL

**Contact Status:** CLOSED

**Incident Date:**

**Contact Prefix:**

**Contact First Name:** (b)(6)

**Contact Middle Initial:**

**Contact Last Name:** (b)(6)

**Contact Suffix:**

**Contact Address 1:**

**Contact Address 2:**

**Contact City:**

**Contact State:**

**Contact Zip:**

**Contact Country:**

**Contact Phone:**

**Contact Fax:**

**Fulfillment Sent:**

**Mail Return Date:**

**Contact Email:** (b)(6)

**Subject:** ISSUE, ISSUE, Complaint

**Body:**

I am an FAA Aviation Safety Inspector (ASI) and I possess an FAA Inspector Credential with badge and PHOTO ID.

The TSA screeners at ACY REFUSED to accept my FAA Photo ID as acceptable identification!!! They would only accept my OUT OF STATE drivers license!

I have traveled all over the world and have NEVER had my FAA 110A Photo ID refused for identification by the TSA in this country and CAA/DGAC in any other country.

I would like to know WHY the TSA screeners at ACY did not accept an OFFICIAL FAA 110A credential Photo as acceptable identification!!!!!!

This is definately inconsistent screening and should be addressed as soon as possible.

(b)(6)

**Front Line Manager**

**South Florida Certificate Management Office**

**Miami, Fl. 33166**

(b)(6)

**Flight Standards Service  
Customer Feedback Form**

In our continuing effort to improve the quality of service to our customers, we would appreciate any comments you may have on our services and how to improve them. Your participation in meeting our goals for continuous improvement is greatly appreciated

[http://www.faa.gov/about/office\\_org/headquarters\\_offices/avs/offices/afs/qms/](http://www.faa.gov/about/office_org/headquarters_offices/avs/offices/afs/qms/)

(b)(6)

Front Line Manager  
South Florida CMO , Miami, Fl.

[REDACTED]

E-Mail: [REDACTED]

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, ID Requirements, 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: 3/16/2009 1:56:31 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: Complaint <<#183068-403094#>>

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">&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial">Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports. </FONT></P>

<P>&nbsp;</P>

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

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">We work hard to achieve consistency in the security training process.&nbsp;< 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;< 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>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">However,&nbsp;<TSA's identity verification policy requires all adult passengers to provide a Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint.&nbsp;< These IDs must contain the following:&nbsp;< name, date of birth, gender, expiration date, and a tamper-resistant feature.&nbsp;</FONT></P>

<FONT><STRONG><U><FONT face=" Helvetica, sans-serif,Arial">While many forms of Government-issued ID may meet this requirement, the following forms of ID are fully acceptable:&nbsp;</FONT></U></STRONG></P>

<UL>

<LI><FONT face=" Helvetica, sans-serif,Arial">State-issued driverGÇÖs license </FONT></LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">U.S. passport </FONT></LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">U.S. passport card </FONT></LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">U.S. Department of Homeland Security (DHS) GÇ£Trusted TravelerGÇ¥ cards (NEXUS, SENTRI, FAST) </FONT></LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">U.S. Military ID (Active and Retired)</FONT> </LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">Permanent Resident Card </FONT></LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">Border Crossing Card </FONT></LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">DHS-designated enhanced driverGÇÖs license </FONT></LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">A Native American Tribal Photo ID </FONT></LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">An airline or airport-issued ID (if issued under a TSA-approved security plan)



**CONTACT RECORD**

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 3/16/2009 12:43:40 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): Islip airport TSA screening officials for the A concourse

Comments: I use one of the new bi-fold laptop bags as shown on the TSA website. The side with the computer contains only the laptop and no other compartments. The TSA officials at Islip have forced me to remove my laptop from this bag, that meets the TSA specifications, on both of my flights from Islip in the last 3 months. During that same period I have flown from much larger airports (Houston, Orlando, and Baltimore) and not been asked to remove my laptop from the bag. Please inform the TSA officials at Islip to follow the new procedure. I understand that the TSA can always request that the laptop to be removed but should specify that it's for additional screening. The TSA agents at Islip proclaim that the bag does not meet the specifications. This is wrong. The bag is manufactured by Targus to meet the TSA's specifications and other larger airports find the bag acceptable

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, CHECKPOINT FRIENDLY LAPTOP BAGS RESPONSE, Customer also mentioned Houston and Orlando but did not specify which airports in these cities. Edited response to address customer's issue--by merging two responses and deleting non-applicable paragraphs.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: TINA.EVANS

Last Update Date:

Opening Agent:

Opened Date: 3/16/2009 1:58:54 PM

Linked Event IDs:

Responses:

Response

Airport: ISPISP Islip, NY, USA - Long Island-MacArthur Airport, BWI Baltimore, MD, USA - Baltimore-Washington International,

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#302520-403257#>>

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 regarding your concerns about the consistency of procedures at our Nation's airports.</FONT></P>

<P>&nbsp;</P>

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

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">We work hard to achieve consistency in the security training process.&nbsp;< 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;< 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>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">The Transportation Security Administration (TSA) screens laptop computers to determine if there has been any tampering with the internal parts.&nbsp;< Transportation Security Officers (TSOs) receive training to recognize irregularities of x-ray images of laptops.&nbsp;< To accomplish this, an unobstructed view is needed as the laptop moves through the x-ray machine, which in most cases requires the computer to be removed from its case for screening.</FONT> </P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">There are some laptop bags currently on the market, such as laptop-only sleeves, that can present a clear x-ray image of the laptop if they are correctly packed.&nbsp;< However, most current laptop bags will not present a clear x-ray image.&nbsp;</FONT></P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">To help streamline the security process and better protect laptops, TSA encouraged manufacturers to design bags that will produce a clear and unobstructed image of the laptop when undergoing X-ray screening.&nbsp;< A design that meets this objective will enable TSA to allow laptops to remain in bags for screening.</FONT> </P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">There are a small percentage of bags currently on the market that meet the new standards, including sleeve-like carrying cases without pockets or zippers.&nbsp;< These bag types have been tested and can produce a clear, unobstructed image as long as nothing else is in the case.</FONT> </P>

<P>&nbsp;</P>

<P><STRONG><FONT face=" Helvetica, sans-serif,Arial">Purchasing one of these bags will not guarantee that you can leave your laptop in your bag for screening.&nbsp;< If a TSO finds that the bag does not present a clear and distinct image, the laptop will have to be screened again separately.</FONT></STRONG> </P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">If you intend to use a GÇŁcheckpoint friendlyGÇŸ laptop bag, make sure that:</FONT></P>

<UL>

<LI><FONT face=" Helvetica, sans-serif,Arial">Your laptop bag has a designated laptop-only section that you can lay flat on the x-ray belt;</FONT></LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">There are no metal snaps, zippers, or buckles inside, underneath, or on-top of the laptop-only section;</FONT></LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">There are no pockets on the inside or outside of the laptop-only section;</FONT> </LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">There is nothing in the laptop compartment other than the laptop; and</FONT> </LI>

<LI><FONT face=" Helvetica, sans-serif,Arial">You have completely unfolded your bag so that there is nothing above or below the laptop-only section, allowing the bag to lie flat on the x-ray belt </FONT></LI></UL>

<P><FONT face=" Helvetica, sans-serif,Arial">Remember, a well-designed, checkpoint-friendly bag must be packed appropriately if you intend to leave your laptop in your bag for screening.</FONT> </P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA does not approve or endorse any laptop bag design or manufacturer.</FONT> </P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">We encourage you to check the latest information at </FONT><A href="http://www.tsa.gov/" shape=rect><FONT face=" Helvetica, sans-serif,Arial">www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial">.</FONT> </P>

<P>&nbsp;</P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>

</font><br />

<br><br><div>--- Original Message ---<BR>From: &lt;(b) (6)>&gt;<BR>Received: 3/16/09 1:58:54 PM EDT<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----

<BR>Remote Client IP: (b) (6) <BR>Date Time: 3/16/2009 12:43:40 PM<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>Islip airport TSA screening officials for the A concourse</TD></TR>

<TR>

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

<TD>I use one of the new bi-fold laptop bags as shown on the TSA website. The side with the computer contains only the laptop and no other compartments. The TSA officials at Islip have forced me to remove my laptop from this bag, that meets the TSA specifications, on both of my flights from Islip in the last 3 months. During that same period I have flown from much larger airports (Houston, Orlando, and Baltimore) and not been asked to remove my laptop from the bag. Please inform the TSA officials at Islip to follow the new procedure. I understand that the TSA can always request that the laptop to be removed but should specify that it's for additional screening. The TSA agents at Islip proclaim that the bag does not meet the specifications. This is wrong. The bag is manufactured by Targus to meet the TSA's specifications and other larger airports find the bag acceptable.</TD></TR></TBODY></TABLE></div>

<BR><BR>----- TCC Control Number: -----<BR><<#302520-403257#>></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: 3/17/2009 6:04:39 PM

---

Name: [REDACTED]

Email: [REDACTED]

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight Number: Delta 6289 and 151

Gate: 16

Airport: JFK

Comments: Dear Sir/Madam,

IGÇÖm writing this email to complain my very unpleasant experience in JFK airport last Thursday (Mar. 12, 2009). This is absolutely the worst trip IGÇÖve ever had. And I believe you will definitely understand how worst the rest of the day would be if you had a bad trip.

The story is that I was taking the flight from BDL to SEA and transferring at JFK. (I booked the ticket on Northwest and the carrier was actually Delta) After getting out of the airplane from BDL to JFK, I was so air sick that I have to look for a place to have a rest. So I walked around the airport with my tired body to find a decent restaurant around boarding gate 16. Then I met a lady (may be the ground assistant or security staff) who asked me to go through the security check. I asked why. She said because I had three luggage (one regular size carry on with expanded layer but definitely not oversized, one computer backpack and one purse which was just taken out from my computer backpack after a quick wash in the restroom). I explained that the purse was in the computer bag and if that is the problem I could put it back into the backpack again. But she continued sending me to the security check point even the pink tag GÇ£only security screened bag was allowed on the airplaneGÇ¥ from BDL was still on my carry on. Anyway, I followed her order and went through the security check just for the respect of her responsible work altitude. But you could possibly imagine how awful it was when you were desperately looking forward to a place for rest. I thought that was it.

After the security screen, I had a little lunch and find a spot for a nap near gate 17. I was so tired that I was waked up by my friendGÇÖs phone call for boarding. Maybe there are people like me who had 4 hours connection time, and I found people sitting around me before I fell into sleep were still there. I collected my stuff and headed to the boarding gate 16 for my flight to Seattle. Suddenly, a voice was towards me and I turned my head back. Oh, dear, it was that lady again. She asked me to go through the security check again. I asked why again and explained that my flight is boarding. She said because the last check was over 2 hours and ignored my request for the detailed reason by sending her colleague to send me to the security check. I was completely annoyed.

First, the lady GÇ£yelledGÇ¥ at me GÇ£HEY, YOU!GÇ¥ instead of showing any respect of calling me GÇ£Lady or MissGÇ¥. IGÇÖm not expecting every service person in the airport to show me big smile but at least fundamental personal respect. Second, may I know is there a regulation that I have to go through the security check again and again every 2 hours if I was staying in the airport for transferring

only? Third, I saw other people around me stayed in the airport more than 2 hours too, why they were not sent to the security check after 2 hours clearance. If there is the regulation which says so specifically to me, would you please show me in detail so that I could cooperate better with the airport service next time? Or, IGÇÖİİ take it as DISCRIMINATION against color, nationality or gender. Forth, if passenger has any question, the airport assistant should be responsible to answer the question knowledgably or lead the passenger to the right person. But she did not. I would think either she was not clear what the answer is or she did not have an answer.

This unfair experience was with me all days after it. I was suffering to get the right answer. Would you please help me to figure this out? Besides, IGÇÖm not a native language speaker, if any of the word in this email is offensive, would you please let me know and I would be happy to change any of it. Thank you for listening to my story and looking forward to your response.

[b(6)]

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

BCC CSM [b(6)]

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JUSTIN.STEWART

Last Update Date:

Opening Agent:

Opened Date: 3/18/2009 2:11:20 PM

Linked Event IDs:

Responses:

Response

Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport, BDL Hartford, CT, USA - Bradley International Airport, SEA Seattle, WA, USA - Seattle Tacoma Intl Airport,

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

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [b(6)]

Subject: Re: TSA Contact Us: Complaints <<#303205-404045#>>

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>&nbsp;</P>

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

<P>&nbsp;</P>

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

<P>&nbsp;</P>

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

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>

</font><br />

<br><br><div>--- Original Message ---<BR>From: &lt;[b(6)]>&gt;<BR>Received: 3/18/09 2:11:19 PM EDT<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>

<BR>Remote Client IP: [b(6)] <BR>Date Time: 3/17/2009 6:04:39 PM<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>Flight Number: Delta 6289 and 151<BR>Gate: 16<BR>Airport: JFK</TD></TR>

<TR>

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

<TD>Dear Sir/Madam,<BR><BR>IGÇÖm writing this email to complain my very unpleasant experience in JFK airport last Thursday (Mar. 12, 2009). This is absolutely the worst trip IGÇÖve ever had. And I believe you will definitely understand how worst the rest of the day would be if you had a bad trip.<BR><BR>The story is that I was taking the flight from BDL to SEA and transferring at JFK. (I booked the ticket on Northwest and the carrier was actually Delta) After getting out of the airplane from BDL to JFK, I was so air sick that I have to look for a place to have a rest. So I walked around the airport with my tired body to find a decent restaurant around boarding gate 16. Then I met a lady (may be the ground assistant or security staff) who asked me to go through the security check. I asked why. She said because I had three luggage (one regular size carry on with expanded layer but definitely not oversized, one computer backpack and one purse which was just taken out from my computer backpack after a quick wash in the restroom). I explained that the purse was in the computer bag and if that is the problem I could put it back into the backpack again. But she continued sending me to the security check point even the pink tag GÇ£only security screened bag was allowed on the airplaneGÇ¥ from BDL was still on my carry on. Anyway, I followed her order and went through the security check just for the respect of her responsible work altitude. But you could possibly imagine how awful it was when you were desperately looking forward to a place for rest. I thought that was it. <BR>After the security screen, I had a little lunch and find a spot for a nap near gate 17. I was so tired that I was waked up by my friendGÇÖs phone call for boarding. Maybe there are people like me who had 4 hours connection time, and I found people sitting around me before I fell into sleep were still there. I collected my stuff and headed to the boarding gate 16 for my flight to Seattle. Suddenly, a voice was towards me and I turned my head back. Oh, dear, it was that lady again. She asked me to go through the security check again. I asked why again and explained that my flight is boarding. She said because the last check was over 2 hours and ignored my request for the detailed reason by sending her colleague to send me to the security check. I was completely annoyed. <BR><BR>First, the lady GÇ£yelledGÇ¥ at me GÇ£HEY, YOU!GÇ¥ instead of showing any respect of calling me GÇ£Lady or MissGÇ¥. IGÇÖm not expecting every service person in the airport to show me big smile but at least fundamental personal respect. Second, may I know is there a regulation that I have to go through the security check again and again every 2 hours if I was staying in the airport for transferring only? Third, I saw other people around me stayed in the airport more than 2 hours too, why they were not sent to the security check after 2 hours clearance. If there is the regulation which says so specifically to me, would you please show me in detail so that I could cooperate better with the airport service next time? Or, IGÇÖll take it as DISCRIMINATION against color, nationality or gender. Forth, if passenger has any question, the airport assistant should be responsible to answer the question knowledgably or lead the passenger to the right person. But she did not. I would think either she was not clear what the answer is or she did not have an answer.<BR><BR>This unfair experience was with me all days after it. I was suffering to get the right answer. Would you please help me to figure this out? Besides, IGÇÖm not a native language speaker, if any of the word in this email is offensive, would you please let me know and I would be happy to change any of it. Thank you for listening to my story and looking forward to your response.<BR><BR>(b)(6)</TD></TR></TBODY></TABLE></div>

<BR><BR>----- TCC Control Number: -----<BR><<#303205-404045#>></body></html>

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type:

Contact Date: 2009-03-23 11:47:27

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-03-23 11:47:27

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Caller reported that his wife was inappropriately touched by a screener at: , EWR

Body:

Agent Notes: I got disconnected on the call. I left a message for him to call me back I got disconnected on the call. I left a message for him to call me back

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: RENALDO.SINGLETON

Last Update Date:

Opening Agent:

Opened Date: 3/23/2009 11:47:27 AM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, RDU Raleigh/Durham, NC, USA - Raleigh Durham International Arpt,

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

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

Interaction Type: COMPLAINT

Response Email:

**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

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

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

Remote Client IP: (b)(6)

Date Time: 3/22/2009 10:03:26 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): Flight 848 on Southwest Airline, January 4, 2009

Comments: I had flown from Newark to Denver on December 22, 2008 and was allowed to bring my toothpaste and face cream in my carry-on baggage. When I was going from DIA to LAX, TSA confiscated my toothpaste, which had less than 3oz of paste in the tube, and my face cream, which also had less than 3oz of cream in the tube. You have inconsistent practices and because I was allowed to bring the items on the first leg of the trip, I didn't anticipate having problems the next leg. Why does it matter how large the container is, if there is obviously less than 3oz of liquid in it? I want my money reimbursed for the items. The toothpaste, Arm and Hammer with calcium, and the cream, Aveeno's Positively Radiant moisturizer with SPF 15, cost me a total of \$23 (\$6 and \$17 respectively)

Agent Notes: Consistency @ Airports Response Consistency @ Airports Response, Containers for carry-on GÇô 3-1-1 rule, Complaints, Merged 3 different responses to address the consumer's concerns. Deleted all paragraphs and sentences that would not assist in answering the consumer's concerns.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: JWAN.JENIFER

Last Update Date:

Opening Agent:

Opened Date: 3/22/2009 6:09:41 PM

Linked Event IDs:

Responses:

Response

Airport: EWREWR Newark, NJ, USA - Newark International Airport, DEN Denver, CO, USA - Denver International, LAX Los Angeles, CA, USA - Los Angeles Intl Airport,

Airline: Southwest AirlinesSouthwest Airlines,

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#304962-406090#>>

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" size=3>Thank you for your email message regarding your concerns about the consistency of procedures at our Nation's airports. </FONT></P>

<P><FONT size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>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" size=3>While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport - situation to situation.&nbsp;</FONT> </P>

<P><FONT size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>Please keep in mind that liquids and gels may be brought through the checkpoint in any container, providing that the container is 3 ounces or smaller in volume.&nbsp;<FONT face=" Helvetica, sans-serif,Arial" size=3>This container should be placed in a one quart, sealable, transparent plastic bag along with any other liquids, gels and aerosols that the passenger wishes to bring through the checkpoint.&nbsp;</FONT><FONT face=" Helvetica, sans-serif,Arial" size=3>Passengers should note, however, that Transportation Security Officers have discretion to not permit any items through the checkpoint which they judge to be a possible threat to aviation security.</FONT> </P>

<P><FONT size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>TSA&nbsp;<FONT face=" Helvetica, sans-serif,Arial" size=3>works hard to achieve consistency in the security training process.&nbsp;<FONT face=" Helvetica, sans-serif,Arial" size=3>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" size=3>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>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>We deeply regret any inconvenience you may have suffered as a result of enhanced screening procedures. TSA appreciates you for taking the time to share your thoughts with us. 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. </FONT></P>

<P><FONT size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>We encourage you to check the latest information at </FONT><A href="http://www.tsa.gov/" shape=rect><FONT face=" Helvetica, sans-serif,Arial" size=3>www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial" size=3>.</FONT> </P>

<P><FONT size=3>&nbsp;</FONT> </P>

<P><FONT size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial" size=3><BR clear=none></FONT></P></div>

</font><br />

<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>><BR>Received: 3/22/09 6:09:39 PM EDT<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov>&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----<BR>Remote Client IP: [REDACTED]<BR>Date Time: 3/22/2009 10:03:26 AM<BR>-----<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>[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>Flight 848 on Southwest Airline, January 4, 2009</TD></TR>

<TR>

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

<TD>I had flown from Newark to Denver on December 22, 2008 and was allowed to bring my toothpaste and face cream in my carry-on baggage. When I was going from DIA to LAX, TSA confiscated my toothpaste, which had less than 3oz of paste in the tube, and my face

cream, which also had less than 3oz of cream in the tube. You have inconsistent practices and because I was allowed to bring the items on the first leg of the trip, I didn't anticipate having problems the next leg. Why does it matter how large the container is, if there is obviously less than 3oz of liquid in it? I want my money reimbursed for the items. The toothpaste, Arm and Hammer with calcium, and the cream, Aveeno's Positively Radiant moisturizer with SPF 15, cost me a total of \$23 (\$6 and \$17 respectively).

<BR><BR>----- TCC Control Number: -----<BR><<#304962-406090#>></body></html>

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type:

Contact Date:

Medium: EMAIL

Contact Status: CLOSED

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: ISSUE, ISSUE, TSA Contact Us: Complaints

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

-----  
Remote Client IP: (b)(6)

Date Time: 3/22/2009 11:26:47 PM  
-----

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: Can I refuse a full body screening? Its against my civil rights. Im a women, if I have to be patted down can I choose to be patted down by a women instead of a man? I feel very unconfortable with a man patting me down

Agent Notes: Pat Down - General Pat Down - General, PASSENGER REFUSAL TO UNDERGO SECURITY SCREENING, 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: JWAN.JENIFER

Last Update Date:

Opening Agent:

Opened Date: 3/23/2009 1:34:04 PM

Linked Event IDs:

Responses:

Response

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: (b)(6)

Subject: Re: TSA Contact Us: Complaints <<#305207-406354#>>

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" size=3>Thank you for your email.&nbsp;</FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>The Transportation Security Administration (TSA) made a number of enhancements to its procedures at the security checkpoints to address the threat of explosives which took down two Russian airliners last year.&nbsp;</FONT></P>

<P><FONT size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>TSA continues to aggressively develop and deploy new technology, including document scanners, trace portals, and backscatter devices to address the explosives threat.&nbsp;</FONT> In the meantime, the increased use of pat-downs enhances our ability to detect explosives at the Nation's checkpoints and keep the traveling public safe.&nbsp;</FONT> In the months since the new pat-down procedures were first instituted, TSA has been closely evaluating the effectiveness of the new procedures, as well as customer feedback.&nbsp;</FONT> Based on our own analysis, the agency has adjusted the procedures in a way which will not compromise security.</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit and sport coats, athletic warm-up jackets, and blazers for X-ray before proceeding through the walk-through metal detectors.&nbsp;</FONT> It is important to note that if a sport coat or blazer is worn as the outermost garment - not worn over a blouse or sweater, for example - it does not have to be removed.&nbsp;</FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>As part of current torso pat-down procedures, screeners first pat down the individual's sides and then invite the individual to lower his or her arms.&nbsp;</FONT> This reduces the period of time that an individual is in an extended search posture and provides for a more comfortable natural stance.&nbsp;</FONT> Screeners then complete a limited torso pat-down from front to back, covering a line below the chest area to the waist, followed by a pat-down of the individual's entire back.&nbsp;</FONT> When conducting this routine pat-down, screeners will now include the individual's chest area only if the hand-held metal detector alarms or there is an irregularity or anomaly in the person's clothing outline.&nbsp;</FONT> A full-body pat-down is still required for individuals who cannot pass through the walk-through metal detector.&nbsp;</FONT>&nbsp;</FONT></P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>TSA has implemented special procedures for conducting searches of sensitive areas of a passenger's body.&nbsp;</FONT> In these situations, the security screener is required to use the back of the hand to pat down the passenger.&nbsp;</FONT>&nbsp;</FONT> In situations when a woman's chest area must be cleared, especially if the woman is wearing an undergarment such as an underwire bra, the security screener is also required to use the back of the hand to pat down the passenger.&nbsp;</FONT> For non-sensitive areas, including other parts of the torso, screeners are required to use the front of the hand.&nbsp;</FONT> A screener of the same gender should conduct the pat-down.&nbsp;</FONT> Passengers should communicate to the screener if they are experiencing physical or emotional discomfort during the procedure.&nbsp;</FONT> However, if the passenger declines to permit the search, he or she will not be permitted to board an aircraft.</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>As the screening is being conducted, the screener should be describing the procedures he or she is employing.&nbsp;</FONT> Passengers may request any enhanced screening be conducted in a private location, and screeners are required to offer private screening to passengers who are subject to a pat-down inspection of their sensitive body areas.&nbsp;</FONT> Private screening will be conducted in a room or in an area away from other passengers, depending on the configuration of the airport.&nbsp;</FONT></P>

<P>&nbsp;</P>

<P></P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>We believe that these security measures are necessary and appropriate for ensuring the safety and confidence of all air travelers.&nbsp;</FONT>Furthermore, u</FONT><FONT face=" Helvetica, sans-serif,Arial" size=3>nder Federal law, when passengers place his/her baggage on the x-ray conveyor belt or walk through the screening equipment, consent to be searched is implied.&nbsp;</FONT> This consent, once given, cannot be withdrawn until TSA security procedures are completed.&nbsp;</FONT> Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties.&nbsp;</FONT> Interfering with security screening personnel is also a crime under Federal law.&nbsp;</FONT></P>

<P>&nbsp;</P>

<P><FONT face=" Helvetica, sans-serif,Arial">Travelers who refuse to cooperate with the screening process may receive civil penalties.&nbsp;</FONT> To make future screening experiences go more smoothly, we strongly recommend that passengers familiarize themselves with the information available on our website at </FONT><FONT face=" Helvetica, sans-serif,Arial"><A href="http://www.tsa.gov/" shape=rect>www.tsa.gov</A></FONT><FONT face=" Helvetica, sans-serif,Arial"></FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>Please accept our appreciation for taking the time to share your thoughts and concerns with us.&nbsp;</FONT> We hope that this information provides you with a better understanding of the screening process and the procedures necessary to ensure safety and security of the Nation's aviation system.</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>&nbsp;</FONT> </P>

<P><FONT face=" Helvetica, sans-serif,Arial" size=3>TSA Contact Center</FONT> </P></div>

</font><br />

<br><br><div>--- Original Message ---<br>From: &l(b)(6)&gt;<br>Received: 3/23/09 1:33:57 PM EDT<br>To: "TSA Contact Center" &lTSA-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: 3/22/2009 11:26:47 PM<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>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

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

<TD>JFK air port</TD></TR>

<TR>

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

<TD>Can I refuse a full body screening? Its against my civil rights. Im a women, if I have to be patted down can I choose to be patted down by a women instead of a man? I feel very unconfertable with a man patting me down.</TD></TR></TBODY></TABLE></div>

<br><br>----- TCC Control Number: -----<br><<#305207-406354#>></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, Re: arrogant screening supervisor

Body: You must remember there WILL BE OTHER BOWLERS GOING THROUGH THIS SCREENING SITE SO YOU MUST ACT ON THIS NOW! I have other professionals that will be using Newark for their travels. Please inform me of what actions were taken.

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

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

To: [REDACTED]

Sent: Fri, 27 Mar 2009 12:46 pm

Subject: Re: arrogant screening supervisor <<[REDACTED]>>

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

-á

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

-á

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.

-á

Again, the TSA offers sincere apologies and encourage you to check the latest information at [www.tsa.gov](http://www.tsa.gov).

-á

TSA Contact Center

--- Original Message ---

From: [REDACTED]  
Received: 3/26/  
09 7:47:26 PM EDT  
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>;  
Subject: arrogant screening supervisor

On March 18th at around two thirty in the afternoon I arrived at the security screening area at Newark Airport. I took a two ball bowling bag with me as always to go to my destination. Never had a problem before and an associate of mine went the day before with no problem. I put the bowling bag on the scanner and was told after it went through that I would not be allowed to take the bag on the plane that I would have to check it. I asked why and was told the supervisor would not allow it to go onto the plane. I went to the supervisor his name was [REDACTED] and asked him why and that I had talked to Continental Airlines about taking the bag and they said there was not a problem. I also checked the TSA Site and there was no such problem. I was then told arrogantly that he didn't care what Continental or the TSA site said this was his site and he would decide what would go through and that was that!. I forgot also he said that the Air Marshals did not want the bowling balls on the plane either. I then asked for a supervisor and two gentlemen from the TSA office arrived and I know that one of them was [REDACTED] and I don't recall the other gentlemen's name. He was the person I talked to and he was very accommodating he explained how difficult the job was I told him I understand but I told him that if this screening agent does not allow bowling balls on his shift then it should be done at all. This is not so nice a person at ALL should not be allowed to change rules as he sees fit and to have the attitude he has should not be in this position of authority. You have to remember that people try to work with the airlines and check to see what they are allowed to bring on board the plane. I did not mention the arrogance of the supervisor to [REDACTED] or the other Supervisor because I needed to get to my flight but be assured I will let other parties know of this incident in the homeland security because whatever the decision it should be for all security checkpoints.

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

>  
Agent Notes: Forward to CSM Response Forward to CSM Response, Sent email directly to EWR CSM Ofelia Ruiz at [REDACTED]  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: JWAN.JENIFER  
Last Update Date:  
Opening Agent:  
Opened Date: 3/27/2009 7:45:35 PM  
Linked Event IDs:

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

Airline:

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

Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: arrogant screening supervisor <<#306354-407734#>>

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" size=3>Dear Ofelia Ruiz:</FONT> </P>  
<P><FONT size=3>&nbsp;</FONT> </P>  
<P><FONT face=" Helvetica, sans-serif,Arial" size=3>The following email is being forwarded to you for review from the TCC.&nbsp;<P>Please contact the consumer to resolve their issue/s addressed in the original email message below and reply with resolution to the TCC Customer Service representative, who will close the TCC record.</FONT> </P>  
<P><FONT size=3>&nbsp;</FONT> </P>  
<P><FONT face=" Helvetica, sans-serif,Arial" size=3>Thank you,</FONT> </P>  
<P><FONT size=3>&nbsp;</FONT> </P>  
<P><FONT face=" Helvetica, sans-serif,Arial" size=3>Jwan Jenifer</FONT> </P>  
<P><FONT face="Arial, Helvetica, sans-serif" size=3>TSA Contact Center<BR clear=none></FONT></P></div>  
</font><br />  
<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>&gt;<BR>Received: 3/27/09 7:45:38 PM EDT<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;&lt;BR>Subject: Re: arrogant screening supervisor<BR><BR><META content="MS Exchange Server version [REDACTED]" name=Generator><!-- Converted from text/plain format -->  
<P><FONT size=2>You must remember there WILL BE OTHER BOWLERS GOING THROUGH THIS </FONT><BR><FONT size=2>SCREENING SITE SO YOU MUST ACT ON THIS NOW! I have other professionals </FONT><BR><FONT size=2>that will be using Newark for their travels. Please inform me of what </FONT><BR><FONT size=2>actions were taken.</FONT></P>  
<P><FONT size=2>-----Original Message-----</FONT> <BR><FONT size=2>From: TSA-ContactCenter &lt;TSA-ContactCenter@dhs.gov&gt;&lt;/FONT> <BR><FONT size=2>To: [REDACTED] /</FONT> <BR><FONT size=2>Sent: Fri, 27 Mar 2009 12:46 pm</FONT> <BR><FONT size=2>Subject: Re: arrogant screening supervisor &lt;&lt;#306354-407734#&gt;&gt;&lt;/FONT> </P>  
<P><FONT size=2>Thank you for your email message. We are sorry you were unhappy with </FONT><BR><FONT size=2>your recent travel experience.</FONT></P>  
<P><FONT size=2></FONT></P>  
<P><FONT size=2>Because your complaint is regarding screening at EWR, we have forwarded </FONT><BR><FONT size=2>a copy of your email to the Customer Service Manager at that airport. </FONT><BR><FONT size=2>The Customer Service Manager is responsible for ensuring that the </FONT><BR><FONT size=2>screeener workforce adheres to TSA principles for professional </FONT><BR><FONT size=2>processing.</FONT></P>  
<P><FONT size=2></FONT></P>  
<P><FONT size=2>We monitor the number and nature of complaints we receive to track </FONT><BR><FONT size=2>trends and spot areas of concern that may require special attention. </FONT><BR><FONT size=2>This ongoing process will enable us to ensure prompt, corrective action </FONT><BR><FONT size=2>whenever we determine that security-screening policies need </FONT><BR><FONT size=2>modification or specific employees or screener teams are the subjects </FONT><BR><FONT size=2>of repeated complaints.</FONT></P>  
<P><FONT size=2></FONT></P>  
<P><FONT size=2>Again, the TSA offers sincere apologies and encourage you to check the </FONT><BR><FONT size=2>latest information at www.tsa.gov.</FONT></P>  
<P><FONT size=2></FONT></P>  
<P><FONT size=2>TSA Contact Center</FONT></P><BR><BR><BR>  
<P><FONT size=2>--- Original Message ---</FONT> <BR><FONT size=2>From: "[REDACTED]" &lt;[REDACTED]>&gt;&lt;/FONT> <BR><FONT size=2>Received: 3/26/</FONT><BR><FONT size=2>09 7:47:26 PM EDT</FONT> <BR><FONT size=2>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;&lt;/FONT> <BR><FONT size=2>Subject: arrogant screening supervisor</FONT></P><BR><BR><BR><BR>  
<P><FONT size=2>On March 18th at around two thirty in the afternoon I arrived at the </FONT><BR><FONT size=2>security screening area at Newark Airport. I took a two ball </FONT><BR><FONT size=2>bowling bag with me as always to go to my destination. Never had a </FONT><BR><FONT size=2>problem before and a associate of mine went the day before with no </FONT><BR><FONT size=2>problem. I put the bowling bad on the scanner and was told after it </FONT><BR><FONT size=2>went through that I would not be allowed to take the bag on the plane </FONT><BR><FONT size=2>that I would have to check it. I asked why and was told the supervisor </FONT><BR><FONT size=2>would not allow it to go onto the plane. I went to the supervisor his </FONT><BR><FONT size=2>name was [REDACTED] and asked him why and that I had talked </FONT><BR><FONT size=2>to Continental Airlines about taking the bag and they said there was </FONT><BR><FONT size=2>not a problem. I Also checked the TSA Site and there was no such </FONT><BR><FONT size=2></FONT></P></div>

size=2>problem. I was then told arrogantly that he didn't care what </FONT><BR><FONT size=2>Continental or the TSA site said this was his site and he would decide </FONT><BR><FONT size=2>what would go through and that was that!. I forgot also he said that </FONT><BR><FONT size=2>the Air Marshals did not want the bowling balls on the plane either. I </FONT><BR><FONT size=2>then asked for a supervisor and two gentlemen from the TSA office </FONT><BR><FONT size=2>arrived and I know that one of them was (b)(6) and I don't recall </FONT><BR><FONT size=2>the other gentlemen name. He was the person I talked to and he</FONT><BR><FONT size=2>&nbsp;was </FONT><BR><FONT size=2>very accommodating he explained how difficult the job was I told him I </FONT><BR><FONT size=2>understand but I told him that If this screening agent does not allow </FONT><BR><FONT size=2>bowling balls on his shift then it should be done at all. This not so </FONT><BR><FONT size=2>nice person at ALL should not be allowed to change rules as he sees fit </FONT><BR><FONT size=2>and to have the attitude he has should not be in this position of </FONT><BR><FONT size=2>authority. You have to remember that people try to work with the </FONT><BR><FONT size=2>airlines and check to see what they are allowed to bring on board the </FONT><BR><FONT size=2>plane. I did not mention the arrogance of the supervisor to (b)(6) </FONT><BR><FONT size=2>or the other Supervisor because I needed to get to my flight but be </FONT><BR><FONT size=2>assured I will let other parties know of this incident in the homeland </FONT><BR><FONT size=2>security because whatever the decision it should be for all security </FONT><BR><FONT size=2>checkpoints. </FONT></P><BR><P><FONT size=2>----- TCC Control Number: -----</FONT> <BR><FONT size=2>&gt;</FONT></P></div><BR><BR>----- TCC Control Number: -----<BR><#306354-407734#></body></html>

END RECORD

## CONTACT RECORD

EID: [REDACTED]

Contact Type:

Contact Date: 2009-03-30 08:53:44

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2008-12-02 07:00:00

Contact Prefix:

Contact First Name: [REDACTED]

Contact Middle Initial:

Contact Last Name: [REDACTED]

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: [REDACTED]

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

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

Body:

Agent Notes: Informed caller that TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors. For instance, TSA may apply additional screening to a passenger in order to resolve an alarm of the walk through metal detector. TSA also applies enhanced screening to individuals selected by TSA's Computerized Passenger Pre-screening System (CAPPS), which identifies passengers for additional screening based on factors reflected in their reservation information, or on a random basis. The ""S"" or notations may have been placed on your boarding pass by the airlines based on TSA security procedures for implementation of CAPPS. Informed caller that TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors. For instance, TSA may apply additional screening to a passenger in order to resolve an alarm of the walk through metal detector. TSA also applies enhanced screening to individuals selected by TSA's Computerized Passenger Pre-screening System (CAPPS), which identifies passengers for additional screening based on factors reflected in their reservation information, or on a random basis. The ""S"" or notations may have been placed on your boarding pass by the airlines based on TSA security procedures for implementation of CAPPS., Caller phoned into the TCC to report her screening experience when she traveled via Southwest Airlines from ISP into PBI on the 2nd Dec, 2008. Explain screening policy to caller.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: MAUREEN.HARRIS

Last Update Date:

Opening Agent:

Opened Date: 3/30/2009 8:53:44 AM

Linked Event IDs:

Responses:

Response

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

Subject Category: 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, TSA Contact Us: Complaints  
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US

-----  
Remote Client IP: [REDACTED]  
Date Time: 4/1/2009 3:59:46 PM  
-----

Name: [REDACTED]  
Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): FLIGHT # 1087/JETBLUE/TERMINAL 5/JFK/GATE 10  
Comments: I had notified TSA about my girlfriend being delayed and how they made her miss her flight being there hour and a half before hand previously. What I don't understand the next day on a morning flight she sent through the same bag with the same things in it not even stopped. I understand what caused it to be checked first time was a womens hair flat iron.Which I understand can be concieved as something suspicious. But I don't understand is letting the same bag with the same item go right through.My concern is that terrorist can take trial runs till they can get something by security  
Agent Notes: Lax Security Response Lax Security Response, Consumer Complaint BCC/CSM Response, 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.

Placed the airport code for JFK into the Consumer Complaint BCC/CSM Response, and BCC: [REDACTED] the CSQIM of the JFK airport.

Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: BRIAN.WARREN  
Last Update Date:  
Opening Agent:  
Opened Date: 4/1/2009 8:41:59 PM  
Linked Event IDs:

Responses:  
Response  
Airport: JFKJFK New York, NY, USA - John F Kennedy Intl Airport,  
Airline: jetBlue AirwaysjetBlue Airways,  
Subject Category: Inconsistent Screening- Different Practices Between Airports - Inconsistent Screening- Different Practices Between Airports  
Interaction Type: COMPLAINT

Response Email: From: Prior Vendor

To: [REDACTED]

Subject: Re: TSA Contact Us: Complaints <<#304355-410527#>>

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 message expressing your concerns about airport security.&nbsp;   </FONT></P>

<P>&nbsp;   </P>

<P><FONT face=" Helvetica, sans-serif,Arial">On February 17, 2002, the Transportation Security Administration (TSA) assumed responsibility for security at all airports in the United States.&nbsp;   TSA was required by law to replace contract screeners with a workforce of Federal screeners by November 19.&nbsp;   Incrementally, airports were staffed with Federal screeners until TSA met that mandate.&nbsp;   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.&nbsp;   Along with expanded training on the enhanced security procedures, each Federal airport screener receives training on professional and courteous conduct to make the process run smoothly and reduce the inconvenience to the public. </FONT></P>

<P>&nbsp;   </P>

<P><FONT face=" Helvetica, sans-serif,Arial">We work very hard to achieve consistency in the security processes.&nbsp;   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.&nbsp;   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.&nbsp;   </FONT></P>

<P>&nbsp;   </P>

<P><FONT face=" Helvetica, sans-serif,Arial">We encourage you to visit our website at </FONT><A href="http://www.tsa.gov/" shape=rect><FONT face=" Helvetica, sans-serif,Arial">www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial"> for additional information about TSA.&nbsp;   All travelers, and particularly those who travel infrequently, are encouraged to visit the section on travel tips before their trip.&nbsp;   The website has information about prohibited and permitted items, the screening process and procedures, and guidance for special considerations that may assist in preparing for air travel.&nbsp;   You can find these tips and more at </FONT><A href="http://www.tsa.gov/" shape=rect><FONT face=" Helvetica, sans-serif,Arial">www.tsa.gov</FONT></A><FONT face=" Helvetica, sans-serif,Arial"> under the "Our Travelers". </FONT></P>

<P>&nbsp;   </P>

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

<P>&nbsp;   </P>

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

<P>&nbsp;   </P>

<P>&nbsp;   </P>

<P><FONT face=" Helvetica, sans-serif,Arial">We appreciate your taking the time to share your thoughts and concerns with us.&nbsp;   Your help and support are import contributions to ensuring the safety and security of the Nation's aviation system.</FONT></P>

<P>&nbsp;   </P>

<P><FONT face=" Helvetica, sans-serif,Arial">TSA Contact Center</FONT><FONT face=" Helvetica, sans-serif,Arial"><BR clear=none></FONT></P></div>

</font><br />

<br><br><div>--- Original Message ---<BR>From: &lt;[REDACTED]>&gt;<BR>Received: 4/1/09 8:41:58 PM EDT<BR>To: "TSA Contact Center" &lt;TSA-ContactCenter@dhs.gov&gt;<BR>Subject: TSA Contact Us: Complaints<BR><BR>THIS GENERATED EMAIL HAS BEEN SENT FROM TSA INTERNET CONTACT US<BR>-----

<BR>Remote Client IP: [REDACTED]<BR>Date Time: 4/1/2009 3:59:46 PM<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>[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>Inappropriate Screening/Pat Down Screening</TD></TR>

<TR>

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

<TD>FLIGHT # 1087/JETBLUE/TERMINAL 5/JFK/GATE 10</TD></TR>

<TR>

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

<TD>I had notified TSA about my girlfriend being delayed and how they made her miss her flight being there hour and a half before hand previously. What I don't understand the next day on a morning flight she sent through the same bag with the same things in it not even stopped. I understand what caused it to be checked first time was a womens hair flat iron.Which I understand can be concieved as something suspicious. But I don't understand is letting the same bag with the same item go right through.My concern is that terrorist can take trial runs till they can get something by security.</TD></TR></TBODY></TABLE></div>

<BR><BR>----- TCC Control Number: -----<BR><<#304355-410527#>></body></html>

END RECORD

## CONTACT RECORD

EID: (b)(6)

Contact Type:

Contact Date: 2009-04-06 11:04:05

Medium: TELEPHONE

Contact Status: CLOSED

Incident Date: 2009-04-06 11:04:05

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 requested a mailing address so that he could forward a letter to TSA regarding the experience that his wife went through at the checkpoint. Caller also inquired about what he needs to do the next time on a travel to avoid his wife's leg being touched.

Body:

Agent Notes: Apologized to the caller and advised that a message will be sent to CSM. Provided caller with the mailing address to TSA HQ to submit a formal letter dealing with a complaint of service his wife received. Apologized to the caller and advised that a message will be sent to CSM. Provided caller with the mailing address to TSA HQ to submit a formal letter dealing with a complaint of service his wife received. 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) contacted TCC regarding the way his wife, (b)(6) was handled due to her medical condition of RSV when going through the screening process at MCO and ISP. (b)(6) was within a wheelchair when going through the screening process when a TSO advised her that she would have to be patted down in order to be cleared and enter the secure area of the airport. (b)(6) told the agents not to touch her left leg due to the fact that she could have a violent spasm. However they did anyway and she in fact did have a violent spasm. (b)(6) had to exit the secure area of the airport and come back on the other side to break the violent spasm that his wife was having due to the pat down. (b)(6) stated that he requested that they wand her leg rather than pat it down. (b)(6) stated that they did have documentation from the doctor providing information regarding her condition, however the screeners at both airports declined to read it. (b)(6) was having a burning sensation for 2 days after the screening was conducted and was forced to take double medication on the flight to alleviate the pain. (b)(6) stated that his wife's leg is twice the size of the other leg and she had a skirt on departing from ISP and had her pants leg rolled up departing from MCO, so there is no way that they could not identify that she had a medical condition. (b)(6) feels as though his wife should have been screened with a wand rather than a pat down and he is looking to find out what he would need to do the next time he travels with his wife with this medical condition to avoid the spasms.

Date of Incident: ISP- 3/30/2009 and MCO- 4/3/2009

Customer Name: (b)(6)

Customer Contact Information: (b)(6)

Airport: ISP and MCO

Airline: Southwest Airlines

Flight#: ISP-2098 and MCO- 17

Terminal/Gate: N/A

Check In/Incident Time: ISP- 9:00 AM and MCO- 1:45 PM

Carry On or Checked Baggage: N/A

Baggage Tag Number: N/A

Event ID #: (b)(6)

Follow Up:

To TSOC Date:

**From TSOC Date:**

**Last Updated By: LAJUAN.JOHNSON**

**Last Update Date:**

**Opening Agent:**

**Opened Date: 4/6/2009 11:04:05 AM**

**Linked Event IDs:**

**Responses:**

**Response**

**Airport: ISPISP,Islip, NY, USA - Long Island-MacArthur Airport, MCO Orlando, FL, USA - Orlando International Airport,**

**Airline: Southwest AirlinesSouthwest Airlines,**

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

**Interaction Type: COMPLAINT**

**Response Email:**

**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jan 26 2012 10:58AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Jan 25 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: (b)(6);(b)(7)(C);(b)(3);49 U.S.C. § 2241(a)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6);(b)(7)(C);(b)(3);49 U.S.C. § 2241(a)

Subject: Complaint

Body: Caller was jump seating out of Newark to Boston. He was flying on (b)(3);49 U.S.C. § 2241(a) He is a crewmember in uniform who has metal implants. He was given a patdown and then told that he had to have another patdown. He said that (b)(6) whose badge number is (b)(6) took pictures of his FFDO and his airline ID. He said he was not supposed to do that. He did not fly that day and came back the next day. He said he was again given the same treatment. He said that he had a private screening where he took off his pants. He said that he was not asked to. He said that STSO (b)(6) number (b)(6) and (b)(6) were rude, obnoxious, and invasive and they would probably say the same about him. He said that he asked for STSO (b)(6) name and badge number and he would not give it. He read it on his badge. He said he was told there was gunpowder residue on his bag. When the bag was checked there was no residue. He said that the names he gave are the supervisor names and there were a lot of other people around. He said that he told both supervisors that he was not flying as a FFDO. He wanted to report his unpleasant experience.

I advised the caller that I would forward his record to the CSM for review.

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

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Jan 26 2012 7:47PM

Opening Agent: anita.brisco

Opened Date: 1/26/2012 10:58:39 AM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: EWR

Airline: (b)(3);49 U.S.C. § 2241(a)

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

**END RECORD**

Transportation Security Administration  
Office of Traveler, Specialized Screening & Outreach  
FOIA TSA12-0207 NJ

Racial Profiling Complaints

This report generated on 02/10/2012 03:06:28 PM

Row	TSA Intake - Contact Number	Issue - Basis	Issue - State	Issue - Incident Date
1	(b)(6)	Ethnicity/Race	New Jersey - NJ	09/20/2009
2		Ethnicity/Race	New Jersey - NJ	04/15/2010
3		[REDACTED]	[REDACTED]	[REDACTED]
4		Ethnicity/Race	New Jersey - NJ	10/07/2011

- document not available  
- document not available  
- EEO matter, not relevant  
- see attached incoming email #1

**From:** (b)(6)  
**To:** [TSAExternalCompliance](#)  
**Subject:** Filing a complaint  
**Date:** Wednesday, October 12, 2011 3:28:20 PM  
**Attachments:** [Sweater.jpg](#)  
[image001.jpg](#)

---

I would like to file an official complaint against TSA official (b)(6)

My Info:

(b)(6)

Details of incident:

Newark Airport  
October 7, 2011 about 8:30am  
Southwest Airlines

I travel for a living and have 7 brain lesions and therefore do not ever go through the scanner. I ALWAYS opt out as I don't want to do anything that could possibly or even in the tiniest bit effect them as I suffer from chronic migraine because of them. That means I am patted down multiple times a month. I always inform the TSA agent why I opt out and that I always do it just so they know I am a regular though I know they still have to repeat the entire process as if it is my first time. I do this more than anything to set them at ease that I am not the least bit concerned about the pat down I am about to receive. Now I have had some that I would consider over the line of necessary and/or effective and been treated like a common criminal before, but I have NEVER encountered such rudeness and absolutely unacceptable behavior in my traveling career!!

I got into the standard position with my arms strait out and palms faced up. (b)(6) roughly grabbed my arms and pulled at my hands and sternly told me I need to straighten my hands. As if they were not being pointed out strait enough. Then they started to fall a little from being help up for so long and she again snaps "Arms Strait". At this point I can see this woman has a problem with me. She is black and I am white and I am getting the feeling she has some reverse racism going on, but I am thinking I am going to let it go as I have a flight to catch and it's a 6 hour one and I still have to eat.

Next she asks me to take of my sweater. Now this is NOT a cardigan, but my top. She notices I have something underneath so she says it should be fine. I tell her what is underneath is not a proper top, but an undershirt and it's not appropriate for me to take my sweater off. I asked what the problem was. She tells me she can't clear me with this sweater on. Apparently there was too much room near the chest area. Now, this sweater was NOT baggy. I have attached a photo of me wearing the sweater to show how ridiculous her notion was. She asks me if I want a private screening to which I say no since there is no reason for this rude behavior. She says again that she'll need me to take off my sweater or I can't leave. At this point the supervisor is called over and I am forced into a private room. I then

have to take off my sweater and the supervisor starts the whole pat down over again. While I am being patted down a second time by the white supervisor (b)(6) starts feeling my sweater. I say to her "what now your supervisor isn't doing a good enough job for you". Her supervisor is clearly upset with her and says "I already did the sweater". When she returns and says "you're clear" I say "you think?!?". She then tells me they will be reviewing the tapes on my situation after I ask for (b)(6) name and badge #.

This kind of behavior is unacceptable. I have acceptable behavior that crosses line in the name of "security", but I WILL NOT accept this!!! I want to know what is going to be done about this woman and if it is to my satisfaction I will not contact my attorney. Reverse discrimination is reverse discrimination and I will NOT tolerate this happening to another person just because she has a badge that allows her to!

I await your reply.

(b)(6)

(b)(6)

Logo Pen



***GREAT NEWS!!! We are growing and have moved. Please note our new office address.***

(b)(6)

Toll Free: (b)(6)  
Office:  
Mobile:  
Fax:

(b)(6)

(b)(6)

 Please consider the environment before printing this email...

CONFIDENTIALITY NOTICE: This email may contain confidential and privileged material for the sole use of the intended recipient(s). Any review, use, distribution or disclosure by others is strictly prohibited. If you have received this communication in error, please notify the sender immediately by e-mail and delete the message and any file attachments from your computer. Thank you.

Transportation Security Administration  
 Office of Traveler, Specialized Screening & Outreach  
 FOIA TSA12-0207 New York

*Racial Profiling  
 Complaints*

This report generated on 02/10/2012 03:35:13 PM

Row	TSA Intake - Contact Number	Issue - Incident Location Name	Issue - Basis	Issue - State	Issue - Incident Date
1	(b)(6)	LaGuardia Airport	Ethnicity/Race	New York - NY	08/21/2009
3		John F. Kennedy International Airport	Ethnicity/Race	New York - NY	03/28/2010
5		John F. Kennedy International Airport	Ethnicity/Race	New York - NY	08/08/2011

- no document  
 - same person  
 - no document  
 - not TSA  
 - phone call

Transportation Security Administration  
Office of Traveler, Specialized Screening & Outreach  
FOIA TSA12-0207 New Jersey

This report generated on 02/10/2012 03:49:14 PM

Row	TSA Intake - Contact Number	Issue - Incident Location Name	Issue - Basis View	Issue - Issue	Issue - State	Issue - Incident Date	
1	(b)(6)	Newark Liberty International Airport	Ethnicity/Race	Inappropriate treatment/screening	New Jersey - NJ	09/20/2009	- no doc. - not screening
5		Newark Liberty International Airport	Ethnicity/Race	Other, please specify	New Jersey - NJ	04/15/2010	- no doc
8		Newark Liberty International Airport		Other, please specify	New Jersey - NJ	06/29/2010	- no doc
9		Newark Liberty International Airport	Age	Inappropriate treatment/screening	New Jersey - NJ	08/18/2010	- #2 - not TSA - checked bag - EEO
15		Newark Liberty International Airport	Disability	Unprofessional behavior	New Jersey - NJ	08/20/2011	- #3 checked bag
17		Newark Liberty International Airport	Disability	Inappropriate treatment/screening	New Jersey - NJ	07/20/2011	- #4
18		Newark Liberty International Airport	Ethnicity/Race	Other, please specify	New Jersey - NJ	10/07/2011	- #1
19		Newark Liberty International Airport		Unprofessional behavior	New Jersey - NJ	11/14/2011	- #5 not screening
21		Newark Liberty International Airport		Advanced Imaging Technology	New Jersey - NJ	11/19/2011	- #6
22		Newark Liberty International Airport	Disability	Failure to accommodate disability	New Jersey - NJ	12/17/2011	- #7
23		Newark Liberty International Airport		Inappropriate treatment/screening	New Jersey - NJ	01/05/2012	- #8

TRANSPORTATION SECURITY  
ADMINISTRATION  
010 SEP 22 P 12:54  
OFFICE OF THE  
EXECUTIVE SECRETARIAT

(b)(6)

#2

August 22, 2010

Transportation Security Administration

Dear Sir:

I have been unfairly victimized and discriminated against by a Transportation Security Officer at the Newark International Airport, Newark, New Jersey. I seek redress.

On Wednesday, August 18, 2010, I flew from Rome International Airport (FCO) to Newark International Airport (EWR) via Continental Airways Flight CO41, arrival 1:30. While in the Rome Airport I visited the Duty Free shops and purchased a bottle of Grappa, Toblerone and Baci chocolates. The cashier placed my purchases in a regulation plastic bag, sealed the bag and stapled the receipt to the bag. The instructions on the bag were: **Do not open until final destination Contents may be confiscated if bag is tampered with Passengers transferring to another flight or returning same day-opening or tampering with bag will result in confiscation of contents at security check. Passengers not returning same day need to pack liquids/ aerosols/ gels over 100ml into check-in baggage.** I did not open the bag!

Without incident I passed through passport control and customs. For my connecting Continental Airways flight CO1132 departing 3:30, I changed terminals and had to go through security once again. While at the security checkpoint as I was placing my shoes, purse and UNOPENED DUTY FREE PURCHASE bag in the provided bins, the TSA officer asked if the container in the unopened bag was liquor. I responded yes and he said that the liquor was not allowed through security. I replied that the liquor was a gift purchased at the Duty Free Shop in Rome Airport. He stated that I would have to throw it, check it (with my already checked luggage), or pay for another bag to check (i.e. My carry on). I left the line, went to Continental check-in, purchased a \$30 box and sent the Grappa via the baggage department.

Curiously, this was the same security checkpoint, which had allowed another younger woman who had been on our Rome flight through security. She was about 10 (ten) people ahead of me and my nephews and she had two bottles of liquor, a container similar to mine and a clearly visible bottle of wine. Why was the younger woman allowed to bring in liquor and I was not allowed?

RECEIVED  
9/13/2010  
EW 9:00am

I feel victimized, discriminated against, confused and hassled. Was I the victim of age discrimination? Was I the victim of an overzealous and undertrained TSA officer? The TSA agent was male, about 5'9-5'11" tall, olive complexion, dark hair. He was working the checkpoint adjacent to the station against the right wall utilized by airport personnel and flight crews (as one faces the 70-100 gates). This happened about 2:30 PM.

#3

**From:** (b)(6)  
**To:** [TSAExternalCompliance](#)  
**Subject:** Complaint  
**Date:** Saturday, August 27, 2011 3:30:11 PM

---

My name is (b)(6) and I had hip replacement surgery on April 20, 2008. On August 20, 2011 my husband and I went to Newark Airport at 9:00 A.M. We had plans to fly to Toronto on Air Canada. I presented my card which my surgeon gave to me stating that I had hip replacement surgery. I also saw a huge scanning machine and thought that if necessary I would be scanned via the machine. That was a big mistake because when I requested that, I was told that training never occurred at Newark Airport and I would have to be searched by an agent. The agent I was assigned to was extremely obese and stated that she was a Muslim(why was that necessary?) I was told by her that I needed my buttocks and breasts checked and she proceeded to touch both areas in an abusive manner. When I told her that she was hurting me, she responded by stating that" I might be hiding something inside of my breasts"(how can that be?). This agent's treatment of me was unprofessional and degrading. Why are you spending millions of dollars on scanners when nobody is trained? I would also like to know the type of training this agent received? I can be reached at (b)(6)

#4

**From:** (b)(6)  
**To:** [TSAExternalCompliance](#)  
**Subject:** Shameful behavior  
**Date:** Wednesday, July 20, 2011 2:18:49 PM

---

Last evening, I took my mother-in-law to Newark Liberty Airport (EWR). My mother-in-law was in her personal non-motorized wheelchair. Upon reaching the screening station, the TSA agent looked at me, pointed to my mother-in-law and asked, "Does she walk?" Apparently, this agent was under the assumption that those in wheelchairs are non-persons and cannot speak for themselves. So much for disabilities etiquette and first-person language. I explained that she could take *a few steps* when using assistive devices. He then told me she HAD to walk through the screener. I assisted her up and she put her hand out to steady herself. He chastised her for touching the wall of the screener. Would he have preferred she fall? What part of "with assistive devices" didn't he understand? Once through, she was left standing alone before I was permitted through.

By this time, three other screeners were involved, swabbing the chair, etc. One told me, "We prefer it if you use the airport wheelchairs if the person can walk." Did he really consider her few shuffling steps to be a steady gait? Did he have a full knowledge of her medical conditions and did he possess a medical license to make an accurate assessment of her mobility status? When I asked what she was to do upon reaching her destination, he replied, "They have wheelchairs." What an ignorant response! She should not be required to check her personal mobility aids. In fact, no where is this mandated in the disabilities services pages on Newark's website. The agents then gave me a hard time about her chair cushion as it contained a gel. I had to explain it was a medical device used to reduce pressure in the prevention, treatment and management of pressure ulcers. Eventually, we were permitted on our way, but not before a final warning: "Next time, be more careful about bringing her cushion through." I was incredulous! It was a medical device! She was obviously an elderly individual (81 to be exact) with an obvious gait disturbance. What is the policy and procedure for other disabled individuals who utilize pads on their wheelchairs to prevent the destruction of tissue and the formation of decubitus ulcers?

At no point did any of the agents speak to me or my mother-in-law with any respect or in a tone that displayed understanding or patience. Perhaps the agents could benefit from sensitivity training, disabilities etiquette training, and communication skills exercises.

(b)(6)

#5

**From:** (b)(6)  
**Sent:** Monday, November 14, 2011 11:53 PM  
**To:** TSAExternalCompliance@dhs.gov  
**Subject:** Newark Airport

**Categories:** Yellow Category, Stephanie's

To whom it may concern,

My name is (b)(6) I was passenger on Alaska Airlines flight 11 that departed from Newark to Seattle on 11/14/2011 at 0725. I went through the security line and once again I was chosen to go through the body scanner instead of the metal detector. Once I was done being scanned I was told to go see a female TSA officer. The Officer then started touching my breasts in front of everyone waiting in line for security, I wasn't informed that I was going to be touched in this way or the reason why. I find it completely unprofessional that nobody informed me that I was going to have my breasts examined in front of many people. Then the officer wipes a cloth on my hands, I asked what that was for, she responded whenever we touch someone in a "sensitive" area we wipe their hands down for explosive residue. I asked what do you mean by "sensitive" she responded because I touched your breasts. That doesn't make any sense to me at all. No one would tell me why I had to be felt up in public. That was an absolutely humiliating experience for me, if someone would've explained it to me and if the groping wouldn't have been in a room full of strangers it wouldn't have been as demeaning. You really need to change your procedures. I understand that it is for the safety of the passengers but it could be done in a less demeaning fashion.

(b)(6)

Brooklyn, NY,11231

#6

**From:** (b)(6)  
**To:** [TSAExternalCompliance@dhs.gov](mailto:TSAExternalCompliance@dhs.gov)  
**Date:** Friday, December 02, 2011 11:40:53 AM

---

Hello,

I am writing to state my complaint against the TSA or the agent that instructed me some incorrect information. I recently flew out of Newark International Airport, New Jersey on 11/19/11. As I was on line to show my boarding pass and ID , I instructed the agent that I was unable to go through an X-ray scan at this time being that I am pregnant (3 1/2 months) and advised by my doctor not to. The agent instructed me to proceed into this machine which I have never seen before that to me looked like an x-ray machine so when I said are you sure this is not an x-ray machine they assure me that it was not. As I went into the machine I had to raise my hands over my shoulders and this light flashed and something turned on the machine in a complete circle around me.

It was not until my flight back on 11/29 from Phoenix Sky Harbor Airport I had asked a different agent there explaining the machine I went through that they did confirm it was indeed an x-ray machine . They had given me a pat down in which they said should have been done the first time in Newark when I originally explained to them my condition.

I would like to hear back from someone about my concerns and rights as I would never want this to happen to someone else.

Regards,

(b)(6)

#7

**From:** (b)(6)  
**To:** TSAExternalCompliance@dhs.gov  
**Subject:** (b)(6) Difficult travel experience 12/17/11  
**Date:** Thursday, December 29, 2011 2:30:41 PM

---

I arrived at Newark Liberty International Airport on an international flight on December 17, 2011. I had a connecting flight EWR/PHL at 8:00am. I approached I believe checkpoint No 3. I am disabled with chronic nerve damage, fibromyalgia symptoms (whole body arthritis), severe allergies and swollen feet. I travel out of the US at least four times a month for medical and other reasons. I always carry with me a note from my doctor advising this. I also let the agents at the checkpoint know of this before entering since I cannot remove my shoes also because of my allergies I have to carry water to prevent me from dehydrate and for the medications. I communicated with the Tsa Contact center of the problems I had at the checkpoints by email and I also carry their response with me.

As indicated in their email I always tell the agent before entering that I have a medical condition that I cannot remove my shoes and also in the inside pocket I have water over the amount limit with my doctors note in the back pocket confirming what I told them. On this particular day I did just that. The female agent let me through as I crossed over another female asked her very loudly "Why is she coming in with her shoes on?" the first one held up the line she very loudly herself shouted back "She has whole body arthritis" I turned to her and said "Shh" I don't want the entire airport to know was was wrong with me by then everyone was just staring at me. She apologized.

The screener saw the water and another one asked if that was my bag, I said "yes" and he said that he had to take a look in it. Not a problem I said. I went over to the area to be screened. I usually tell them that the screening can be done right there. The agent called the supervisor, (b)(6) he told her that I had to sit and remove my shoes. I told him that I am a frequent flyer and I couldn't sit down neither did any other airport PHL/IAH/EWR ever made me sit down. In a very nasty manner he said "If you don't sit down you are not going to fly". I said to him that I couldn't he looked at me and said "you sat down on the plane". My condition which he is unaware of is that I can sit, walk and stand for a certain amount of periods this condition I have had for the last seven (7) years. I told him that the letter from the doctor was in my bag and he didn't even bothered to take a look at it.

He told the female agent to let me sit and that she should remove my shoes. The chair that I had to sit on had no armrest so I just had to drop my body in this hard chair. I could have fallen to the ground. I raised my pants leg and I told her because of the swelling in my left leg that it would be very difficult and painful to get my feet back in the shoes. The supervisor saw this and told her to swipe my shoes without removing them. He also told me that they would raise me up when she was done swabbing my shoes. I have always had my shoes swiped standing up. When she was done she told him and she came forward to help raised me up he call another guy to do it with him. They placed their arms under mind and raised me up. This was very painful, they should not have touched me.

Before leaving the female agent had to run my bag a second time through the machine before my initial screening she made me remove my headband something I always wore made out of plastic. This was never a problem in the past also I did not even beep coming in. She attempted to give me the band back and it felled to the ground. Because of my allergies I carry a UV wand it was right in the outside pocket. I told her can I reach for it to sterilize it before I touch she pointed to the sanitizing gel and told me that I was distracting her and to use the gel provided for them. I waited until she gave me back my bag took out my wand. The machine cleared me for everything and she was the one who dropped my headband. She apologized for not allowing me to use the wand.

When I walked away from the checkpoint I started getting spasm from my hip to my toes since I literally had to drop myself in the chair and also aimed that I would not miss and ended up on the floor. I also had severe pains from my right shoulder all the way to my head. By the time I made it home I could not turn my neck on my right side. Today is December 29, 2011 and I am still having these severe pains especially in my lower back. It is useless going to the ER since they have difficulty finding the right med to ease the pains. All this could have been avoided if (b)(6) took the time

to read my doctors note instead of feeling that he came to work to prove a point. I worked for Continental Airline as a Ground Security Officer before the TSA. I know the procedure and I will in no way jeopardize anyone's safety. I didn't have a good Christmas and with the pains I am having not a good New Year either and worst of all I cannot travel internationally for treatment there.

I always have issues with these people but this time was the worst ever.

#8

**From:** (b)(6)  
**To:** [TSAExternalCompliance@dhs.gov](mailto:TSAExternalCompliance@dhs.gov)  
**Subject:** Complaint  
**Date:** Monday, January 16, 2012 11:28:27 AM

---

To whom it may concern,

I wish to file a complaint regarding the use of full body scanners and 'enhanced' pat downs regarding a personal experience. On January 5, 2012, I arrived at Newark Liberty Airport, Terminal B at 12:00pm to fly with Delta to West Palm Beach. When I arrived at security, 50% of individuals were being sent through the regular metal detector, while the other 50% were sent through the full body scanner. When I reached the front, I was directed through the full body scanner. Consequently, I utilized my right to opt.

However, the experience was one that I was not expecting. The TSO immediately stopped the line and began yelling, "We have an opt out! We have an opt out!" over and over again. My face was set aflame due to embarrassment and humiliation. It's my right to opt out and a spectacle did not need to be made because of my decision. I was directed to walk through the metal detector, which did not react, and a show was made of determining what bags were mine. Because of the fanfare, I continued to ask for a private screening. When a female TSO came to collect my bags, I asked if I could have my shoes back. I was not wearing socks and did not want to walk to an unknown location bare-foot. However, I was told that I could not have anything from my belongings, even though they had been scanned.

Upon arrival in the room, I was given a brief description of the procedure. I was told that the undersides of the TSO's hands would be used in a sweeping motion to touch my body. However, I was not told that after the 'pat down,' the TSO would continue to then stick her fingers down my waistband and feel around the edges. The entire experience left me feeling uncomfortable, embarrassed and humiliated.

I hoped that during my return flight, I would not be subjected to the same treatment. However, to my shock, when I flew back from West Palm Beach, at 12:00pm on January 13, 2012, the metal detectors were barred and every individual flying was being ushered through the full body scanner. There was no 'random' extra screening. Instead, everyone was being forced to go through the invasive methods of screening. Consequently, the line was entirely backed up.

I am a survivor of child abuse, who has had years of counseling to overcome the scars of the trauma. It has been documented by my pediatrician and mental health counselor. The entire experience made me feeling as if I were a guilty criminal being paraded in front of other passengers, while at the same time, bringing back the helpless feelings that I felt as a child. I felt sick to my stomach after having the TSO's hands running over me and dipping into my pants.

I want to know what other options I have to go through a security checkpoint. I want more options than either a full body scanner or an intrusive 'enhanced' pat down that makes one feel humiliated. I want parity between physical and mental health considerations when one goes through security checkpoints. Instead of a pat down, I would gladly opt for a TSO using a hand held metal detector wand coupled with gauze test for traces of explosives.

The entire procedure of having to chose between either having to show my body or be selected for an 'enhanced' pat down left me feeling embarrassed, humiliated, and shaken. Consequently, I want to therefore file a complaint due to my experiences and find out what other options are available to me. I understand the need to ensure safety; however, what happens when those methods infringe on the health of the individual subjected to them?

Sincerely,

(b)(6)

Transportation Security Administration  
 Office of Traveler, Specialized Screening & Outreach  
 FOIA TSA12-0207 New York

*general screening complaints*

This report generated on 02/10/2012 04:58:56 PM

Row	TSA Intake - Contact Num	Issue - Incident Location Name	Issue - Basis View	Issue - Issue	Issue - State	Incident Date
1	(b)(6)	LaGuardia Airport	Sexual Orientation;	Inappropriate comments	New York - NY	11/19/2009
2		LaGuardia Airport	Sexual Orientation;	Inappropriate treatment/screening	New York - NY	11/19/2009
4		LaGuardia Airport	National Origin;Religion;	Freedom of Religion	New York - NY	02/16/2010
6		LaGuardia Airport		Inappropriate treatment/screening	New York - NY	02/04/2010
8		LaGuardia Airport	Sex;	Inappropriate touching/sexual harassment	New York - NY	04/16/2010
10		John F. Kennedy International Airport		Inappropriate treatment/screening	New York - NY	03/28/2010
14		John F. Kennedy International Airport	National Origin,Religion;	Inappropriate treatment/screening	New York - NY	01/11/2009
18		LaGuardia Airport	Religion;	Unprofessional behavior	New York - NY	03/28/2009
21		LaGuardia Airport	Ethnicity/Race;	Inappropriate treatment/screening	New York - NY	08/21/2009
25		John F. Kennedy International Airport		Inappropriate treatment/screening	New York - NY	10/31/2009
26		LaGuardia Airport	Religion;	Freedom of Religion	New York - NY	11/03/2009
27		LaGuardia Airport	Religion;	Inappropriate treatment/screening	New York - NY	11/03/2009
29		LaGuardia Airport	Sexual Orientation;	Inappropriate treatment/screening	New York - NY	11/19/2009
31		John F. Kennedy International Airport		Inappropriate treatment/screening	New York - NY	11/21/2009
32		LaGuardia Airport		Inappropriate treatment/screening	New York - NY	12/12/2009
47		LaGuardia Airport		Inappropriate treatment/screening	New York - NY	05/19/2010
56		John F. Kennedy International Airport		Inappropriate treatment/screening	New York - NY	09/14/2010

*comment*

*comment*

*comment*

*comment*

*30*

*comment*

#9  
#10  
Same person  
Phone call  
general question  
#11  
#12  
#13  
Phone call  
#14  
#15  
#16  
Phone call  
#17  
#18  
#19  
#20  
#21

Row	TSA Intake - Contact Num	Issue - Incident Location Name	Issue - Basis View	Issue - Issue	Issue - State	Incident Date
57	(b)(6)	LaGuardia Airport	Disability	Ticket/Travel document checker	New York - NY	10/02/2010
58		John F. Kennedy International Airport		Harassment	New York - NY	10/02/2010
59						
60		John F. Kennedy International Airport		Inappropriate comments	New York - NY	10/12/2010
61						
62		John F. Kennedy International Airport		Unprofessional behavior	New York - NY	10/18/2010
64		John F. Kennedy International Airport		Inappropriate touching/sexual harassment	New York - NY	11/20/2010
65		John F. Kennedy International Airport		Inappropriate comments	New York - NY	10/20/2010
66		LaGuardia Airport	Ethnicity/Race	Profiling	New York - NY	03/06/2011
67		LaGuardia Airport		Inappropriate treatment/screening	New York - NY	03/12/2011
68						
69		John F. Kennedy International Airport		Inappropriate touching/sexual harassment	New York - NY	03/20/2011
70						
71		John F. Kennedy International Airport		Advanced Imaging Technology	New York - NY	05/16/2011
72						
82		John F. Kennedy International Airport	Ethnicity/Race	Profiling	New York - NY	08/08/2011
85		John F. Kennedy International Airport		Unprofessional behavior	New York - NY	07/04/2011
87		John F. Kennedy International Airport	National Origin; Religion	Ticket/Travel document checker	New York - NY	08/24/2011
88		John F. Kennedy International Airport		Unprofessional behavior	New York - NY	09/05/2011
91		John F. Kennedy International Airport		Advanced Imaging Technology	New York - NY	08/06/2011
96		John F. Kennedy International Airport		Unprofessional behavior	New York - NY	09/26/2011

Row	TSA Intake - Contact Num	Issue - Incident Location Name	Issue - Basis View	Issue - Issue	Issue - State	Incident Date
#22	98 (b)(6)	LaGuardia Airport		Unprofessional behavior	New York - NY	09/27/2011
#23	99	John F. Kennedy International Airport		Inappropriate treatment/screening	New York - NY	10/05/2011
#24	100	John F. Kennedy International Airport		Unprofessional behavior	New York - NY	10/16/2011
#25	103	John F. Kennedy International Airport		Unprofessional behavior	New York - NY	10/29/2011
#26	104	John F. Kennedy International Airport		Inappropriate comments	New York - NY	10/31/2011
#27	106	LaGuardia Airport		Unprofessional behavior	New York - NY	10/28/2011
#28	109	John F. Kennedy International Airport	Sex	Inappropriate treatment/screening	New York - NY	10/15/2011
#29	110	John F. Kennedy International Airport	Religion	Profiling	New York - NY	11/06/2011
#30	112	John F. Kennedy International Airport	Disability	Inappropriate treatment/screening	New York - NY	11/18/2011
#31	113	John F. Kennedy International Airport		Limited English Proficiency (LEP)	New York - NY	11/17/2011
#32	114	John F. Kennedy International Airport	Sex	Inappropriate touching/sexual harassment	New York - NY	09/13/2011
#33	115	John F. Kennedy International Airport		Unprofessional behavior	New York - NY	11/21/2011
#34	116	John F. Kennedy International Airport		Inappropriate touching/sexual harassment	New York - NY	10/22/2011
#35	124	John F. Kennedy International Airport	Disability	Inappropriate treatment/screening	New York - NY	12/28/2011
#36	125	John F. Kennedy International Airport		Unprofessional behavior	New York - NY	01/14/2012
#37	126	John F. Kennedy International Airport	Sex	Inappropriate touching/sexual harassment	New York - NY	01/09/2012

#9

**From:** (b)(6)  
**To:** [OCR-externalcompliance\\_tsa](#)  
**Cc:** (b)(6)  
**Subject:** Violation of My Civil Rights as a Legally Blind Traveler  
**Date:** Sunday, October 03, 2010 1:03:34 PM

---

This is an official complaint of a violation of my Civil Rights as a legally blind individual traveling from New York LaGuardia Airport (Marine Terminal) to Boston Logan Airport on Saturday, 2 October 2010.

Complaint filed by: (b)(6)  
Against - (b)(6) Assistant Supervisor, &, staff  
Airline - Delta Shuttle  
Location - Security area at Gate 2  
Marine Terminal  
LaGuardia Airport  
New York, New York  
Date: Saturday, 2 October 2010  
Time: 2:30-3:10 p.m.

**Incident:**

Between 2:30- 3:10 p.m. yesterday afternoon my husband and I approached TSA Security for travel identification check so that we could enter Security and then the Delta Shuttle Gate 2 area.

At the initial point of entry a TSA employee described as male, black, around 30 years of age approved my husband's I.D. (a valid Massachusetts driver's license) allowing him to proceed for security check.

I then provided the same TSA employee with my valid Massachusetts I.D. issued by the Massachusetts Commission for the Blind. (on the back of this identification, it clearly states that anyone who accepts a valid driver's license as a form of legitimate Identification shall also accept this identification in lieu of it.) (Of course, anyone with an ounce of sense will realize that if I am blind or legally blind I can not drive a car or get a driver's license).

The TSA employee refused to accept my identification.

He also refused to read the back of it.

Instead, he asked me to produce another piece of identification. Knowing what I had given him was sufficient, I refused.

Intead, I suggested, once again, that he read the back of the identification card he continued to hold in his hand.

Instead, he called for his supervisor who I later learned was named (b)(6) Assistant Supervisor. It took (b)(6) several minutes to arrive in the area. Meanwhile, other passangers came to the security area and were allowed to pass unobstructed.

Being forced to wait in this mannerr was humiliating and embarassing for me. My husband asked why we had to continue to wait. The TSA employee would only say I need my supervisor.

Finally, (b)(6) arrived. He, too, would not accept the identification or read the back of it. He then asked my husband to produced his identifacaiton again. My husband did so without an arguement. (This was totally unnecessary.)

Then (b)(6) asked me to produce a credit card. Like a fool I did.

By this time I was very angry. I then produced credit cards, a bank card, and my passport. I was furious. I was treated with humiliation and disrespect. Time was getting on and we had been detained long enough.

These TSA employees violated my civil rights as a person with a disability. They humiliated me, they refused to accept a valid, legal form of identification and then asked me to produce other forms of identification. Something they don't require of other passengers.

Each of these two TSA employees refused to read the back of my valid Massachusetts Commission for the Blind valid identification card as a blind person. They were both poorly trained and ignorant.

After producing my passport, I was allowed to pass through security but was further hassled by having my suitcase searched. (There was a tube of toothpaste (Initially a large tube but with maybe 1 ounce of toothpaste left.) They disposed of it. I believe it was a deliberate hassle given it was right on the top for easy viewing and had easily cleared Boston security the previous Wednesday.

Once through, I asked (b)(6) to provide his badge number and name.

In response he said that he would file an incident report stating that I had voluntarily produced my passport. I told him that was a lie.

I reminded him that I had been asked to produce other forms of identification.

He finally wrote down a name and badge number. I assume the name and badge number match and that he gave his real name and not that of a co-worker.

After all of this, he gave my husband a feeble excuse that he's only trying to protect the traveling public. Am I to assume that the traveling public has to be protected from blind and legally blind people? That was clearly the message given in this situation.

Remedy -

1. A reprimand to (b)(6) and his staff
2. Training for (b)(6) and his staff about blindness and legal blindness as well as other disabilities.
3. Training for (b)(6) and staff on other forms of valid identification other than the standard valid driver's license.

Given the seriousness of this issue, this complaint is also being filed with both the Massachusetts and New York State Executive Offices of Public Safety and Homeland Security.

Thank you for your time and attention.

(b)(6)

#10

From: (b)(6)  
To: [OCR-externalcompliance\\_tsa](mailto:OCR-externalcompliance_tsa)  
Cc: (b)(6)  
Subject: TSA/Incident Report/Oct. 02-2010-JFK/Delta Terminal  
Date: Sunday, October 03, 2010 3:07:23 PM

---

I am reporting an incident that took place Sunday, October 02 between 5:25 AM and 6 PM while being processed through the only line that was open at the time. The name of your TSA Agent was either (b)(6). The agent handling people going through the security - I was not able to read his badge although he was reprimanding me verbally on 4 occasions which I.

#### Description of Incident

**As I was putting my items on the tray the above man hollered at me to remove my "dirty" shoes from the plastic tray.**

**There was no sign that said to not put your shoes on the tray. This was loud enough for everyone to hear. This same TSA Agent was shouting orders and shouting at people. How rude.**

**As I passed through the scanner I was approached by a woman who grabbed my carry on and removed a box of candy which she demanded I explain to her.**

**She removed me from the line and took me to a separate area and interrogated me about the contents, (candy). The writing on the white square box was in Hebrew.**

**She demanded in a threatening demeanor I open it. Then the "questioning began". It was harrasing and intimidating. I didn't say a word except to say it was candy.**

**She then demanded I open the box of candy and shouted to me "don't touch me"-loud enough so that several people started staring at this scene. This was terrifying to me. I felt as if I was being processed for a concentration camp.**

**I was not present when the same man who told me to remove my dirty shoes went through my blue carry on with out my being present. I asked to be present-I was ignored.**

**Your agent, (b)(6) then grabbed the box of candy and threw it into the garbage along with my hair cream (which was in a plastic bottle) and then said, "if you don't like this go back and check your suitcase at the counter". The line was moving very slow by the way despite there were few people checking in for flights at 5:30 AM**

**By this time I was so frightened by her behavior I just wanted to leave. I am (b)(6) years old, a travel editor/writer and have never been so humiliated at a TSA inspection point. Several of your agents were laughing at this. My carry on was returned, the items were not replaced properly -not the way I had packed them.**

#10

**I am a US citizen but was treated like a Second Class Citizen.**

**I felt you should be aware of how your TSA agents handled this situation.**

**Sincerely,**

(b)(6)

**From:** (b)(6)  
**To:** [OCR-externalcompliance\\_tsa](mailto:OCR-externalcompliance_tsa)  
**Subject:** Complaint Against TSA JFK Airport Terminal 3 Delta Airlines  
**Date:** Monday, October 18, 2010 2:07:17 PM

---

Dear Sir/Madam

I was travelling on Oct 18<sup>th</sup> from JFK on flight Delta 6577 (JFK to OHARE) and went in line to the checkpoint at 8:30am. After placing all of my luggage on the scanner I proceeded to go towards the metal detector. After I crossed the metal detector I was stopped by a TSA agent and requested to go through the detector again, at this point I asked why and the agent (b)(6) said I was wearing a belt. To which my response was and I passed the metal detector it didn't beep there was no point in sending me back to the line to do this.

I removed my belt and placed it on the scanner and then proceeded to the metal detector again at which point agent (b)(6) (who had been working since 3am) was clearly irritated and placed me in a holding cell for my hands to be swiped.

After this I asked for a supervisor when Agent (b)(6) came and I explained the situation to her. She was not helpful at all and she kept insisting there are rules and that I as a consumer had no right to question the TSA. At this point I had enough and asked for a complaint form. Agent (b)(6) asked me for my boarding pass and for my ID. I refused to give her an ID because it doesn't have to do anything with me getting a complaint form. She still insisted and said I will not get a complaint form until I get her a government issued ID. I then proceeded to give her my driver's license. Agent (b)(6) then proceeded to write down my personal details such as DOB and home address on a piece of paper.

I asked the agent not to do that because that was sensitive data and it could potentially lead to an ID fraud if not stored correctly. Agent (b)(6) was not cooperative at all. And now we had to being the manager on duty. I explained to the manager that the TSA has no right to take down my information unless it's on a proper authorized form. The argument kept on going until the Manager suggested that if it doesn't stop he can throw me out of the airport for no reason whatsoever.

In the mean time Agent (b)(6) kept coming towards me and started intimidating me. When I noted down his name, he said "Don't waste your ink, no one is going to do shit to me".

I travel every week from JFK to ORD, the TSA agents at JFK are especially on terminal 3 are getting out of line and intimidating passengers like myself. I would kindly request you to please follow-up with this matter and contact me for more details if needed. My number is (b)(6)

Sincerely

(b)(6)  
(b)(6) Management Consulting | Process & Innovation Performance  
(b)(6)

This message is for the designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please notify the sender immediately and delete the original. Any other use of the email by you is prohibited.

#12

**From:** (b)(6)  
**To:** [OCR-externalcompliance\\_tsa](mailto:OCR-externalcompliance_tsa)  
**Subject:** Enhanced pat downs  
**Date:** Monday, November 29, 2010 2:52:06 PM

---

On November 20, 2010, our family went to JFK airport to travel to Antigua on vacation. When we went through security, my 14-year old daughter was selected for an enhanced pat down. She did not set off the metal detector but apparently was selected because she was wearing a sweatshirt (a tight-fitting one). As the TSA officer explained to her that they were going to run their hands over her breasts, she began to tremble and cry. I told them that we would like to go through the scanner and was told that that was not an option. I continued to refused to give my permission for them to molest my daughter and ultimately they agreed to have her strip off her sweatshirt instead. This left her basically standing there in the airport in her underwear in front of everyone but that was preferable to her than being touched in an intimate way by a stranger. She was still humiliated and has been traumatized by the experience.

I am vehemently opposed to the new pat down procedure. In my opinion, this screening is public child molestation and I cannot believe that this is allowed to happen in America. I know that I would feel violated myself if this had happened to me as an adult but young teenagers are exquisitely self-conscious about their bodies. We have told our children that they have the right to tell anyone not to touch their private parts. What are we supposed to tell them now? It is my understanding that if you or your child is selected for the enhanced pat down, you do not even have the right to refuse and just leave the airport without facing possible fines or arrest. This is not just a slippery slope, we have already gone way too far towards the loss of personal liberties. What do we hold more dear than the right to control our own bodies?

I have heard people who support the screening procedures say that you have the choice not to fly but the new security procedures were implemented only shortly before our trip, so we did not have a choice. Many people are required to fly for work, so they do not have a choice. But I do have a choice now, and I will not fly again. I am not afraid of the terrorists but I am terrified that I will be forced to stand by helplessly and watch my children be molested. The terrorists have already won if we allow them to force us to be subjected to this humiliation.

My daughter is not even 90 pounds and was wearing form-fitting clothing. No reasonable person would consider it possible that she could be concealing anything or that she is a threat to security. There was a middle-eastern man wearing flowing religious robes and an ornate head turban ahead of us in line and he walked right through security. I understand the arguments against profiling and they are valid but there needs to be a better balance between being politically correct and being effective. We are being asked to give up our personal freedoms and that should not be taken lightly. We have the right to expect that the screening are carried out in a judicious manner where they will do the most good and the least harm.

Respectfully yours,

(b)(6)

#13

**From:** (b)(6)  
**To:** [OCR-externalcompliance.tsa](mailto:OCR-externalcompliance.tsa)  
**Subject:** Inappropriate Behavior of a TSA Officer, (b)(6)  
**Date:** Wednesday, October 20, 2010 9:18:45 PM  
**Importance:** High

---

Dear Sir / Madam,

It is with considerable disappointment that I feel compelled to file this complaint regarding one of TSA employees, (b)(6) operating at JFK's Terminal 8 earlier today. At approximately 1:30pm, on October 20th I observed a growing congestion of passengers queuing up for security screening. I also noticed that only four of the seven x-ray stations were actually operating, while several uniformed staff were idly standing around, seemingly engaged in a friendly chat with one another and expressing no interest in expediting the passenger throughput. When I pointed this out to the lead officer on duty, (b)(6) he became inexplicably aggressive and even threatened me. His exact words were: "if you continue to disrupt my operation I will call NYPD and make sure that you will not be flying today".

As a very frequent flyer I found (b)(6) attitude both inappropriate and rather odd. Furthermore, after completing my security proceedings I expressed my disappointment to him, stating that threatening passengers who raise legitimate concerns is unprofessional and alerted him that I would be reporting this incident to his management. When I requested his name, (b)(6) again became visibly agitated and proceeded to raise his voice, demanding to see my boarding pass and identification in an aggressive and threatening manner.

While it is not my intent to negatively affect (b)(6) career at TSA, I do firmly believe that an appropriate counseling may be helpful in fostering a more civil manner in which he should interact with the public going forward.

Please feel free to get back to me should you require further information or wish to discuss any aspect of this complaint.

Sincerely,

(b)(6)

(b)(6)

(b)(6)

tel. (b)(6)

Mobile: (b)(6)

e-mail: (b)(6)

**From:** (b)(6)  
**To:** [TSA-ContactCenter; OCR-externalcompliance.tsa](mailto:TSA-ContactCenter; OCR-externalcompliance.tsa)  
**Subject:** RE: Complaint at LGA on March 12, 2011  
**Date:** Sunday, March 20, 2011 8:36:44 AM

---

To Whom it May Concern:

My family flew from LGA to MCO on March 12 and I would like to complain about your TSA officer, (b)(6) (b)(6). As we moved through the security line, (b)(6) asked for the owner of a green carry-on bag after it went through screening. Both my husband and I acknowledged that it was ours and he asked one of us to come with him. My husband volunteered. He was patted down VERY roughly. There was also no mention as to what (b)(6) was searching for in our bag.

We were traveling with our five young sons - two who are asthmatic and require a nebulizer to travel with us (we believe that this machine was what (b)(6) was looking for). (b)(6) spent approximately 10-12 minutes pulling ALL contents out of the bag and VERY SLOWLY looking everything over (to the markers, crayons and each page of the children's stories). At one point, a colleague of (b)(6) (b)(6) joked with him saying that he didn't need to read every ingredient of every content item. My husband had to stand within the roped area waiting while I was left with all of the children to manage. The most frustrating issue occurred at the end of the "search" when (b)(6) walked away from the bag. My husband asked...."can I leave now...and take the bag?" (b)(6) just nodded. My husband had to put all contents back in the bag that was still sitting next to "powder scanning machine."

Afterwards, two of our sons (ages 10, 8; the others are ages 7, 5 and 2.5) asked how people with a badge can behave in such a way....I would suspect that your organization does not want children being brought up with the (lack of) professionalism of the TSA that (b)(6) exemplified last week. We can only hope we have a better day today at MCO as we fly back home.

Please let me know what steps are taken after my initial complaint.

Sincerely,

(b)(6)

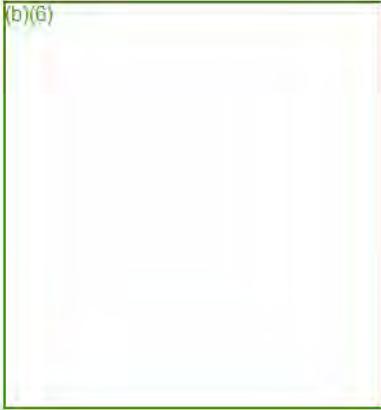
#15

**From:** (b)(6)  
**To:** [TSA.OCR-ExternalCompliance@dhs.gov](mailto:TSA.OCR-ExternalCompliance@dhs.gov)  
**Subject:** RE: Civil Rights complaint  
**Date:** Friday, April 01, 2011 7:47:28 PM  
**Attachments:** [DOC001.PDF](#)

---

Dear Sirs:  
Attached is my complaint against TSA recently.  
Please feel free to contact me with any questions.

(b)(6)



Check here if you are in detention now.

Which facility? \_\_\_\_\_

*Facility name*

*Facility address*

Check here if you are represented by an attorney in this matter, if so please provide the attorney's name and contact information \_\_\_\_\_

② **Are you filling in this complaint form on behalf of another individual? If yes, please provide your information.**

Name: \_\_\_\_\_

*First*

*Last*

*Job title*

Organization (if any): \_\_\_\_\_

Phone #: Cell: \_\_\_\_\_

Home: \_\_\_\_\_

Work: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

*PO Box or Street address*

*City*

*State*

*Zip*

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.

On March 20, 2011 at about 5:50pm I went through the security at JFK airport for a Jet Blue flight back to Burbank, CA. For some reason myself and an elder lady were made to stand in a pen-like area. They let the elder lady go but I had to wait for 20 minutes for a supervisor to come over. Our flight left at 6:30pm. The supervisor started to bark orders for everyone to get away from me and told me to put my shoes on. I asked her if I could sit down as I did not want to fall and have to sue TSA. She let me sit down to put my shoes on. After that we had to walk about 5 minutes away to a private room where she advised me of my rights and what she was going to do. She put gloves on and groped me for over 5 minutes both my front, back body, sides and all the way up and down my crotch area. Then they made me sign a paper to verify that this indeed was my name, address and driver's license. They also took my purse and swabbed it and put the cotton pad through some machine. Finally I was let go and raced down the hallway to get on my plane. The minute I gave my boarding pass to the agent and I was on the jet way, they closed the door. This was exactly with less than 5 minutes to spare.

During the entire time, no one acted like it was any big thing if I missed my flight. I would have had to overnight in New York, take another flight the next day and also lost money from work. None of this seemed to make any difference to any of the TSA employees.

I am all for safety and national security but I certainly DO NOT look like any terrorist and I also worked for a major airline for over twelve years. I respect security and what they have to go through daily but to delay a passenger and not have any compassion is beyond me. How did they not know if the elder woman had something to hide? They let her go without even looking twice.

So why can't you have the TSA agents bring over the wand to go over a person's body? Why did I have to wait for almost 20 minutes and possibly miss my flight for only "one" person who is qualified to do this groping of my body? Not only was I insulted but treated like I was a criminal. To made to wait in a pen-like area, made to stand on two blue footprints barefoot while everyone passes me and stares and then groped is beyond me.

**From:** (b)(6)  
**To:** [TSAExternalCompliance](#)  
**Subject:** Screening Complaint  
**Date:** Tuesday, May 17, 2011 11:13:19 AM

---

Dear TSA Compliance Office,

While traveling outbound through New York's Kennedy Airport yesterday morning, I experienced undue delays at the TSA Checkpoint. I am a frequent and savvy traveller, and have never experienced this kind of treatment in the past. At around 11:35 AM on Monday May 16th, I was in line at the TSA checkpoint at the American Airlines terminal (8). Several tubs of my valuables had already passed through the x-ray machine and were waiting unattended at the other end while I was still in line for the metal detector. At this point, an Officer (b)(6) asked me to step aside and proceed through the "scanner" instead.

I am aware of the controversy surrounding the health effects of these new full-body scanners, and always exercise my civil right to a pat down instead. When I informed Officer (b)(6) of this, I was put in a holding area to the side of the security checkpoint to "wait for a female to do a pat-down." There I waited, while my valuables were left unattended and out of my sight. Though I could see many officers, male and female, standing around all over the security checkpoint, none came to do the pat-down and let me through. I repeatedly (4 or 5 times) asked officer (b)(6) if someone was indeed coming, and he said "all female officers are busy." I do not know how long I was left in the holding area, but I estimate the delay added 15-20 minutes to the screening process at a time when the security checkpoint was experiencing very light traffic. I repeatedly asked Officer (b)(6) when a female officer was coming, and he was never able to give any answer. It became evident that the officers were just waiting for me to give in and proceed through the body scanner on my own, rather than give me the requested pat down. I began waving my hands and grabbing the attention of passengers as they passed through the metal detector without incident. Finally, a passenger started asking questions of the TSA officers on the other end of the screening line, and one of them finally walked over, sulkily and without words, to give me a pat-down.

The whole experience was uncivil and inhuman. If the TSA is going to offer an alternative to the full-body x-ray machines, this alternative needs to be available and viable. It's clear to me from my experience with the TSA team at JFK yesterday that there is a prevailing pattern and process of intentional delays for those who request pat-downs, in the hopes that passengers will give in and go through the x-ray machine instead. This is unacceptable.

Thank you for your assistance in this matter,

(b)(6)

--  
(b)(6)

(b)(6)

8/19/11

INCIDENT OCCURRED 7/4/11

#17

### Complaint Information

If you don't speak/write English, OCRL has access to interpreters and can talk to you in any language.

**① Information about the person who experienced the civil rights/civil liberties violation**  
*(fill in what you can)*

Name: (b)(6)  
First and Middle Last

Phone #: Cell: (b)(6) Home: \_\_\_\_\_ Work: \_\_\_\_\_

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

Mailing Address: (b)(6) Olmsted, Ohio, 44070  
PO Box 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: \_\_\_\_\_

**② Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.**

Name: \_\_\_\_\_  
First Last Job title

Organization (if any): \_\_\_\_\_

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State Zip

**③ What happened? 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.**

I was traveling on Royal Jordanian to Jordan on 7/4/2011 at approximately 12:15 am out of JFK International Airport. I proceeded to the special screening area for a female screen, at which point a very rude TSA employee by the name of (b)(6) called to me and pointed to where I should stand. She then proceeded to yell at me in front of all the other passengers including my husband and 8 year old son, telling me I need to undress for her to be able to perform her special screening. I calmly explained to her that my dress was religious and that I have traveled in it numerous times, at which point she became irate with me and told me I should know better than to dress like that when I travel. Again, I explained to her that my long dress was religious and that I had been screened privately in the past at other airports including Chicago's O'Hare and London's Heathrow, at which point she turned and began walking away from me. I wasn't sure what she was doing, so I remained (continued)

Continue on an additional page, if needed.

RECEIVED  
AUG 22 2011  
PS 8AM

(b)(6)

8/19/11

#17

INCIDENT OCCURRED 7/4/11

**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):*

This occurred on the morning of 7/4/2011 at approximately 12:15 am (fifteen minutes after midnight). Our flight was set to depart at 1:40 am.

**Where did this happen?**

Place (name of the airport or other facility): JFK International Airport, Terminal 4

City: New York State or Country: NY

**④ Who treated you unfairly?**

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

A tall, heavy set African American TSA agent by the name of (b)(6) Her supervisor refused to give her (b)(6) badge number, but gave me her own information instead. The Supervisors name is (b)(6)

(b)(6)

INCIDENT OCCURRED 7/4/11

#17

5 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): Other airline passengers on flight RJ 262 (Royal Jordanian).

Mailing Address: PO Box or Street address City State or Country Zip

Phone No.: Email:

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

Mailing Address: PO Box or Street address City State or Country Zip

Phone No.: Email:

Continue on an additional page, if needed.

6 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?

Yes No

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

Continue on an additional page, if needed.

7 Is there any other information you want us to know about or consider?

A second TSA agent who was present during my private screen with the supervisor told me that this is not the first time this particular agent (b)(6) has done this to travellers. She said she is always rude to passengers and always verbally abuses them in this manner.

(b)(6)

8/19/11

#17

INCIDENT OCCURRED 7/4/11

civil liberties related to TSA employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, OCRL will disclose the information regarding your complaint to other appropriate offices, including the airport or facility in question.

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

**You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.**

3. Continued:

Where I was, anticipating her return. She then turned around and yelled at me to follow her. I was surprised at how rude she was being, and unsure if she was really addressing me, since her attitude was extremely foul. I began to follow her, when she stopped me in mid stride and began yelling at me in close proximity saying "do you want to take care of business?" at this point other passengers began to speak up to her saying that she shouldn't be yelling at me this way or treating me like this, that the way I was dressed was in accordance with my religious beliefs and that she couldn't make me undress in public. My husband became aware of the commotion and asked me what was going on, at which point she addressed my husband and the other passengers by rudely turning around and gesturing with her hand that they should keep their mouths shut. She then rudely announced to everyone "I am having a conversation with one person here, not everybody", to which I responded "my husband is asking what's going on, and he is more than welcome to speak if he wants to". She then returned her focus to me and again rudely stated "do you want to take care of business or do you want to get back in line?" I calmly responded "let's take care of business", she then ordered me back in line. I looked at her and said "you asked me if I wanted to take care of business or get back in line, and I answered you I would like to take care of business", again, she ordered me back in line, then turned her back on me and walked away. She began speaking with another TSA, whom I presumed was a supervisor while waving her hands wildly. A few moments later, the supervisor approached me and told me that she was asked to handle the situation since I had refused a private screening. I told the supervisor that not once had the previous employee offered me a private screening, and that I was perfectly happy to submit to one, as I have many times before, had it been offered. She asked me what the problem was then, at which point I explained to her that the previous TSA agent had wanted me to remove my religious dress in public and had been extremely rude and obnoxious with me from the start. Even to the point of yelling at my husband and other passengers, and frightening my 8 year old, and finally by ordering me back in line before storming off to find the supervisor. I explained to her again that had she once mentioned that she wanted to perform a special screening on me, I would have gladly obliged. (Continued)

(b)(6) 8/19/11 #17

INCIDENT OCCURRED 7/4/11

*Continue on this page, if needed.*

3. Continued:

Under the circumstances however, she never even mentioned the word. I didn't even realize she was walking away from me towards the screening area, since she still had me roped in at the TSA area.

(b)(6)

#18

8/28/11

### Complaint Information

If you don't speak/write English, OCRL has access to interpreters and can talk to you in any language.

**① Information about the person who experienced the civil rights/civil liberties violation**  
(fill in what you can)

Name: (b)(6) First and Middle (b)(6) Last  
Phone #: Cell: \_\_\_\_\_ Home: (b)(6) Work: \_\_\_\_\_

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

Mailing Address: (b)(6) PO Box or Street address Jerusalem Israel 92472  
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: (b)(6)

**② Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.**

Name: \_\_\_\_\_  
First Last Job title  
Organization (if any): \_\_\_\_\_  
Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
PO Box or Street address City State Zip

**③ What happened?** 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.

I am a US trained, former Assistant Professor of Medicine at Brown University, who on August 24, 6 PM was on the TSA line at JFK, international terminal on a 7 PM flight to Tel Aviv.

The line was very long.

When reached the young woman who examines the travel documents, she informed me that since my full first name was not printed on the boarding pass, I would have to return to the ticket counter for a reissuing of the boarding pass. She told me that I do not have to wait on line again once I receive the new boarding pass and that I should come directly back to her. I had to leave my wife alone at the security checkpoint as it would be extremely difficult to return with me to the ticket counter as she suffers from a chronic neurologic disease.

Upon exiting the immediate TSA agent counter area, I entered into a narrow area where Business class and airline workers wait on line. The stewardess who was exiting this area saw me coming, appreciated that I was in a rush and with a smile

Continue on an additional page, if needed.

RECEIVED  
8/29/2011

EW 9:00am

#18

(b)(6)

8/28/11

**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):*

on her face moved aside to allow my passage. At this point the TSA agent stopped me and screamed that I should allow her to pass. He then continued in a loud and menacing tone in front of many passengers how "RUDE" I was. I said nothing and passed. After receiving my corrected boarding pass, I asked the first boarding pass examiner how I should reach the TSA agent who told me to return to her and he pointed to a passage parallel to the Business class line. When the same TSA agent saw me approaching he again in quite a menacing and abusive tone, screamed at me to stop and that I "would not get pass him." He then again said in front of other passengers that I was the "rude one."CONTINUE BELOW

**Where did this happen?**

Place (name of the airport or other facility): JFK  
City: NY State or Country: NY

**④ Who treated you unfairly?**

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

I cannot claim that this an Anti-Semitic attack although I was wearing a skullcap. What I can say , as a Medical Physician, that it would not be a surprise to me if this individual was involved in other incidences of abuse.

He was a 55 year old, caucasian male with the name tag (b)(6)

Thank you.

#18

(b)(6)

8/28/11

⑤ 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: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

⑥ 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?

Yes  No

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

*Continue on an additional page, if needed.*

⑦ Is there any other information you want us to know about or consider?

I will be changing my travel plans in the future, to avoid JFK so not to be so abused and humiliated again.

TSA provides an invaluable service.

Everyone of their employees should be cognizant that they are public servants who should not abuse their power. I was in a situation that if I would have responded to his abuse, I imagined I would have been pulled aside for questioning and would have probably missed my flight.

**From:** (b)(6)  
**To:** TSAExternalCompliance  
**Subject:** Traveler Filing a Complaint  
**Date:** Monday, September 05, 2011 3:10:11 PM

---

**Name:** (b)(6)  
**Mailing Address:**  
(b)(6)  
Jackson Heights, NY 11372

**World Cell:** (b)(6)  
**Email:** (b)(6)

**Location:** JFK Airport, Terminal 2 Security Checkpoint  
**Date:** September 5, 2011  
**Est. Time:** 10:10 AM – 10:45 AM  
**Airline:** Delta Airlines  
**TSA Personnel:** (b)(6) Supervising TSA Officer  
(b)(6) TSA Officer  
Additional 5 TSA Officers in the vicinity

To whom it may concern,

I would first like to describe my background and character to the specialist handling my complaint and claim of infringed civil rights. I am a very experienced traveler. Over the past few years I have documented over 500,000 actual flown air miles originating from the USA. Throughout the years I have never once written to TSA regarding any incidents or complaints. Below is a statement that TSA has posted on its website. I note this because I feel that I have not been allowed the passengers standard procedural protocol.

(TSA, September 5, 2011)

[http://www.tsa.gov/travelers/airtravel/assistant/editorial\\_1049.shtm](http://www.tsa.gov/travelers/airtravel/assistant/editorial_1049.shtm)

If you must go through additional screening, the screener will direct you from the metal detector to a screening station where he or she will brief you on the next steps. At this time, you should let the screener know of any personal needs you may have due to a religious or cultural consideration, disability, or other medical concern. Except in extraordinary circumstances, a screener of your gender will conduct your additional screening. You may request that your search be conducted in private. While you will be separated from your carry-on baggage during this process, every effort will be made to help you maintain visual contact with your carry-ons.

**Description of Events:** During the time and date period listed above, I entered JFK T2 and proceeded to the identification (ID) checkpoint by the first class and elite passenger post. It really didn't matter since there weren't many passengers flying on this holiday Monday. By the way, there were 2 posts. One officer was checking ID's while the other two were laughing and flipping through magazines at the alternate post for economy and regular passengers - not so professional. After clearing the ID checkpoint, I proceeded forward. I was then on the TSA metal detector checkpoint/security line. TSA Officer (b)(6) was the first agent after the ID checkpoint. Since I was wearing flip-flop shoes, I was not wearing any socks. I had 1 plastic bin for my laptop, another for my jacket, a round bin for my

Cartier watch, flip-flop shoes out of bin (as instructed by TSA Officer (b)(6)), 1 laptop bag, and 1 carry-on bag. Since I travel so much, I never anticipate being out of my shoes for just a couple of minutes or less. I proceeded forward and to my surprise the metal detector was closed off and passengers were instructed to go through the X-ray screening machine.

I practice medicine, specifically, surgical orthopedic traumatology. I mention this for you to understand my rationale in opting out of screening machine. In the operating room, it is almost certain in a trauma case that fluoroscopy radiograph (C-Arm) machines are used. We do wear lead shields however; I wear a dosimeter for monthly radiation exposure analysis. Aside to the operating room, while on the wards in the hospital, there are levels of scatter radiation for CT, radiograph, and portable X-ray machines throughout the hospital. I know this for sure, because my hospital had an in-service with the hospital physicist describing exposure and preventative measures. My point is that, regardless of how little the radiation exposure if from the screening machine, I feel very uncomfortable going through it due to my daily exposure to radiation.

As per TSA the method is optional so I informed TSA Officer (b)(6) that I would be opting out. She then said "okay, please step back and let other passenger's pass, I will inform an agent to pat you down". After telling the two TSA agents (one black obese female and one Hispanic male in his late twenties/early thirties) who were standing after the metal detector/x-ray scanner, they said something to her discreetly. TSA Officer (b)(6) then told me that "if you are opting for a pat down, then you are going to have to wait a while for a male TSA agent". I was confused considering there were seven agents scattered throughout the checkpoint area. I then informed her that I would agree to a pat-down from any gender TSA Officer. Officer (b)(6) then informed the other agents in which time I could clearly see that the black obese female agent was getting irritated. I can only assume that it was towards my open request – if it wasn't, which I am almost certain is not, she should not be displaying unprofessional behavior in the open public. She then shouted to Officer (b)(6) and myself that a male TSA Officer would be handling my pat-down in a few minutes. I then requested for my personal belongings which had been passed through the luggage scanners and on the other end of the checkpoint or for me to stand next to my personal belongings while I waited. TSA Officer (b)(6) responded by saying that my request was not an option. I then exercised my right to be able to visually see my personal belongings. It was only then when she went to another agent and informed them that I was stating "he says that he has the right to visually see his personal belongings". The agents clearly were annoyed and rolled there eyes. I then just said that its not appropriate for half a dozen passengers to pass by me to collect their luggage in the vicinity my personal belongings (including my est. \$15,000 Cartier watch). The black obese female TSA agent then shouted across the machine, while someone was getting scanned, "you don't want to be scanned?". I replied, "No, don't I have the right to a pat down and for me to visually see my personal belongings?" She then said that she would getting a supervisor to bring my personal belongings back to me (pre metal detector). Since Officer (b)(6) was only less then 20 feet away, sitting in a corner he got up and asked what exactly is going on. They all huddled together and quietly talked. I can only assume it was about me since they kept on looking back. Please keep in mind that I am still not able to see my personal belongings. I don't know if someone took something, placed something in my bags, etc. The obese black female TSA agent then came over to me and asked what my belongings looked like. I responded in which I had 1 plastic bin for my laptop,

another for my jacket, a round bin for my Cartier watch, flip-flop shoes on the actual screening belt, 1 laptop bag, and 1 carry-on bag. Since it was a few things she looked over and then walked away. I asked TSA Officer (b)(6) again for my belongings. She said that the supervisor was handling my situation and that someone would be with me shortly. I again voiced my concern in visualizing my personal belongings as well as the length of time that I was waiting. I was almost 15 minutes by now. She then turned around to the “huddle of officers”, in which I could hear TSA Officer (b)(6) state “just bring him around to his belongings, collect his belongings for him, and proceed here (pointed to an open area in public). I still waited, had no visual of my belongings, and felt uncomfortable without any socks on my feet. I started to get agitated and voiced my concern of the time. At that time, I heard one of the six TSA agents (not TSA officer (b)(6) say “you’ll wait longer with that attitude”. I then responded, “Excuse me? Isn’t that retaliation? Don’t be upset because I am exercising my rights...” It was only then when I saw a Caucasian male TSA Officer put on blue gloves and approached me to guide me to my belongings and then for a pat-down.

After the screening, I collected my luggage and asked to speak with the supervisor. He lead me to him (he was sitting a few feet away). I asked him for his first and last name. He replied by giving me a ripped piece of paper with what looked like to have his last name on it. I refused it and took out my pen and paper to obtain the info in which he insisted that his last name was enough. I then expressed my concern in the wait time and the amount of time in which I was not in visual contact with my personal belongings. He laughed at me, and sarcastically stated, “You waited two minutes. I immediately took care of your situation once I was notified.” I then replied, “shouldn’t they have informed you sooner? To be honest with you, I know you knew the entire situation from the very start because you came over initially.” He then said, “yeah, two minutes is fine. If they didn’t tell me till just now, then I cant do anything about that.” He never apologized for anything. I then stated that I felt that the staff here including himself was retaliating against me and purposefully made me wait longer just because I was requesting atypical demands. He laughed again and said “go ahead, I wont be documenting anything though.” I walked away. I then heard him laugh and shout “two minutes”. I felt that he was belittling me. I don’t know if it was because I look young or if it’s because I’m gay, or because I was voicing my rights and forcing the TSA Officers to actually work. In any case, I discussed this with my partner (who is a lawyer) and advised me to send in this letter of events. While waiting for a response, I will probably seek legal representation advised by some of closet friends who are litigators in NYC.

I wonder if I was not dressed casually and was in a business suit and appeared older in age if I would have been treated in this manner. Regardless, the behaviors demonstrated by the TSA agents were unacceptable, disrespectful, discriminatory, and retaliatory in nature at the least.

Sincerely,

(b)(6)

**From:** (b)(6)  
**To:** TSAExternalCompliance  
**Cc:** (b)(6)  
**Subject:** JFK TSA  
**Date:** Monday, August 08, 2011 12:48:38 PM

---

The following email contains all of the requested/required information from the form provided on the TSA website.

1. (b)(6) Naperville, IL 60563.  
(b)(6) No attorney at this point.

2. N/A

3. I have had this same experience multiple times and this last time was the last straw and has prompted me to file this complaint. My issue is that I can't go through the new scanning devices due to the radiation exposure. I have been battling cancer for almost two years and after my radiation treatments my radiological oncologist stated that I should avoid all unnecessary exposure to radiation including these scanning devices. The problem with TSA is that every time I ask to opt out I get harassed. This is not unique to JFK, but this one was the most offensive. My understanding is that I do not have to go through this machine and that my request to avoid it should be enough; however, this is NEVER the case. I then get quizzed as to why I can't go through. I also get told that according to a government pamphlet I should go through the machine and that the opinion of my doctor is not relevant. I then continue to refuse and then things get ugly.

Specifically, this is what occurred on Saturday morning the 6th of August, 2011 at the Delta security station at JFK.

I approached the standard security metal detector following the person who was going through the device. I got stopped by a TSA person and told I needed to go through the x-ray type scanning device. I then explained that I could not go through. The person then aggressively asked why in a manner that talks down to me. I try to explain that have been battling cancer and that I have been instructed to avoid the device. I then get told. "stand here!", and then "stand here" and continually moved around about 2 feet each time. The woman who takes charge in a very unfriendly manner instructs me to move here, move there, touch this, don't touch that, and continues to ask why it is that I don't think I have to go through the machine. I again explain that I have been instructed by my doctor. She then asks what kind of cancer. Not really sure why this is relevant, but I explain I had testicular cancer.

At this point I have been moved to the screening area and my items along with my wife's items have been removed from the belt. My wife goes to recover her stuff. The female TSA agent yells at her to step away. My wife explains they have her stuff and another agent guides her to the items and let her recover her items. As she does this she tries to explain that I have had cancer and shouldn't be treated so poorly. The female then tells her she had better be quiet and "step away." Not sure why she is threatening my wife at this point, but still not reason to treat us like this. I am still cooperating and simply trying to get past this embarrassing and pathetic experience.

Now the lead lady gets a new hire male to pat me down. Apparently he is in training. The two of them ask me if I have implants. I state that I don't know why that is relevant that I just want to get patted down and move on to my plane. She aggressively asks again so I tell her I have a fake testicle. She then asks me where I keep it! I am at a total loss as to why she wants to know this and I guess maybe a female TSA agent doesn't know where a man might keep his fake testicle so I explain it to her. My explanation does not help things. Again, I am not sure why this matters.

The male new hire then asks if it is sensitive. Again, I state that I don't think this is relevant and that I would like to get my pat down and move on. He then asks what side it is on. Again, why?

I should probably provide a little history at this point. Testicular cancer is kind of embarrassing. Guys

don't like to talk about it and sharing with TSA and every person coming through security that I have a fake testicle, on the left side of my scrotum, and that is is not particularly sensitive is not something I enjoy.

The other disturbing part of this experience is that some of the other TSA agents are laughing and telling the lead female that she is doing a great job training. They are also laughing and making comments as he pats me down in my more sensitive areas. I certainly don't enjoy the ridicule and laughter.

I finally got through security and onto my plane. My wife was very upset by the experience. I normally travel alone and this is the first time she has witnessed how having cancer has made me a leper in the eyes of the TSA. To make matters worse, my wife left her new jacket at the security area. She missed it as she was getting yelled at. We didn't realize she forgot it until we were boarded on the plane. So we left her new \$100 jacket and a portion of my dignity at the screening area.

4. I don't have their names. The lead lady was a black woman probably around 30 years old. She acted like she was in charge. The man who patted me down was not in a TSA uniform, but a white long sleeve shirt. For all I know he was just some random guy they were using as a joke.

5. (b)(6) my wife. Same contact info as mine. Her email is (b)(6)

6. This is my first contact. We were late to our flight so I did not have time to investigate further at JFK. Plus things were so strange that my concern was if I tried to talk to anyone I would only get myself in further trouble of arrested. The manner in which they yelled at my wife made it clear that our opinions were not welcomed.

7. No.

8. English

9. N/A

10. Sending via email.

## Complaint Information

If you don't speak/write English, OCRL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**

(fill in what you can)

Name: (b)(6)  
First and Middle Last

Phone #: Cell: (b)(6) Home: \_\_\_\_\_ Work: \_\_\_\_\_

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

Mailing Address: (b)(6) New Orleans LA 70125  
PO Box 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: \_\_\_\_\_

② **Are you filing in this complaint form on behalf of another individual?** If yes, please provide *your* information.

Name: \_\_\_\_\_  
First Last Job title

Organization (if any): \_\_\_\_\_

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State Zip

③ **What happened?** 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.

At approximately 11:30 AM on 9.26.2011 we were in line waiting to pass through the initial security checkpoint at the Jet Blue terminal at JFK with around 1000 other passengers. A female TSA officer came into the line and engaged a woman waiting in a social conversation. It was very apparent that the TSA officer had been looking out for the arrival of her friend. She removed the woman from the line and walked her through the terminal all the way to the X-ray machines and introduced her to other TSA officers and facilitated her entry into the terminal ahead of all waiting passengers.

The officer was Caucasian, in her early fifties by appearance, blonde with a short pony tail. I did not see her name tag.

*Continue on an additional page, if needed.*

#21

**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):*

11:30 AM 9.26.2011

**Where did this happen?**

Place *(name of the airport or other facility)*: JFK airport, Jet Blue terminal

City: Jamaica

State or Country: NY

④ **Who treated you unfairly?**

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

The officer was Caucasian, in her early fifties by appearance, blonde with a short pony tail. I did not see her name tag.

#22

**From:** (b)(6)  
**To:** [TSAExternalCompliance](#)  
**Subject:** Revised Complaint Letter  
**Date:** Wednesday, October 05, 2011 10:44:36 AM  
**Attachments:** (b)(6) TSA Complaint.doc

---

Good Morning;

Attached, please find my revised complaint letter regarding my travel experience on Tuesday, September 27, 2011.

Thank you for your time.

(b)(6)

October 5, 2011

Ms. Jennifer K. Carmichael, Director  
Transportation Security Administration  
Office of Civil Rights and Liberties (TSA-6)  
601 12<sup>th</sup> Street  
Arlington, VA 20598-6006

**Flight Information:** Flight 371; 5:50 PM

**Destination:** Atlanta, Georgia.

**Airport:** La Guardia

To: Ms. Carmichael, et al;

My name is (b)(6) and I am writing to you to lodge a formal complaint against Three (3) of your representatives, one of whom holds the title of Supervisor.

On Tuesday, September 27, 2011, at approximately 4: 20, I proceeded through the Security Checkpoint, upon which I was told that I had a few Items in my carry-on luggage that were over the limit for Liquids; I was given the option to discard the items, or to check my bag; I opted to check my bag. I was escorted out, and checked my luggage.

Upon my return to go through the Security checkpoint, I informed the TSA Agent, a gentleman who was assigned at the end of the line to ensure order, that I was already here, and that I had just come from checking my bag. He escorted me up to the front of the line, and through the dividers; It was there that the **unnecessary unpleasantness and complete lack of professionalism and respect ensued.**

TSA Worker, (b)(6) informed the worker that he was supposed to escort me inside, or that he is supposed to have someone escort me inside. He explained to her that he didn't know that, and that he was the only one assigned to the line, and that he would be unable to; (b)(6) then stated to him "(b)(6) you understand what I am saying to you?" "Clearly you don't understand." She was speaking to him in a raised voice, and continued to berate him stating, "What did I just say to you? Why don't you understand what I am saying to you?" To which he replied, "I'm sorry, I have to get back." Then walked away, leaving me standing at the front of the line.

When the gentleman walked away, (b)(6) turned to her co-worker, (b)(6) who was standing at the "podium" next to (b)(6) but not checking any I.D.'s; just standing there. (b)(6) stated to her, "Well she's just going to stand there." As (b)(6) continued to call other patrons from the line, I then said to her, "Excuse me, are you going to call me?" to which (b)(6) responded, " You need to go get someone to escort you inside!" to which I responded, "I don't work here, who would I get? I

wouldn't know who to get. Can one of you escort me in?" To which (b)(6) responded, "You are just going to stand there!"

I then asked (b)(6) to get her Supervisor, because I didn't like the way in which I was being spoken to, and it seemed like I was going to get nowhere, and most importantly, I was there to catch a flight.

However, even when I asked to speak with a Supervisor, (b)(6) still insisted that I, "Was just going to stand there." Then simultaneously, (b)(6) walked over to me, and in a raised voice stated, "You need to go to the back of the line!" And pointed to me and gestured to the back of the line. I didn't feel threatened, but it was an unnecessarily aggressive move on (b)(6) part.

I again asked for the Supervisor, this time I raised my voice, because I was fed up, and disgusted at the way in which I had been treated; Again (b)(6) stated to me, "You need to get to the back of the line." While (b)(6) stated simultaneously, "You're just going to stand there; I told you to get someone to escort you!" To which I replied, "Fuck you bitch; I've had enough; get your Supervisor!"

(b)(6) became enraged at my statement, and tried to charge at me, at which point (b)(6) stepped in front of her. I stated to (b)(6) "I've had enough! There is absolutely no reason for me to be treated this way; I was brought up here by your co-worker; I didn't skip the line, I stood where I was told to stand, and I was already inside; that I was here to catch a flight." To which (b)(6) replied, "I know you were already inside!" She continued to try to charge at me, to which I told her, "I don't work here, you are the one that will lose your job; I have asked you repeatedly to get your Supervisor, and you refuse to do so."

(b)(6) then paced behind the glass staring at me, then walked away; I continued to ask other workers that were standing there to get the Supervisor, to which someone stated that SHE was on her way. About **TEN (10) minutes** later, a male Supervisor, who identified himself as Supervisor (b)(6) stated that he heard (b)(6) as well as the gentleman assigned to the line.

When I tried to explain to him what happened, Super (b)(6) told me that he heard (b)(6) side, and now my side, and the two sides don't match up. I then stated to him, "Please let me know when it is you need me to do; Are you going to escort me in, or do you need for me to go to the back of the line?" Supervisor (b)(6) then continued to try to explain to me TSA Police, to which I replied, "I don't need to know TSA Policy; your workers do. Just let me know what you're going to do." He then stated t me that I was, "Not letting him speak;" to which I replied that I felt "unheard," and that it seemed to me that he was "completely uninterested in my complaint." He then escorted me inside.

Before escorting me inside, (b)(6) came up to where I was standing with Supervisor (b)(6) passed through the dividers, and called me a name. I brought this to the attention of Supervisor (b)(6) who ignored me. Again, no disciplinary action was taken. (b)(6) were simply moved inside, to attend to the scanners.

I also told Supervisor (b)(6) that I get the feeling that he is sticking up for his staff, but it is clear, just by the way the staff treats people, that they have no respect for him, and that it seems that he has absolutely no control over them.

Upon my re-entry, I noticed all of (b)(6) co-workers staring, trying to figure out which line I would be on; Then to my "**ABSOLUTE SURPRISE**" I was "**randomly**" selected to be searched!

I have been traveling for many years, and I understand that over the years, and especially in this post September 11, 2001 climate, that policy and procedure have changed for the travelers' protection; However, the nature of Customer Service **HAS NOT CHANGED!** To be treated in such a manner, regarding something that was no fault of my own is **despicable**.

At no point was I trying to bend / break, or have the ruled broken to accommodate me. Waiting at the back of the line was not the issue. It was the way in which I was treated by your representatives, who are there to ensure the safety of all travelers. To have not one, but two of your representatives simultaneously cause chaos is against what the Transportation Security Administration stands for and ascribes to.

What happened did not need to be an issue. Once the gentleman at the line walked away, (b)(6) should have said, **"Wait a minute, let me get someone to escort you in." OR "Wait a minute, let me get my Supervisor."**

I asked Supervisor (b)(6) for their full names, and any other distinguishing information; to which he replied, " I can only give you their last names and first initials." I also asked him for the names of his Supervisors, to which he replied, " I have **Five (5) Managers** working with me." I asked for their names, so that I can CC them on this complaint, to which he replied, **" I am not going to give you their names; They are going to get the letter anyway."**

Thank you for your time; I trust that this issue will be handled with all seriousness and diligence, and I am available to meet with you, or any of the other representatives if a hearing is necessary.

Sincerely,

(b)(6)

#23

**From:** (b)(6)  
**To:** [TSAExternalCompliance](#)  
**Subject:** Rude and loud TSA agents at JFK  
**Date:** Thursday, October 06, 2011 12:55:34 PM

---

I am Diamond on the Delta Frequent flyer program and am familiar with TSA, obviously. I arrived at JFK from Tel Aviv, on Delta flight 269 October 5<sup>th</sup> 2011. Upon going through security after passport control and rechecking my luggage onto Pasco WA. I was subjected to rude, insensitive and loud TSA agents. I told the TSA agent she did not need to be rude but got no response what so ever. I went through the very slow and inefficient process of getting through security at JFK only to be told to wait after impersonating a moose during the body scan. I stood where I was told to stand only to be scolded that I was not standing in the proper direction. The TSA agents I dealt with were loud, obnoxious and rude. I do not need to be treated as a child nor do I expect to be belittled. I was polite and respectful but did not receive any respect in return. Obviously, they did not attend the extra sensitivity training, TSA has stated would be implemented, or they did not learn anything from it. This was in the early morning of October 5<sup>th</sup>, 2011, I cringe wondering what they will behave like later in the day.

Sincerely,

(b)(6)

**From:** (b)(6)  
**Sent:** Sunday, October 16, 2011 11:26 AM  
**To:** TSAExternalCompliance  
**Subject:** Complaint

To whom it my concerne:

I went through security screening on 1.10. 2011. I was on duty working for Icelandair flight FI614. Time between 18.30 and 20.00. At JFK airport New York. NY.

I went trough the screening wich sounded. The personelle asked me to go through again. She was harsh, anoyed and when the the mashine sounded again she was on the edge of screaming at me to go through again wich I did at least 5 times. I told her it was probably my hair do and she asked if I wanted to take it out or have body search and I asked for search.

She shouted "body search" to her co workers followed by "no rush". They responded "o.k. no rush".

At this point I asked the captain of the flight to wait for me not sure what the no rush really ment. It soon came abvious she was going to let me wait for a search. I don´t no why she decided to pick on me but it was oviously what she was doing. The staff got unsecure obeying her while having all the crew waiting and paying attention to all of them. One of the staff finally responded and did the search. I told her I would have to report this personell and she pointed to a desk nearby. There I spoke to (b)(6) (that was what it said on his name tag). He asked me to point out the person which I did and he said her name was (b)(6)

This was an unpleasant experience.  
I would like to know how you handle complaints like mine.

With regards,

(b)(6)

#25

**From:** (b)(6)  
**To:** [TSAExternalCompliance@dhs.gov](mailto:TSAExternalCompliance@dhs.gov)  
**Subject:** JFK, T2, approx 11:10am, 29 October, 2011  
**Date:** Saturday, October 29, 2011 11:24:34 AM

---

I knew when he replied to my statement that I wasn't going through the nude-o-scope (not the millimeter wave type) with a smarmy, smartass smile that he wasn't going to be pleasant... This agent (black male, corn-row hairdo) proceeded to \*order\* me to point out my items on the belt and \*order\* me not to touch them. Guess he never learned the word please... (or doesn't think he needs to use it on the job)

He then stupidly placed wet sneakers on top of my items. It's raining this morning at/around JFK. When I pointed out what he had done with wet shoes, he was completely cocky and a jerk about it, as if he \*hadn't\* behaved without any evidence of common sense. I asked for a supervisor and lodged a complaint about the agent with Supervisor (b)(6)

This guy doesn't deserve a job with TSA, much less one dealing with the public.

(b)(6)

#26

**From:** (b)(6)  
**To:** [TSAXternalCompliance@dhs.gov](mailto:TSAXternalCompliance@dhs.gov)  
**Subject:** Complaint  
**Date:** Monday, October 31, 2011 8:39:59 PM

---

My name is (b)(6)

(b)(6)

At JFK on Monday October 31, 2011 at approximately 6:45PM I was cursed at by TSA agent (b)(6) I think but am not sure of the badge number - (b)(6) is the last name). The incident began when I asked another agent why she couldn't say please when asking for travelers to perform tasks. That agent told me that she does not need to say please or be courteous. Amazing! She does not need to be courteous. What other consumer-facing profession on the face of the earth does not need to treat another fellow human being with courtesy? I guess the TSA has the exclusive!

Anyway, after asking the agent to be courteous, she had me hand frisked (after I'd already gone through the detector machine). (b)(6) did the frisking. When I jumped after he touched my genitals and complained about the behavior he told me the shut the xxxx-up! Another great customer service move! I guess customer service class must not be a highly sought after CE session for TSA employees.

Adding insult to injury, (b)(6) superior came and asked him to take a break (someone escorted him away) then proceeded to tell me that he could not do anything because "I had no proof that (b)(6) talked to me in this manner." No "sorry sir!" Not even any attempt at any apology, just a circular argument based on "he said, he said."

This is absolutely unconscionable! The TSA is a Federal agency and works for taxpayers. Even police department representatives act with courtesy when giving people tickets. Why should the TSA be any different?

If you can offer an answer to this question, I'd love to hear it... I'm very open minded and interested in hearing why you think it's OK to treat people with such disrespect.

Given the treatment I've received at JFK and on other trips, I'm not expecting any reply to this note. At this point, I'd view it as out of character for the TSA to reply. But, on the outside chance that you do reply, I'm very interested in hearing reading your comments... and learning what consequences (b)(6) faces for telling a traveling tax pay to shut the fxxx-up!

Sincerely,

(b)(6)

PS: I sincerely hope that there isn't going to be retaliation for writing this email. After all, your agent at JFK retaliated by making me get hand frisked after I asked her to perform her duty with respect... why should her management act differently?

Sent from my iPad

#27

**From:** (b)(6)  
**To:** [TSAXternalCompliance@dhs.gov](mailto:TSAXternalCompliance@dhs.gov)  
**Subject:** complaint  
**Date:** Tuesday, November 01, 2011 2:37:37 PM

---

Hello-

My name is (b)(6) I can be reached at this email or at (b)(6), or (b)(6). I am writing to complain about the way I was treated by a TSA employee this past week. I was traveling out of LaGuardia airport, on Spirit Airlines (terminal B) on Friday October 28th. My flight was at 450 pm. My friend and I arrived extremely late for our flight (approximately 420). I stood in line while she went to see if we could go to the front in order to avoid missing our flight. She waved me over and when I went under the rail, one of the TSA officers asked what I was doing, and I pointed to the person checking boarding passes (who was checking my friends), and said he said we could come through. He started telling us the reasons we could not come through at which point my friend decided to use some choice words with him that were not so polite. I said nothing. He kicked us both out of line and said we needed someone from the airline to escort us through. My friend went to get someone from Spirit and they came over to walk us through. When we got to the xray machine, I noticed that the TSA agent from before who kicked us out of line had followed us from the beginning of the line up to the front. When we went through the xray, my friend and I were told we were "randomly selected" for further search. My friend looked at the TSA guard and said "you have to be kidding me" and he replied with a smirk saying "what did you think would happen." We were then searched further knowing that it would make us come close to missing our flight.

I cannot express how extremely unprofessional this was. To me, the TSA agent is supposed to be someone who upholds a high level of integrity. This person, used their power for their own benefit, in a malicious way, to "get back" at my friend for mouthing off to him. I had said nothing to any of these agents, and was looped into this stunt. He admitted that this was not "random" as it should be, by saying "what did you expect would happen?" Well, what I expect, is to be treated fairly and with respect. Which I certainly was not. What I saw was a clear abuse of power where boundaries were crossed in a clear retaliatory way. Maybe they should spend their time doing their job.

I did not have time to ask this person for his name because I had to run to catch my plane. He was a white male, with red hair. He was at the boarding pass section around 425, and then moved to the xray/ check point at 430/435. Shouldn't be hard to figure out who it was.

I was debating whether or not to submit this, but when I think about how violated that experience made me feel, it did not feel like I should just let this go.

Thank you,

(b)(6)

#28

**From:** (b)(6)  
**To:** [tsaexternalcompliance@dhs.gov](mailto:tsaexternalcompliance@dhs.gov)  
**Subject:** Civil Rights/Civil Liberties Complaint  
**Date:** Sunday, November 13, 2011 1:52:23 PM  
**Attachments:** TSA Complaint - (b)(6).pdf

---

Hi,

Attached is a completed and signed TSA Civil Rights/Civil Liberties Complaint form. Your organization really should make this form easier to manipulate. I mean, a simple "save as" feature is disabled. Why?

I'm also relaying my complaint onto the ACLU and Epic to ensure that the fox isn't the only one guarding the hen house.

(b)(6)

# Complaint Information

If you don't speak/write English, OCRL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**

(fill in what you can)

Name: (b)(6)  
First and Middle Last

Phone #: Cell: (b)(6) Home: (b)(6) Work: (b)(6)

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

Mailing Address: (b)(6) Las Vegas, NV 89102  
PO Box 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: N/A

② **Are you filing in this complaint form on behalf of another individual?** If yes, please provide *your* information.

Name: N/A  
First Last Job title

Organization (if any): \_\_\_\_\_

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State Zip

③ **What happened?** 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.

TERMINAL: Delta's "Boutique" Terminal at JFK (during their expansion construction project)  
DATE: October 15, 2011  
FLIGHT: Delta DL2412  
GATE: 25  
DEPARTS: 10:30 am - JFK - New York  
ARRIVES: 11:50 am - Logan - Boston  
SEAT: 10B

\*\*\*\*\*Please see additional pages (below) for a full description of my complaint.\*\*\*\*\*

*Continue on an additional page, if needed.*

#28

**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):*

Saturday, October 15, 2011, at approximately 10:05 am

**Where did this happen?**

Place *(name of the airport or other facility)*: Delta's "Boutique" Terminal at JFK (prior to their terminal expansion)

City: New York State or Country: NY

④ **Who treated you unfairly?**

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

Who treated me "unfairly" is a gross understatement but . . . .

I was in such shock and shame, I failed to get the name of the TSA person. Plus, the "enhanced pat down" took so long (15 minutes), I almost didn't make my flight.

She was the designated, enhanced pat-down officer at the TSA checkpoint that was setup to EXCLUSIVELY service Delta passengers (the terminal Delta was using during their terminal expansion project).

African-American

Brown Eyes

5'6" or 5'7"

165 Pounds

Female

Around 35 Years Old

Shoulder-Length Black Hair with Loose Curls

Mid-to-Low Range Voice

Tyrannical, Authoritarian, No Nonsense, Gruff Presence

⑤ 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): (b)(6)

Mailing Address: (b)(6)  
PO Box or Street address City State or Country Zip

Phone No.: (b)(6) Email: (b)(6)

Names (or other information, e.g., agency): The AIT/WBI Operator and Officiating TSA Officer

Mailing Address: Delta Terminal at JFK - Terminal in Use Prior To The Completion of Delta's Expansion Project  
PO Box or Street address City State or Country Zip

Phone No.: Unknown Email: Unknown

Continue on an additional page, if needed.

⑥ 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 Contacted Delta - They Gave My Husband TSA's # Date: 10/8/11

No

If so, has anyone responded to your complaint?

Yes  No

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

Since this particular TSA checkpoint is setup for the EXCLUSIVE use of Delta passengers (the terminal they used during their terminal expansion project), my husband thought Delta Airlines might like to hear how their passengers are being treated by TSA. Called Delta Airlines at (800) 221-1212 and explained what happened. Delta said they couldn't do anything about it. Delta referred us to TSA at (866) 289-9673. Didn't call TSA. Instead, opted to put my complaint in writing.

Continue on an additional page, if needed.

⑦ Is there any other information you want us to know about or consider?

I fly alot. Sometimes I'm pulled aside for more screening but most times I'm not. At the start of this same trip, all airline passengers at McCarran were screened using the blue box. I was pulled aside for an "enhanced pat down". The process the TSA agent used at McCarran was what I would fully expect. She was thorough, human, and professional. The entire process took 3 minutes, not 15 minutes, and not once did I feel assaulted.

Continuation of ITEM #7 - Is there any other information you want us to know . . . ?

The "enhanced pat down" procedure used by the TSA agent at Delta's terminal at JFK (the boutique terminal Delta was using before their terminal expansion project was complete), was appalling, at best. Police officers apprehending a fugitive don't use 1/10th of the tactics this TSA officer used. Thank God I didn't agree to a "private" pat down. I shudder to even think what would've gone down in that room!

*Continue on an additional page, if needed.*

⑧ **If you are not proficient in English, please indicate the language in which you prefer we communicate with you.**

N/A

⑨ **If you have problems understanding this form or any other question, contact OCRL, External Compliance & Public Outreach Division:**

**E-mail:** TSAExternalCompliance@dhs.gov

**Phone:** 571-227-1917

Toll Free: 877-336-4872

Toll Free TTY: 800-325-0778

**Fax:** 571-227-1921

**By U.S. Postal Service:**

Transportation Security Administration

Office of Civil Rights and Liberties (TSA-6)

External Compliance & Public Outreach Division

701 S. 12<sup>th</sup> Street

Arlington, VA 20598

*Note:* Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

⑩ **To submit this form by email, please save, attach, and send to TSAExternalCompliance@dhs.gov. Please attach or send all information that supports your complaint, such as documents, photos, or witness statements.**

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: , 571-227-1921 or email scans of your documents to TSAExternalCompliance@dhs.gov, or mail to the address listed above.)

**Keep a copy of this complaint for your records.**

**Privacy Act Statement**

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the TSA Office of Civil Rights and Liberties (OCRL), External Compliance & Public Outreach Division is authorized (by delegation) to investigate complaints and information from the public about possible violations of civil rights or

civil liberties related to TSA employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, OCRL will disclose the information regarding your complaint to other appropriate offices, including the airport or facility in question.

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

**You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.**

Continuation of ITEM #3 - What Happened? Page 2

Arrived at the TSA security checkpoint that was setup for the EXCLUSIVE use of Delta passengers (prior to the completion of Delta's terminal expansion project). At that time, this particular terminal and the TSA checkpoint were unlike any other I've ever seen as a regular flyer. It resembled a boutique terminal that private jet passengers or celebrities or dignitaries would use. There were NO PASSENGERS FROM ANY OTHER AIRLINE besides Delta using this terminal and TSA checkpoint.

After showing my boarding pass and ticket, I entered a blue box (AIT/WBI machine?) and was told to place my feet in the floor foot outlines and to raise my arms over my head. I did as I was instructed and exited the blue box. The officiating TSA officer asked me to wait. She then made a radio call for an "enhanced pat down" officer.

The "enhanced pat down" officer came. She told me to stand over there and pointed to an area about 5 feet away from where we were standing. I did as I was instructed. In a disturbingly intent voice, she asked me if I were carrying any weapons. I said, "no, but I do have an underwire bra on." She didn't respond to that. In detail, she methodically and almost in a trace-like state explained what the extent of her search of my person would be. She also indicated that it would include my groin and breast areas. She asked me if I understood. I said, "yes". She then asked if I'd like to be patted down in private. I said, "no".

The pat down began and didn't end for 15 minutes!!! After checking my body five times over with a fine-toothed hand (as opposed to "comb") and checking my cuffs seven times over, she ended the search with her hand slowly pressing from my rib cage, over my stomach, and stopped at the top of my groin area.

## Continuation of Continuation of ITEM #3 - What Happened? Page 3

Unlike the rest of the search, her stomach "search maneuver" occurred just one time during the 15 minute procedure. While her hand moved down my stomach muscles, she stepped closer to me, slightly tipped her head back, and, once her hand had reached the top of my groin area, she let out a sigh that was similar (but not to quite to the extent of) an orgasm. Her sigh wouldn't have been audible to anyone else but me.

The search was complete, and she told me to sit down in a chair that was close to the area she had just patted me down at. She took my purse and searched it. That lasted a good 20 seconds. She apparently wasn't interested in those contents. I then proceeded to Gate 25.

During this whole ordeal, the bottom of my sweater which had been placed a couple of inches down from my waist prior to the pat down, was now at the top of my thighs. My jeans, too, were stretched out of shape. The waist was below the top of my bikini underwear and my feet were tripping over the cuffs.

Other interesting facts to note during this 15 minute exercise in search endurance:

1. I tried to make eye contact several times with the female officiating TSA officer who radioed for an "enhanced pat down" and the male TSA officer in charge of looking at the results of the blue box. Although this particular "boutique" TSA checkpoint setup exclusively for Delta passengers wasn't that busy, NOT once in 15 minutes did either of them look at me. In fact, both of them almost went out of their way NOT to look at me. Instead, they were looking away or down at the floor.
2. Other Delta passengers who were either going through the blue box or sitting on the benches putting on their shoes were in sheer disbelief about what TSA was putting me through in the name of an "enhanced pat down". Some were staring, some were shaking their heads back and forth, some had their jaws dropped.
3. My husband witnessed the entire process. He almost came out of his chair two or three times in protest. He thought it best not to because (1) TSA would haul us into another room for detainment and (2) we almost weren't making our flight as it was.
4. After five minutes into a 15 minute pat down, I came to the realization that I wasn't going anywhere anytime soon. At that point, I began experiencing a sort of out-of-body feeling. Similar to what rape victims tell of during their assaults. No, it wasn't nearly to the extent of that, but a certain out-of-body sensation nonetheless.

Continue on this page, if needed.

Continuation of Continuation of ITEM #3 - What Happened? Page 4

5. For weeks afterward (and still now), I'm traumatized by the situation. It left me humiliated and shamed. I'm angry that TSA would employ this person. She's either a sexual predator or is taking her job too seriously and I'm talking "seriously" to the point of mental illness) or both.

Someone at TSA needs to thoroughly investigate her background, review previous complaints, and covertly observe her current pat down "techniques".

7. After all of this, TSA DIDN'T FIND A DAMN THING!!!!

On a sidenote:

I'm a model citizen. I don't fit any of the criteria for TSA's profiles. Born in Montana, raised in Seattle, live in Las Vegas. Attractive and fit. No criminal record, no history of drug or alcohol abuse, healthy, own real estate, married for 25 years, tax returns every year since 17, steady jobs, retired young (35), never taken a government handout, love kids, animals, and the earth. I'm also far from a prude. I don't lie or exaggerate. The above is an absolute true recount of my experience with a deviant TSA officer (in her case, using "officer" loosely).

(b)(6)

11/13/2011

November 16, 2011

Via Electronic Mail

External Compliance Division  
 TSA-6 OSC Civil Rights and Liberties  
 Transportation Security Administration  
 601 South 12th Street  
 Arlington, VA 20598

Via Electronic Mail

U.S. Department of Homeland Security  
 Review and Compliance  
 245 Murray Lane, SW  
 Building 410, Mail Stop # 0190  
 Washington, DC 20598

**Re: TSA Screening of** (b)(6)

To Whom It May Concern:

This letter constitutes a formal complaint against the Transportation Security Administration (TSA) for its treatment of (b)(6) on Sunday, November 6, 2011 at the John F. Kennedy International Airport (JFK Airport) in New York.

1- Inappropriate Touching and Failure to Provide Screening Options

(b)(6) wears a *dastaar* (turban) in accordance with his Sikh religious beliefs. Between 2:30pm and 2:45pm on November 6, 2011, (b)(6)—a JetBlue passenger—passed through a screening device at Security Aisle 9 in Terminal 5. A TSA Officer named (b)(6) then instructed (b)(6) to step aside for secondary screening. Instead of offering (b)(6) a private room or the option to conduct a self-pat-down in accordance with current TSA policy, Officer (b)(6) unilaterally squeezed and aggressively patted down (b)(6) *dastaar* without securing permission to do so.

2- Unnecessary Additional Screening

After patting down (b)(6) *dastaar*, Officer (b)(6) ran a swab test and found nothing wrong. Notwithstanding this, he asked (b)(6) to wait and began speaking with another colleague. After approximately 10 minutes of waiting without receiving further instructions, (b)(6) told another female officer that he needed to catch a flight. In response, she directed (b)(6) to another male officer. (b)(6) asked the male officer to ask Officer (b)(6) whether it was permissible to proceed to his assigned gate. The male officer spoke to Officer (b)(6) returned to (b)(6) and reported that (b)(6) would have to undergo another round of secondary screening. When (b)(6) noted that he already underwent secondary screening without incident, the male officer responded that he “couldn’t take (b)(6) word for it.”

The male officer instructed (b)(6) to conduct a self-pat-down of his *dastaar* and undergo a hand swab test, which again returned negative results. (b)(6) gathered his belongings, rushed to his assigned gate, and barely made his scheduled flight.

3- Concerns and Formal Requests

After reviewing the details of (b)(6) screening experience, we believe that TSA violated its own screening policies and deprived (b)(6) of his civil rights and liberties by:

- Failing to offer (b)(6) a private screening area
- Failing to offer (b)(6) the option to pat-down his own *dastaar*
- Touching and squeezing (b)(6) *dastaar* without permission
- Forcing (b)(6) to remain in the screening area after clearing secondary screening
- Subjecting (b)(6) to a third round of screening after clearing secondary screening

We request a thorough investigation of this incident and urge you to pursue corrective actions immediately. In addition, we request a written explanation of current TSA policy as it relates to screening of religious headcoverings and the treatment of travelers after they have cleared secondary screening. Please contact the undersigned if you require additional information.

Respectfully yours,

(b)(6)

(b)(6)

(b)(6)

cc:

The Honorable Bill Nelson, United States Senate  
The Honorable Marco Rubio, United States Senate  
The Honorable Mario Diaz-Balart, United States House of Representatives

**From:** (b)(6)  
**To:** [TSAXternalCompliance@dhs.gov](mailto:TSAXternalCompliance@dhs.gov)  
**Subject:** Complaint  
**Date:** Friday, November 18, 2011 4:41:05 PM

---

I would like to file a complaint regarding treatment I received at JFK airport at just before 4:30 pm on November 18 at the Delta security screening. Officer (b)(6) and supervisor (b)(6) were rude and disrespectful toward me and showed disregard for my belongings. If they had been adequately trained, my prosthesis should have been easily identifiable. Instead, officer (b)(6) pulled my nicely folded clothes out of my bag, digging around for "toiletries". She then proceeded to shove my clothes back into the bag despite me asking 3 times for her not to repack my bag. Supervisor (b)(6) advised her not to repack my bag but did nothing to interfere when she did so immediately in front of him. As a disabled individual, it is instances like this that make flying difficult, inconvenient and downright embarrassing. I shouldn't have to make a scene to have my belongings and my person treated with dignity and respect.

Sincerely,

(b)(6)

**From:** (b)(6)  
**To:** [TSAExternalCompliance@dhs.gov](mailto:TSAExternalCompliance@dhs.gov)  
**Subject:** Complaint  
**Date:** Monday, November 21, 2011 11:48:09 AM

---

Location: JFK International Airport in New York

Time/Date: Thursday, November 17, 2011 at approximately 6:15 pm

Airline: Delta Airlines, Alternate Security Checkpoint (main checkpoint was re-routed due to crowds)

Contact: (b)(6)

To Whom It May Concern:

I am writing with regard to an incident that occurred upon return from a business trip in White Plains, NY. This incident was particularly disturbing to me since one of my roles in my company is to train individuals in local businesses how to deal with parents who are upset, angry or frustrated in public places.

There were two TSA agents involved in this incident. I did not get their names because my time and attention was focused on the individual in question. I did report the incident on site to a supervisor, an Officer (b)(6). He was very apologetic, made note of the incident and reported that he would address it. He also suggested that I submit an official complaint via the web.

What follows is the incident as I saw it:

A distraught mother was guided to the line in front of me, just before the body scanners I do not know why she was being led there by an agent, I concede

She had with her a young daughter, who looked to be 4 or so years old

The mother was sobbing, hunched over, inconsolable

I asked her what was wrong, and quickly determined that she spoke very broken English

At this point, a TSA agent were physically removing her child from a booster seat and removing her carry on bag that was attached to it

The mother continued to sob, looking on in confusion and fear

I asked her if she understood what they were doing, to which she simply responded in accent: "It's terrible. It's terrible."

- TSA agent made NO attempt to console the mother, or explain to her why they were removing her child from the booster seat or removing and searching her bag
- In fact, I did not see them speak to her at all...NOT ONE WORD
- The child appeared bewildered and very afraid
- The mother walked her daughter through the body scanner, still sobbing
- On the other side, after I got through, I continued to tell her it would be OK
- Again, NO response from TSA, not a word to the mother

#31

- TSA agent placed her child back in the booster and tried to send the woman off...  
WITHOUT HER BAG
- When this was brought to the gentlemen TSA agent's attention, he denied there was a bag until another agent brought it
- He impatiently cast it to the mother and walked away
- The woman left the security check point, still sobbing
- Her child was visibly upset

This situation broke my heart. I realize that we live in a hurried world, but this mother was SO distraught. A little time and better communication might have fixed this situation. From my perspective, it simply looked like she didn't understand what was expected of her. To have a child taken out of a seat and your bags taken from you by a uniformed officer with no explanation IN AMERICA must have been so frightening to her. And to think, this sobbing woman was making her way to a plane. No one wants to get on a plane with a person who looks emotionally unstable. This surely would have made other passengers there feel very UNSAFE. What airline would be comfortable with this parent boarding in such a state? What airport would want someone so upset meandering about? For these reasons, I am copying this email to Delta, JFK International Airport, Federal Aviation Administration, National Transportation Safety Board and Aviation Consumer Protection & Enforcement via their on-line complaint pages and regular mail.

Thank you for your time and attention. It was truly shocking to me that these agents had so little tolerance and empathy for another human being who was clearly struggling. Part of keeping people safe and secure is tending to their physical AND emotional needs. Certainly, this mother was treated without the dignity she deserved.

Shame on those agents. And shame on us if we do nothing. A positive experience at the airport should be able to occur for all individuals, not just those that speak English.

I look forward to your feedback.

Sincerely,

(b)(6)

cc: Delta Airlines, Federal Aviation Administration, JFK International Airport (Port Authority), National Transportation Safety Board, Aviation Consumer Protection & Enforcement

#32

**From:** (b)(6)  
**To:** [TSAExternalCompliance@dhs.gov](mailto:TSAExternalCompliance@dhs.gov)  
**Subject:** searches  
**Date:** Tuesday, November 22, 2011 1:26:50 PM

---

On September 13, 2011 I was taken off the Security line at Lufthansa at JFK and practically strip searched because I was wearing the equivalent of a sanitary napkin. I resent having someone look down my underpants!!! On Nov. 13 also at JFK American Airlines the same thing happened. I was not wearing a pad but my elastic waist pants had somehow slipped under my stomach. Again someone looked down my underpants!!! I am 72 years old woman and I really resent this intrusion!!! I hope this will be corrected before I have to fly out of JFK on Feb.28!! Incidentally, I had no trouble with security in Frankfurt and Florence. Nor was there a problem in Las Vegas!! Go figure!!

(b)(6)

New York, NY 10075

#33

**From:** (b)(6)  
**To:** [TSAExternalCompliance@dhs.gov](mailto:TSAExternalCompliance@dhs.gov)  
**Subject:** formal filing of a complaint against TSA@ JFK airport- NY  
**Date:** Wednesday, November 23, 2011 3:14:34 PM  
**Attachments:** [NOV212011.pdf](#)

---

To Whom it may concern:

Attached is a 6 page PDF document that has been completed for review in my official and formal complaint for an incident that happened to me on Nov. 21st, 2011 in terminal 7 at John F. Kennedy International Airport, Jamaica, NY.

Officially submitted on 11/23/11 @ 2.15PM CST

Thank You

(b)(6)

# Complaint Information

If you don't speak/write English, OCRL has access to interpreters and can talk to you in any language.

**① Information about the person who experienced the civil rights/civil liberties violation**  
*(fill in what you can)*

Name: (b)(6) (b)(6)  
*First and Middle Last*

Phone #: Cell: (b)(6) Home: \_\_\_\_\_ Work: \_\_\_\_\_

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

Mailing Address: (b)(6) Saint Paul MN 55119  
*PO Box 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: \_\_\_\_\_

**② Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.**

Name: \_\_\_\_\_  
*First Last Job title*

Organization (if any): \_\_\_\_\_

Phone #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
*PO Box or Street address City State Zip*

**③ What happened?** 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.

I was wrongfully detained by the TSA bomb/explosive team while being publicly humiliated and degraded for almost 90 minutes at JFK airport in Jamaica, NY without an apology. Full account at end of document

*Continue on an additional page, if needed.*

#33

**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):*

11-21-11 5:25PM EST

**Where did this happen?**

Place (name of the airport or other facility): JFK Int'l Airport- terminal 7

City: Jamaica State or Country: NY

**④ Who treated you unfairly?**

Please provide a description of the individual(s) and/or the name and badge number of the individual(s) involved.  
too many to count...including regular TSA employees and suited management.

- ⑤ **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: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

- ⑥ **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?**

**Yes**  **No**

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

*Continue on an additional page, if needed.*

- ⑦ **Is there any other information you want us to know about or consider?**

#33

civil liberties related to TSA employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, OCRL will disclose the information regarding your complaint to other appropriate offices, including the airport or facility in question.

To learn more about the Privacy Act go to the Federal Information Center, [www.pueblo.gsa.gov](http://www.pueblo.gsa.gov).

**You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.**

I was detained in public by the TSA bomb/explosive team at JFK in New York City on Monday night [11/21/11] for about 90 minutes- terminal 7, and was supposed to fly on US airways flight @ 6PM

I got my ticket 2 minutes before the gate closed. Was given express priority to to through the security line.

I am a commercial vehicle transporter, and I have flown at least every other week to and from all points in the continental North American continent for over 3 1/2 years without incident, and have had numerous explosives trace scans before—all without incident [negative]. I always carry the same gear with me as well, and always take care to remove all the suspicious looking items—which include a space heater/fan, an AC/DC inverter, a small set of [travel legal] tools, and my road hazzard/break down triangles—which were in a box that had already been inspected on a previous trip and had been sealed with Transportation Security Administration tape at both ends.

My problem began when a low level TSA agent [1 bar on the epaulets] decided to break the tape [seals] and see what was in there—which makes no sense to me if they had already been inspected before. I told her that if she took them apart, she'd have to put them back together— because it's a pain to reassemble them—the weights of the triangles are filled with sand] She copped an attitude really fast and said " I don't have to do ANYTHING you say". She did her swab tests and seemed to get all excited about the fact she got a positive for explosives. My belongings were seized and I was forced to do an intimate search [after having gone through the stand up xray machine— totally unnecessary and called for], as well as my ID and boarding tickets confiscated.

My humiliation on degradation was in complete public view—including being sat down by a scan line [conveyor belt] which they closed just for me, where I was interrogated as well as all my belongings thoroughly searched at least 3 times by different people—all while being guarded by TSA and management people around me. Nothing short of a public spectacle.

*Continue on this page, if needed.*

I missed my flight, and ultimately had to purchase a complete separate ticket home--their offer was to send me on the next available flight on the same carrier I had originally purchased---and to have gone out the next day on their flight or a partner sharing carrier flight--- I still would have had to pay for a hotel room overnight. I should have been able to get on the very next available flight out--- IMO first class--- on any carrier---not just one that was a "partner".

I was never offered an apology, and wasn't told what set their sensitive machine off--only to bag my medications--one of which is a heart med--but it does not contain glycerin.

A suited fellow had the audacity to tell me I should allow for more time before I fly...but since I was detained for almost 90 minutes...if the "rules" say to allow 1 hour check in time for domestic flights [as I mentioned this to him]... I still would have missed my [original] flight.

Since I had to purchase a complete seperate ticket home on a different carrier so I could be home on the smae day [rather than 18 hours later---I was told the earliest I could get out and home was on a flight leaving at noon the following day], I should at least be compensated for my original flight ticket, and issued a formal letter of apology by all involved.

#34

**From:** (b)(6)  
**To:** [TSAExternalCompliance@dhs.gov](mailto:TSAExternalCompliance@dhs.gov)  
**Subject:** (b)(6) Complaint  
**Date:** Wednesday, November 23, 2011 1:03:30 PM  
**Attachments:** [TSA Complaint \(b\)\(6\).pdf](#)

---

Please see the attached amended complaint, showing that my client called TSA on October 22, 2011.

Please contact me regarding settlement of this matter.

Please confirm receipt of this email and attachment.

Thank you,

(b)(6)

# Complaint Information

**① Information about the person who experienced the civil rights/civil liberties violation**  
*(fill in what you can)*

Name: (b)(6)

Phone #: Cell: (b)(6) Home: \_\_\_\_\_ Work: (b)(6)

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

Mailing Address: (b)(6) Rosedale, NY 11422

Email: \_\_\_\_\_

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: (b)(6) NY, NY 10038; (b)(6)

**② Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.**

Name: (b)(6)

Organization (if any): \_\_\_\_\_

Phone #: Cell: (b)(6) Home: \_\_\_\_\_ Work: (b)(6)

Mailing Address: (b)(6) New York, NY 10038

**③ What happened?** 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.

An alarm went off and the female TSA employee, in public, made (b)(6) spread her legs and then groped her genitals, breasts, and buttocks. Several young men laughed at (b)(6) during this unlawful search.

*Continue on an additional page, if needed.*

**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):*

October 22, 2011 at approximately 9:00 am

**Where did this happen?**

Place *(name of the airport or other facility)*: JFK, Gate 8

City: New York

State or Country: NY

④ **Who treated you unfairly?**

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

Female TSA employee. She was young and tall.

⑤ 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: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Names (or other information, e.g., agency): \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
PO Box or Street address City State or Country Zip

Phone No.: \_\_\_\_\_ Email: \_\_\_\_\_

*Continue on an additional page, if needed.*

⑥ 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?

Yes  No

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

*Continue on an additional page, if needed.*

⑦ Is there any other information you want us to know about or consider?

(b)(6) spoke with a representative of Jet Blue

From: (b)(6)  
To: TSAExternalCompliance@DHS.gov  
Subject: Equal Protection & Due Process complaint based upon disability  
Date: Friday, January 13, 2012 2:29:19 PM

---

January 13, 2012,

To whom it may concern:

Contact Information: (b)(6)

I was traveling with my family on December 28, 2011 to St. Thomas, USVI. I returned with my family on January 7, 2012. We left New York on a 9am flight and returned on a 3:20 pm. I am a partially disabled person who had emergency back surgery on Dec. 20, 2011 (discs L3-4). We flew on American Airlines from JFK Airport, New York City directly to St. Thomas. We returned on American from St. Thomas directly to JFK.

This trip was a nightmare in large part due to TSA.

We arrived at JFK with a great deal of time before our 9 am departure in order to comply with TSA regulations. As we have traveled a fair amount, we are experienced with all TSA requirements and had our plastic bags in carry on bags for "liquids" such as hand cream and make up. We had our electronics ready and available for individual inspection, including but not limited to: 2 laptops; 2 iphones; 1 regular cell phone; 2 Amazon Kindles. We all wear slip on shoes.

As I had emergency surgery on my back the week before, it was not certain I could even travel. However, my husband is a "million mile" traveler on American and arranged for a first class upgrade for me. I had my cane as I cannot walk easily and my left leg randomly collapses.

***I carry with me a laminated card from my surgeons indicating that I have steel prosthesis in my back and may set off alarms; need antibiotics immediately in case of injury; and other information. My surgeon is one of the most renown in America.***

***The card is issued from a major New York city hospital and I have had 5 major back surgeries and receive partial disability from First UNUM Insurance Co. from a private insurance policy.***

Under the terms of my private insurance policy, I may work light duty, part time. I work 6 hours a week as a law professor at a local college 5 minutes from my house. I take prescription narcotic medication on a regular basis to combat a severe chronic pain condition that arose from previous failed back surgery. I carry this medicine in clear plastic bags, clearly labeled, in my carry on bag.

**My disability also complies with federal guidelines under the Americans For Disability Act.**

On this occasion, it was rather obvious that I was injured and disabled. I arrived at security in a wheelchair. I had my bright pink cane on my lap.

I offered my card indicating my disabled status to the TSA officer, who refused to look at it and was nasty to me, although I was quite "chipper", cooperative and pleasant. As I indicated above, I travel a fair amount and am well acquainted with TSA requirements. I am **NEVER** uncooperative, without a smile, or unresponsive to any TSA directives.

I could not walk easily at this point without the assistance of my cane, hence the wheelchair. In fact, my left leg collapsed several times during the past week when I tried to walk a few steps without my cane.

***My chair was pulled aside from the line and I was told that I was a "randomly chosen person" selected for special security procedures.*** I am well aware with all U.S. Constitutional clauses and Amendments. I am a law professor who is especially "fond" of the Due Process and equal protection clauses in the 5th and 14th Amendments.

I even use my status as a disabled person as an example of the Equal Protection provision of the 14th Amendment as an example.

As I noted above, the TSA lady who pulled me aside in my chair, was very nasty to me, especially when at that time, I had no idea why I was pulled aside and was cognizant of the looks that passed between several TSA employees at the security 'gate' when I asked why I was being pulled aside

The 'nasty' TSA "lady" was not interested in my disability card. I explained that I understood why "random" people were selected for "special" procedures under the Equal Protection guidelines. However, my husband and pre-law college student daughter were also quite aware that "looks" passed between TSA employees when I asked whether I was being pulled aside because I was in a wheelchair

We truly do not think that I was randomly picked. I was easy - a person in wheelchair, probably not going to argue, etc... However, all my "special" deterrence procedures consisted merely of sticking out my hands and having the TSA "wandering" them. I think 'my' TSA lady got "rid of me" with just the hand wandering because I told her I was an attorney, had a card indicating my disability, was obviously in a wheel chair with a cane, and fully understood why people are chosen "randomly" in order to comply with the Equal Protection clause of the 14th Amendment.

My husband and I looked at each other [he is also an attorney and a full law professor in NYC and a prolific writer of scholarly articles on legal topics] and said quietly "do not argue, just let them get on with it". Which I agreed with. We both saw the scowls pass when I indicated my knowledge of Equal Protection.

On the way home from St. Thomas when going through security, also in a wheel chair with my cane and laminated disability card, I was treated in the most abominable manner. In this case, the TSA personnel were quite pleasant. After 10 more days, I felt I could walk a short distance through the security monitor without my cane, as this usually takes seconds and my chair would be waiting for me on the other side after it was, too wandered.

I was told, "No, no, It's okay. We will take you."

At this point, after going through a rather lengthy check in process in the heat and humidity, I was elated. This was so much more relaxing and cheerful than JFK! Well yes, the personnel were lovely.

I was given an option to go through the security measures in private. But in all honesty I thought, "well, I was "randomly" selected in New York for a public deterrence example and all that was done was to wand over my outstretched hands. My chair was NOT CHECKED.

**Why should I be separated from my family, without any identification, not being able to defend myself in case anything happened.** [things "happen". I am a native New Yorker].

I said it was okay to wand me in public. I did agree to this procedure, once again thinking that it would require no more than putting my hands out !

Here, the TSA readily acknowledged my disabled status and seemed so nice and pleasant. Why should I expect more than what I received under rather disagreeable circumstances in New York?

I am smart. I am aware of all current security procedure. Or so I thought. I must have missed the CNN and MSNBC reports on feeling up disabled people at airports  
Oops.

**This is exactly what was done to me in public before a crowded public making their way through security on a busy Saturday afternoon.**

I was **not** "patted down" as I was led to believe. I was literally "**felt up**" as if I were a criminal being arrested. And believe me, I spent enough time as in intern for (b)(6) the noted criminal defense attorney and head of the (b)(6) to know what the difference is between a "pat down" and feeling someone up.

**It was so humiliating and completely nonsensical.**

Ironically, I was told to "**stand up**" and **get up out of my wheel chair!** I could not figure this out TSA would **NOT** even permit me to get out of the chair and go through the security monitor by myself **BECAUSE I WAS IN A WHEEL CHAIR! NOW, I WAS ASKED TO GET OUT OF THE CHAIR AND STAND - IN FRONT OF EVERYONE AND BE FELT UP, LITERALLY - UP MY CROCH WITH A GRAB, AROUND BY BREASTS, UNDER MY ARMS, UP MY BACKSIDE - YOU NAME IT, I WAS TOUCHED BY HUMAN HANDS - NOT A WAND AND THEN I WAS WANDED AS WELL AS MY WHEEL CHAIR [FROM AMERICAN AIRLINES].**

**IF TSA'S OBJECTIVE IS TO DETER SECURITY THREATS - FEEL UP AND GROSSLY HUMILIATE DISABLED PEOPLE IN PUBLIC. DO NOT BOTHER WANDING HANDS OF WHEELCHAIR PEOPLE. RIDICULOUS. IT WAS SURREAL AND DISGUSTING AND MANY OTHER DISPARAGING ADJECTIVES, AS WELL.**

This all happened so fast I was almost speechless. I tried to reason briefly that having **me stand up on the other side** of the security gate made **no sense** as I could walk through it unassisted and I informed the TSA personnel of this fact. What if I was paralyzed? or very elderly or more, God forbid, fully disabled and could not get out of my chair -such as a person with cerebral palsy or other medical conditions? How could you make them get out of the chair? How do you know I

could do so without my cane? Yrs, for a moment, I could. I was not at all sure I could do it without my cane for a more extended time and informed my "feeler" of this fact in a very nice way. I had lost 25% usage of my left leg prior to this last surgery. It was still unclear at this point what damage I incurred because my left leg, in large part, was still very numb as a result of the surgery. Indeed, I told the "feeler" that I was very insecure without my cane as my leg had randomly collapsed several times during my vacation and I had fallen to the ground..

Does this all make sense? In New York, I'm picked for deterrence purposes and in compliance with the Equal Protection clause and subjected merely to wanding my hands.

Now that's a real "deterrent" to potential security risks!

In St. Thomas - a "hotbed" of radical activity [yes, we jewelry and tee shirt purchasers are subject to more intense security than at JFK in New York City. Please, I was asked to get out of my chair and in public felt up and was so shocked and embarrassed that I am still getting flashbacks!

This may seem frivolous, but it highlights the disparity between TSA procedures at the most high risk airport in the United States, in New York City - where 9/11 occurred - than in sleepy, backwater St. Thomas, which as a United States territory, we are forced to go through both customs AND security procedures.

The lack of consistency is problematic. But more important is the manner in which disabled persons are treated. it was obvious and empirically verifiable by just lifting my shirt discreetly and looking at the distinctive and deep, raw scar that runs vertically for over 6 inches down my lower back.

Aside from the empirical evidence, I carried a laminated card from a major New York City hospital, with the names of my surgeons and complete information, including a telephone number, indicating my disability.

**Yet, I was publicly felt up on this Caribbean island and told to get out of my wheelchair for this process! Ironic and a horrific violation of Equal Protection and Due Process clauses of the United States Constitution.**

This is a complete, substantive recollection of events as they occurred. I have complied with all contact information and provided a detailed description of events. Together with dates and times that I traveled and the location of the airports in which the violations occurred.

Sincerely,

(b)(6)

#36

**From:** (b)(6)  
**To:** [Titus, Shenandoah](#)  
**Subject:** Re: TSA notice of blank form  
**Date:** Friday, January 20, 2012 4:30:41 PM

---

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 JETBLUE EMPLOYEE, IN JETBLUES TERMINAL WITH MY COMPANY BADGE AND NY JFK PORT ID displayed and in the CREW line. As I handed him both my and my wifes 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 aviation/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.  
>

**From:** (b)(6)  
**To:** [tsaexternalcompliance@dhs.gov](mailto:tsaexternalcompliance@dhs.gov)  
**Subject:** Complaint  
**Date:** Thursday, January 19, 2012 5:12:58 PM

---

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 fulling 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

#37

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.

(b)(6)

A rectangular box with a thin black border, containing the text "(b)(6)" in the top-left corner. The rest of the box is empty, indicating that the contact information has been redacted.

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 8 2011 5:37AM  
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: none  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:

Contact Email: (b)(6)  
Subject: TSA Contact Us: Complaints  
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)  
Date Time: 6/8/2011 5:37:42 AM

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

Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental flight 3229, Buffalo Niagara Intl. Airport. Buffalo, NY to Newark, NJ. Gate 26  
Comments: After placing my personal items on the screening conveyor, I was told by the TSA officer that I needed to empty my pockets and step towards the backscatter AIT machine. I indicated that I oped out from AIT. I went though the metal detector without raising any alarms, and was then made to wait an additional five minutes for a screamer to arrive to conduct an "enhanced pat down." This past down included extensive touching of my body, including my crotch, genital and buttock regions, and reaching inside my waistline.

This screening is a violation of my constitutional right to be secure in my person from unwarranted search without probable cause. I plan to address this issue with my Congressional representatives regarding this unreasonable, inappropriate practice.

Agent Notes: D Collins sent to the CSM 06/08/2011  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: deborah.collins  
Last Update Date: Aug 14 2011 12:44PM  
Opening Agent: deborah.collins  
Opened Date: 6/8/2011 5:51:13 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Complaint—Customer Service Manager  
Airport: BUF  
Airline: Continental Airlines  
Subject Category: Patdown - Flyer  
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) [tsatcc\\_do\\_not\\_reply@senture.com](mailto: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: Jun 8 2011 8:59PM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jun 6 2011 9:00AM

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: None  
Contact Fax:

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

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

---

Remote Client IP: (b)(6)  
Date Time: 6/8/2011 8:59:11 PM

---

Name: (b)(6)  
Email:

Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SW343/Buffalo Airport/Monday June 6, approximately 9:00 am.  
Comments: When going through security at the Buffalo Airport on Monday June 6, 2011 I was scanned. I had gone through the metal detector and no alarm sounded but yet I was scanned anyway. I object to being scanned when there was no alarm sounded. I was also NOT offered a pat down in lieu of the scan. I feel that this is a violation of my rights and my person. I see this practice as something that will eventually lead to fewer travelers willing to undergo such invasion and resulting in a negative effect on air travel. I would appreciate the courtesy of a response.

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: andrew.depew  
Last Update Date: Aug 14 2011 12:45PM  
Opening Agent: andrew.depew  
Opened Date: 6/9/2011 4:55:39 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Sacrifices Made by Public  
Airport: BUF  
Airline:  
Subject Category: Patdown - Flyer  
Interaction Type: Complaint

Response  
Template Name: Reasons for Secondary Screening  
Airport: BUF  
Airline:

Subject Category: Patdown - Flyer  
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (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.

Ongoing threats to aviation security require that certain security measures be undertaken. It is indeed frustrating for us as U.S. citizens to have our person and personal items inspected by strangers. TSA understands and appreciates this frustration, and we go to great lengths to train our Transportation Security Officers (TSOs) in the proper way to inspect passengers and their items. We practice these steps not only to enhance passenger security, but to provide first-class customer service. When necessary, we take the appropriate action to remedy a situation, including providing additional training and disciplinary action.

We hope this information is helpful.

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Mar 4 2011 8:09PM  
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: 3/4/2011 8:09:11 PM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #99/Delta/Terminal 2/Airport/JFK/Gate 29

Comments: When I was going through security I had a very unpleasant encounter with (b)(6). When I asked (b)(6) (STSU) for more specific ID information on (b)(6) such as a last name or a badge number he would not provide it. I had placed my liquids in a zip lock bag and (b)(6) told me that two of my items did not meet TSA requirements and would have to be thrown out. I respect the requirements - that is not my issue. (b)(6) was very very rude and just seemed angry. Moreover, when I explained to her that I was willing to cooperate, but was having a hard time understanding her she was combative. She asked if I wanted to speak to her supervisor (b)(6) and I said yes. (b)(6) took one look at the bag of liquids and just started mumbling "too big, too big" before I even made my way over to his podium. I asked him to hear me out on one of the items and he initially refused. I asked him to reconsider and he agreed to give me an opportunity to explain. Once he looked at the bag and heard me out he realized that he and (b)(6) were mistaken about one the items. When I asked him why (b)(6) was being so nasty. She took my bag, and looked at me and said - "I need to run this again." She ran my bag again to retaliate against me. I was very polite, never raised my voice. I just asked to engage in a conversation about my items so I could understand what I had done wrong. (b)(6) was mean, nasty and angry the entire time. (b)(6) was a little nicer, but frankly he was not so great either. He said, "no,no,no" before he even knew what was going on and in the end he was mistaken. There is no reason to treat people like this. Something is very wrong with these two TSA agents. Moreover, why didn't the agents in Fort Lauderdale (the day before) when I was traveling on delta flight 1698 have any issue with my liquids. The inconsistency is maddening and I am not even sure that it was appropriate for (b)(6) to confiscate the one item that he took away. I would like to make sure that item was in violation of the regulations. So please address that issue as well.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:16AM

Opening Agent: deborah.collins

Opened Date: 3/7/2011 6:48:39 PM

Linked Event IDs:

Responses:

**Response**

Template Name: Screener Rudeness Response

Airport: JFK

Airline:

Subject Category: Screening - Rude Screener

Interaction Type: Complaint Customer Service (Airport)

**Response**

Template Name: Pat- Down BCC CSM-FSD Response

Airport:

Airline:

Subject Category: CSM/Stakeholder Follow-up - General

Interaction Type: Complaint Customer Service (Airport)

**Response**

Template Name: Consistency @ Airports Response

Airport:

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint Customer Service (Airport)

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 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 your complaint concerns the conduct of Transportation Security Officers (TSO) at [Insert name of the airport], we have forwarded a copy of your email to the Customer Service Manager (CSM)/Federal Security Director (FSD) at that airport. The CSM/FSD is responsible for ensuring that the screener work force adheres to TSA principles for professional processing.

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

If you need further information or assistance please let us know.

TSA 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](http://www.tsa.gov).

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 10 2011 4:47PM  
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: None  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:

Contact Email: (b)(6)

Subject: Screening Rules

Body: Over the past eight months or so, I have flown extensively on business. I have observed the TSA screening process at airports in Milwaukee, Tucson, Bangor (ME), Philadelphia, NYC (Newark and La Guardia), Fort Lauderdale, Tampa and Orlando. I have observed that your screening rules seem to be inconsistently applied. For example, some airports require that laptop computing devices be placed in bins alone, while other airports allow other items in a vine with a laptop computing device. As another example, for months, I carried a toothpaste container that is labeled 3.4 oz. (a weight, not liquid measurement). When I attempted to pass through TSA screening at La Guardia airport with that in my quart zip bag, I received a rather curt reminder of the 3 oz rule, as though I were intentionally attempting to bring aboard too much toothpaste in my carry-on luggage. This was a toothpaste container that had been with me on numerous previous trips, without incident.

I am certainly not opposed to the mission of the TSA, nor to the fact that you may have to adjust various screening rules and procedures from time to time. However, if I - as a seasoned and frequent traveller, am occasionally confused by the inconsistent application of screening rules, it must be much more difficult for the infrequent traveller to get through screening without feeling a bit lost.

I look forward to your clarification. Thank you.

(b)(6)

**Agent Notes:**

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jessica.logan

Last Update Date: Aug 14 2011 12:47PM

Opening Agent: jessica.logan

Opened Date: 6/13/2011 12:01:00 PM

Linked Event IDs:

**Responses:**

Response

Template Name: Consistency at Airports Nationwide

Airport: LGA

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email message 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: Jun 13 2011 1:06PM

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 Given

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: TSA Contact Us: Complaints

Body: Forwarded for appropriate action.

Evelyn Webb

Office of Civil Rights and Liberties

DHS/TSA

From: (b)(6)

Sent: Monday, June 13, 2011 12:41 PM

To: Civilrights, TSA

Subject: TSA Contact Us: Complaints

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

-----  
Remote Client IP: (b)(6)

Date Time: 6/13/2011 12:41:13 PM  
-----

Name:

(b)(6)

Email:

(b)(6)

Complaints:

Civil Rights

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

#97/ Jet Blue/ JFK

Comments:

I am disgusted at the screening process an injured person has to go through. My 4th Amendment rights were stripped without any probable cause given. I also asked the TSA Agent if he took an oath to " Uphold and defend the Constitution against enemies both foreign and domestic", he said yes and yet he violated that oath and the TSA violates that oath everyday and it makes me as an American citizen sick to my stomach to live in tyranny. I also asked the agent if he thought I was in any way shape or form a threat to anyone or anything, he said NO. Yet he violated my rights protected by the US Constitution and Bill of Rights. I would like to know the Page number, section and code that supposedly allows you to violate and break the law on a daily basis. Tyranny will not last, the Constitution will. Long live the Constitutional Republic.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: dakota.brock

Last Update Date: Aug 14 2011 12:47PM

Opening Agent: dakota.brock

Opened Date: 6/13/2011 5:49:29 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 13 2011 3:50PM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jun 5 2011 7:45PM  
Contact Prefix:  
Contact First Name: (b)(6)  
Contact Middle Initial:  
Contact Last Name: NONE  
Contact Suffix:  
Contact Address 1:  
Contact Address 2:  
Contact City:  
Contact State:  
Contact Zip:  
Contact Country:  
Contact Phone: NONE  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: Complaint

Body: Please tell me why I am being Harass by some TSA agents at the JFK Airport Delta terminal #3. At about 7,45 pm Sunday June, 05 2011 I was scheduled on flight DL 4231 to Charlotte NC. I came to checkpoint as I do almost every week Place my items on the conveyor as I always do The screener requested Bag check as he always do. Then I was confronted by Supervisor (b)(6) who told me I could not take my tools through his gate. I proceeded to explain that I carry them all the time and they are all within TSA guidelines. He then told me if I allow him to take my Tool then I could continue or he was going to escort me out the door. This he did, I went over the other side which is less than 100 feet away place my items on the conveyor bag check was called as usual the bag was checked and OKI'ed and I proceed through. To the best of my Knowledge the same rules apply to all gates therefore please tell me why some agents insist on Harassing me at Jfk Airport A similar incident took place on 03/13/11 causing me to loose lots of money. I feel that this is harassment directed at me. Please find attached a picture of the tools I carry and a measure showing they length.

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: sandra.rudder  
Last Update Date: Aug 14 2011 12:47PM  
Opening Agent: sandra.rudder  
Opened Date: 6/13/2011 6:19:30 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Screeners Have Final Say Response  
Airport: JFK  
Airline: Delta  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

Response  
Template Name: Civil Rights Complaint Discrimination—Response to General Public  
Airport: JFK  
Airline: Delta  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com  
To: (b)(6)  
Subject: In Response to your inquiry.  
Body:

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) Office of Civil Rights and Liberties (OCRL).

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

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

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

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

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

The Transportation Security Administration's (TSA) security screening procedures require all carry-on property be screened before passengers take it onboard an aircraft. Regardless of whether an item is on the prohibited or permitted items list, the Transportation Security Officers (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.

Please visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information.

We hope this information is helpful.

TSA Contact Center  
END RECORD

## CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 17 2011 10:10AM  
Medium: Inbound Call  
Contact Status: Closed  
Incident Date:  
Contact Prefix:  
Contact First Name: no  
Contact Middle Initial:  
Contact Last Name: no  
Contact Suffix:  
Contact Address 1:  
Contact Address 2:  
Contact City:  
Contact State:  
Contact Zip:  
Contact Country:  
Contact Phone: no  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: no  
Subject: Complaint

Body: Him and his wife were not screened properly in Buffalo. It was a Southwest flight. They were made to go through the x ray machine, instead of giving an option for a pat down. There were not signs posted to tell them this. The supervisor would not give him badge number and name of who was viewing the AIT images. It was flight 343 June 6th 9:30 a.m He wants proof that the images are deleted. He wants the name of who viewed his image. He doesnt like TSA at all, none of it.

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

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

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

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

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

viewing area. To further protect passenger privacy, all facial images are blurred.

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

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

Agent Notes: Spoke with customer, re-advised the template given by the agent. Also, advised the caller to choose option 5 on the IVR for the customer service manager, Advise caller will forward the complaint to the CSM. mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: delores.deaton

Last Update Date: Jun 17 2011 5:10PM

Opening Agent: delores.deaton

Opened Date: 6/17/2011 5:09:50 PM

Linked Event IDs:

Responses:

Response

Template Name: Signage at Checkpoints Responsse

Airport: BUF

Airline: Southwest Airlines

Subject Category: Advanced Imaging Technology (AIT) - Flyer

Interaction Type: Complaint

Response

Template Name: AIT Privacy Health and Opt Out Concerns Condensed

Airport: BUF

Airline: Southwest Airlines

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: Jun 17 2011 10:21AM

Medium: Email  
Contact Status: Closed  
Incident Date:

Contact Prefix: (b)(6)  
Contact First Name: (b)(6)  
Contact Middle Initial:  
Contact Last Name:  
Contact Suffix: M.D.

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: Excessive screening

Body: I arrived home yesterday (June 16) on CO 69 Stockholm to Newark and then CO 107 Newark to Houston. My boarding passes were marked for special screening. This has never happened to me before even though I travel on average once every 1-2 weeks (mostly domestic) and am Platinum Elite on Continental. I purchased the ticket weeks in advance and paid by VISA.

The result of this special screening designation was as follows:

1. I was patted down 4 separate times including in a remarkably aggressive way in a back room.
2. I had all the contents of my bags taken out 3 times and each item handled.
3. My iPod was lost in this process. I was using it on the plane and after this procedure it was gone.

(b)(6)

Why did this happen? Will it happen again?  
Please tell me how it happened and what I can do to stop it.

Thank you.

(b)(6)

Agent Notes: Sent to CSM 6/17/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:49PM

Opening Agent: melissa.nelson

Opened Date: 6/17/2011 3:18:21 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

**Airport:** EWR  
**Airline:** Continental Airlines  
**Subject Category:** Patdown - Flyer  
**Interaction Type:** Complaint

**Response**

**Template Name:** Reasons for Secondary Screening  
**Airport:** IAH  
**Airline:** Continental Airlines  
**Subject Category:** Patdown - Flyer  
**Interaction Type:** Complaint

**Response Email:** From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

**To:** (b)(6)

**Subject:** In Response to your inquiry.

**Body:**

Thank you for your 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](http://www.tsa.gov).

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: Jun 19 2011 10:18PM

Medium: Email

Contact Status: Closed

Incident Date: Jun 15 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

---

Remote Client IP: (b)(6)

Date Time: 6/19/2011 10:18:49 PM

---

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Airlines, Terminal 3 at JFK Airport in NewYork

Comments: TSA employee (b)(6) was very rude to me on June 15th, 2011 while doing a search of my luggage. I was a passenger on Delta flight 337 outbound to Atlanta, GA. I had no objections to (b)(6) searching my luggage but he took my bag off to the side and began going through it including taking my belongings out without me being present at the station where the search was being conducted. I mentioned to him from the the screening machine that he should not be searching my luggage without me being present and he was rude in his response by saying and motioning with his hands "well get over here then!"... along with other comments. It would be beneficial to this employee to have some additional training in customer service because it does go a long way and his rudeness can instigate a quarrel.

Agent Notes: J Burke sent to CSM on 6-20-11.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 12:49PM

Opening Agent: jeff.burke

Opened Date: 6/20/2011 6:19:28 PM

Linked Event IDs:

Responses:

Response

Template Name: Maintaining Line-of-Sight

Airport: JFK

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Screener Rudeness

**Airport:** JFK  
**Airline:** Delta  
**Subject Category:** Screening - Discourteous/Rude Screener  
**Interaction Type:** Complaint

**Response Email:** From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

**To:** (b) (6)

**Subject:** In Response to your inquiry.

**Body:**

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

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

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

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

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

We hope this information is helpful.

TSA Contact Center  
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 20 2011 11:35AM  
Medium: Inbound Call  
Contact Status: Closed  
Incident Date: May 25 2011 12:00PM  
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: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:

Contact Email: (b)(6)

Subject: Inappropriate Patdown

Body: Caller flew out of Buffalo on the 25th of last month. Has a complaint because a TSO felt her privates and breasts several times. Flight was from Buffalo to Orlando

Air Tran Flight left 2:27 arrival at 5:01 in Orlando.

Went through screening around 12:00 PM

Wants to know why she had to received a patdown at Buffalo airport when there was no alarm or anything. Her son had set off an alarm with his belt and it actually sounded but when she went through there was no alarm but she still had to receive a patdown.

Caller did not have flight number with Air Tran.

Itinerary number: (b)(6)

Confirmation number: (b)(6)

Stated that the TSO who conducted her patdown was staring at her from the time she entered the screening checkpoint. Caller believes that the TSO was a lesbian and liked the way she looked.

Caller stated that the patdown included the TSO pressing hard on her private area and feeling her breasts up and down 3 times using the palm of her hand.

Callers son stood there watching everything.

TSO also ran ETD test across her hands and she didn t know what the purpose of that was either.

Caller would rather be contacted via PHONE: (b)(6)

Caller stated that she is going to get a lawyer over what happened.

Told caller that patdowns were the method of additional screening to clear alarms and gave her basically what the ETD test served to do. Told caller that some additional screening methods are conducted at random:

Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Agent Notes: Sent to CSM 6 20 11 mnelson

Follow Up: From: Oneil, Brett [mailto:(b)(6)]

Sent: Monday, June 20, 2011 3:07 PM

To: TSA TCC

Subject: RE: The following event #114836 should be reviewed.

Phone number given in complaint will not accept messages or calls at this time

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

From: tsatcc@senture.com [mailto:tsatcc@senture.com]  
Sent: Monday, June 20, 2011 3:04 PM  
To: Oneil, Brett  
Subject: The following event (b)(6) should be reviewed.

The customers information has been attached to this email.

Please use the CSM password (located on the OSO Trusted Source Site) to open files from the Contact Center.

From: Oneil, Brett [mailto:(b)(6)]  
Sent: Tuesday, June 28, 2011 12:01 PM  
To: TSA TCC  
Subject: RE: The following event #114836 should be reviewed.

Psgr. has been called and responded to through e-mail and phone call.

To TSOC Date:  
From TSOC Date:  
Last Updated By: melissa.nelson  
Last Update Date: Jun 28 2011 3:17PM  
Opening Agent: melissa.nelson  
Opened Date: 6/28/2011 3:17:24 PM  
Linked Event IDs:

**Responses:**

**Response**

Template Name: Pat Down Screening Complaint - BCC CSM  
Airport: BUF  
Airline: AirTran Airways  
Subject Category: Inappropriate Screening - Pat Down - Complaint  
Interaction Type: Complaint

**Response**

Template Name: ETD—General-Use Items May Alarm ETD  
Airport: BUF  
Airline: AirTran Airways  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

**Response**

Template Name: Patdown General Response  
Airport: BUF  
Airline: AirTran Airways  
Subject Category: Patdown - Flyer  
Interaction Type: Complaint

**Response Email:**

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 20 2011 11:31AM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jun 18 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: Temperance  
Contact State: MI  
Contact Zip: 48182  
Contact Country:  
Contact Phone: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:

Contact Email: (b)(6)

Subject: Security Process at La Guardia Airport

Body: On Saturday, June 18 I flew out of La Guardia Airport on Spirit Airlines to Detroit with my husband and grandson. As the Spirit security area at La Guardia did not have a whole body scanner, I had to have a pat down as I have artificial knees and set the metal scanner off. Due to faulty positive machine readings by at least two machines after the initial pat down I was detained and subjected to a second and more thorough pat down by another TSA attendant. The initial TSA attendant stated the machines were the problem. Finally after an accurate reading by the machine after the second pat down I was released and free to join my family and continue on to the gate for my flight home, The security process for me took at least 1/2 hour or better. While the TSA attendants were very friendly and polite the process was rather stressful for me and also for my husband who had no idea what was happening to me. It appears to me that maybe machines need to be repaired, replaced, or upgraded with a whole body scanner and not subject passengers to a lengthy and stressful clearance due to mechanical issues.

(b)(6)

Temperance, MI 48182

(b)(6)

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: jonthan.hibbard  
Last Update Date: Aug 14 2011 12:50PM  
Opening Agent: jonthan.hibbard  
Opened Date: 6/20/2011 5:34:53 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Reasons for Secondary Screening  
Airport: LGA  
Airline: Spirit Airlines  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail 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: Mar 7 2011 2:27PM  
Medium: Inbound Call  
Contact Status: Closed  
Incident Date: Mar 7 2011 2:30PM  
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: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email:  
Subject: Complaint about screening  
Body: Caller wants to complain about screening. Caller s ID was looked at more than once.

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: deborah.collins  
Last Update Date: Apr 21 2011 5:13PM  
Opening Agent: deborah.collins  
Opened Date: 4/21/2011 5:13:12 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Complaints Response  
Airport: ISP  
Airline: Southwest Airlines  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

Response  
Template Name: Showing ID or Boarding Pass More Than Once Response  
Airport: ISP  
Airline: Southwest Airlines  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

Response Email:

**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jun 21 2011 2:18PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: May 25 2011 12:00PM

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Screening Complaint

Body: Caller said that she went on vacation with her son and granddaughter when one of the security women from the otherside made her come over there and made her go through the xray screening and then she made her go through the metal detector. Caller said that she then had to go through a patdown where she was very rough when going between her legs caller said that she also kept feeling around on her breast. Caller said that the employee felt her up and that she was sick inside and that she believed that the lady was gay. Caller said that she had not went through none of the screening yet and that her items had not even when through the xray screening when the lady made her go through this. Caller said that she kept asking the lady why she was doing this to her and she said because you may have explosives on your skin. Caller said that the agent went up her crouch area very rough, and that she rubbed her breast three times, caller said that she did not have a underwire bra on so therefore she did not know why she was doing this. Caller said that she wasnt even in her aisle and she did not know why she did this to her. Caller said that she weighs about a 110 pounds and that she is very big breasted and that this women flat out molested her. Caller said that when she questioned her that the lady was nasty to her and kept telling her that she may have explosives on her skin, caller said that she is hiring a attorney because she was flat out molested. Caller stated that she did nothing wrong and did not know why this lady did this to her. Caller stated that she did talk to a gentleman named Brett who was head of security at that airport and he just blowed her off and said that this is procedure. Caller said that she stood there and watched and that nobody else that came through there was touched. Caller said that she did not want a email that somebody needed to call her, and that everybody acts like this is normal but its not because she was molested and that she is going to call a lawyer and she will be taking this to court. Caller said that for another women touching her like this is disgusting and wrong. Caller said that after she got her fill up of her she told her to go on. Caller sad that the lady who did this did it because she wanted to. Caller stated that she was not going to sit back and let this happen that she will go to the media with this and hire a lawyer. Caller said that she took her rights from her, that you dont treat paying customer like that. Caller said that she wanted a phone call with a explanation as to why this happened to her.

Flight number 1180

Agent Notes: Sent to CSM 6 21 11 mnelson

Follow Up: From: Oneil, Brett [mailto:(b)(6)]

Sent: Tuesday, June 28, 2011 12:01 PM

To: TSA TCC

Subject: RE: The following event (b)(6) should be reviewed.

Psgr has been responded to through both e-mail and phone call

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jun 28 2011 3:19PM

Opening Agent: melissa.nelson

Opened Date: 6/28/2011 3:19:14 PM

**Linked Event IDs:**

**Responses:**

**Response**

**Template Name: Consumer Observation BCC CSM Response**

**Airport: BUF**

**Airline: AirTran Airways**

**Subject Category: Patdown - Flyer**

**Interaction Type: Complaint**

**Response Email:**

**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jun 22 2011 7:47AM

Medium: Email

Contact Status: Closed

Incident Date: Apr 23 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name:

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Coram

Contact State: NY

Contact Zip: 11727

Contact Country:

Contact Phone: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 6/22/2011 7:47:28 AM

Name: (b)(6)

Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Sat, Apr 23, 2011

New York La Guardia Airport, (LGA) to Aruba, (AUA)

Flight: Continental Airlines Flight 454 (on Boeing 737-700)

Depart: 07:55 AM, New York, NY (LGA)

Arrive: 12:30 PM, Aruba, Aruba (AUA)

Requested Seats: 28F, 28E

Total Travel Time: 4 hrs 35 mins

Comments: On the above mentioned flight, I arrived at the security check point. I promptly showed the agent my medical card, stating, that I had a device implanted, and could not go through. I have a Spinal cord Stimulator, and battery pack. The 1st agent told me to wait at the side. Then a 2nd agent, said, why do you have to be pat down? I repeated the above and showed her my medical card. She then said, "We have a lot of people with the stimulator, and you are allowed to go through the metal detector." I again stated that I am not supposed to. The agent got another agent, who, told me the same thing, again I said I am not supposed to. At that point a 3rd agent was called over, looked at my medical card, as said, Yes, you can go through". At this point, I did not want to cause a scene, and reluctantly went through. I boarded my flight to Aruba. I was very concerned that damage may have been done. When I returned home, within a week my back pain started. I went to my DR, and informed him of my problems. A technician was called in to check on my implant. It seems my battery pack was scrambled, and not working properly. I told him about the agents who made me go through the metal detector. He shook his head, and said, that is the problem. After trying to re-program my implant 3 times, the conclusion was made that 3 of my leads in my spine are fried. I am now scheduled for back surgery, on June 24th, to replace the fried leads. I know now I should have asked for a supervisor. But, I felt pressured, when not 1, but 3 agents made me go through. These TSA workers are not Dr's. They should have honored my request and medical card. Now I am faced with Dr's bills, and a 750.00 co-pay for my surgery on June 24th 2011. I feel these agents should be reprimanded, and also I should be compensated for the medical bills I know face. (b)(6) Coram, NY 11727

Agent Notes: Refer to EID (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson  
Last Update Date: Sep 15 2011 4:35PM  
Opening Agent: melissa.nelson  
Opened Date: 9/15/2011 4:35:09 PM  
Linked Event IDs:

**Responses:**

**Response**

Template Name: PWD—Apology with Standard Opening

Airport: LGA

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 regarding your recent screening experience.

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

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

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

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

We hope this information is helpful.

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 21 2011 5:09PM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jun 20 2011 6:10PM  
Contact Prefix:  
Contact First Name: (b)(6)  
Contact Middle Initial:  
Contact Last Name: (b)(6)  
Contact Suffix:  
Contact Address 1:  
Contact Address 2:  
Contact City:  
Contact State:  
Contact Zip:  
Contact Country:  
Contact Phone: NONE  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: TSA Contact Us: Complaints  
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)  
Date Time: 6/21/2011 5:09:57 PM

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

Complaints: Items Not Permitted Through the Security Checkpoint  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue Flight 217 from JFK -> LGB  
Departing at 6:10pm EST Monday June 20th 2011

Comments: Hello, I manufacture brass whistle necklaces and yesterday one of my customers had their whistle confiscated by 6 TSA workers at JFK. He was told that he wasn't allowed to take it on the plane and was not given any other reason for the action. The whistle was in his bag and even still in the packaging. The whistle posed no threat to anyone involved but the ability to not fly with a harmless necklace does pose a threat to my business. How can I prevent this from happening in the future? I checked the TSA list of prohibited items and I could not find anything related to metal whistles. It was clearly a whistle with a visible hole in the metal and a pendant loop on one side for hanging on a necklace. The inside front was filled with a non-toxic compound to guide the airflow. I honestly don't know how it could look or even sound more like a whistle. Can you please explain why this would happen and how I can prevent this from happening in the future? If for some reason it is deemed that this item was stolen by a TSA agent and for an unfounded reason I would appreciate it's prompt return so that I can return it to it's owner. I will gladly pay postage.

(b)(6)

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: sandra.rudder  
Last Update Date: Aug 14 2011 12:51PM  
Opening Agent: sandra.rudder  
Opened Date: 6/22/2011 9:40:21 AM  
Linked Event IDs:

Responses:  
Response  
Template Name: Screeners Have Final Say Response  
Airport: JFK  
Airline: JetBlue

Subject Category: Screening - Secondary  
Interaction Type: Complaint

**Response**

Template Name: All Baggage Must be Screened Response  
Airport: JFK  
Airline: JetBlue  
Subject Category: Prohibited & Permitted Items - All Other  
Interaction Type: Information

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 baggage screening.

The Aviation and Transportation Security Act (ATSA) established the Transportation Security Administration (TSA) and mandated deadlines for enhanced security measures. Enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

Transportation Security Officers (TSOs) receive training in the procedures to properly inspect passenger bags. TSOs are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared after screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

TSA encourages travelers to pack valuables, including jewelry, electronics, money, and fragile items in their carry-on baggage and not in their checked baggage. Passengers are allowed one carry-on in addition to one personal item, such as a laptop computer, purse, small backpack, briefcase, or camera case. This information, along with additional travel tips, is found on the TSA Web site at [www.tsa.gov](http://www.tsa.gov).

The Transportation Security Administration's (TSA) security screening procedures require all carry-on property be screened before passengers take it onboard an aircraft. Regardless of whether an item is on the prohibited or permitted items list, the Transportation Security Officers (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.

Please visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information.

We hope this information is helpful.

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 22 2011 10:34AM  
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: refused  
Subject: Complaint  
Body: Caller is needing to speak to a supervisor over a legal matter that is going to end up in Federal Court.

mnelson took over call for agent -Caller is upset due to problems with boarding planes at albany international airport, caller had a panic attack on jan 9 2011, has a statement from the ems that states he goes through extreme pain everytime he receives a patdown. The caller stated he will be contacting law enforcement prior to his next flight departure advising them he will be causing a scene if he receives the same pain that he went through back in Jan. The caller also stated he will be video taping the entire screening process. Also, stated is in contact with the Surpreme Court and has advised them of the issues that has already taken place. The caller also stated will pursue this matter further if needed. Caller stated this flight will take place sometime in the fall, did not give the exact date. Advised caller will forward this issue to the Customer Service Manager.

Agent Notes: Sent to CSM 6 22 11 mnelson  
Follow Up: TSATCC:

We are very familiar with (b)(6) and his claims / allegations. (b)(5)  
(b)(5) He has an extensive record and has been either removed or arrested at Albany; Rochester & Buffalo airports. He also filed million dollar claims against TSA which were dismissed. TSA OCC has dealt with (b)(6) issues in the past. I have previously corresponded with TSACC and advised them (b)(5)

The short version: He refuses to be touched by a male. He has insisted that a female do the pat down on him or he will strip his clothes off so we can do a "visual inspection". He will not submit to the screening protocols established by the SOP.

(b)(6)

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

**CONTACT RECORD**

EID: (b)(6)  
Contact Type: Normal General  
Contact Date: Jun 22 2011 10:34AM  
Incident Date:  
First Name: (b)(6)  
Last Name: (b)(6)  
Phone: (b)(6)  
Input Media: Inbound Call  
Contact Status: Pending CSM  
Closed Date:  
Agent Notes: Sent to CSM 6 22 11 mnelson  
Last Update By: melissa.nelson  
Last Update Date: Jun 22 2011 11:22AM

Opening Agent: angela.johnson  
Opened Date: Jun 22 2011 10:34AM  
Email: refused  
Issues: Complaint

Details: Caller is needing to speak to a supervisor over a legal matter that is going to end up in Federal Court.

M.Nelson took over call for agent -Caller is upset due to problems with boarding planes at albany international airport, caller had a panic attack on jan 9 2011, has a statement from the ems that states he goes through extreme pain everytime he receives a patdown. The caller stated he will be contacting law enforcement prior to his next flight departure advising them he will be causing a scene if he receives the same pain that he went through back in Jan. The caller also stated he will be videotaping the entire screening process. Also, stated is in contact with the Supreme Court and has advised them of the issues that has already taken place. The caller also stated will pursue this matter further if needed. Caller stated this flight will take place sometime in the fall, did not give the exact date. Advised caller will

forward this issue to the Customer Service Manager.

Airport Code: ALB  
END RECORD

Thank you, Mike. I will pass this along to Kim Jagodzinski who has been handling his cases. Thank you for keeping us in the loop.

Donna

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

From: Klusacek, Michael

To: tsatcc@senture.com tsatcc@senture.com; Nelson, Melissa CTR; Johnson, Angela CTR

Cc: Johansson, Brian; Ahlborn, Richard; Klusacek, Michael; Bivona, Donna TSA OCC; Waldron, Mary TSA OCC

Sent: Wed Jun 22 20:35:00 2011

Subject: RE: The following event (b)(6) should be reviewed. (b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jun 23 2011 9:35AM

Opening Agent: melissa.nelson

Opened Date: 6/23/2011 9:35:15 AM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: ALB

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email:

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 23 2011 9:13AM  
Medium: Email  
Contact Status: Closed  
Incident Date:  
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: not given  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:

Contact Email: (b)(6)  
Subject: TSA Contact Us: Complaints  
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

---

Remote Client IP: (b)(6)  
Date Time: 6/23/2011 9:13:09 AM

---

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

Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK  
Comments: A TSA agent performed an inappropriate pat-down search of my 9 year-old goddaughter. The agent lingered over her breasts and buttocks claiming she was investigating "suspicious lumps" beneath her clothing when she didn't want to go through the scanner, and only stopped the search after I complained and informed her that I would be notifying an attorney.  
Agent Notes: Sent to CSM 6/23/11 mnelson  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: melissa.nelson  
Last Update Date: Aug 14 2011 12:52PM  
Opening Agent: melissa.nelson  
Opened Date: 6/23/2011 3:01:53 PM  
Linked Event IDs:

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

Response Email: From: (TSA Contact Center DO NOT REPLY) [tsatcc\\_do\\_not\\_reply@senture.com](mailto:tsatcc_do_not_reply@senture.com)  
To: (b)(6)  
Subject: In Response to your inquiry.  
Body:  
Thank you for your e-mail regarding your screening experience.

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

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

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

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

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

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

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

We hope this information is helpful.

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jun 23 2011 11:30AM

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: none given

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: TSA Contact Us: TSA Ombudsman

Body:

From: (b)(6) (b)(6)

Sent: Thursday, June 23, 2011 9:31 AM

To: Ombudsman, TSA

Subject: TSA Contact Us: TSA Ombudsman

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

Remote Client IP: (b)(6)

Date Time: 6/23/2011 9:31:19 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Inappropriate pat-down of a minor

Comments:

A TSA agent performed an inappropriate pat-down search of my 9 year-old god-daughter at JFK, claiming to be investigating "suspicious lumps" beneath her clothing. This "search" was conducted after she refused to go through the scanner and was highly inappropriate and unnecessary. I have never seen this type of search performed on any traveler (minor or adult) in any airport, and many people who witnessed this event claimed that it was excessive. My god-daughter no longer wants to fly and is frightened that someone else may inappropriately touch her. I notified her father of what happened and he is contacting his attorney, as he is quite concerned. What are the guidelines for doing a pat-down search? I do not believe they include fondling pubescent girls.

Agent Notes: D Collins sent to the CSM 06-23-2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 12:52PM

Opening Agent: deborah.collins

Opened Date: 6/23/2011 6:11:23 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

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 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](http://www.tsa.gov).

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jun 23 2011 7:24PM

Medium: Email

Contact Status: Closed

Incident Date: May 29 2011 10:20AM

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: refused

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Complaint about Supervisory Officer Thomas at JFK Terminal 2 (fwd)

Body: To Whom It May Concern:

I would like to follow up with the complaint below; it has been three weeks, and I have not received a response. I want to make sure the letter is personally read by a supervisor at JFK, to receive confirmation that Officer (b)(6) was incorrect in her understanding of TSA's procedures and that errors like this won't happen again at JFK, and to receive an apology.

Regards,

(b)(6)

(b)(6)

----- Forwarded message -----

Date: Thu, 2 Jun 2011 12:57:50 -0400 (EDT)

From: (b)(6)

To: telltsa-jfk@dhs.gov

Cc: tsa-contactcenter@dhs.gov

Subject: Complaint about Supervisory Officer Thomas at JFK Terminal 2

To Whom It May Concern:

I write to complain and request a personal apology following needless errors and inappropriate reactions on the part of Supervisory Officer (b)(6) during a recent security screening at JFK Airport's Terminal 2.

At that terminal around 10:20 a.m. on May 29, Officer (b)(6) incorrectly required me to remove disposable footwear prior to screening.

I use compliant disposable footwear because of personal medical advice I have received. The footwear (available at <http://www.airportbooties.com>) complies with the instructions available at <http://www.tsa.gov/travelers/airtravel/assistant/index.shtm> ("Individuals are permitted to wear disposable footwear during the screening process"), and I have used identical pairs at TSA checkpoints dozens of times in the last year without problems or even comment. I always dispose of the footwear promptly after screening.

As a result of Officer (b)(6) error, which she refused to correct even after I pointed out the appropriate regulations to her and suggested she check the TSA's own public website, the inside of my shoes were exposed to the contents of the floor, and I can no longer wear them, given medical advice.

(Note that I was not given a choice to use a different checkpoint or to decline to fly; I was required to remove my disposable footwear on the spot. Officer (b)(6) also informed me there was nobody superior to her in TSA at the airport to whom I might speak; I now believe this too was incorrect, according to public information available on TSA's website.)

Moreover, after my screening was completed in its entirety, I asked Officer (b)(6) to see her name tag in order to file this complaint. She reacted in a threatening manner, demanding to see my identification and boarding documents in order, she told me, to record my own personally identifying information. She gave no reason for this request other than that she "needed" it after I asked to see the name tag on her shirt. I felt I had no choice but to comply even though she did not justify the request, and I suspect the request was inappropriate.

I fly dozens of times a year for business and pleasure and have never previously encountered this level of hostility and error in a TSA officer.

Screening is of course never a walk in the park, but I have until now always been impressed with the competence and professionalism of your officers.

I plan separately to file a related claim for property damage to my shoes, but I write this complaint in order to inform you of the problem with Officer (b)(6) and to request an apology.

Sincere Regards,

(b)(6)  
(b)(6)

Agent Notes: J. Burke sent to CSM 6-24-11.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 12:52PM

Opening Agent: jeff.burke

Opened Date: 6/24/2011 5:29:43 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener—Won't Give Name

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: General Complaint Response

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your 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) 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.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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

We hope this information is helpful.

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jun 27 2011 1:49PM

Medium: Email

Contact Status: Closed

Incident Date: Jun 22 2011 12:40PM

Contact Prefix: Dr.

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name:

Contact Suffix: Ph.D.

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: RE: Complaint re: Inappropriate Security Screening

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 standard protocol and additional screening procedures, 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 main 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

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

Sent: Sunday, June 26, 2011 3:52 PM

To: TSAExternalCompliance

Subject: Complaint re: Inappropriate Security Screening

To Whom it may Concern:

I was touched inappropriately by an aggressive TSA female employee at Newark Liberty airport on June 22, 2011 at around 12:40pm. I was travelling back home to Cleveland, Ohio after spending two weeks in Europe with my parents. I was entering Gate C for a Continental flight. After opting out of the full-body scanner, I was instructed to go through the old metal detector (which was not operational). A TSA female employee, heavy-set, African American in her twenties, gruffly ordered me to get my personal items from the conveyor belt. She then searched me in front of everyone (at my request). I was wearing thin linen pants and a cotton t-shirt. The woman searched me in a manner that I found too close and uncomfortable. She passed her hands over the same part of my legs and chest--including my underarms, inner thighs and crotch--in the front as well as the back. It was obvious that I was not carrying anything under my clothes and this extra close search was extremely invasive and unnecessary. She also informed me that she would search around my waistband. In fact she had lifted the waistband away from my body and peered inside my pants.

I was very upset by this and am still troubled by the incident. By comparison, I had gone through a body search in Paris CDG after my shoes beeped. I was not searched so closely there and the manner of the employee there was much more polite and helpful. Had I known that I could call this TSA person's supervisor and even a police officer to complain, I would have. But after a long flight I was tired and did not anticipate such humiliating treatment, nor did I know how to respond.

My mother, who had also opted out of the full-body scan, reported that the agent who searched her was much more sympathetic and polite. I would like to receive an apology and update on the disciplining of this employee. I attempted to submit a complaint through the website of the following address: (Accounts" <Accounts@dhs.gov) and the email bounced back after 48 hours. It is very disheartening when TSA makes it difficult for people who have been wronged to go through the process of reporting.

Thank you,

(b)(6)

**Agent Notes:**

**Follow Up:**

**To TSOC Date:**

**From TSOC Date:**

**Last Updated By:** delores.deaton

**Last Update Date:** Aug 14 2011 12:54PM

**Opening Agent:** delores.deaton

**Opened Date:** 7/1/2011 11:35:47 AM

**Linked Event IDs:**

**Responses:**

**Response**

**Template Name:** Consumer Observation BCC CSM Response

**Airport:** EWR

**Airline:** Continental Airlines

**Subject Category:** Patdown - Flyer

**Interaction Type:** Complaint

**Response Email:** From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

**To:** (b)(6)

**Subject:** In Response to your inquiry.

**Body:**

Thank you for your 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](http://www.tsa.gov).

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 28 2011 10:37AM  
Medium: Inbound Call  
Contact Status: Closed  
Incident Date: Jun 27 2011 1:30PM  
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: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: no  
Subject: Screening

Body: Her son is handicap and he is wheel chair bound. He flew out of Macarthur airport with a friend of hers. They stood him up out of his wheel chair and his pants fell down and they let him stand there 15 minutes with his pants down. They never offered to fix his pants, tighten his belt, or give him a private screening. After the screening they took him to a private room and fixed his pants. This did not happen at Ft. Lauderdale. They fixed his belt before the stood him up. She was really upset with they way they handled her son at Macarthur. This happened on 06 27 2011 @ 1:30 pm.

Ronkonkoma  
Long Island MacArthur Airport  
(b)(6)

We apologize for any insensitivity or inappropriate treatment you experienced during the screening process. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area, and the way in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. TSA has a program for screening people with disabilities and their associated equipment, mobility aids, and devices. Our program covers all categories of disabilities (mobility, hearing, visual, and hidden). As part of that program, we work with a coalition of more than 73 disability-related groups and organizations to help us understand the concerns of people with disabilities and medical conditions.

Agent Notes: J. Burke sent to CSM 6-28-11.

Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: jeff.burke  
Last Update Date: Jun 28 2011 2:15PM  
Opening Agent: jeff.burke  
Opened Date: 6/28/2011 2:15:22 PM  
Linked Event IDs:

Responses:

**Response**

**Template Name: PWD—Apology with Standard Opening**

**Airport: ISP**

**Airline:**

**Subject Category: Patdown - Flyer as Observer**

**Interaction Type: Complaint**

**Response Email:**

**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Mar 8 2011 11:58AM  
Medium: Inbound Call  
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: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: damaged laptop

Body: caller had a damaged laptop due to secondary screening which he felt was unnecessary and cannot file a claim because he cannot get through on the fax number for Claims Office. Checked number with caller and he had correct fax. Caller wants a return call today from a supervisor with a fax number and he wants a follow up call from csm because he is dissatisfied with the screening procedures for disabled passengers. Caller feels he shouldn't have to stand in line at JFK because he never has to at Orlando.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: gregory.henline

Last Update Date: Apr 23 2011 9:45PM

Opening Agent: gregory.henline

Opened Date: 4/23/2011 9:45:25 PM

Linked Event IDs:

Responses:

Response

Template Name: Carry-On Baggage Complaints Response- General

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: TCC Listening to Passengers' PWD Concerns/Issues

Airport:

Airline:

Subject Category: Persons w/ Disabilities (PWD) - Necessary Medical Tools

Interaction Type: Information

Response

Template Name: Pat- Down BCC CSM-FSD Response

Airport:

Airline:

Subject Category: CSM/Stakeholder Follow-up - General

Interaction Type: Complaint

Response Email:

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jun 28 2011 6:31PM

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: (b)(6)

Contact Address 2:

Contact City: Decatur

Contact State: GA

Contact Zip: 30034

Contact Country:

Contact Phone: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 6/28/2011 6:31:00 PM

Name: (b)(6)

Email:

Complaints: Items Not Permitted Through the Security Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines flight 4661, Gate 5, Laguardia Airport, 4:40 pm

Comments: After having to go through security twice at Laguardia Airport, I am currently sitting at Gate 5 waiting for another flight to Atlanta because I missed my original American Airlines flight at 4:40 pm. I arrived at the airport at 3:30 and then checked in my bags. I got to the security area a short time later with my purse and carry-on bag. Once my body and bags were scanned, I was asked by a young man to check my bag. I said fine and he proceeded. He pulled out my two 15 ounce packages of shea butter, which were in solid form, and told me I couldn't bring them. Another TSA lady, (b)(6) approached me and started very firmly telling me that I couldn't bring them. I asked her why and she told me the rule about bring anything liquid. I told her that they aren't liquid, but she said they weren't allowed. She suggested that I try to put it in my previously checked in luggage. After asking her to speak with a supervisor, another officer, (b)(6) came and told me to leave. He took the shea butter and walked toward the security exit toward the terminal. He left it with an officer and walked away. I took the shea butter along with my other belongings and headed toward American's ticket counter. I asked for a supervisor, but I kept getting the run around without any help. Finally, I asked the baggage handler who originally took my bags if he could put the products in either one of my two pieces of luggage. He said they were probably already gone to the plane. I went to a ticket agent inside and she said there was nothing she could do. In fear of missing my flight, I went back to the security area toward the gate. The line almost stretched into the restaurant. I asked if I could bypass the line because I had already been through. After being told no, I waited in the line. Waiting for me was (b)(6) She instructed me to stay in her line. (There were two.) After getting scanned again, (b)(6) took ONLY my bag, put on blue gloves, and took everything out. Keep in mind, absolutely no other passengers' bags were checked either time I went through security. In fact, one man in front of me had a bottle of water in his bin. I brought this fact to (b)(6) attention, as well as the police officer behind me. The officer asked why he was allowed to bring it to the gate, and (b)(6) said, "He needs it for his medicine." She told me I needed to worry about myself. (b)(6) then again said I couldn't bring the shea butter AND now my salt foot scrub. I was blown away that a new item was now being marked as restricted. I then realized that my kufi was missing. I was asked to remove it at the body scanner. (b)(6) and another agent, (b)(6), was looking all over for it. The time was 4:30 pm, so I just got the things I was allowed to bring, without my kufi (beanie), and ran to the gate. The woman at the gate said it was too late to board, and I'd have take the 8 pm flight. I broke down crying. Just then, the police officer from the security gate came up to hand me my kufi. She was very kind and reassuring, the only highlight of my experience. As I wait for the next three hours to go home, I want you to know how discriminated and debased I feel as an African American women. No one listened or even cared. People simply barked commands with smug grins and condescending attitudes because they knew they had all the power. I have flown many times, BUT I have NEVER been treated like this. As such, I would like to be reimbursed for my lost products and flight. I expect to hear from you immediately in regard to both.

By the way, when I went back to the gate to ask for the names of the TSA agents involved, (b)(6) took my boarding pass, handed it to (b)(6) and wrote down my information on a yellow PostIt Note. Again, no one cared that they caused me to miss my flight. They only cared about covering their butts at that point.

Thanks,

(b)(6)

Decatur, GA 30034

(b)(6)

Sent from T-Mobile G2 with Google

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 12:54PM

Opening Agent: sandra.rudder

Opened Date: 6/29/2011 10:46:42 AM

Linked Event IDs:

Responses:

Response

Template Name: Delayed by Security Screening Response

Airport: LGA

Airline: American Airlines

Subject Category: Screening - Military

Interaction Type: Complaint

Response

Template Name: Passenger Options for Voluntarily Abandoned Property Response

Airport: LGA

Airline:

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

Interaction Type: Complaint

Response

Template Name: Screening in Sterile Area - Connecting Flight Response

Airport: LGA

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 e-mail regarding your concerns that you were delayed by security screening.

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](http://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.

Regardless of whether an item is on the prohibited items list, Transportation Security Officers (TSOs) have both discretion and authority to prevent an item from being carried through the screening checkpoint if they believe the item poses a security threat. TSOs are trained to determine if an item presents a security threat and should not be allowed to pass through a screening checkpoint.

If the TSO does not allow you to carry an item through the checkpoint, you will have the option to consult with the airlines for assistance in placing the prohibited item in checked baggage. You will also be allowed to make other arrangements for the item, such as taking it to your car, mailing it, or leaving it with someone who is not traveling. It is important to clarify that there are no provisions to return prohibited items when passengers choose to abandon them at the security checkpoint.

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: Jun 28 2011 5:39PM

Medium: Email

Contact Status: Closed

Incident Date: Jun 27 2011 6:45PM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

---

Remote Client IP: (b)(6)

Date Time: 6/28/2011 5:39:56 PM

---

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK, JetBlue Terminal #5 at about 6:45 pm on 6/27/11

Comments: Surly, cursing. No manners. Treated us very poorly. The agent, a female, short haired, Hispanic in late 20s-early thirties, wore no name or badge # on her uniform

Agent Notes: 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.

Sent to CSM 6/29/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:55PM

Opening Agent: melissa.nelson

Opened Date: 6/29/2011 12:32:14 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jun 30 2011 9:51AM  
Medium: Inbound Call  
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: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: Complaint

Body: Caller said that she was subjected to secondary screening due to having a prosthetic breast located inside her carry on bag at JFK airport on 6-18-11 at 10am (b)(6) said that she told the TSO it was a breast and not a bottle water and that if he was going to remove it, that it would embarrass her horribly if he removed it from the bag in the open. She said that he did not offer a private screening and just pulled it out, examining it right there at the checkpoint.

(b)(6) had recently had a double mastectomy due to cancer and had also attended counseling sessions for depression as well. She felt totally humiliated by the TSA officers at the airport and would like to be reassured that no such treatment would be given her again.

I instructed her on requesting a private screening and that she should notify the TSO s about any prosthetics when approaching the checkpoint.

She flew Jet Blue Flight # 701, seat (b)(6)

Terminal--Jet Blue

Agent Notes: Call disconnected during the call. Tried to call (b)(6) back, but the call went straight to voicemail.

Sent to CSM 6/30/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jun 30 2011 11:00AM

Opening Agent: melissa.nelson

Opened Date: 6/30/2011 11:00:13 AM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: PWD—Apology with Standard Opening

Airport: JFK

Airline: JetBlue

**Subject Category: Screening - Secondary**  
**Interaction Type: Complaint**

**Response Email:**  
**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jun 30 2011 9:20AM

Medium: Email

Contact Status: Closed

Incident Date: Jun 27 2011 8:00PM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 6/30/2011 9:20:05 AM

Name: (b)(6)

Email:

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Monday, June 27, 2011; JFK terminal #5 (Jet Blue flight 1055) approx 8:00 PM inspection between doors #1 and 2

Comments: My wife, who has two replacement hips, came away from the pad down procedure in tears. This is the second time this happened to us at a NY airport.

My wife and I applaud the efforts of the TSA to employ minorities, but you do not do them a favour and a great injustice to the screened passengers if these inspectors are insufficiently trained. I do not believe it good policy to have a 20 year old pad down a lady in her 70s on a repeat pad down. Young people, minority or not, just lack the empathy to deal with the demeaning aspects of the procedure. In this instance there was flagrant display of power and a no care attitude.

We are frequent travelers and find this to be a NY area airport problem (we never had a problem at our home airport PIT). Better training, supervision and a better age matching of screened and screeners should help to achieve your goal to treat the passengers with 'respect and dignity'.

On this occasion the local TSA failed miserably, again.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Aug 14 2011 12:55PM

Opening Agent: andrew.depew

Opened Date: 6/30/2011 11:37:29 AM

Linked Event IDs:

Responses:

Response

Template Name: Patdown Screening—General Information/Procedures

Airport: JFK

Airline: JetBlue

Subject Category: Patdown - Flyer as Observer  
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 patdown screening.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all 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 respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

We understand and regret the discomfort and inconvenience that you may have experienced as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, but the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding patdown procedures, please visit TSA's Web site ([www.tsa.gov](http://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: Jun 30 2011 4:46PM  
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: 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: 6/30/2011 4:46:43 PM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA94, American Airline, JFK, 45

Comments: I proceeded through security and was asked to check my bag. I went through the process and I didn't complain. The people checking my bag then felt the need to tell me that my bag was too "cluttered." It was out of line and their attitude was over-the-top. In particular, (b)(6) threw up her hand and kept repeating "Anyway, Anyway" and kept rolling her eyes as if we were on a street corner in the middle of the South Bronx when I tried to make myself heard. When her supervisor asked her about it, she repeated that my bag was too cluttered (none of her business) and emphatically said, "She's the one who has the attitude" in a very disgusting manner. I am shocked that your agency tolerates this kind of unprofessional behavior.

Agent Notes: J. Burke sent to CSM 7-01-11.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 12:55PM

Opening Agent: jeff.burke

Opened Date: 7/1/2011 12:54:08 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Screener Rudeness

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: (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](http://www.tsa.gov).

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: Jun 30 2011 4:16PM  
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: NONE  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:

Contact Email: (b)(6)  
Subject: TSA Contact Us: Complaints  
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

---

Remote Client IP: (b)(6)  
Date Time: 6/30/2011 4:16:54 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):

Comments: I am an american citizen and I pay taxes so I would like a response. Please respond. I am no way being sarcastic in what I am going to say and ask. A guy from Nigeria get through security with an invalid ID, a boarding pass in someone elses name and gets on the wrong flight. The TSA did not even find out about it. The flight attendant did. However this guy got through with 3 strikes but you pat down children, you pat down elderly people. A 95 year woman who is dying was asked to remove her adult diaper. I plastic 6 in bat and ball was going to be taken away from a disable kid. Please tell me how you are making us safe? You do pat downs and searches but a guy with 3 three things wrong get through security and on a plane. How is that possible? Please respond. Thank you.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 12:55PM

Opening Agent: sandra.rudder

Opened Date: 7/1/2011 1:31:45 PM

Linked Event IDs:

Responses:

Response

Template Name: Passenger Used Improper Travel Documents JFK to LAX

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) [tsatcc\\_do\\_not\\_reply@senture.com](mailto:tsatcc_do_not_reply@senture.com)

To: (b)(6)

Subject: In Response to your inquiry.

**Body:**

Thank you for your email regarding the individual who used improper travel documents to fly from John F. Kennedy International Airport (JFK) to Los Angeles International Airport (LAX).

The Transportation Security Administration's (TSA) initial review of this matter indicates that the Transportation Security Officer who reviewed the passenger's travel documents did not identify that the passenger was traveling with improper travel documents. It is important to note, however, that this passenger received the same thorough physical screening as other passengers.

Every passenger that passes through security checkpoints is subject to many layers of security including thorough physical screening. TSA's approach is designed to ensure that security is not dependent on any single layer of security. Taken together, the layers provide a strong, formidable system that gives us the best chance to detect and prevent attacks before they occur. All of these initiatives work together as a "system of systems" to prevent and deter potential acts of terrorism as well as criminal actions.

For more information about security screening procedures, please visit TSA's Web site at [www.tsa.gov](http://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: Jul 1 2011 9:53AM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: NONE

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 7/1/2011 9:53:54 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): you must be the most incompetent motherfucking people living  
Comments: you fucking morons are so fucking stupid you all should be fucking panhandling . are you proud of yourselves, to allow someone without a fucking ticket or id on the plane though subject old women to search their fucking diapers...you must be very proud you fucking morons.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 12:55PM

Opening Agent: sandra.rudder

Opened Date: 7/1/2011 1:33:26 PM

Linked Event IDs:

Responses:

Response

Template Name: Passenger Used Improper Travel Documents JFK to LAX

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) [tsatcc\\_do\\_not\\_reply@senture.com](mailto:tsatcc_do_not_reply@senture.com)

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email regarding the individual who used improper travel documents to fly from John F. Kennedy International Airport (JFK) to Los Angeles International Airport (LAX).

The Transportation Security Administration's (TSA) initial review of this matter indicates that the Transportation Security Officer who reviewed the passenger's travel documents did not identify that the passenger was traveling with improper travel documents. It is important to note, however, that this passenger received the same thorough physical screening as other passengers.

Every passenger that passes through security checkpoints is subject to many layers of security including thorough physical screening. TSA's approach is designed to ensure that security is not dependent on any single layer of security. Taken together, the layers provide a strong, formidable system that gives us the best chance to detect and prevent attacks before they occur. All of these initiatives work together as a "system of systems" to prevent and deter potential acts of terrorism as well as criminal actions.

For more information about security screening procedures, please visit TSA's Web site at [www.tsa.gov](http://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: Jul 1 2011 2:35PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: None

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Recent TSA mistake...

Body: Recently the TSA administration said they were doing a great job. REALLY?? Is that why TSA let a foreigner get on a plane from New York to Calif. without a correct boarding pass or a good ID? The people that were working that are should be prosecuted for letting that man getting on the plane. So much for a good job. Don't fire them or invest them....put them in jail and make an example out of them. They don't need to be retrained....they need some jail time. And if TSA is doing so good why were a bunch of TSA caught stealing things from passengers? Everytime I go to the airport I see a bunch of TSA people just bunched up and talking. They are a laugh and a disgrace. I use to work security for the USAF for 20 years and if any of my troops did what they did they would be in jail or punished in some other way with a dishonorable discharge. And now the matter of searching old ladies and babies. That is completely stupid!! You TSA people have over stepped your rights. And I would like to see our Congressman and their families and even the president get searched like you search ordinary people. That will never happen. RIGHT??

What has our government come to? I guess whatever they want to do. They make up rules and give excuses saying they protect our land and our people by doing what they do. Other countries don't have XRAY machines and searches like us and they do just fine. And the people you hire are a big laugh. I do not know what kind of training they have to go through but I sure would like to know because it is a joke.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Aug 14 2011 12:56PM

Opening Agent: andrew.depew

Opened Date: 7/1/2011 4:24:47 PM

Linked Event IDs:

Responses:

Response

Template Name: Passenger Used Improper Travel Documents JFK to LAX

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email regarding the individual who used improper travel documents to fly from John F. Kennedy International Airport (JFK) to Los Angeles International Airport (LAX).

The Transportation Security Administration's (TSA) initial review of this matter indicates that the Transportation Security Officer who reviewed the passenger's travel documents did not identify that the passenger was traveling with improper travel documents. It is important to note, however, that this passenger received the same thorough physical screening as other passengers.

Every passenger that passes through security checkpoints is subject to many layers of security including thorough physical screening. TSA's approach is designed to ensure that security is not dependent on any single layer of security. Taken together, the layers provide a strong, formidable system that gives us the best chance to detect and prevent attacks before they occur. All of these initiatives work together as a "system of systems" to prevent and deter potential acts of terrorism as well as criminal actions.

For more information about security screening procedures, please visit TSA's Web site at [www.tsa.gov](http://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: Jul 3 2011 5:29PM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jul 2 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: Officer (b)(6) at JFK

Body: Officer (b)(6) at JFK is an incredibly rude and, dare I say it, unprofessional TSO. Supervising TSO (b)(6) at JFK did not seem surprised at all when I reported her unprofessional behavior to him on July 2, 2011 in the morning. She represents the worst the TSA has to offer, and deserves to be fired.

Agent Notes: D Collins sent to the CSM 07-04-2011

Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: deborah.collins  
Last Update Date: Aug 14 2011 12:56PM  
Opening Agent: deborah.collins  
Opened Date: 7/4/2011 1:38:33 PM  
Linked Event IDs:

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

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@scenture.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: Jul 3 2011 3:57PM

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: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 7/3/2011 3:57:45 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): Delta airlines at Newark, Jersey.

Comments: I had a DELTA sky club one day pass which I wanted to use. I had a lay over for 8 hours. The ticket said that i could enter the lounge with traveling with ANY airline. When i went to go through the security check the TSA officer told me I had to get a gate pass from delta because i was traveling with continental and in order to enter I needed a continental airlines boarding card. So i went and had a big argument with delta which could not do anything. I went back to the continental terminal and called the delta representative who told me to go back and ask for the names of the people i had talked to from delta. when i went back to do so I had a delta employee tell me thats there should be NO problem for me to enter even though i did not have a delta boarding pass.

So everything finally worked out and i got into the lounge however i only got to use it for two hours instead of the planned 8 hours because your employee did not know the rules and regulations you yourself impose. Also, i wasted a lot of money and really feel upset.

Agent Notes: D Collins sent to the CSM 07-04-2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 12:56PM

Opening Agent: deborah.collins

Opened Date: 7/4/2011 1:39:53 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: EWR

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) [tsatcc\\_do\\_not\\_reply@senture.com](mailto: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: Jul 5 2011 10:37AM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jul 3 2011 3:55PM

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: NONE  
Contact Fax:

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

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

---

Remote Client IP: (b)(6)  
Date Time: 7/5/2011 10:36:59 AM

---

Name: (b)(6)  
Email:

Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest flight, leaving at 3:55 from Newark to Baltimore. Southwest security gate.

Comments: On our flight via Southweest airlines to Baltimore, leaving Newark at approximatelly 3:55 p.m. Saturday, July 3, my 72 year old wife was forced to be patted down..even aftert she had produced a doctor's card indicating that she had two titanium knees. The TSA officer in question was indifferent to her protests, and was, frankly rather arrogant and demading. It upset my wife, and embarrassed our two daughters and expecially our 17 year old granddaughter who was trvelling with us. I wish to register my strongest protesty at her treatment

Agent Notes: Used the date in the email: Saturday, July 3,

Sat. was actually July 2, 2011.

Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: sandra.rudder  
Last Update Date: Aug 14 2011 12:57PM  
Opening Agent: sandra.rudder  
Opened Date: 7/5/2011 1:12:24 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Patdown General Response  
Airport: EWR  
Airline: Southwest Airlines  
Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(5)

Subject: In Response to your inquiry.

Body:

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

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

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

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site ([www.tsa.gov](http://www.tsa.gov)).

We hope this information is helpful.

We hope this information is helpful

TSA Contact Center

END RECORD

## CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jul 6 2011 8:05AM

Medium: Email

Contact Status: Closed

Incident Date: Jul 5 2011 4:30AM

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: Brooks

Contact State: PA

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Complaint

Body: Date: July 5, 2011

Time: 0430

Airport: ALB

Date/Time of Travel: Same as above

Airline: Delta - DL4885

TSA Employee: TSA Agent Supervisor (b)(6)

I feel compelled to write this complaint because of the total abuse of power I saw in dealing with Agent (b)(6)

My sister works for the FAA, I am a retired Major in the Air Force, and served as a Commander.

I am extremely supportive of the security processes and the individuals that have a hard job to enforce the standards.

I had arrived on July 4th to take the evening Delta flight from ALB to ATL; I had a foot bike pump and a standard pair of pliers and crescent wrench in my back pack. I was unsure of the rules, so I had my husband stand by to be prepared to carry them home if I were not allowed to bring them. I notified the security folks to let them know that I wanted to check on them, they tested the bike pump, looked at the tools and said that 7" was the limit and these were both fine. I was released to travel with all three in my back pack, so my husband went home.

The flight that night was cancelled very late due to weather in ATL, it was only 3 1/2 hours till I needed to show again, so I decided to nap in the airport. Rather than stay behind the security gate, I thought it would be best if I left the area and went out to the main waiting area. I came back through the security gate at 0430 and dutifully laid out the two tool and the bike pump to make it easier on the agents. A young woman agent - probably in training, was very nice and apologetic when she said she needed to check on the three items. I acknowledged it and said "don't worry, they were just checked a couple hours ago, and they were all approved, but I understand." Agent (b)(6) came back with her and in a very "gestapo" like tone she loudly announced that she was not approving these items, I tried to explain that they had gone through security just a few hours before, and she appeared to take great pride in the fact that she was the authority and she was not approving them. She announced to me that the bike pump had oil in the cylinder and that was not approved, and the tools were too long. I corrected her and explained it was an air pump for a bicycle, and asked that she measure the tools. She took all the items to her desk and came back and said that she would approve the bike pump and the pliers, but the crescent wrench was 1/4" too long - that I had to dispose of it or check my small back pack.

Issues: 1) Agent (b)(6) demeanor and approach clearly was one of enjoying the power she had to humiliate me and ridicule me in front of the young agent, and the others in line.

2) Agent (b)(6) was not interested in anything about the fact that I had gone to great lengths the night before in getting the items approved, she clearly did not care and was more interested in her power and control.

I am extremely disappointed that I need to write this complaint, but it is individuals such as this that gives your agency the bad name that it has in the public eye. It saddens me that TSA has such a name, because I view you as similar to the military in which I so proudly served for 26 years.

Please do not just dispose of this e mail - weed out the bad agents to make your agency strong.

Thank you,

(b)(6) Brooks, PA

Agent Notes: J. Burke sent to CSM on 7-6-11.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 12:57PM

Opening Agent: jeff.burke

Opened Date: 7/6/2011 2:25:34 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: ALB

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Screeners Have Final Say Response

Airport: ALB

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Screener Rudeness

Airport: ALB

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail.

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

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

Please visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information.

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.

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: Jul 6 2011 5:51PM

Medium: Email

Contact Status: Closed

Incident Date: Jun 23 2011 12:00AM

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: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 7/6/2011 5:51:31 PM

Name: (b)(6)

Email:

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): KL 5324/KLM/Terminal 3/JFK/ on June 23 from JFK to FLL

Comments: Because I have a metal prothesis in my leg, I am aware that I will need to be frisked when passing thru Security. Your officer was courteous & explained the whole procedure carefully. I had to wait 10 mins before he arrived & of course the procedure took awhile. I then had to get dressed, belt & shoes etc. THIS IS IN FULL VIEW OF ALL PASSENGERS & THERE ARE NO FACILITIES for a person to sit & comfortable re-attire. As a result I had to stand & occupy the platform. I am 72 yrs old & have diifficulty bending to tie my shoes. A large female officer then shouted at me to leave the platform & continued to shout saying someone elsev needed to be frisked. There was no respect for my dignity & I was most affronted.

At least at Dulles on a different trip there were seats & separate cubicles for a passenger to dress normally. THE FACILITIES FOR SECURITY AT JFK ARE NON-EXISTENT & A DISGRACE. I certainly intend to avoid JFK next time I travel -at least until facilities are improved.

Agent Notes: KL 5324 KLM Terminal 3

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 12:57PM

Opening Agent: sandra.rudder

Opened Date: 7/7/2011 9:32:07 AM

Linked Event IDs:

Responses:

Response

Template Name: PWD—Apology with Standard Opening

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

**Response**

**Template Name:** PWD—Apology with Standard Opening

**Airport:** JFK

**Airline:**

**Subject Category:** Screening - Secondary

**Interaction Type:** Complaint

**Response Email:** From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

**To:** (b)(6)

**Subject:** In Response to your inquiry.

**Body:**

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

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

## CONTACT RECORD

EID: (b)(6)

Contact Type: Fulfillment

Contact Date: Jul 7 2011 10:35AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Jun 18 2011 7:00PM

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Patdown Complaint

Body: He wants to report an incident and abuse by one of tsa agents. On June 18th at 7:00 pm at JFK Airport flying with American Airlines.

He had spine surgery and everytime he goes through the metal detector he sets off the alarm, he has a doctors note and the agents refuse to look at it, on June 18th the scanners were out of order and so he had to undergo a patdown and when they done the patdown the agent stuck his finger in his anus. He screamed and he asked to speak with a supervisor and they took him to a private place they undressed him and searched him again and still refused to look at the note from the doctor. He feels he has been abused and assaulted and he has been raped. He is temped to sew the tsa for this kind of practice. He is stating that he wants a letter of apology and if he does not get the letter this will go far. And he will write congressman and he wants this to go to Washington DC.

He also wants to apply for redress so I sent him a redress form via email.

### Info:

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.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

• watch list issues

• screening problems at ports of entry

• situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs.

DHS TRIP is part of an effort by the United States Departments of State and Homeland Security to welcome legitimate travelers while still securing our country from those who want to do us harm.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: [www.dhs.gov](http://www.dhs.gov) TRIP.

In the alternative, you may complete the appended Traveler Inquiry Form, including your original signature, and return it with at least one unexpired photograph-bearing government-issued travel document (e.g., driver's license or unexpired passport) to [Trip@dhs.gov](mailto:Trip@dhs.gov).

Agent Notes: D Collins completed Email fulfillment to the customer - 07-07-2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Jul 7 2011 11:59AM

Opening Agent: deborah.collins

Opened Date: 7/7/2011 11:59:57 AM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Applying to Redress

Airport: JFK

Airline: American Airlines

Subject Category: DHS TRIP - General

Interaction Type: Information

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Applying to Redress

Airport: JFK

Airline: American Airlines

Subject Category: DHS TRIP - General

Interaction Type: Information

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

**Response**

**Template Name: Applying to Redress**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: DHS TRIP - General**

**Interaction Type: Information**

**Response**

**Template Name: Pat Down Screening Complaint - BCC CSM**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: Screening - Secondary**

**Interaction Type: Complaint**

**Response**

**Template Name: Applying to Redress**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: DHS TRIP - General**

**Interaction Type: Information**

**Response**

**Template Name: Applying to Redress**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: DHS TRIP - General**

**Interaction Type: Information**

**Response**

**Template Name: Applying to Redress**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: DHS TRIP - General**

**Interaction Type: Information**

**Response**

**Template Name: Applying to Redress**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: DHS TRIP - General**

**Interaction Type: Information**

**Response**

**Template Name: Applying to Redress**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: DHS TRIP - General**

**Interaction Type: Information**

**Response**

**Template Name: Pat Down Screening Complaint - BCC CSM**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: Screening - Secondary**

**Interaction Type: Complaint**

**Response**

**Template Name: Pat Down Screening Complaint - BCC CSM**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: Screening - Secondary**

**Interaction Type: Complaint**

**Response**

**Template Name: Pat Down Screening Complaint - BCC CSM**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: Screening - Secondary**

**Interaction Type: Complaint**

**Response**

**Template Name: Pat Down Screening Complaint - BCC CSM**

**Airport: JFK**

**Airline: American Airlines**

**Subject Category: Screening - Secondary**

**Interaction Type: Complaint**

**Response Email:**

**END RECORD**

## CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 8 2011 11:14AM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jul 1 2011 7:30AM  
Contact Prefix:  
Contact First Name: (b)(6)  
Contact Middle Initial:  
Contact Last Name: (b)(6)  
Contact Suffix:  
Contact Address 1:  
Contact Address 2:  
Contact City:  
Contact State:  
Contact Zip:  
Contact Country:  
Contact Phone: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: TSA complaint  
Body: July 8, 2011

Re: TSA complaint

To Whom It May Concern:

I returned to the United States Friday morning, July 1, 2011, after a trip overseas. I had an unpleasant encounter with the TSA, which I would like to report.

I arrived at JFK airport around 6:10 a.m. and took a bus to LaGuardia for my US Airways flight to Columbus, Ohio. I went through security around 7:30 a.m. The screener discovered a small packet of Dead Sea mud (a present for my sister) in my carryon luggage. He told me that I would have to check the bag or throw away the mud. "I don't understand," I said. "I went through Israeli security and didn't have any problem."

"This isn't Israel," the screen replied. I didn't like that response (mostly, I didn't like the tone in which it was delivered) and asked to see a supervisor.

A few minutes later, I spoke to (b)(6) the supervisor on duty at the time. She said, "You can't take this," she said. I again replied, "I went through Israeli security – they have the toughest airport security in the world – and I went through with no problem."

"You ain't in Israel," (b)(6) replied. "You've got to throw it away or the check the bag."

I said that I would throw it away. "Just give it to me," I said. "I'll throw it in the garbage."

"Oh, you'll throw it away all right," (b)(6) said. "You come with me." (b)(6) then walked me back to the security gate — there was a garbage can in front of the gate — she instructed me to go back through the gate and throw it away on the other side. "But there's a can right here," I said.

"No. You throw it away on the other side." I walked back through the door and (b)(6) said, "Have a nice day, Hon." Hon!

I felt greatly abused by (b)(6). She used our disagreement as an excuse to abuse her authority and to humiliate a taxpayer. I realize, of course, that I am not blameless here. I didn't need to mention Israel, and I was definitely perturbed. However, I never raised my voice. I did not use foul, vulgar, or intemperate language. I was not aggressive in any way. (b)(6) however, didn't like my attitude, and she decided to teach me a lesson.

After returning a second time through security, I saw (b)(6) speaking to her supervisor. I approached (b)(6) looked at me, flashed me a big smile, and walked away.

I explained what happened to (b)(6). He was very understanding. He said that he would "have to talk to (b)(6) about this." He said that even if I had been belligerent — and I wasn't, or I would have been arrested or questioned — there was no reason to force me to go through security a second time.

I don't know whether you fully understand how damaging these incidents are to the TSA. It seems that everyone who travels has a story to tell. I have a couple. Two years ago, I took my father to the airport, so that he could go to Florida with my mother. He was 82 years old at the time (he has since died), confined to a wheelchair, and in the late stage of Alzheimers. Amazingly, he was selected for "enhanced" screening. The TSA practically made my father do kart wheels before passing him through. I didn't know whether to laugh or cry. Either way, I was frustrated and angry by the end of the experience.

Thousands of Americans have had experiences like mine. This is why, when the TSA announces a new screening procedure — body scanners, for example — there is such an uproar. Too many people have had bad experiences with the TSA. Travelers no longer believe that the TSA exists to protect travelers but rather to harass citizens.

TSA workers are now viewed as stereotypical government workers — poorly trained, disrespectful, and supremely entitled. When (b)(6) forced me to go through security a second time, she knew that she had all the power. She knew that I was a nobody, a mere taxpayer. She, on the other hand, is a government employee. A member of a government employees' union. She is untouchable. She could treat me disrespectfully with impunity. She knows that she can't be disciplined. She is a government employee and a member of a government employees union.

Many people in government do not really understand that they ultimately serve at the pleasure of the American people. Once you lose the support of the people, you have lost everything. You've lost my support. How many others will you lose before you change your approach to airport security?

Sincerely,

(b)(6)

Xenia, Ohio

(b)(6)

Agent Notes: Sending to a CSM for review of incident.

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Aug 14 2011 12:58PM

Opening Agent: andrew.depew

Opened Date: 7/8/2011 2:15:24 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: US Airways

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: PWD—Apology with Standard Opening

Airport: LGA

Airline: US Airways

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

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

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: Jul 8 2011 3:42PM

Medium: Email

Contact Status: Closed

Incident Date: Jul 6 2011 12:00AM

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: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

---

Remote Client IP: (b)(6)

Date Time: 7/8/2011 3:42:24 PM

---

Name: (b)(6)

Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 1134/Air Tran/ROC/gate A2

Comments: My wife and I were accosted, er, I mean selected for enhanced pat-down at the Greater Rochester International Airport (ROC) in the AM of 7/6, on the way back to TIA. Waistbands, thighs, and hair all thoroughly searched by an older gentleman obviously getting ready for retirement. I have never been so thoroughly searched in my life. It was obvious it occurred, because we were both lifelong manual wheelchair users. Now, I know the news reported there have been warnings about Al Queda using the infirm for suicide bombers. However, that only holds water at foreign airports, in my book, not Western NY, and it's certainly not a good enough reason to violate the 4th amendment. Had they really thought we were a threat, they would have had us remove our shoes. They did not. All this tells me, is that the guy wanted to punk us. So what's the deal? I was born and raised in Western NY, have an advanced criminal justice degree, and passed FBI background checks! I should not have raised any flags.

My succinct reason for complaining-Any time you single out a protected class for being treated differently, it might be illegal. The Israeli screening system reportedly works better, yet you refuse to institute it. That's just wrong! I have tried several times contacting through regular email, yet it doesnt seem deliverable. Thank you for your time, and cooperation.

Sincerely,

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 12:58PM

Opening Agent: sandra.rudder

Opened Date: 7/8/2011 4:59:56 PM

Linked Event IDs:

**Responses:**

**Response**

Template Name: PWD—Apology with Standard Opening

Airport: ROC

Airline: AirTran Airways

Subject Category: Screening - Secondary

Interaction Type: Complaint

**Response**

Template Name: Search and Seizure Response

Airport: ROC

Airline: AirTran Airways

Subject Category: Civil Rights - Constitutional Rights

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

**Body:**

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

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

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

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

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

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties. While all passengers must submit to screening to gain access to the sterile area of the airport or an aircraft, TSA policy is to afford passengers professional and courteous treatment.

To facilitate future screening experiences, we strongly recommend that passengers familiarize themselves with the information available on our Web site at [www.tsa.gov](http://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: Jul 8 2011 3:28PM  
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: refused  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:

Contact Email: (b)(6)

Subject: disability related pat-down legal issue(Att John Pistole), cc: local representative

Body: My wife and I were accosted, er, I mean selected for enhanced pat-down at the Greater Rochester International Airport (ROC) in the AM of 7/6, on the way back to TIA. Waistbands, thighs, and hair all thoroughly searched by an older gentleman obviously getting ready for retirement. I have never been so thoroughly searched in my life. It was obvious it occurred, because we were both lifelong manual wheelchair users. Now, I know the news reported there have been warnings about Al Qaeda using the infirm for suicide bombers. However, that only holds water at foreign airports, in my book, not Western NY, and it's certainly not a good enough reason to violate the 4th amendment. Had they really thought we were a threat, they would have had us remove our shoes. They did not. All this tells me, is that the guy wanted to punk us. So what's the deal? I was born and raised in Western NY, have an advanced criminal justice degree, and passed FBI background checks! I should not have raised any flags.

My succinct reason for complaining-Any time you single out a protected class for being treated differently, it might be illegal. The Israeli screening system reportedly works better, yet you refuse to institute it. That's just wrong! Thank you for your time, and cooperation.

Sincerely,

(b)(6)

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: connor.kelley  
Last Update Date: Aug 14 2011 12:58PM  
Opening Agent: connor.kelley  
Opened Date: 7/8/2011 4:45:40 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Patdown General Response  
Airport: ROC  
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 the Transportation Security Administration's (TSA) patdown procedures.

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

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

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site ([www.tsa.gov](http://www.tsa.gov)).

We hope this information is helpful.

We hope this information is helpful

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 11 2011 9:55AM  
Medium: Inbound Call  
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: (b)(6)  
Contact Fax:

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

Subject: PatDown Complaint  
Body: Caller called in before with the EID of (b)(6) regarding an inappropriate pat down procedure she recieved at JFK back on May 29th 2011 departing JFK on her way to Panama on 5 27 11 at roughly 5:00AM-5:10AM.

She was given a pat down but the officer did not use the back of the palm in certain areas that she thought that would have been appropriate. The caller is pregnant so she is quite sensitive. The caller was screened in the middle of the security checkpoint so she was embarassed during this procedure. She would have felt much better with a private screening. The TSO also did not explain that she was going to do before doing so.

The TSO in question:  
Tall African American lady. The is somewhat heavy and quite tall. She does not wear glasses.

Caller has not been given a response by the CSM at the JFK Airport. Caller was flying on Panama Airways at Terminal 4.

Agent Notes: Sent to CSM 7/11/11 mnelson  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: melissa.nelson  
Last Update Date: Sep 15 2011 3:22PM  
Opening Agent: melissa.nelson  
Opened Date: 9/15/2011 3:02:19 PM  
Linked Event IDs:

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

Response Email:  
**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 11 2011 3:12PM  
Medium: Inbound Call  
Contact Status: Closed  
Incident Date: Jul 11 2011 2:40PM  
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: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: Caller Refused  
Subject: CSM Rudeness  
Body: Caller wanted to provide some feedback about his screening experience at the Newark International Airport, July 11, 2011 at 2:40 p.m Gate Delta Air.

The caller wanted to let TSA know he travels alot, over 250 cities per year and the caller said two airports he calls the rudest is LAX and EWR. The caller said he is at EWR and wanted to let the TSA know that all the employees he encountered or saw were stern, no smiles, body language was poor, no common courteousy, no one greeting any body, and the caller said they were rude with no emotions.

The caller said that this was not just one person it was the entire TSA staff. The caller said no one vocally smarted off to the caller but the caller said the TSO s body language told the caller that he was not welcomed. The caller said that this felt like he was going through a prison line. The caller compared EWR to a prison or jail experience.

Advise the 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.

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 call to the appropriate Customer Service Manager.

Agent Notes: Sent to CSM 7/11/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Jul 11 2011 5:34PM

Opening Agent: melissa.nelson

Opened Date: 7/11/2011 5:34:56 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

**Airline: Delta**

**Subject Category: Screening - Discourteous/Rude Screener**

**Interaction Type: Complaint**

**Response Email:**

**END RECORD**

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jul 11 2011 5:58PM

Medium: Email

Contact Status: Closed

Incident Date: Jul 9 2011 6:00AM

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: Refuse

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: 7/11/2011 5:58:34 PM

---

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Flight 957

Newark to St Louis

6:00am Saturday July 9

Gate A10

Comments: Let me start with, most TSA agents I encounter are decent and kind. However on this day, my experience was awful. When we entered the security line for A10 at 5:00am Saturday, July 9, there was an African American woman standing to the side of the line 'helping' the other agents check people through. Before we went up to her, she was barking at the other TSA agents about who should be where, while she was doing nothing to make the line move. As I approached the man sitting at the podium he motioned me to the left where she stood with a clipboard outside the 'fencing'. We had just travelled for 24 hours from Denmark so I had our passports handy and handed her the boarding passes. She did not like the way I handed them to her, shoved them back at me and began to LECTURE me about how to present my boarding documents (open, face out, etc.) I started to match them up and open them and she did not stop lecturing me. I said nothing, until enough was enough and I said I'd never been told I needed to hand them over in a certain way. She continued lecturing me, I said I travel quite a bit, I am very sorry, I did not know. She then said " if you travel alot, then you should know better." After she checked my husbands, I turned and said, 'I've also never been lectured by TSA before, and it's not ok'. She carried on while we walked away as we had to get to our flight. We went through security, the other agents were nice, and I asked for a supervisor. I got someone I believe had the name (b)(6), not sure if he was a supr, but I told him what had just happened and that it was not acceptable for her to lecture me like a 5 year old. I have been travelling for 24 hours on 3 hours sleep and I didn't do anything to deserve that treatment. He patronized me with saying something like I looked beautiful and I should not let that ruin the rest of my day and he would address it. Not much better.

My regret is not catching her name, but if you check who was on that morning you should be able to tell who it is. She was only black woman with afro style hair at the front of the line checking ID's from the sideline, the other agents appeared extremely irritated with her as well, and would know who I am referencing. The man I later spoke with said he knew who it was too. But I was too tired to think of catching her name, though I should have.

I don't appreciate my tax dollars paying someone who has the nerve to lecture me at 5 in the morning over something as simple as how to present my boarding pass, which was humiliating and embarrassing. I normally travel with a drivers license, which would have probably made her more happy, but since our passports were more easily accessible I had those out instead. I would hope she is

reprimanded or reposted as she does not belong in the face of passengers.

Agent Notes: J Burke sent to a CSM for review on 7-12-11.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 12:59PM

Opening Agent: jeff.burke

Opened Date: 7/12/2011 11:31:58 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Southwest 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: (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: Jul 12 2011 10:02AM

Medium: Email

Contact Status: Closed

Incident Date: Apr 17 2011 6:30AM

Contact Prefix: CPA

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2: (b)(6)

Contact City: Cedar Grove

Contact State: NJ

Contact Zip: 07009

Contact Country:

Contact Phone: (b)(6)

Contact Fax: (b)(6)

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: Attached Complaint

Body: This is now the third time I am following up on my complaint. The first was directly with Newark TSA customer service, second with the online complaint form and a month later this email.

I guess we no longer have any civil rights.

My Senators do not respond either so I assume the TSA has no accountability.

(b)(6)

Cedar Grove, NJ 07009

(b)(6)

=====  
This message, including attached files, may contain confidential information and is intended only for the use by the individual and/or the entity to which it is addressed. Any unauthorized use, dissemination of, or copying of the information contained herein is not allowed and may lead to irreparable harm and damage for which you may be held liable. If you receive this message in error or if it is intended for someone else please notify the sender by returning this e-mail immediately and delete the message.

IRS CIRCULAR 230 DISCLOSURE: To ensure compliance with requirements imposed by the IRS, we inform you that any U.S. federal tax advice contained in this communication (including any attachments) is not intended or written to be used, and cannot be used, for the purpose of (i) avoiding penalties under the Internal Revenue Code or (ii) promoting, marketing or recommending to another party any transaction or matter addressed herein.

=====

From: TSAExternalCompliance [mailto:Tsaexternalcompliance@dhs.gov]  
Sent: Friday, June 10, 2011 5:36 PM  
To: (b)(6)  
Subject: RE: Attached Complaint

(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 regards additional screening procedures, we are referring your attached complaint form to TSA's Contact Center for appropriate handling (HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov). You may wish to contact them directly via that email address or you may call them at 866-289-9673. 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

From: (b)(6)

Sent: Friday, June 10, 2011 1:25 PM  
To: TSAExternalCompliance  
Subject: Attached Complaint

Agent Notes: 7-12-11 \*The complaint for this EID was attached to the actual MS Outlook email. Connor handled this case. This EID was sent to the CSM so that this manager could follow-up with the client. The emailer spoke to EWR's CSM in person and was promised a follow-up, but they've yet to receive any correspondence a couple of months after the incident. This CSM escalation could serve as a reminder for the CSM to follow-up with this client.

Sent to CSM 7/12/11 mnelson  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: melissa.nelson  
Last Update Date: Aug 14 2011 12:59PM  
Opening Agent: melissa.nelson  
Opened Date: 7/12/2011 5:50:38 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Consumer Observation BCC CSM Response  
Airport: EWR  
Airline: US Airways  
Subject Category: Patdown - Flyer as Observer  
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](http://www.tsa.gov).

TSA Contact Center  
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 13 2011 9:50AM  
Medium: Email  
Contact Status: Closed  
Incident Date: Apr 17 2011 6:00AM  
Contact Prefix: CPA  
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: Cedar Grove  
Contact State: NJ  
Contact Zip: 07009  
Contact Country:

Contact Phone: (b)(6)  
Contact Fax:

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

Subject: Re: Attached Complaint

Body: Your response to my email clearly indicates the TSA did not read my email. TSA response was to forward the complaint back to where I started. That didn't work the first time why would it work now?

I would like the names of the TSA workers and the video of the April 17th encounter at the US airways terminal between 600 am and 7 am.

Thank you.

(b)(6)

Cedar Grove, NJ 07009

(b)(6)

=====  
This message, including attached files, may contain confidential information and is intended only for the use by the individual and/or the entity to which it is addressed. Any unauthorized use, dissemination of, or copying of the information contained herein is not allowed and may lead to irreparable harm and damage for which you may be held liable. If you receive this message in error or if it is intended for someone else please notify the sender by returning this e-mail immediately and delete the message.

IRS CIRCULAR 230 DISCLOSURE: To ensure compliance with requirements imposed by the IRS, we inform you that any U.S. federal tax advice contained in this communication (including any attachments) is not intended or written to be used, and cannot be used, for the purpose of (i) avoiding penalties under the Internal Revenue Code or (ii) promoting, marketing or recommending to another party any transaction or matter addressed herein.

=====

On Jul 12, 2011, at 10:02 AM, (b)(6) <HYPERLINK "mailto:(b)(6)"> (b)(6) wrote:

This is now the third time I am following up on my complaint. The first was directly with Newark TSA customer service, second with the online complaint form and a month later this email.

I guess we no longer have any civil rights.

My Senators do not respond either so I assume the TSA has no accountability.

(b)(6)

Cedar Grove, NJ 07009

(b)(6)

=====

This message, including attached files, may contain confidential information and is intended only for the use by the individual and/or the entity to which it is addressed. Any unauthorized use, dissemination of, or copying of the information contained herein is not allowed and may lead to irreparable harm and damage for which you may be held liable. If you receive this message in error or if it is intended for someone else please notify the sender by returning this e-mail immediately and delete the message.

IRS CIRCULAR 230 DISCLOSURE: To ensure compliance with requirements imposed by the IRS, we inform you that any U.S. federal tax advice contained in this communication (including any attachments) is not intended or written to be used, and cannot be used, for the purpose of (i) avoiding penalties under the Internal Revenue Code or (ii) promoting, marketing or recommending to another party any transaction or matter addressed herein.

=====

From: TSAExternalCompliance [mailto:Tsaexternalcompliance@dhs.gov]

Sent: Friday, June 10, 2011 5:36 PM

To: (b)(6)

Subject: RE: Attached Complaint

(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 regards additional screening procedures, we are referring your attached complaint form to TSA's Contact Center for appropriate handling (mailto:tsa-contactcenter@dhs.govHYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov). You may wish to contact them directly via that email address or you may call them at 866-289-9673. 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

From: (b)(6)

Sent: Friday, June 10, 2011 1:25 PM

To: TSAExternalCompliance

Subject: Attached Complaint

<tsa\_complaint\_submission\_form.pdf>

Agent Notes: Original EID- (b)(6) Connor Kelley; 7-13-11

This emailer wasn't satisfied with the TCC elevating their inquiry to a CSM at Newark Int airport (EID (b)(6)); so, the CCR must place this in a Pending Default status for further review. Incident synopsis: The caller is upset that his minor daughter was patted down, despite him expressing his dissent of the patdown. This emailer has spoken to the CSM in person and was promised a followup, which they never received, and isn't receptive to being forwarded to a CSM via the TCC email route. Connor handled the original EID, and this EID for that matter, and felt that forwarding them to the CSM may serve as a reminder for the CSM to followup with this customer. Nevertheless, the emailer doesn't want to speak to the CSM again (EID (b)(6)) so the next option is to send it to a supervisor for direction. Connor K.

I sent the Sensitive security information template because of the nature of his request. He has appealed to the Office of civil rights as well, but no response has been given. I have decided to once again forward this to a CSM for review and action if needed, because the gentleman alluded to previously being assured by the EWR CSM that he would in fact follow-up with their complaint. J Burke 7-13-11  
Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 12:59PM

Opening Agent: jeff.burke  
Opened Date: 7/13/2011 5:36:47 PM  
Linked Event IDs:

**Responses:**

Response

Template Name: Security Screening Details Request- SII 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.

The Transportation Security Administration (TSA) does not discuss specific security procedures. This information is considered Sensitive Security Information and as such, is unauthorized for public disclosure.

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jul 13 2011 8:28AM

Medium: Email

Contact Status: Closed

Incident Date: Jul 13 2011 8:20AM

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: none given

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: 7/13/2011 8:28:46 AM

**Security Issues All Other Security Issues**

Name: (b)(6)

Email: (b)(6)

Message: Our security screener at NY Laguardia airport gate B at 8:20 am on july 13 was more interested in talking to co-workers than looking at his screen : (

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: stacey.patton

Last Update Date: Aug 14 2011 12:59PM

Opening Agent: stacey.patton

Opened Date: 7/13/2011 10:14:59 AM

Linked Event IDs:

**Responses:**

Response

Template Name: Screeners Standing Around Response

Airport: LGA

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) [tsatcc\\_do\\_not\\_reply@senture.com](mailto: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: Normal/General  
Contact Date: Jul 13 2011 12:08PM  
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: Brentwood  
Contact State: NY  
Contact Zip:  
Contact Country:  
Contact Phone: None  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: airport patdowns

**Body:**

Sirs: After having a complete right knee replacement 5 years ago I got used to the wand and pat down I was required to do. This June I traveled out of JFK and the pat down was completely different and quite invasive. I was touched everywhere and inside the pants I was wearing. A friend of mine who had the same surgery flew out of LGA recently and her pat down was nowhere invasive. If there is an x-ray somewhere inside the airport do I have the right to use it? I would rather do that then the pat down that is being done at this time.  
Thanks for any help with this.

(b)(6)

Brentwood, NY

**Agent Notes:**

Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: andrew.depew  
Last Update Date: Aug 14 2011 12:59PM  
Opening Agent: andrew.depew  
Opened Date: 7/13/2011 2:11:34 PM  
Linked Event IDs:

**Responses:**

Response  
Template Name: PWD - Screening of Metal Implants  
Airport: LGA  
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 the screening of metal implants.

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

When there is an alarm during screening, TSOs must conduct additional screening, including a patdown, to locate and resolve the source of the alarm. Although our TSOs are following TSA procedures, we understand and regret the distress sometimes experienced. We realize that the intensive nature of the patdown can be stressful, and many passengers don't understand the reason for this additional procedure.

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

TSA understands the frustration some travelers experience from routinely alarming the metal detector because of metal implants. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

For more information regarding patdown procedures, please visit TSA's website at [www.tsa.gov](http://www.tsa.gov). Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with TSA's Assistant Federal Security Director for Screening at that airport to address any concerns.

When available, an alternative method to being screened using the walk-through metal detector is Advanced Imaging Technology (AIT). For passengers with metal implants, this type of screening may reduce the need for undergoing patdowns. AIT is a voluntary alternative to the walk-through metal detector and was designed with security and privacy in mind. AIT screens passengers for metallic and nonmetallic threats including weapons, explosives, and other objects concealed under layers of clothing, without physical contact, to help TSA keep the traveling public safe.

Strict safeguards are built in to AIT screening procedures to ensure privacy and anonymity. In independent polling of passengers regarding acceptance of this technology, the majority preferred this procedure to alternates such as a patdown. For more information regarding privacy and public acceptance of AIT screening please visit our website at <http://www.tsa.gov/approach/tech/ait/index.shtm>.

We hope this information is helpful.

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 13 2011 8:11PM  
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: NONE  
Contact Fax:

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

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

---

Remote Client IP: (b)(6)  
Date Time: 7/13/2011 8:11:25 PM

---

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

Complaints: Discourteous/Rude Employee  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I sent you an email last October about a supervisor at EWR. I have never had a response, so don't play like you are the good guys concerned about your image. You just don't care about anything except the power trip you are on. Great for your egos.  
Comments: I gave you all the info last year--see if you can find it. I doubt it, you just deleted it and considered it closed.

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: sandra.rudder  
Last Update Date: Aug 14 2011 12:59PM  
Opening Agent: sandra.rudder  
Opened Date: 7/14/2011 10:18:17 AM  
Linked Event IDs:

Responses:  
Response  
Template Name: Delay Still Need Info 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](mailto:tsatcc_do_not_reply@senture.com)  
To: (b)(6)  
Subject: In Response to your inquiry.  
Body:  
Thank you for your e-mail that you sent to the Transportation Security Administration (TSA).

We apologize for the delay in responding to your concern.

Due to the time that has lapsed since you sent your e-mail to us, please reply to this e-mail or contact us at toll free 866-289-9673 to let us know if you still have a question that needs to be answered or a concern that needs to be addressed.

We encourage you to check the latest information at [www.tsa.gov](http://www.tsa.gov)

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 14 2011 12:44PM  
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: None  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:

Contact Email: (b)(6)  
Subject: TSA Contact Us: Complaints  
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)  
Date Time: 7/14/2011 12:44:35 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental Flight 1462 from EWR to SAN, Terminal C Security checkpoint.

Comments: My 14 year old son (b)(6) booked on a flight from Newark to San Diego / I had obtained a pass to escort my son (b)(6) to his gate for departure. When we went through security, we placed all our bags etc in the bins to go on the conveyer belt, my son then walked through the scanner before me, the sensor went off and the TSA officer there searched him right there in front of me and had him walk through the scanner once again the alarmed sounded, at this point the officers pulled my son aside and in a very unprofessional manner explained to me that something on my son's hands were setting off the scanner's, they took him to a table at the end of the conveyer belt, I then waited at the end of the conveyer belt and waiting for the rest of our baggage to come through, at this point I turned around and noticed that my son and the guard were no longer standing by the table, I grabbed our baggage and asked the guard standing there "where is my son that was just right there" as I pointed to the table, the gentleman first shrugged his shoulders at me and then pointed to a room and told me that son was in that room being padded down and searched!! Unacceptable! I immediately went to the room and opened the door where I found my son putting his T-shirt back on with one single guard with him. If this is proper procedure this is outrageous!! The security personnel there knew that (b)(6) was my son and none of them had the decency or respect to inform me that they needed to take my son in a private room!! This chain of events was handled very unprofessional and I hope that no other parent has to go through this. I would like to know what the procedure "should have been" in this situation, because if this is how the TSA handles situations it makes me very nervous and disappointed!! I would like an explanation of why I as (b)(6) parent with him at the time was not notified of someone just taking my 14 year old son into a private room without my permission to be searched!!! I would have had no problem with the search at all if I was notified and explained the situation. I as a parent made sure that my son packed his bags etc to comply with the security standards out of respect for the screeners and did expect the same courtesy and respect from the security screeners and did not receive it!! The way the situation was handled was not professional or respectful.. I would appreciate a response to this situation and would like some resolve as to why it was handled this way. Both myself and my son did exactly what was asked of us out of respect for the screeners and I would expect the same treatment, but did not receive it.

Agent Notes: Sending to the CSM for review of incident.

**TCC Travel with Children Response**

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Sent to CSM 7/14/11 mnelson

**Follow Up:**

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 12:59PM

Opening Agent: melissa.nelson

Opened Date: 7/14/2011 3:00:29 PM

Linked Event IDs:

**Responses:**

**Response**

Template Name: Complaint—Customer Service Manager

Airport: EWR

Airline: Continental Airlines

Subject Category: Patdown - Flyer as Observer

Interaction Type: Complaint

**Response**

Template Name: TCC Travel with Children Response

Airport: EWR

Airline: Continental Airlines

Subject Category: Patdown - Flyer as Observer

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To:

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail concerning traveling with children.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Transportation Security Officers (TSOs) are specially trained and understand your concerns regarding children. Your children will be approached gently and treated with respect. If your child becomes uncomfortable or upset, you will be consulted about the best approach to resolving your child's concern.

**The Screening Process - X-ray**

- All carry-on baggage, including children's bags and items, must go through the x-ray machine. Examples include: diaper bags, blankets, and toys.
- All child-related equipment that will fit through the x-ray machine must go through the x-ray machine. Examples include: strollers, umbrella-strollers, baby carriers, car and booster seats, backpacks, and baby slings.
- When you arrive at the checkpoint, collapse or fold your child-related equipment. Secure items that are in the pockets, baskets, or attached to the equipment and place it on the x-ray belt for inspection.
- Plastic bins are provided to deposit such items.
- If any of your child-related equipment does not fit through the x-ray machine, security officers will visually and physically inspect it.
- Ask a Transportation Security Officer for help gathering your bags and child-related equipment, if you need it.

**ALERT!** Babies should NEVER be left in an infant carrier while it goes through the x-ray machine.

For information regarding what is permitted or prohibited from being in carry-on luggage, please refer to our prohibited items section at our Web site.

**The Walk-Through Metal Detector**

- If your child can walk without your assistance, we recommend that you and your child walk through the metal detector separately. If you are carrying your child through the metal detector and the alarm sounds, our Transportation Security Officer will have to additionally screen both you and your child.
- Remove babies and children from their strollers or infant carriers so that our Security Officers can screen them individually.
- You may not pass the child to another person behind you or in front of you during this process.
- Do not pass your child to our Security Officer to hold.
- Our Security Officer may ask for your help screening your child.

#### **Children with Disabilities**

- If your child has a disability, screeners may ask you what abilities your child has to determine the best method for screening (e.g. carry the child through the walk-through metal detector, hand-wand procedure).
- If a private screening is required, you should escort and remain with your child during the private screening process.
- Know that all no time should the Security Officer remove your child from his her mobility aid (wheelchair or scooter). You are responsible for removing your child from his her equipment at your discretion to accomplish screening.
- Know that if your child is unable to walk or stand, the Security Officer will conduct a pat-down search of your child while he she remains in their mobility aid, as well as a visual and physical inspection of their equipment.

#### **Travel Tips**

##### **TIPS before reaching the airport**

- Please allow yourself and your family extra time to get through security - especially when traveling with younger children.
- Call your airline or travel agent for their recommended check-in times for your departure airport.
- Talk to your children before you come to the airport and let them know that it s against the law to make threats such as, I have a bomb in my bag. Threats made jokingly (even by a child) can delay the entire family and could result in fines.

##### **Tips at the airport**

- Speak to your children again about the screening process so that they will not be frightened or surprised. Remind them not to joke about threats such as bombs or explosives.
- Tell your children that their bags (backpack, dolls, etc.) will be put in the x-ray machine and will come out at the other end and be returned to them.
- Let your children know that a Security Officer may ask to see their shoes, but that they will get these back as well.
- You may want to consider asking for a private screening if you are traveling with more than one child.

This information along with other travel tips is located on the Transportation Security Administration (TSA) Web site at [www.tsa.gov](http://www.tsa.gov). You should always notify your air carrier of your special screening needs before you arrive at the airport. This should include any assistance you will need with connecting flights. You might also want to take a copy of these tips with you when you travel.

If you encounter problems with the screening process, ask to speak with the TSA security supervisor. You can report problems encountered while traveling by calling the TSA Contact Center toll free at (866) 289-9673. We hope the additional information below from our Web site will be helpful.

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: Jul 15 2011 12:53PM  
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: Rude screener

Body: Caller was going through security and the TSA screener was extremely rude she was a large African American woman who sat in her chair and screamed at the travelers as they went through the check point. This was at JFK on July 13, 2011 about 4:00 pm on Delta fl# 142.

JFK  
july13  
4:00pm  
Delta  
FL#142

Female  
africa american  
heavy set  
Agent Notes: Sent to CSM 7/15/11 mnelson  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: melissa.nelson  
Last Update Date: Jul 15 2011 3:19PM  
Opening Agent: melissa.nelson  
Opened Date: 7/15/2011 3:19:55 PM  
Linked Event IDs:

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

Response Email:  
**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 15 2011 5:41PM  
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: None  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: FW: Jfk screener s at terminal 4  
Body:

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

From: (b)(6) [mailto:(b)(6)]  
Sent: Friday, July 15, 2011 3:20 PM  
To: 'trip@dhs.gov'  
Subject: Jfk screener's at terminal 4

I was singled out after a full body x-ray to a search after the screener felt that I was rude. With a x-ray was negative for anything but a couple of screws in my left knee after surgery from an injury that I got when I was enlisted in the military. I will not stand for this and I want this not to happen to anymore people. They definitely needs to be more training for these screener's.

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: andrew.depew  
Last Update Date: Aug 14 2011 1:00PM  
Opening Agent: andrew.depew  
Opened Date: 7/17/2011 3:03:32 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: PWD—Apology with Standard Opening  
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 recent screening experience.

We apologize for any insensitivity or inappropriate treatment you experienced during the screening process. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our

screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area, and the way in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

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

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

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

We hope this information is helpful.

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 18 2011 2:05PM  
Medium: Inbound Call  
Contact Status: Closed  
Incident Date: Jul 18 2011 6:50AM  
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: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:

Contact Email: (b)(6)

Subject: complaint

Body: Caller said he was stripped searched and there 4 or 5 people in the room. He was told they were in training. He did not like that they were in the room. He said he wears a turbin and that is why he is singled out. He said this happens at every airport. He said that everyone should be screened just like he is. He wanted to know how we know that people are not the underwear bomber. I gave the caller the reasons for secondary screening and he said he was chosen because he was not white.

Mnelson- took over call...Caller concerned with the number of people in the room while he went through patdown. Advised would send complaint to CSM at airport, also advised call about choosing option 5 for the CSM at that airport.

Agent Notes: There is no CSM at the Newark airport listed.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: anita.brisco

Last Update Date: Jul 18 2011 2:25PM

Opening Agent: anita.brisco

Opened Date: 7/18/2011 2:25:32 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: EWR

Airline: Southwest Airlines

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response

Template Name: Reasons for Secondary Screening

Airport: EWR

Airline: Southwest Airlines

Subject Category: Screening - Secondary

Interaction Type: Information

Response Email:

**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 18 2011 10:07PM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jul 17 2011 12:00AM

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: NONE  
Contact Fax:

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

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

---

Remote Client IP: (b)(6)  
Date Time: 7/18/2011 10:07:09 PM

---

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

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EI 110 Aer Lingus flight from JFK to Shannon on July 17 2011

Comments: On July 17th 2011 my wife, my 1 year old daughter and our 4 year old son were taking EI 110 from Terminal 4 at JFK to Shannon. My wife has informed me that not only did TSA agents pat her down but that they also patted down our 4 year old son, even though he went through the detectors on his own and did not set off any alarms. This is outrageous. I was under the impression that TSA had, after public outrage, stopped this sort of inappropriate conduct , at least as it relates to minor children. I know learn that not only has it not stopped, but that my own son was subjected to this degrading practice. Needless to say, nothing was found to given even a pretext to the conduct.

I would like to know exactly why my son was patted down at Terminal 4 that day. I would like to have a formal complaint lodged. I would like to know what the actual policy of TSA is in regard to patting down or other invasive touching of minor children. I would like to know how soon I can expect a substantive response.

(b)(6)

Agent Notes: EI 110 Aer Lingus flight

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 1:01PM

Opening Agent: sandra.rudder

Opened Date: 7/19/2011 9:52:53 AM

Linked Event IDs:

Responses:

Response

Template Name: Pat-Down Child Screening

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 the patdown screening of children.

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

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

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

We hope this information is helpful.

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jul 20 2011 2:51PM

Medium: Email

Contact Status: Closed

Incident Date: Jul 10 2011 12:00AM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Letter attached re TSA complaint

Body: Letter attached re TSA.

Agent Notes: Emler said that he had his personal IDs copied and wants to know why, they were copied by an officer (b)(6) who said he may be wearing a fake badge . Also wanted to know why he couldn t be screened in public, and had to be screened in private. Went through gate 47 departing time 6:29 boarding time 5:49.

TCC has no answer for these questions and the CSR is sending to the CSM at EWR for review of the incident.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 1:01PM

Opening Agent: jeff.burke

Opened Date: 7/20/2011 6:17:49 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: EWR

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@sensure.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding 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: Jul 20 2011 2:35PM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jul 15 2011 7:11AM

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: none  
Contact Fax:

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

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

---

Remote Client IP: (b)(6)  
Date Time: 7/20/2011 2:35:36 PM

---

Name: (b)(6)  
Email:

Complaints: Items Not Permitted Through the Security Checkpoint  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 707 on American Airlines leaving Laguardia Airport,N.Y. for Kansas City with a stop in Dallas going through Security in N.Y.July 15,2011 at 7:10 A.M.  
Comments: My husband and I are elderly (88 and 84 years old) and had no checked luggage...only a carry-on.We tried to comply with regulations and had our medicines etc. in a plastic bag as required.We were bringing a tube of medication cream to our sister-in-law in Kansas, in a tube that was about 6 oz.We declared it but it was confiscated by the examiner.We feel it was something that we should have been able to take,as she has a medical condition that this would help. We do not want to break rules, but told the examiner exactly what it was,yet it was taken away.Can we be compensated as it was expensive? We felt very upset not being able to bring it her.Please respond.Thank you.

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: kenneth.gumm  
Last Update Date: Aug 14 2011 1:01PM  
Opening Agent: kenneth.gumm  
Opened Date: 7/20/2011 4:19:57 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Screeners Have Final Say Response  
Airport: LGA  
Airline: American Airlines  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com  
To: (b)(6)

**Subject: In Response to your inquiry.**

**Body:**

Thank you for your e-mail.

The Transportation Security Administration's (TSA) security screening procedures require all carry-on property be screened before passengers take it onboard an aircraft. Regardless of whether an item is on the prohibited or permitted items list, the Transportation Security Officers (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.

Please visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information.

We hope this information is helpful.

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 21 2011 7:12AM  
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: none  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:

Contact Email: (b)(6)  
Subject: TSA Contact Us: Complaints  
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

---

Remote Client IP: (b)(6)  
Date Time: 7/21/2011 7:12:16 AM

---

Name: (b)(6)  
Email:

Complaints: Inconsistent Screening (Different Practices between Airports)  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL4046- JFK Terminal 2 checkpoint.  
Comments: The screeners were requiring all laptops to be taken out of bags, even bags that complied with the guidelines at [http://www.tsa.gov/press/happenings/simplifying\\_laptop\\_bag\\_procedures.shtm](http://www.tsa.gov/press/happenings/simplifying_laptop_bag_procedures.shtm)

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: kenneth.gumm  
Last Update Date: Aug 14 2011 1:01PM  
Opening Agent: kenneth.gumm  
Opened Date: 7/21/2011 2:25:39 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Screeners Have Final Say Response  
Airport: JFK  
Airline: Delta  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) [tsatcc\\_do\\_not\\_reply@senture.com](mailto:tsatcc_do_not_reply@senture.com)  
To: (b)(6)  
Subject: In Response to your inquiry.  
Body:  
Thank you for your e-mail.

The Transportation Security Administration s (TSA) security screening procedures require all carry-on property be screened before

passengers take it onboard an aircraft. Regardless of whether an item is on the prohibited or permitted items list, the Transportation Security Officers (TSO s) have discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft if the item may pose a security threat.

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

Please visit our website at [www.tsa.gov](http://www.tsa.gov) for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information.

We hope this information is helpful.

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 21 2011 8:34PM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jul 21 2011 8:30PM  
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: none  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: Jfk terminal 3 830pm  
Body: There is some serious issues with the line here. There is one id checkerand agents are standing around with lots attitude. Please investigate.

(b)(6)

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: andrew.depew  
Last Update Date: Aug 14 2011 1:01PM  
Opening Agent: andrew.depew  
Opened Date: 7/22/2011 10:17:21 AM  
Linked Event IDs:

Responses:  
Response  
Template Name: Delayed by Security Screening Response  
Airport: JFK  
Airline:  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com  
To: (b)(6)  
Subject: In Response to your inquiry.  
Body:  
Thank you for your e-mail regarding your concerns that you were delayed by security screening.

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](http://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: Jul 22 2011 10:33AM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jul 15 2011 6:00AM  
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: None  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: TSA Contact Us: Complaints  
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)  
Date Time: 7/22/2011 10:33:14 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): #11 Alaska EWR-SEA I believe terminal B?  
Comments: I am a flight attendant with Alaska Airlines. I have a knee replacement so go through secondary screening on average 4 times of week. I listed inconsistent screening as the major complaint although I had more then just this one issue at Newark on 7/15/2011. I went through the body scanner to avoid a pat down at 6:30 am that day. I took off my watch, and cardigan sweater with name tags,wings ect to avoid more anomalies then allowed through the scanner. I was told it didn't read correctly and had to have a pat down. This was the third time this has happened in Newark. I will no longer use the body scanner in Newark. I believe this has to do with how the scan is being read. I use it in PSP, DCA, ect on a regular basis with my uniform on and have no issues. This is the first inconsistency between airports. The second is TSA agent (b)(6) then told me I had to take off my paper thin silk uniform scarf for the pat down. I have a pat down at all other stations with this scarf on. I asked her to do the pat down with it on as I didn't have time to undress and redress for my flight. She called over a supervisor. He asked her to do the pat down with the scarf on and see if she felt confident enough that there were not any abnormalities with the scarf. She asked if she still felt uncomfortable with the scarf, could she do a private pat down. I told him this would be unacceptable for me to have a private screening and he agreed. The pat down continued and she lingered on my scarf pulling it every which way. Then when she got to my waste band she turned it inside out pulling up the crouch of my pants and left it that way to where I had to reach down and fix it for comfort. That is not the common way of checking trouser waistbands. When she got to my chest she cupped my right breast from the side. When she did the same to the left breast I pushed her hand away and received another TSA to perform my pat down. My second inconsistency is how the pat down is performed between stations and agents. Although this is hard to control there is a standard procedure that should be consistently followed. Agent (b)(6) was clearly upset that her authority over me had been challenged by the supervisor. I am finding that several agents at many stations are not aware of the "Modified Crew " pat down procedure that has been in place since Nov 2010. When I start my pat down process by asking them if they will be doing the Modified Crew and they are unaware of the procedure they become unsettled as if you are challenging their authority. I went through the MCO airport for the Alaska gates on 4/27/2011 and had an agent who was not aware of the procedure. I asked for a supervisor, she was not aware of the procedure as well, but she did make a call and apologized to me. However the first agent swabbed my hands after the pat down and set off the alarm(as this is so sensitive, even to hand lotion) which resulted in a resolution pat down in a private room. It took me 40 minutes to get through the process which of course delayed my flight I was working out. Again the inconsistency was that the first agent told me swabbing of the hands was standard on every pat down and I know that not to be true as this was the first time it was performed on me since the new pat down procedure came into effect late in 2010. I wrote a complaint to the TSA for the OGG station over an issue of taking off my airline crew ID hanging around my neck. All of the issues I am experiencing comes from lack of knowledge and standardization. What I would like as a crew member, that again goes through this process 4 times a week, is the written protocol of

the pat down process. I asked my Vice President of Inflight at Alaska to also look into this, as Alaska's flights are being delayed because of the actions of TSA agents. My last correspondence to the TSA resulted in no response. I would appreciate a response to my request for the pat down procedure for Crew members.

Agent Notes: Sent to CSM 7/22/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 1:02PM

Opening Agent: melissa.nelson

Opened Date: 7/22/2011 3:58:39 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: TCC Flight Crewmember Screening

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (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.

TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

We hope this information is helpful.

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 22 2011 9:50AM

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: None  
Contact Fax:

Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: TSA Contact Us: Complaints

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

---

Remote Client IP: (b)(6)  
Date Time: 7/22/2011 9:50:32 AM

---

Name: (b)(6)  
Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): frontier airlines flight 1961 to milwalkee, wi

Comments: I just went through security and am so livid at my girlfriend's treatment at security at newark airport that I am writing this from my phone. Attractive women were unfairly targeted for the xray machine. I counted 2 others. She opted for a patdown because she did not feel comfortable going through the machine. I can only describe this so called "patdown" as molestation. She was groped.

It is absurd that a young woman is forced to choose between being sexually assaulted or having someone essentially look at them naked.

My girlfriend was crying afterward. I earnestly feel that this was a gross misconduct and that your policies on security and human rights need to be revisited.

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: jessica.logan  
Last Update Date: Aug 14 2011 1:02PM  
Opening Agent: jessica.logan  
Opened Date: 7/22/2011 1:30:00 PM  
Linked Event IDs:

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

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your 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: Jul 22 2011 1:10PM  
Medium: Inbound Call  
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: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: Incident at Newark

Body: On 27th of June at Newark International Airport in New Jersey, an incident happened that the Customer Service Manager said she would get back to this caller about but has not. The caller said everytime she has called she has gotten no answer, but that she was unavailable. The CSM still has not returned a call or made contact. The caller flew from from NJ to CA on June 27th, Continental Flight 1702 and she believes it was Gate 128. This happened between 8 and 9:30 AM in the morning. The incident was as follows: When the caller and her daughter got to the airport she was in a roll about because her ankle was broken and she could not walk. They entered into the Continental ticket area and then got on an elevator that went to the next floor. The caller said the Security Checkpoint was just off the elevator in either C1 or C3. When the caller and her daughter got to the Security area, a heavy-set man with dark hair and she believes he also had a mustache told her that she would need to go through the glass door which she did. When she got through the door the lady there told her she needed to get up and caller responded she could not walk. She apparently asked the caller again and she told her a second time she could not walk. Caller stated the Security Officer conducting her daughter s screening said to let the caller set in the chair however the lady said she would help her walk. When the lady then tried to assist, the caller fell onto her back and hip which she had had replaced only a year ago. The caller spoke with the Customer Service Manager Ofelia Ruiz and the CSM told her that she would be checking the surveillance cameras and would be getting back in touch with her. The caller s hip surgery was on April 14, 2010 and the broken ankle was on June 19, 2011. The caller said she gave the CSM a description of what she was wearing and what her daughter was wearing so that the CSM would be able to identify them in the video footage. The caller then said she wanted to tell me something else and that was that the workers at the Newark Internation for TSA were not friendly, not professional and not sensitive to her situation and that she was very disappointed in that.

Agent Notes: Sent to CSM 7/22/11 mnelson  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: melissa.nelson  
Last Update Date: Jul 22 2011 3:21PM  
Opening Agent: melissa.nelson  
Opened Date: 7/22/2011 3:21:16 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Complaint—Customer Service Manager  
Airport: EWR  
Airline: Continental Airlines  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

Response Email:

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 22 2011 4:05PM  
Medium: Inbound Call  
Contact Status: Closed  
Incident Date: Jul 16 2011 2:32PM  
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: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: Maintaining Line of Sight Complaint

Body: Caller flew on July 16th at 2:32pm from Newark. Caller is a frequent flyer and has flown 10 times in the last month through Newark. On her most recent flight when she went through Terminal A ate 26 she was selected for a random search. The caller asked her husband to watch her purse while she went through a patdown. She is very upset because her purse went out of her line of sight and was not visible to her or the TSO conducting her patdown. She feels that this is inappropriate and she should always have her purse with her. This was not the first time this happened to her at Newark. On one of her previous flights she spoke to a supervisor who said he would take care of it. The caller feels that it obviously was not taken care of because it happened to her a second time. The caller stated that a woman picked up her purse and tried to walk off with it. She stepped and told the woman that she had the wrong purse. The caller feels that it is unacceptable for her to be screened and for her items to be left unattended and not watched.

**Advised caller:**

TSA policy requires TSOs to reasonably ensure that carry-on items are kept within the passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of their items for them and ensure that they are reunited with their property once they have cleared the screening process.

Explained to the caller that because her complaint concerns security screening at a specific airport, I will forward her comments to the Customer Service Manager at that airport for review. Explained that 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.

Agent Notes: D Collins sent to the CSM 07/22/2011

**Follow Up:**

To TSOC Date:  
From TSOC Date:  
Last Updated By: deborah.collins  
Last Update Date: Jul 22 2011 5:53PM  
Opening Agent: deborah.collins  
Opened Date: 7/22/2011 5:53:32 PM  
Linked Event IDs:

**Responses:**

Response  
Template Name: Carry-on - Baggage Was Out of Line-of-Sight  
Airport: EWR  
Airline: Continental Airlines

**Subject Category: Screening - Secondary**  
**Interaction Type: Complaint**

**Response**

**Template Name: Complaint—Customer Service Manager**  
**Airport: EWR**  
**Airline: Continental Airlines**  
**Subject Category: Screening - Secondary**  
**Interaction Type: Complaint**

**Response Email:**

**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jul 24 2011 4:14PM

Medium: Email

Contact Status: Closed

Incident Date: Jul 24 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 7/24/2011 4:14:02 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Co 1619, ewr to flt

7/24/2011

Screening area 3

Comments: I was selected randomly for a secondary screening. It was the swab of my palms. I requested a male as I am an orthodox Jewish male and we have restrictions about contact with females. I was assigned a female screener. I told her that I request a male. She told me that I am not allowed to make that request and she continued to hold my hands to to the palm swab. I cooperated. I talked to the supervisor afterwards. His name is (b)(6) He agreed with me.

My understanding is that the tsa should have complied my request. Please respond.

Agent Notes: Sent to CSM 7/25/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 1:02PM

Opening Agent: melissa.nelson

Opened Date: 7/25/2011 11:19:37 AM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (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: Jul 25 2011 10:58AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Jul 24 2011 4:00PM

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Rude Screener

Body:

The caller's daughter is 16 years old. On 7/24, she was going through the primary screening checkpoint in Buffalo where she was selected for enhanced screening. The caller feels that she was selected due to the fact that she is over developed and is very beautiful. His daughter declined and asked for a pat down instead. The TSO, whose name was (b)(6) was very rude to her. The caller's daughter was even shoved toward the AIT at one point. The caller's wife tried to intervene. They asked for a supervisor and the caller's wife was told by the supervisor that she would have to submit to an enhanced pat down because she did not want her daughter to go through AIT.

The caller is an airline crew member has been since 1982. The caller indicated that there was nothing on their boarding pass that would indicate that they would be selected for random screening. The caller is threatening to go to a TV station. He previously stated over and over that he was contacting the media if the CSM did not contact him via phone. He stated that his family worked in a TV station or owned a TV station. He stated over and over again that they only wanted to see his daughter's body and his wife's body. He also stated that he had left a message yesterday for the CSM and the CSM has not phoned him back.

The flight number was 1478.

They were at the primary screening area.

They were flying on US Airways as non revenue passengers.

The caller was very angry and was very rude. He feels that they were only trying to look at his daughter's body as well as his wife's body. I gave him the following information told him that I would forward this information to the CSM. He told me to make sure that I told the CSM that he was going to a TV station with this issue and that TSA would be very embarrassed.

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

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

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

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. All images generated by

imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area. To further protect passenger privacy, all facial images are blurred.

Agent Notes: Sent to CSM 7 25 11 mnelson

Follow Up: From: Oneil, Brett [mailto:(b)(6)]

Sent: Tuesday, July 26, 2011 3:54 PM

To: TSA TCC

Subject: RE: The following event (b)(6) should be reviewed.

Customer (Father) was contacted by phone by CSM on 7 25 2011. CSM was never contacted by complainant at any point prior to the contact initiated by the CSM on 7 25 2011. Reviewed video of the interaction which clearly shows that the young girl did opt out of the AIT screening and was subsequently patted down by TSO officer. Checkpoint was busy with all customers being directed through the AIT. No one including daughter or mother was singled out. STSO was present during entire interaction with both mother and daughter. Mother stood by and was present during the daughter's pat-down.

Daughter began crying once the mother began to become verbal at the pat down area. TSO denies ever becoming loud or rude with the other which seems to be verified by those who were present during interaction, including another non-revenue airline employee using the checkpoint. Will contact customer to relay findings on 7 27 2011 once the STSO is personally spoken with by the CSM.

From: Oneil, Brett [mailto:(b)(6)]

Sent: Wednesday, August 03, 2011 11:04 AM

To: TSA TCC

Subject: RE: The following event #152754 should be reviewed.

Contacted and talked with (b)(6) Addressed each issue that the father stated concerning this interaction and explained the process.

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 3 2011 1:33PM

Opening Agent: melissa.nelson

Opened Date: 8/3/2011 1:33:26 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: BUF

Airline: US Airways

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: AIT Privacy Health and Opt Out Concerns Condensed

Airport: BUF

Airline: US Airways

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

**Response Email:**  
**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Mar 10 2011 1:05PM  
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: 3/10/2011 1:05:55 PM

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

Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): newark airport and west palm  
Comments: this happens all the time my husband 76 yr old wears a back brqce is always selected for secondary screening. usually not a big deal. used to take him behind a screen. now they do the pat down in public--inside his pants and opening his pants. worst thing is he cannot stand for long periods of time he uses a cane or a walker .-a wheel chair in the airport he was in pain they would not allow a cane or wheelchair or let him sit , then i hear that someone got thru with 3 box cutters and no punishment for the sloppy tsa workers. now a guy got thru with a stolen border pass. what are you people doing? you go after 90 yr old women, disabled people and babies, by the way in israel same back brace no problem he walks thru security or can stqy in the wheelchair would love to hear an explanation for all this not a recorded message but from someone i can have a converstion with  
Agent Notes: No need to submit to a CSM  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: deborah.collins  
Last Update Date: Aug 14 2011 11:21AM  
Opening Agent: deborah.collins  
Opened Date: 3/10/2011 5:25:19 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Pat- Down BCC CSM-FSD Response  
Airport: EWR  
Airline:  
Subject Category: Screening - Rude Screener  
Interaction Type: Complaint

Response  
Template Name: General Complaint & Falling Short of Standard Response

**Airport:**  
**Airline:**  
**Subject Category:** Screening - Secondary  
**Interaction Type:**

**Response Email:** From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@sensure.com

**To:** (b)(6)

**Subject:** In Response to your inquiry.

**Body:**

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

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

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

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

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

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

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

If you need further information or assistance please let us know.

TSA Contact Center  
**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Mar 10 2011 2:17PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Feb 27 2011 12:00AM

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: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email:

Subject: Screening Issues

Body: Caller is upset because of the delays she experienced because of TSA at the ACY Airport. She stated that they wrongfully delayed to the point where she missed her flight which in turn cost her to lose her employment. She did not have available the information on the flight but will be happy to obtain that information if anyone calls her for a follow up. The primary reason she is upset is because once the officers screened her and swabbed her and her child for ETD they were told to wait at the checkpoint for over 45 minutes additionally while the officers seemingly did nothing else and would provide no explanation to why they were being detained. This caused her to miss her departing flight. She called TCC specifically to request that the supervisor at the ACY be notified of this.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Mar 10 2011 5:23PM

Opening Agent: deborah.collins

Opened Date: 3/10/2011 5:23:27 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: ACY

Airline:

Subject Category: Screening - Wait Times

Interaction Type: Complaint -- Security

Response Email:

**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Fulfillment

Contact Date: Jul 26 2011 11:55AM

Medium: Email

Contact Status: Closed

Incident Date: Jul 20 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 7/26/2011 11:55:58 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 #: 739

Airline: jetBlue

Airport: Kennedy New York City, New York

Gate: 20

Comments: On the 20th of July, 2011, I traveled on flight 739 of jetBlue in New York, and on the airport security, when my bag was passed through the "x-ray" machine, the woman behind the counter claimed she had to check the bag again, since I lacked the knowledge to why, I gave it to her. In that bag, I had 500\$ in a small envelope, but when I arrived to my destination, the money was not there. I would be grateful if you would help me, and maybe investigate this and this person.

Agent Notes: Claim form sent on 7/26/11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: rachel.benge

Last Update Date: Aug 22 2011 6:38PM

Opening Agent: rachel.benge

Opened Date: 8/14/2011 1:02:51 PM

Linked Event IDs:

Responses:

Response

Template Name: Carry-on Bag Complaint—Accusation of Theft Claim

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) [tsatcc\\_do\\_not\\_reply@senture.com](mailto:tsatcc_do_not_reply@senture.com)

To: (b)(6)

**Subject: In Response to your inquiry.**

**Body:**

Thank you for your e-mail regarding missing items from your carry-on baggage.

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public. Any behavior to the contrary is unacceptable.

TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for your missing items by completing the enclosed Standard Form 95 (claim form). Claim forms are also available on our Web site at [www.tsa.gov](http://www.tsa.gov). If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

We hope this information is helpful.

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 26 2011 11:18AM  
Medium: Email  
Contact Status: Closed  
Incident Date: Jul 24 2011 12:00AM

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: NONE  
Contact Fax:

Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: TSA Contact Us: Complaints

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

---

Remote Client IP: (b)(6)  
Date Time: 7/26/2011 11:18:14 AM

---

Name: (b)(6)  
Email:

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JetBlue Flight 1105, JFK Terminal 5

Comments: I took JetBlue Flight 1105 from JFK to RDU on Sunday July 24, 2011. I arrived over an hour early, as recommended. I have never had any problems getting to my gate on time at this terminal. However, on this day, someone, in their infinite wisdom, decided it would be okay to have only two security lines open. There are 27 gates at this terminal and on this day there were TWO security lines open. I have never before seen the pre-ID/boarding pass check line so jam-packed.

It took over a half hour for me to actually get past the metal detector. It was at this point that I heard the final boarding call for my flight. Then, to add insult to injury, my bags were left in the x-ray machine for over 5 minutes while the screening agent just stared at her nails. I thought, "maybe she's waiting for a second opinion on the contents of a bag." No, she wasn't. Five minutes later, the bags come through.

At this point, I barely have time to gather my things. I'm running at a full sprint with shoe laces untied to my gate. Luckily, despite the boarding status being "Closed," I was able to board my flight.

I am extremely disappointed in the performance of the TSA on that day and whoever manages that terminal should be ashamed and embarrassed that only two lines were open. I hope that they will re-evaluate their decisions and not make the same mistake again.

Good day.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 1:02PM

Opening Agent: sandra.rudder

Opened Date: 7/26/2011 3:50:44 PM

Linked Event IDs:

Responses:

**Response**

**Template Name:** Lengthy Wait Times at Airports

**Airport:** JFK

**Airline:** JetBlue

**Subject Category:** Screening - Secondary

**Interaction Type:** Complaint

**Response Email:** From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

**To:** (b)(6)

**Subject:** In Response to your inquiry.

**Body:**

Thank you for your e-mail regarding airport wait times.

The Transportation Security Administration (TSA) develops requirements and policies for the security of our Nation's transportation systems. Some of these requirements are met by airports, air carriers, railroads, port authorities, and other transportation system entities.

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

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

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

While customers may experience varying wait times at each airport, TSA works with its stakeholder partners to reduce wait times, especially during the higher-volume travel months.

In addition, passengers should consult arrival times with their individual airline, and we recommend arriving at least 2 hours in advance of flight time to allow ample time for security screening and boarding of aircraft.

We hope this information is helpful.

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 26 2011 11:06AM  
Medium: Email  
Contact Status: Closed  
Incident Date:  
Contact Prefix:  
Contact First Name: (b)(6)  
Contact Middle Initial:  
Contact Last Name: (b)(6)  
Contact Suffix:  
Contact Address 1:  
Contact Address 2:  
Contact City:  
Contact State:  
Contact Zip:  
Contact Country:  
Contact Phone: NONE  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: 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: 7/26/2011 11:06:33 AM

---

Name (b)(6)  
Email Address (b)(6)  
Comments Good day,

I'm writing because tomorrow I am flying from JFK, NY to Burbank, CA via Jet Blue again. I visit my grandchildren at least every 6 months.

Everytime, I go to JFK or Burbank and the Jet Blue terminal I am physically searched before a flight because I've had a hip replacement and have a plate and pins in my ankle.

Is there anyway to avoid a search, especially when you travel frequently (more than once a year)?

I really feel that TSA is wasting valuable time searching so many seniors (who have worked hard their entire lives and wouldn't hurt the U.S. ever...not even for money) just because they have had hip or knees or whatever replaced.

Is there anything I can do to avoid being physically searched?

Thank you for your assistance.

(b)(6)

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: sandra.rudder  
Last Update Date: Aug 14 2011 1:02PM  
Opening Agent: sandra.rudder  
Opened Date: 7/26/2011 3:45:47 PM  
Linked Event IDs:

Responses:

**Response**

**Template Name:** PWD - Screening of Metal Implants

**Airport:** JFK

**Airline:** JetBlue

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

**Interaction Type:** Complaint

**Response Email:** From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

**To:** (b)(6)

**Subject:** In Response to your inquiry.

**Body:**

Thank you for your e-mail regarding the screening of metal implants.

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

When there is an alarm during screening, TSOs must conduct additional screening, including a patdown, to locate and resolve the source of the alarm. Although our TSOs are following TSA procedures, we understand and regret the distress sometimes experienced. We realize that the intensive nature of the patdown can be stressful, and many passengers don't understand the reason for this additional procedure.

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

TSA understands the frustration some travelers experience from routinely alarming the metal detector because of metal implants. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

For more information regarding patdown procedures, please visit TSA's website at [www.tsa.gov](http://www.tsa.gov). Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with TSA's Assistant Federal Security Director for Screening at that airport to address any concerns.

When available, an alternative method to being screened using the walk-through metal detector is Advanced Imaging Technology (AIT). For passengers with metal implants, this type of screening may reduce the need for undergoing patdowns. AIT is a voluntary alternative to the walk-through metal detector and was designed with security and privacy in mind. AIT screens passengers for metallic and nonmetallic threats including weapons, explosives, and other objects concealed under layers of clothing, without physical contact, to help TSA keep the traveling public safe.

Strict safeguards are built in to AIT screening procedures to ensure privacy and anonymity. In independent polling of passengers regarding acceptance of this technology, the majority preferred this procedure to alternates such as a patdown. For more information regarding privacy and public acceptance of AIT screening please visit our website at <http://www.tsa.gov/approach/tech/ait/index.shtm>.

We hope this information is helpful.

TSA Contact Center

END RECORD

## CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 26 2011 3:44PM  
Medium: Email  
Contact Status: Closed  
Incident Date:  
Contact Prefix:  
Contact First Name: (b)(6)  
Contact Middle Initial:  
Contact Last Name: (b)(6)  
Contact Suffix:  
Contact Address 1:  
Contact Address 2:  
Contact City:  
Contact State:  
Contact Zip:  
Contact Country:  
Contact Phone: NONE  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: (b)(6)  
Subject: airport security input  
Body:

I have some comments about my experience going through security at JFK. I was advised by Virgin America to contact this email address.

When I flew from JFK, to LAX, I wasn't given a choice about going through the x-ray machine, I was simply told to "step this way". While I was waiting in some line or other before security scanning I happened to see a small sign saying something about being able to request a pat-down, and that is the only way I knew that A-I might be x-rayed, and B-that I had a choice whether or not to be x-rayed. As it happens I was chosen and had to ASK if indeed I had a choice between x-ray and pat-down. The way I was told to just step into the scanning machine was forceful in the sense that it was not made clear to me that I actually had an option.

I think those signs need to be bigger or more explicit, because there were a number of people in line around me who were paranoid about the x-ray and did not know they had an option or where the x-ray was located so they would not step inside unknowingly.

While the x-ray might be less time-consuming and more convenient for security personnel, those said people need to be open about the rights of passengers. It should be clear to EVERY passenger BEFORE they step in said machine, that they are about to be x-rayed.

A female security officer finally came for me, moved my things carelessly, not bothering to ask me if there were delicate items in there, and plunked them down elsewhere (while complaining aloud about it I might add). She explained to me exactly what she was going to do-which is a good policy, but as she was about to proceed, she added as an afterthought "do you want to do this privately?" When I said yes, she rolled her eyes at me because she had to call for another female.

I should have been told UP FRONT that privacy was an option, and I should not have been patronized for something that is my right.

Perhaps this was just one person having a bad day, but that was not the impression I got from either her or her co-workers.

I have no problem going through security, but personnel should be more clear about the options of passengers and have a better attitude towards them. Most people are not criminals and should be treated accordingly.

If half the passengers are male and half female and there is a pat-down option both with and without privacy, there should be suitable personnel of both genders on hand at all times for said options. It should not be a bother for passengers OR security personnel to get the people needed to do what needs to be done. Security should in no way display bad attitude when a passenger requests something that is theirs to request. Safety, efficiency, honesty, and courtesy can be accomplished together. Just some thoughts about my experience.

Thanks for hearing me out.

(b)(6)

Agent Notes: Virgin America

Sent to CSM 7/27/11 mnelson

**Follow Up:**

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 1:03PM

Opening Agent: melissa.nelson

Opened Date: 7/27/2011 10:53:20 AM

Linked Event IDs:

**Responses:**

Response

Template Name: General Complaint Response

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding 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) 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: Jul 28 2011 9:49AM  
Medium: Inbound Call  
Contact Status: Closed  
Incident Date: Jul 27 2011 12:00AM  
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: (b)(6)  
Contact Fax:  
Fulfillment Sent:  
Mail Return Date:  
Contact Email: n/a  
Subject: Complaint

Body: The caller's mother flew from JFK on Jetblue Airlines from terminal#5 at 6:00am on7/27/2011. The caller said when her mother went through the screening checkpoint she was asked to remove her gold bracelet. The bracelet was never returned. The caller said someone from TSA called her and stated they had found the bracelet. The caller said she called the airport and no one knew what she was talking about.

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.

**Agent Notes:**

Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: erik.mills  
Last Update Date: Jul 28 2011 10:01AM  
Opening Agent: erik.mills  
Opened Date: 7/28/2011 10:01:23 AM  
Linked Event IDs:

**Responses:**

Response  
Template Name: General Complaint Response  
Airport: JFK  
Airline: JetBlue  
Subject Category: Screening - Secondary  
Interaction Type: Complaint

Response Email:

**END RECORD**

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Fulfillment

Contact Date: Mar 10 2011 7:15PM

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: 3/10/2011 7:15:43 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): COA-1435

Comments: One of your morons at EWR has seen fit to steal two large bottles of Marmite, a commercially-prepared, edible B-12 complex product from the UK from out of my bags. I WANT THEM BACK: THERE IS NO REASON FOR YOU TO TAKE THEM. They certainly are NOT dangerous. I guess one of the chumps was hungry ?

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 22 2011 6:38PM

Opening Agent: sandra.rudder

Opened Date: 8/14/2011 11:21:33 AM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint w/ Claims Response

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Procedures

Response Email: From: (TSA Contact Center DO NOT REPLY) [tsatcc\\_do\\_not\\_reply@senture.com](mailto:tsatcc_do_not_reply@senture.com)

To: (b)(6)

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](http://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](http://www.tsa.gov). If you have additional questions related to the claims process, please contact the Claims Management Office at [tsaclaimsoffice@dhs.gov](mailto:tsaclaimsoffice@dhs.gov).

TSA Contact Center  
END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Jul 29 2011 8:43AM

Medium: Email

Contact Status: Closed

Incident Date: Jul 28 2011 8:58AM

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: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

---

Remote Client IP: (b)(6)

Date Time: 7/29/2011 8:43:44 AM

---

Name: (b)(6)

Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Direct Air Flight D1-6623 from Plattsburgh NY to Myrtle Beach SC.

Plattsburgh Airport 07/28/11 at 8:58am

Comments: My son (b)(6) is 16-years old was flying alone unaccompanied by a parent. My son was removed from the line a minor after going through the metal detector and subject to a hand pat down by a adult male TSA member. My son genital area was groped by this worker to the point my son felt violated and scared. I watched from the other side of the security area and screamed for a supervisor demanding this action to stop. The supervisor responded immediately to the area to stop this intrusive sexual violation of a minor without any probably cause or reasonable suspicion and without the consent of his parent or guardian. My son texted my immediately after stating did you see that the man grabbed my private parts. This totally unacceptable behavior. I requested to speak with the Airport manager. (b)(6) responded with (b)(6) after expressing my concerns to both of them. I was told a bull story and told they didn't know my son was a minor. (b)(6) even went as far to say he was clocking me from the parking lot because I dropped my son off and went to parked the car. I was talking on the phone when I was walking in so he thought I needed to be watched all the way into the airport until I was reunited with my son who was standing in airport line. Clearly they had singled out a retired Police Officer and his son to play there games with us without any reason or provocation. This was such a violation of an adult male touching my son's genital area without any reason in NY State if this was to happen your being arrested for felonies. To top this all off they would not give me the employees name even though they have name tags. They purposely had the employee stay in the back out of clear view for identification purposes. The supervisor who I first contacted name was (b)(6) and he would definitely know the employees name. I want an investigation done immediately to my sons civil rights violations and criminal acts committed by the employee and the Explosive Specialist (b)(6) for labeling me and my son for there sexual pervert games. I'm in the process of waiting for the remedy to this violation and your feed back. If I do not hear back within a reasonable time frame. My attorney will be filing a Law Suit and I will file a complaint with the State Police for this employees sexual touching of a minor!!!

Agent Notes: Sent to CSM 7 29 11 mnelson

Follow Up: From: Klusacek, Michael [mailto:(b)(6)]

Sent: Wednesday, August 03, 2011 12:03 PM

To: TSA TCC; Nelson, Melissa CTR

Cc: Johansson, Brian; Ahlborn, Richard; Hammond, Richard

Subject: TSATCC Complaint # EID (b)(6) - (b)(6) - Inappropriate

Screening Pat Down Screening (Minor)

PBG 07282011 Officer Statements 16 Yr Old Pat Down.pdf Unruly individual @ PBG.rtf TSATCC:

This matter was reviewed by AFSD-Screening Richard Ahlborn. This alleged incident was investigated at the time of occurrence. Statements were obtained from all individuals involved. It is apparent by the statement of (b)(6) a non-TSA employee, that the father became irate the moment his son was required to raise his arms, long before the TSA employee "Touched his son's "xxxx" (profanity)" as the father stated. We did obtain and retain CCTV video of the event.

Contrary to the ranting of (b)(6) TSA employees did not molest his son and the involved TSO complied with the TSA Policy for a "Modified Pat-Down".

I have attached the documentation we have collected in this matter for your review and use.

We have determined this matter is closed with no additional action to be taken.

If I can be of any further assistance, please feel free to contact me.

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

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 1:03PM

Opening Agent: melissa.nelson

Opened Date: 8/4/2011 9:56:07 AM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: PBG

Airline:

Subject Category: Patdown - Flyer as Observer

Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process.

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

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

**CONTACT RECORD**

EID: (b)(6)

Contact Type: Normal/General  
Contact Date: Jul 29 2011 4:35PM  
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: N/A  
Subject: AIT

Body: Traveling tommorrow, he is taking the shuttle from Newark to Boston then to Boston to London then to Athens. He wants to know if he can opt out instead of going through the AIT.

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

Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: michael.middleton  
Last Update Date: Jul 29 2011 4:39PM  
Opening Agent: michael.middleton  
Opened Date: 7/29/2011 4:39:02 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: AIT Privacy Health and Opt Out Concerns Condensed  
Airport: EWR  
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: Jul 30 2011 11:36AM

Medium: Email

Contact Status: Closed

Incident Date: Jul 17 2011 1:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name:

Contact Suffix:

Contact Address 1: None

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 7/30/2011 11:36:23 AM

Name: (b)(6)

Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental from Montreal Canada to Newark, NJ

Comments: At approx 1PM on July 17, 2011 I was traveling thru Newark from Halifax, Nova Scotia on my way to Grand Rapids Michigan. Upon entering the screening area I was asked to undo and take off the belt to my pants which I complied with after explaining that I had just lost 50 lbs and that my pants would fall down if I did not hold onto them. At that point the employee yeld to his fellow employees on the other side of the screening machine that "his pants are going to fall down". Once past the human screening device another employee reached over the conveyor belt and grabbed my pants and started lifting them up and down yelling "his pants are going to fall down". If that wasn't bad enough I explained that I would be embarrassed if the women around me saw me with my pants down. At that point the employee began to yell out "He has an anaconda in his pants" I was never more embarrassed and rushed to get out of the area. I offer these comments in the hope that you will deal with issue and explain to those who were there that a bit more courtesy is on order.

On the same trip, when I opened my bag when I arrived in Grand Rapids, there was a card in the bag that basically said that my bag was seleted to be opened for security reasons. I had not seen this bag until i arrived at the Grand Rapids airport. Upon unpacking my bathroom bag that I had tucked away in my golfbag, for obvious reasons, I noted that there were finger nail clippings at the bottom of my bathroom bag. I can assure you that I do not clip my fingernails into my bathroom bag and that I can only assume they were the nails of someone who was checking the bag. Another disappointing situation on an otherwise memorable trip to your country.

I look forward to your comments

Agent Notes: Sent to a CSM for review on 8-1-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 1:03PM

Opening Agent: jeff.burke

Opened Date: 8/1/2011 9:51:04 AM

Linked Event IDs:

Responses:

**Response**

**Template Name:** All Baggage Must be Screened Response

**Airport:** EWR

**Airline:** Continental Airlines

**Subject Category:** Screening - Secondary

**Interaction Type:** Complaint

**Response**

**Template Name:** Screener Rudeness

**Airport:** EWR

**Airline:** Continental Airlines

**Subject Category:** Screening - Discourteous/Rude Screener

**Interaction Type:** Complaint

**Response Email: From:** (TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com

**To:** (b)(6)

**Subject:** In Response to your inquiry.

**Body:**

Thank you for your e-mail regarding baggage screening.

The Aviation and Transportation Security Act (ATSA) established the Transportation Security Administration (TSA) and mandated deadlines for enhanced security measures. Enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

Transportation Security Officers (TSOs) receive training in the procedures to properly inspect passenger bags. TSOs are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared after screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

TSA encourages travelers to pack valuables, including jewelry, electronics, money, and fragile items in their carry-on baggage and not in their checked baggage. Passengers are allowed one carry-on in addition to one personal item, such as a laptop computer, purse, small backpack, briefcase, or camera case. This information, along with additional travel tips, is found on the TSA Web site at [www.tsa.gov](http://www.tsa.gov).

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: Aug 1 2011 1:17AM  
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: na  
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: 8/1/2011 1:17:38 AM

Name: (b)(6)  
Email:

Complaints: Inappropriate Screening/Pat Down Screening  
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Lufthansa flight LH401 JFK TERMINAL 1  
Comments: My scrotum was injured by rough pat down.Last vacation i will take by plane.Will never fly again.  
Agent Notes:  
Follow Up:  
To TSOC Date:  
From TSOC Date:  
Last Updated By: rey.gonzalez  
Last Update Date: Aug 14 2011 1:03PM  
Opening Agent: rey.gonzalez  
Opened Date: 8/1/2011 1:28:41 PM  
Linked Event IDs:

Responses:  
Response  
Template Name: Additional Info Needed Response  
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](mailto:tsatcc_do_not_reply@senture.com)

To: (b)(6)  
Subject: In Response to your inquiry.  
Body:

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

So that we may forward your e-mail to the appropriate office for action, please provide us with the following specific details:  
• Specific name of the airport where the incident occurred