

- Date and time of incident
- Airline
- Contact number if one is available.

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Aug 2 2011 7:22AM
Medium: Email
Contact Status: Closed
Incident Date: Jul 7 2011 7:45AM
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: 8/2/2011 7:22:25 AM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 142/ American Airlines / Terminal 8 / JFK/ Priority Line Security Screening/ 7:45 AM on July 7th 2011

Comments: (b)(6)
(b)(6)

August 2, 2011

Dear Sirs:

I am a frequent flier and have been traveling for over 25 years both nationally and internationally. I believe TSA personnel have a difficult job dealing with so many people and keeping us safe. During all those years of flying I have not been treated with disrespect, or felt that I and my belongings were exposed to unnecessary risk, that all changed on July 7th at terminal 8 at JFK airport.

On July 7th at approximately 7:45 am I entered the priority security line at the American Airlines Terminal at JFK. After arranging all my items on the conveyer belt for security scanning, (b)(6) (one of two TSA personnel on the particular line) informed me that I have to go through the x-ray scanner. I informed (b)(6) that my personal physician as well as my radiologist have advised me to opt out of the x-ray scanner due to the fact that I have frequent mammograms, and since I travel frequently both doctors believe it is best that I limit my exposure to the additional radiation. (b)(6) noted that I would have to wait for a TSA screener for a pat down to which I agreed.

(b)(6) asked me to stay in a 2 foot area between the new x-ray scanner and the regular scanner until someone could be found to do a pat down. My personal belongings (3 plastic bins and a carry-on, one bin had my purse with my passport and ticket on top; a second bin had my notebook computer and a third bin for my shoes, jacket and liquids), were allowed to go through the luggage scanning machine, while I was left behind on the opposite side. After more than 5 minutes of waiting, I was informed by (b)(6)

that they are still looking for someone to do a pat down, and I noted that my belongings are sitting unattended at the end of the conveyor belt on the other side. (b)(6) (the second TSA screener) who was opposite me, and on the other side of the people scanner, informed me in a very condescending tone that no one would take my "stuff" and that I should stay put in the space and not move until a pat down agent was found. A steady stream of passengers were passing through both the scanning machine to my right and the x ray machine to my left.

After more than 10 minutes of waiting and being separated from my belongings, I was getting very anxious and nervous. I was about to get on an international flight and had no control over my passport, my ticket or my valuables. I had to do my best trying to keep an eye on my belongings from about 20 - 25 feet away. As my view was obstructed I would lean slightly to the right so I could see my belongings through the scanner to my right. Every time I would do so (b)(6) would tell me to step back. When I reiterated that my belongings were unattended on the other side she told me nothing would happen to them.

By now close to 15 minutes have passed, and furiously (b)(6) informed me that if I lean over one more time I will be in serious trouble. I replied that I request to see a supervisor for being treated with disrespect and humiliated while I am separated from my personal belongings with no one watching over them. She yelled at me again to step out of the way at which point I started crying. A TSA staff member, a gentleman, approached me and asked me to step through the scanner, while another moved the 3 bins and my carry-on to the blocked area for a pat down. I was completely stressed out, and crying. I was given a few minutes calm down, inspect and organize my belongings. A TSA staff member offered me Kleenex to wipe my tears and my face. While I was being patted down, I again requested to speak to a manager and to be given the name of (b)(6)

After the pat down, a TSA member identified himself as the manager. I informed him of the events that just occurred and I requested the name of (b)(6) because I found her to be unprofessional and disrespectful. I noted that I intended to write a letter to describe the incident to TSA management. At first, he was reluctant to give me (b)(6) name however I reiterated that this is the first time I have suffered such humiliation in all my years of traveling, and I strongly believe her behavior should not be tolerated and management should be informed of her demeanor and attitude towards the flying public.

I believe that most TSA staff works hard, take their job seriously and are kind, accommodating and pleasant to the flying public. (b)(6) (b)(6) is an exception and her behavior in the situation noted above should be reprimanded, and she should be observed closely for future lapses of judgment in dealing with the flying public.

I also believe that there should be significant due diligence exercised when a person is separated from their belongings for a significant period of time, as I was. The TSA should have a process in place to deal with such event. In my situation, the lack of TSA personnel to do a pat down resulted in un-acceptable risk to my personal belongings, and potential risk to the flying public, because the items were left un-attended for at least 15 minutes. I was very fortunate that nothing was missing however I certainly hope that I will not experience such an event in the future.

Thank you for your time and attention in this matter

Regards,

(b)(6)

Agent Notes: D Collins sent to the CSM 08/03/2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 1:03PM

Opening Agent: deborah.collins

Opened Date: 8/3/2011 5:38:11 PM

Linked Event IDs:

Responses:

Response

Template Name: Carry-on - Baggage Was Out of Line-of-Sight

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Secondary

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: [b16]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail in regard to keeping a line-of-sight on your belongings at Transportation Security Administration (TSA) security checkpoints.

TSA regrets that you was dissatisfied during the screening of your carry-on baggage. TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

TSA policy requires TSOs to reasonably ensure that carry-on items are kept within the passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of their items for them and ensure that they are reunited with their property once they have cleared the screening process.

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 8:04PM
Medium: Email
Contact Status: Closed
Incident Date: Aug 1 2011 3:45PM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: 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: 8/1/2011 8:04:43 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): First flight departed from JFK, transfer flight was from Long Beach, Jet Blue airlines, final destination Seattle. Date of travel : August 1st 2011. Time of lay over in Long Beach: 3:45 - 6:15
Comments: I purchased a snow globe during my visit to New York City for a friend, and ended up putting it in my carry on luggage because there was no room in my suitcase. I had no problem going through security at JFK, but during my lay over in Long Beach, I went to the designated smoking area, came back and went through security, where they told me I couldn't bring it through. They ended up throwing it out without any legitimate explanation. I don't personally understand how it can be okay at one airport, but not okay on a shorter flight to a closer destination through their airport. This was a major inconvenience to me and I felt extremely disrespected and disgarded while at the Long Beach airport. Things such as this make me not want to travel to the United States anymore - as I am a Canadian citizen - and continue to aid your economy with my tourism and investing my hard earned money into your economy as opposed to my own.
Agent Notes: Sent to a CSM for review on 8-02-11. 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: 8/2/2011 10:38:26 AM
Linked Event IDs:

Responses:
Response
Template Name: Consistency at Airports Nationwide
Airport: JFK
Airline: JetBlue
Subject Category: Inconsistent Screening - Different Practices Between Airports
Interaction Type: Complaint

Response

Template Name: Snow Globes

Airport: JFK

Airline: JetBlue

Subject Category: Inconsistent Screening - Different Practices Between Airports

Interaction Type: Complaint

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

To: (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.

The Transportation Security Administration (TSA) permits snow globes in checked baggage only. Regardless of size or amount of liquid within, snow globes and similar items are prohibited in carry-on baggage and inside airline cabins.

We encourage all travelers to familiarize themselves with TSA Travel Tips prior to their trip. Our Web site, www.tsa.gov, 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. Passengers can go directly to these tips at www.TSATravelTips.us.

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 7:01PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 1 2011 6:30PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/1/2011 7:01:45 PM

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

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

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

Terminal A

Entrance to gates 20-28

At 630pm there are three Tsa agents

Three abreast behind podiums

And before them is a yellow line that is worn out

So when anyone enters the agents one or all

Start telling them to go behind the line

There is Also no signs that tell you to wait until

Called once you are called and complete you verification you have great difficulty getting past the podium . I understand that you are

Trying to add extra agents but it is very odd to be treAted in such a unorganized manner I fly a lot an normally TSA organization is very

good this time not so enjoyable

Comments: Sent from my iPhone so I hope it makes sense

Agent Notes: Sent to a CSM for review on 8-02-11. 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: 8/2/2011 10:56:42 AM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: EWR

Airline:

Subject Category: Screening - Secondary
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail 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: Fulfillment

Contact Date: Aug 2 2011 3:46PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Aug 1 2011 7:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: West Hempstead

Contact State: NY

Contact Zip: 11552

Contact Country:

Contact Phone: no

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: no

Subject: Complaint

Body: He is wanting to make a complaint about TSO officers @ JFK. He flew August 1, 2011 @ 7:00pm and he was detained for 25 mins for no reason. He asked why he was detained and they told him if they wanted his opinion they would ask for it. They never told him why he was being detained. They were very rude to him and caused him to miss his flight. He was at gate 13 at Jet Blue Terminal. He arrived for his flight 2 and half hours early but still missed his flight. He wants compensation for the ticket he had to buy and an apology to his family, yet he refused to provide an email address or phone number.

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. 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 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.

I sent him the claims form via postal.

Agent Notes: Sent to a CSM for review on 8-02-11. J Burke

Claim form sent on 8/2/11 postal

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: rachel.benge

Last Update Date: Aug 24 2011 4:57PM

Opening Agent: rachel.benge

Opened Date: 8/24/2011 4:57:40 PM

Linked Event IDs:

Responses:

Response

Template Name: Reasons for Secondary Screening

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

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 2 2011 7:08PM

Medium: Email

Contact Status: Closed

Incident Date: Jul 17 2011 10:05AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/2/2011 7:08:12 PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 1357/American Airlines/JFK

sun, July 17, 2011 10:05am

Comments: On the day of my travel I was threatened by a TSA employee. She was rushing me through the check point to grab my stuff out of the conveyor belt but I had my six month old infant in my hand and could only grab with one hand. When I replied to her that I only had one hand she stated: "Who the fuck do you think you are talking to? I will smack the shit out of you. you little bitch." I was in shock and feared for my sons safety. In the chaos I was screaming for a supervisor another TSA male employee pulled her away and a supervisor by the name of (b)(6) came to the scene. Before asking what happen she automatically came to the defense of her employee. She said that her employee had relayed to her that I had used profanity and her exact words were, "If you would have cursed at me I also would have told you i would smack the shit out of you. I know TSA is not an easy job and your staff must deal with alot of stress. But this situation went way past the boundries I feared for myself and my son safety. I also feel that that woman will or has done this to others and feels she is inferior to the law. Some action must be taken. There were more details in between they i can realy if needed, Please contact me at (b)(6) Thank you for your time.

Agent Notes: Sent to CSM 8/3/11 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: 8/3/2011 11:48:01 AM

Linked Event IDs:

Responses:

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 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: Aug 3 2011 10:18AM
Medium: Email
Contact Status: Closed
Incident Date: Jul 24 2011 4:00PM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Fwd: COMPLAINT
Body:

Sent from my HTC on the Now Network from Sprint!

----- Forwarded message -----

From: (b)(6) (b)(6)
Date: Sun, Jul 24, 2011 4:51 pm
Subject: COMPLAINT
To: <TSA-ContactCenter@dhs.gov>

My name is (b)(6) I was passing through security at Newark airport at terminal A gate 21 on July 24, 2011 at 4:00pm. I was waved forward by a older gentlemen badge number (b)(6) As I approached with my bags and asked if I should proceed forward, he responded with " what are you fucking crazy, put it in the bins". There was not one security officer there to help with this step and I am 4 months pregnant. I then proceed forward again and he shoved his hands into my forehead to stop me and said " hello put your shoes in the bin too". I respectfully responded. And was again waved forward, he again put his hands toward my face and said" if you want to take your things with you, you go back and push them through". He was extremely rude and unprofessional and made me feel uncomfortable as there was no direction on correctly getting through security. I would appreciate any action taken to protect future passengers from this ordeal. Thank you, (b)(6)

Sent from my HTC on the Now Network from Sprint!

Agent Notes: Sent to CSM 8/3/11 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: 8/3/2011 2:54:37 PM
Linked Event IDs:

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

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the 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: Aug 4 2011 1:21PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 2 2011 5:00AM

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: 8/4/2011 1:21:20 PM

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

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 2116/US Airways/Terminal A/LaGuardia

Comments: I would like to file a complaint regarding the conduct of three TSA agents at the US Airways terminal at New York City's LaGuardia airport, on August 2, 2011 at around 5:00AM. I found that I was inappropriately treated and punitively subjected to a pat down, which was unprofessionally executed.

After having to spend the night at the LaGuardia airport after a canceled flight, my new husband and I proceeded to the airport screening at the US Airways terminal in hopes of finally returning home to Pittsburgh, via Boston, after our short honeymoon in New York City.

Having gone through TSA screenings twice before on this trip, I did not anticipate any problems. Although I had prematurely booked my ticket with my married name under the assumption that I would have had the opportunity to legally change my name by this time. I had called US Airways in advance about the name situation, given that my driver's license still had my maiden name. The customer-service representative had indicated to me that there would be no problem, as long as I provided my marriage certificate. During the initial screening at the Pittsburgh airport, the TSA agents had commented on how prepared I was, providing them with an original certificate of marriage. The second screening, while seeking to board what would be our canceled flight back to Pittsburgh from New York City, had posed no issues either, as the agents matter-of-factly inspected my marriage certificate, ID, and boarding pass.

Since we stayed the night in a cot at Terminal B, my husband and I were required to go through the security screening at the US Airways Terminal A once again at about 5:00 AM, Tuesday, August 2, 2011, as we were rerouted to a new flight via Boston scheduled to leave at 7:00AM.

Upon receiving my documents, the TSA agent, in a heated tone, asked me, "Where was this issued?" I responded, "Allegheny County." He then sharply retorted, "Where's that?" I then responded, "In Pittsburgh. I got married, and when I booked my ticket, I thought I would have changed my name." The agent then interrupted me and yelled, "I was only asking you about the first thing!" He abruptly left his podium, ordering the other agents to expedite my x-ray and metal-detector screenings.

Setting off no alarms, the agents still insisted that I wait in a glass, chamber-like structure. A female TSA agent then led me behind a desk in which they conducted additional screening to my luggage. She asked if I preferred that the screening be done in private, to which I responded, "Yes, please." I was not taken to a private room, though, and she immediately proceeded with the pat down. While examining

my genitalia with her hand in my skirt, I was blocked from view, given that the desk in front of me was waist-high. However, when she examined my breast, I was in plain view of the other passengers going through the screening process. During the pat down, she was smiling and another female TSA agent asked her why. She responded, "Her expression."

I understand that security procedures must be rigid, due to the very real threats to our national security. I fly several times a year and have always complied with TSA procedures, even in one occasion last year when I was asked to undergo a full-body X-Ray scan. The TSA officers that time had treated me respectfully, and the reasons for the scan appeared to be random in nature. In contrast, my experience with the TSA agents on August 2nd was punitive, given the aggressive demeanor and actions of the first officer. In addition, I consider the conduct of the female agent who conducted my pat down to be unprofessional since she ignored my request to receive the pat down in privacy and expressed her amusement about my facial expressions while carrying out the pat down.

Clearly the TSA has employed individuals who respond with professionalism and courtesy. I would consider it prudent, then, to insist that all agents conduct themselves in the same manner. I ask that the TSA take my complaint seriously and instruct the agents in question on how to appropriately regard customers in this capacity.

Agent Notes: Sent to a CSM for review on 8-4-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 1:04PM

Opening Agent: jeff.burke

Opened Date: 8/4/2011 5:26:46 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: LGA

Airline: US Airways

Subject Category: Patdown - Flyer

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 5 2011 12:50AM

Medium: Email

Contact Status: Closed

Incident Date: Jul 28 2011 9:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Brooklyn

Contact State: NY

Contact Zip: 11201

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: JFK security

Body: Dear TSA

I am a bi-lateral amputee (artificial leg limbs) with a concern regarding TSA treatment of persons with disability passing through security. Please set a standard rule for TSA security officers to follow when dealing and addressing with persons with disability to comply with the Americans with Disability Act (ADA). The details of my experience are culminated from decades of travels, particularly from the following flight departing JFK.

Date: July 28, 2011

Flight: AA1 JFK (9AM) - LAX (11AM)

TSA officer: (b)(6) (SP?)

I understand post-9/11 procedures are necessary for safety reasons. However, every flight (at least twice a year including an yearly average of one international flight) I have taken since 9/11, the security procedure has been unique in each case. They varying security checks include: one or two-man pat-down, body-scan with shoes, body-scan followed by one-man pat down, full-body scan with a wand, taking off of my pants, removing of my shoes (even though I can't easily remove them), among other processes. Most of the time, I have to wait longer than the other passengers have to wait for man-check. And often time, the officers are rude and unsure of the procedures.

In my most recent flight from JFK to LAX, the JFK TSA officer did not know the proper procedures. I alerted security I cannot remove my shoes because I have artificial limbs and most likely require a man-check. Instead, Officer (b)(6) forced me to wait in line for the body scan. Then the body scan personnel said I cannot not go through with my shoes on. Then, I had to wait until Officer (b)(6) was free to check me. I mentioned to him that there should be one procedure for persons of disability, not body scan then pat-down. He replied rudely, this is post-9/11 procedure and "if you don't like it, don't fly!" I've been flying for decades and twice a year since 9/11 for business. I've never been so boldly discriminated against because of my disability. I tried to remain calm but it was such a hurtful and wrong thing to tell someone don't travel because you're disabled.

I hope the TSA comply with ADA to have its officers undergo compliance training and issue a single procedure when treating persons with disability. If a person needs to be man-checked, please have the officer secure the person's possessions while waiting for available staff. It's common courtesy and part of practical security.

Sincerely,

(b)(6)

Brooklyn, NY 11201

(b)(6)

Agent Notes: Sent to a CSM for review on 8-5-11. J Burke

Left encrypted because of the medical information listed in the email.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 5 2011 1:12PM

Opening Agent: jeff.burke

Opened Date: 8/5/2011 1:12:04 PM

Linked Event IDs:

Responses:

Response

Template Name: PWD - Inappropriate Screening of Prosthetics

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: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the screening of prosthetics.

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.

Screening prosthetic devices involves a physical and visual inspection, as well as explosives trace detection (ETD) sampling. Passengers should not remove their prosthetic devices during screening, and TSOs should not require passengers to remove the device. The TSO should offer a private screening if clothing must be lifted or raised to obtain the ETD sample. However, passengers should not be required to remove any clothing during the process nor remove or display the belt that holds their prosthetic device to their body. 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 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 prosthetic devices. Airline bombings in Russia involving explosives concealed on the body made it necessary to step up the frequency and thoroughness of patdowns. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

For more information regarding patdown procedures, please visit TSA's website at www.tsa.gov. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with TSA's Assistant Federal Security Director for Screening at that airport to address any concerns.

When available, an alternative method to being screened using the walk-through metal detector is Advanced Imaging Technology (AIT). For passengers with prosthetics, 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](http://www.tsa.gov/approach/tech/ait/index.shtm).

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 5 2011 12:16AM

Medium: Email

Contact Status: Closed

Incident Date: May 24 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: 8/5/2011 12:16:11 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

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

Comments: JFK May 24 late afternoon.

I didn't want to go through the x-ray screening of my body. You say it's safe, I bet not. I was frisked. I don't care about that except it was in public. You could provide a screened area. The frisker spent a long time explaining what she will do. There was plenty of explanation while she was frisking. My thought wa; a lot less talk and just get on with it. If anything there was just very brief touching of private areas not what I expected from all the bad press. I think you should provide some privacy. I felt like everyone was staring at me.

2) There is definite problems with keeping possession of our carry-ons. I try not to put my stuff through till I am sure I can get right through with them to pick them up right away. Because I didn't go through the screening machine I was prevented from reaching my property. I was saying I have to get through to get my stuff and they were not paying attention. Anyone can walk off with my stuff, I have had this problem at almost every airport. The TSA employees insisting on making passengers put carry-ons on the xray machine before there is a clear passage for the person. This is a serious problem for everyone but especially for people who need secondary screening. My mother had \$100 stolen from her purse by one of your employees, but anyone can have their possessions lifted by anyone passing through.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Aug 14 2011 1:04PM

Opening Agent: kenneth.gumm

Opened Date: 8/5/2011 11:18:24 AM

Linked Event IDs:

Responses:

Response

Template Name: Carry-on - Baggage Was Out of Line-of-Sight

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 in regard to keeping a line-of-sight on your belongings at Transportation Security Administration (TSA) security checkpoints.

TSA regrets that you was dissatisfied during the screening of your carry-on baggage. TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

TSA policy requires TSOs to reasonably ensure that carry-on items are kept within the passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of their items for them and ensure that they are reunited with their property once they have cleared the screening process.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Aug 7 2011 2:14PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: NONE
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Compliments or Suggestions
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/7/2011 2:14:13 PM

Subject: Suggestions

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

Comments: Dear TSA,

I ended up going through one of your full body scanners at JFK in New York less than a week ago, and all of the skin on my whole body felt like burning pins and needles for a good 5 minutes afterward. Please double-check the radiation settings on that thing, and also, please tell your agents not to look at travelers like they are just being crazy when they mention this sensation! It is VERY uncomfortable and I would at least like to feel like there is some understanding on the parts of the people putting me through it! It felt really creepy, and any doctor at an X-ray in a hospital would warn the patient about possible strange sensations ahead of time, even. I hope next time I fly through JFK, agents will be a little more understanding. It felt like I just walked away from being slightly electrocuted or like my entire skin had fallen asleep and was waking up with achy, burning pins and needles. Not fun.

Thanks for your consideration,

(b)(6)

Agent Notes: Sent to a CSM for review on 8-8-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 14 2011 1:04PM

Opening Agent: jeff.burke

Opened Date: 8/8/2011 12:23:29 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: AIT Privacy Health and Opt Out Concerns

Airport: JFK

Airline:

Subject Category: Advanced Imaging Technology (AIT) - Flyer

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for 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.

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.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 6 2011 5:31PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 3 2011 11:20AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/6/2011 5:31:11 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): August 3, 2011. Jet Blue. Flight 67. Buffalo, NY- NYC-JFK. 11.20 AM.

Comments: Dear TSA: This email serves to report a somewhat disturbing incident that occurred during a recent flight leaving from the Buffalo, New York screening. As I was going through, I had the most unfortunate experience of witnessing a screener trying diligently to do her job, viewing the luggage coming through her screen. A second colleague, also a young female, stood directly next to her and carried a full-on conversation of a personal nature that had absolutely nothing to do with airline security. As I stated previously, the screener maintained her view on the screen during this conversation (of which mostly was the second female chatting away). I am not sure if this is or is not allowed, but as a very frequent traveller, both in the USA and Europe, it disturbs me that such an integral part of the security screening process is compromised like this. It puts a great deal of non-confidence as a traveller to see security officials carrying on personal conversations during the screening process, when one would expect full, 100 percent attention. It is surely unprofessional in say a retail shop, hospital, etc. but it is downright unacceptable in this day in age in air travel security. This occurred at approximately 11.20 AM on August 3, 2011 on the left side of the security area. The screeners involved were two females, I would say in their 20's. Could you please let me know if this is actually "allowed" behavior? It certainly leaves a high level of mistrust with the system.

Agent Notes: Sent to CSM 8 8 11 mnelson

Follow Up: From: Oneil, Brett (b)(6)

Sent: Friday, August 26, 2011 10:18 AM

To: TSA TCC

Subject: RE: The following event (b)(6) should be reviewed.

Customer contacted through e-mail.

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 29 2011 8:55AM

Opening Agent: melissa.nelson

Opened Date: 8/29/2011 8:55:42 AM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: BUF

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 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: Aug 8 2011 8:15AM

Medium: Email

Contact Status: Closed

Incident Date: Dec 28 2010 1:15PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Re: TSA Contact Us: Complaints (b)(6)

Body: To whom it may concern,

It has now been over 8 months and I have yet to hear back from you. Is there some additional information that I could provide about this incident?

(b)(6)

At 06:11 PM 1/6/2011, TSA-ContactCenter wrote:

Dear Traveler:

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

Passenger Screening

Revised Patdown Procedures

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items such as explosives.

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

Advanced Imaging Technology (AIT)

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

convenience.

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

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

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

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

Allowable/Permitted Items

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

Identification (ID) Requirements

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

Claims

To protect passenger rights under federal law and to file a valid claim, passengers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim accrued. Passengers may access a claim form online at TSA's Claims Management Branch website at HYPERLINK

"<http://www.tsa.gov/travelers/customer/claims/index.shtm>". Once the Claims Management Branch receives the completed claim form, passengers will be sent a letter of acknowledgement and a claim number. Passengers should keep their claim number for reference when inquiring about a claim.

We hope this information was helpful.

TSA Contact Center

--- Original Message ---

From: (b)(6)
Received: 12/30/10 9:12:11 AM EST
To: "TSA Contact Center" <TSA-ContactCenter@dhs.gov>
Subject: TSA Contact Us: Complaints

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

-----Remote Client IP: (b)(6) Date Time: 12/29/2010 10:23:18 AM-----

(b)(6) (b)(6)

(b)(6)

Complaints:Inattentive Screener - Lax Security

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

Comments:I have flown many times in the past month and this is the first negative incident I have had with the TSA at a checkpoint. Overall our experience was positive. When we got to the front of the line about 12:30 we (my wife and 3 month old baby) were directed into a new line. That was not our issue. Overall the checkpoint seemed to function well. My issue is that after we placed all of our belongings on the belt to be screened by the X-Ray and went to the metal detector the agent there asked for our passport and boarding passes (which were of course in the x ray machine as we were directed to place ALL belongings there). The specific agent involved, (b)(6) (b)(6) whose name badge listed him as a Lead agent, asked me to retrieve them and present them to him. I did, leaving our other items on the conveyor belt as he seemed to be in a rush and the process did not seem like it would take so long. When I presented them to (b)(6) He requested that I clear our items off of the conveyor belt. Personally, I would have thought that he would have asked us to clear the items off of the conveyor belt first, but I was not running the checkpoint. I mentioned that I would prefer to wait until he was done reviewing our passports since I had seen documents go missing before at checkpoints. He was insistent that I clear the belt. At the same time he accepted passports and boarding passes from two other travelers. I complied with his order as quickly as possible. My wife was nursing at the time and was unable to assist. Some of our bags needed additional screening and perfectly delightful fellow took care of that - and I wish I had time to write down his name and complement him but unfortunately I had to return to (b)(6) When I returned to (b)(6) he had finished reviewing the passports in his hand and handed my wives to one of our fellow travelers - EXACTLY the situation I was trying to avoid by requesting from (b)(6) to stand with him while he reviewed the documents.Thankfully this women was alert, noticed it was not her passport and returned it to me. When I brought this to (b)(6) attention he seemed completely unconcerned and simply wished me a good flight with no apology for either setting up the situation, forcing me to leave my documents with him or almost realizing through his actions the specific fears I had voiced to him when presenting my documents and asking to be present during the review.In short, he just did not care who got which passport - and did not feel that he had to apologize or even recognize that the situation occurred. I found this to be simply stunning. This is not an attitude that builds confidence in the TSA as an organization or (b)(6) (b)(6) as a TSO in particular. There was no supervisor present (or at least when I asked another agent if there was one they just shrugged their shoulders and seem to indicate that Raymond WAS the supervisor) nor did I have any additional time to search one out at that time. Ideally, if this was the private sector, I would ask for an apology from (b)(6) or whoever his supervisor is (if they could be found) and confirmation that he has been sent to some sort of additional training on how not to hand passports back to random people after checking them.. Of course, this being the government (and the TSA), I have been lead to believe that it is silly to have such expectations. Feel free to respond in a polite personal way, address my issue and dissuade me from this attitude.If you would like any additional information feel free to contact me. (b)(6)

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

(b)(6)

No virus found in this message.

Checked by AVG - www.avg.com

Version: 10.0.1191 / Virus Database: 1435/3363 - Release Date: 01/06/11

Agent Notes: Checked with Supervisor (b)(6) and sent this to the CSM of Newark International Airport for review.

Sent to CSM 8/8/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 8 2011 4:55PM

Opening Agent: melissa.nelson

Opened Date: 8/8/2011 4:55:21 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 8 2011 11:40AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 1 2011 10:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

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: 8/8/2011 11:40:10 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Flight 1159

Comments: While going through screening at Buffalo International Airport on 08/01/11 at about 10:30AM on my way to Delta Flight 1159, I was directed to step back from the metal detector after the alarm sounded. Thinking I needed to remove my watch and belt, and while doing so, the screener began yelling and screaming "NO! CHECK YOUR POCKETS!." Since I was wearing cargo shorts with about nine pockets, it took me a few seconds to find nail clippers in one of the small pockets.

All the while the screener continued to yell, "LISTEN TO ME! YOUR NOT LISTENING!" Even after I successfully passed through the metal detector the screener continued to yell loudly "YOU NEED TO LISTEN! YOUR PROBLEM IS THAT YOU DON'T LISTEN! YOU NEED TO LISTEN TO ME!" I am a 67 year old retired Probation Officer. The screener's department was very unprofessional and disrespectful. I felt belittled, demeaned and humiliated. My wife, who had passed through screening before me, was shaken by the screener's demeanor and behavior.

The screener sat on a stool at the metal detector (the metal detector being to the right of the entrance). The screener was a man in his fifties or early sixties, with wavy brown hair and a swarthy complexion.

The screener was unprofessional and needs to be removed from dealing with the public or, at minimum, educated in professionalism.

Agent Notes: Sent to a CSM on 8-8-11 for review. J Burke

Follow Up: Customer contacted by e-mail to address complaint.

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

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

Sent: Monday, August 08, 2011 3:38 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.

NOTICE: This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are

hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message.

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 29 2011 4:30PM

Opening Agent: jeff.burke

Opened Date: 8/14/2011 1:04:21 PM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: BUF

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: General Complaint Response

Airport: BUF

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: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 8 2011 1:58PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 8 2011 1:30PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/8/2011 1:58:07 PM

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

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark, gate b 65, 1:30pm, 8/8/11

Comments: The three women working the front of the security line at b gate 65 at newark, were some of the most unprofessional agents I've ever encountered as a frequent traveller. They were the rudest, most incnonsistant, impatient, snidest, meanest, and nasty-tempremented individuals I have met in this life. I can only hope that karma will take it's course, but in th meantime disciplinary action is severely needed.

Agent Notes: Sent to CSM 8/8/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 14 2011 1:04PM

Opening Agent: melissa.nelson

Opened Date: 8/8/2011 4:43:25 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (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: Aug 8 2011 11:07PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 7 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/8/2011 11:07:37 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental 1681, August 7, 2011, Newark Liberty Airport

Comments: I am an 83 year old disabled senior citizen with leukemia and damaged knees. I was screened aggressively by TSA agent (b)(6) who forced me to walk without my brace or wheelchair to a private room, which for me is a life-threatening exercise. In this room, she patted me down so thoroughly that she felt the swollen lymph nodes IN MY GROIN, and was suspicious about what they were. I have chronic lymphocytic leukemia and swollen lymph nodes are common with this condition, but they are not so large as they should be detected on a patdown and are no reason for suspicion.

I believe that this was done not for national security reasons, but to humiliate or dominate me. I cannot see how transportation security is served by humiliating a harmless, crippled woman. I, and my lymph nodes, could pose no REASONABLE threat.

What she did to me on Sunday would land most people in jail- and upon entrance to that jail, they would be treated to a far less aggressive search than the one she performed upon me. She should be fired, or receive sensitivity training, and all those that condone such fascistic behavior should be treated the same way.

I have every intention of bringing this matter to the public's attention so that it may be stopped.

Agent Notes: Sent to CSM 8/9/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 10 2011 9:47AM

Opening Agent: melissa.nelson

Opened Date: 8/9/2011 1:45:53 PM

Linked Event IDs:

Responses:

Response

Template Name: PWD—Apology with Standard Opening

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@sensure.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: Aug 8 2011 5:10PM

Medium: Email

Contact Status: Closed

Incident Date: Jul 29 2011 4:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/8/2011 5:10:38 PM

Name: (b)(6)

Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines Flight 341

7/29/11 4:00 pm

New York LaGuardia, NY

security checkpoint was at the D gates

Comments: As I entered a line for screening, two TSA employees were joking and laughing with each other, "Don't you want to put her in the other line?" "And what about her?" I was pulled from my line, along with another young, attractive woman, and placed in a longer line. At first I wondered why I was taken from a shorter line to a longer line, but I quickly realized that these employees were choosing particular young women to go through the full body scanner, obviously for the viewing pleasure of their friends. The people ahead of me, a family with preteen children who had gotten into the line randomly, were shunted off to the side through the regular scanner. At this point I was already feeling violated and ready to ask for a patdown instead of a scan. I said to the woman at the scanner, "It says right here that the scanner is safe for everyone, including children. So why did you send them to the side and only young adults are getting scanned?" She came up very close to me, a few inches from my face and said, "I can do whatever I want. If you don't do exactly what I want, we can do whatever we want to you. We can touch you anywhere we want, including in your most sensitive areas." At this point, she made a disgusting gesture toward the vaginal area.

Since I didn't want to be molested, I opted for the scanner rather than the patdown. She refused to tell me how long to be still, and then said that I wasn't still long enough and I wasn't allowed to redo it and had to have a patdown. At this point given her behavior I was very concerned about being molested. She and her colleague tried to convince me to go to a private area, but I insisted on a public patdown. The colleague started my patdown. She did the back and most of the front. When she got to my crotch, at this point I was so anxious from their behavior that tears came to my eyes. She mockingly said, "Now you're crying, so we have to start again from the beginning." I am pretty confident that this cannot be TSA policy. She brought another colleague who started the whole patdown again from the beginning.

I complained to the supervisor about this sequence of events and pointed out the woman who had threatened to touch me in my "most sensitive areas." (I did not get her name but she was a fairly tall Hispanic woman with black hair in a ponytail.) I also complained to the American Airlines supervisor, who told me that he has heard several similar stories recently, and he took my number and told me that he would make sure someone from the TSA called me to follow up, but no one has called me.

I fly very often, and I have never been subjected to treatment like this. It was extremely upsetting. Meanwhile, when I got on the plane, I realized that I had accidentally carried on in my purse a 1 liter bottle of water. This is an extremely large bottle of water that was at the top of an unzipped purse! All the time that they were enjoying harrasing me, they did not notice this.

Recently I attended a party at the White House. The secret service used the regular metal detector scanners. If this is good enough for the White House, and if the TSA is going to use the full body scanners for their own perverted pleasures, and to the point that it distracts them from other aspects of their job, I really question what is the purpose here.

Agent Notes: Sent to a CSM for review on 8-9-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 16 2011 4:33PM

Opening Agent: jeff.burke

Opened Date: 8/16/2011 4:31:20 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: American Airlines

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your 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: Aug 9 2011 12:28PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 8 2011 2:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/9/2011 12:28:39 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal 7 JFK International airport 2:00 PM August 8th, 2011

Comments: I received a response from TSA that in no way addressed my original complaint.

The response was sent from the following address "tsatcc_do_not_reply@senture.com"

In the future, do not, I repeat DO NOT, send me communication from any addresses to which I can not respond or that does not accept responses. It is a waste of your time and my time and is unappreciated. I am taking the time to communicate with the TSA personally, I expect the courtesy of a personal response from a TSA representative, not a third party like Senture, in return.

Please address my original complaint.

Original complaint text:

Terminal 7 has a separate, preferential treatment, security line for first and business class passengers. This preferential TSA security screening line has been established by United Airlines and the TSA allows, what is essentially line jumping, thus endorsing the preferential treatment. This is not allowed under federal law, specifically the 14th amendment of the U.S. Constitution.

I would like to see this practice come to an end and have all passengers processed in an equal and orderly fashion, regardless of the class of ticket they hold.

Agent Notes: Refer to EID (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 1:04PM

Opening Agent: sandra.rudder

Opened Date: 8/9/2011 2:22:59 PM

Linked Event IDs:

Responses:

Response

Template Name: Passenger Lines Response - Incl Black Diamond

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 special passenger screening lanes.

The Transportation Security Administration (TSA) develops requirements and policies for the security of our Nation's transportation systems. Some of these requirements are met by airports, air carriers, railroads, port authorities, and other transportation system entities. Airports are responsible for security of airport access, and air carriers are responsible for identifying passengers, controlling gate access, and controlling baggage before and after screening. In addition, air carriers are responsible for passenger lines up to security checkpoints and, therefore, may choose various ways to manage these lines

Some airlines have chosen to create separate lines for their first-class, frequent-flyer, and business-class passengers. TSA does not regulate this practice, nor is it a policy that TSA endorses. However, TSA has looked at options to improve security with two goals: (1) reducing stress in the lines and at the checkpoint and (2) to find a way to increase efficiency for experienced travelers while accommodating those passengers who need assistance or additional time. From this research, TSA developed the Black Diamond lane management system that joins separate security lines to dedicated screening lanes in the checkpoint. Black Diamond gives passengers the option to pick a line that suits their needs. It provides separate lanes for experienced travelers to move quickly and other lanes for families and other passengers needing assistance or additional time.

Please note that because the security lines are still the airport's responsibility, TSA cannot force an airport into a particular line design. Some airports provide limited use of the Black Diamond system with lanes for expert travelers at a separate checkpoint.

Security is a partnership among TSA, airport operators, airlines, and passengers. TSA will continue to partner with airport operators and airlines to ensure that, by improving line management, we provide an efficient and safe experience for all travelers.

If you have questions regarding an airline's practices, we encourage you to contact them directly. If the airline has not satisfied your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 (TTY 366-0511) to record complaints. Travelers may send an e-mail to airconsumer@ost.dot.gov or write to:

Aviation Consumer Protection Division
U.S. Department of Transportation
400 Seventh Street, S.W., Room 4107, C-75
Washington, DC 20590

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 9 2011 4:46PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 9 2011 8:15AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/9/2011 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): newark airport

terminal A 8:15am

date 8/9/11

Gate 21-28

Comments: Your agents have zero manners and try to take advantage of their positions to intimidate people. I was being escorted to a business my company franchises out this morning. While walking through the check point the first agent called out the names of my associate and myself. When calling out my associates name he called her by the name of a character on a show to try to be funny. We both did think it was funny I didn't hear him initially. My bag had to go through the machine twice then needed to be checked. While walking over to a select area, my colleague shares with me what the young man had said to her. I then find myself standing next to the agent who is checking my bag and start talking to my co worker about how sarcastic the first guy was but we liked it and thought it was funny. Mr Personality, the TSA agent who was checking my bag, assumed I was talking about him and decided to yell and try to cause a scene about how I could speak to his boss. Then his black counter part decided to tell my escort how there are much nicer people who work in the airport. Really these are the people you employ. Your agents need to grow up and owe some apologies. What a couple of asses. I would like to be contacted about this. I have been at the airport now for about 9 hours and these agents have talked to numerous people about this incident. Dont they have jobs to do?

Thanks

Agent Notes: Sent to CSM 8/10/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 10 2011 10:41AM

Opening Agent: melissa.nelson

Opened Date: 8/10/2011 10:41:07 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (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: Aug 10 2011 9:34AM

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: 8/10/2011 9:34:20 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jetblue/ jfk airport flight 42 from jfk to Syracuse.

Comments: I had a lay over in jfk airport. I walked out of the terminal to smoke a cigarette and when i re-entered the terminal and started my way through security i noticed there was a very long line. Now i only had a few mins to get through security, approximately 20 mins. I asked a few of the tsa employees if the could help me through seeing as how my plane was about to board. 3 people gave me the cold shoulder. Then they stopped the progression of the line completely! After wait 15mins they started allowing people through again but i got stuck in another line for the metal detectors. Only due to other travelers kindness was i allowed to skip part of the line and make it through. I would have to say this was my worst experience with tsa i have ever had. Everyone just stands there and does nothing and is unwilling to help anyone. In my opinion you hired a bunch of monkeys and them dressed them in blue suits with badges. Now i realize it is their job to maintain some system of order for the security process but they lack concern for anything that seems to be more than just standing there doing their very basic job. I would also like to mention how irritating it is that i have to write and email in order to complain. No phone number to call where i could speak to a live person? That seems a bit ridiculous, especially with this kind of experience happening all the time.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jonthan.hibbard

Last Update Date: Aug 10 2011 11:37AM

Opening Agent: jonthan.hibbard

Opened Date: 8/10/2011 11:37:21 AM

Linked Event IDs:

Responses:

Response

Template Name: Screening in Sterile Area - Connecting Flight Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Delayed by Security Screening Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Wait Times

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 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.

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: Aug 10 2011 11:07AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 3 2011 7:00AM

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: 8/10/2011 11:07:37 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta #481 JFK-Mexico

8/3/11

Delta terminal 3 North

7 AM

2 employees: the initial screener and her alledged supervisor

Comments: going thru security: I fly often, so my expectations are managed. But not here. I was brusquely asked to state my name-and since i have never been through this combative position before, I stated that you may find it on my passport and boarding card. I then spelled my name-and again was treated to a round of verbal abuse with a side order of a chip on the woman's shoulder that seemed bigger than Mt Washington. I didn't think being barked at was SOP

FYI: my wife was accompnaying me, and she travels far less and has a calmer demeanor than I: when through security, she asked me if i noticed the nasty atttude . That was an eye opener.

here comes the coup de grace:when i asked for a supervisor to complain, the woman who said she was the supervisor told ME that I had an attitude, and that she can't speak with people who complain about their treatment.Excuse me? who put people like this in positions of such responsibility?

Everyone has a bad day-but this nasty treatment went way, way beyond that. I would like these people to be reprimanded, and would also like an apology- from them. Sounds like this crew needs some serious work on their people skills.And a heads up on the job market conditions.

this treatment did not inspire confidence in the procedures nor a feeling of security-far from it.

Agent Notes: Sent to CSM 8/10/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 10 2011 3:12PM

Opening Agent: melissa.nelson

Opened Date: 8/10/2011 3:12:12 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Aug 10 2011 3:41PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Aug 10 2011 8:05AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle 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: NA
Subject: pat down complaint

Body: Caller was very upset because he and his pregnant woman came through security today August 10, 2011 at 8:05 am at JFK leaving on a JetBlue flight 86. He said she was almost put into the scanner without being ask . He said he warned the TSo not to radiate her . She had to go through the pat downthat he thought was excessive and took 15 minutes. I advised caller AIT was safe for pregnant women. He mentioned he would contact his lawyer and whoever he needed to.

Agent Notes: I am forwarding this to CSM because he mentioned he was hiring a lawyer

Sent to CSM 8/10/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 10 2011 4:52PM

Opening Agent: melissa.nelson

Opened Date: 8/10/2011 4:52:56 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: JetBlue

Subject Category: Patdown - Flyer as Observer

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 10 2011 3:49PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Aug 10 2011 8:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Screening Complaint

Body: Caller stated that today around 7:50- 8:09 that him and his pregnant girlfriend who was about 8 people behind him were going through screening when he was asked to go through the AIT machine, upon going through the machine he yelled to his girlfriend not to go through it because it produced radiation. Caller stated at this time the TSA agent screamed at him Why are you telling her that is she pregnant or something caller said that he had no right to say that, this was his privacy. In the meantime there was another lady who was pregnant as well who decided to opt out of the AIT, caller said that they waited 10 minutes or so and still nobody had come to do there patdowns and there flight was getting ready to leave. When he approached another agent to voice his concerns he advised him if he wanted to complain to do that to the manager. Caller said that he then went and spoke to the manager who had someone to conduct the patdown. Caller said that the other pregnant lady was taken to a private area and that his girlfriend had to undergo this in front of everyone.

Explained to caller that this could be done in a private area, however it had to be requested. Caller said that he is going to the website and writing in a complaint, advised caller that I could take his information and forward to the CSM, advised caller that he could also reach a CSM by choosing option 5 and using airport code 535.

Agent Notes: Sent to CSM 8/10/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 10 2011 4:56PM

Opening Agent: melissa.nelson

Opened Date: 8/10/2011 4:56:19 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

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: Aug 11 2011 10:59AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 1 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: 8/11/2011 10:59:07 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental 1840, Mon 8/1/2011, Newark to West Palm Beach

Comments: Myself, spouse and son traveling together. Passed through TSA security check. My wife and son were stopped for additional checks. My wife was let through. My son was asked to go to a separate room for a pat down. When my son came out he was extremely distraught about what happened. He told us that he was groped a few times in his crotch area. The TSA agent didn't find anything. His name is (b)(6) and we question his motives. By the way your security needs to be re-evaluated since the scanner did pick up a metal object but not on my son it was a safety pin on my wifes blouse (used to hold blouse together after missing a button). We all question (b)(6) motives and wonder what his true objectives were?

What is you commentary regarding passenger dissatisfaction with TSA. This is our second incident with your agency at Newark. One time our bag was searched and clothing was lost. You need to re-evaluate you processes and people! I understand the need for security but a family traveling together seems to lack the motive!!

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Aug 11 2011 12:52PM

Opening Agent: andrew.depew

Opened Date: 8/11/2011 12:52:42 PM

Linked Event IDs:

Responses:

Response

Template Name: Screening- All Passengers

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: PWD—Apology with Standard Opening

Airport: EWR

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 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.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. However, a passenger should not be asked to do anything that would separate the passenger from his/her child. Transportation Security Officers (TSOs) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern.

Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed.

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

We hope that this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 12 2011 11:05AM

Medium: Email

Contact Status: Closed

Incident Date: Jul 21 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: Cincinnati

Contact State: OH

Contact Zip: 45223

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/12/2011 11:05:39 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Airline Complaints

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Cincinnati-Seattle Roundtrip July 13-July 19 and Cincinnati to White Plains round trip July 21-August 6 Delta Frequent Skymiles number (b)(6)

Comments: I packed respectfully as requested by TSA and airlines. However, living with Multiple Sclerosis on a fixed income, I chose to take my bag on board with me to save the baggage cost. On my return flight to Cincinnati from White Plains, I had packed like my first flight, TSA and Delta guidelines in small containers my very expensive hair and cosmetics. At least 250.00 worth. On this one particular flight, in White Plains these products were taken from me. Not the Seattle flight or the Cincinnati into White Plains flight as I carefully packed these items. However, going home from White Plains to Cincinnati, I packed the same exact way. As I said, I live on a fixed income, with a disability and consider myself a very educated person as I was a Professor before I had to leave due to my disability. I found the people in White Plains rude and quite nasty. I respect that this security check is done for my safety but having very expensive items taken from me on my return flight, treated quite disrespectfully and losing expensive things I would like some compensation for these items. When I asked where they might be so I can pick them up, the woman told me, in the garbage. Again, these were about 250.00 worth of items.

Thank you for your attention.

(b)(6)

Cincinnati, Ohio 45223

Agent Notes: Sent to CSM 8/12/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 12 2011 4:45PM

Opening Agent: melissa.nelson

Opened Date: 8/12/2011 4:45:04 PM

Linked Event IDs:

Responses:

Response

Template Name: Consistency at Airports Nationwide
Airport: HPN
Airline: Delta
Subject Category: Inconsistent Screening - Different Practices Between Airports
Interaction Type: Complaint

Response

Template Name: Lost Found Unattended Baggage in Airports
Airport: HPN
Airline: Delta
Subject Category: Voluntarily Abandoned Property - Retrieving Abandoned/Confiscated Items
Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

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.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Travelers may access an airport's lost and found point-of-contact in the "For Travelers" section of our Web site (www.tsa.gov) or through the following link, http://www.tsa.gov/travelers/customer_editorial_1693.shtm.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 15 2011 7:23AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 15 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: 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: 8/15/2011 7:23:31 AM

Name: (b)(6)

Email:

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL2047, LGA, 8-15-11

Comments: No screening machines, when asked, told " gov't has no \$" and pat down was better for their job" The lack of professionalism and rude behavior of two screeners was unreal. Security was clearly not their concern, more like a union job action. Very poor service at Delta, LGA and very poor attitude.

Agent Notes: Sent to a CSM for review on 8-15-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 15 2011 6:10PM

Opening Agent: jeff.burke

Opened Date: 8/15/2011 6:10:54 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 13 2011 6:12AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 13 2011 7:00AM

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: 8/13/2011 6:12:03 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Us air flight 654, JFK terminal 7, 8/13/11

Passed through security around 5:45am

Comments: After declining to go through the full body scanner an female African American TSA worker proceeded to harass me on why I chose to decline the scan. She began to talk about 9/11, the shoe bomber, and what the technology is and why I shouldnt trust the news.

I believe her comments were inappropriate and unnecessary. I felt criminalized for exercising my right to opt-out. I think there is an opportunity here for some professional development.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jessica.logan

Last Update Date: Aug 15 2011 9:35AM

Opening Agent: jessica.logan

Opened Date: 8/15/2011 9:35:25 AM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint Response

Airport: JFK

Airline: US Airways

Subject Category: Screening - Secondary

Interaction Type: Complaint

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

To: (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.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 12 2011 9:14PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/12/2011 9:14:20 PM

Name: (b)(6)

Email:

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet blue terminal 6 side closest to terminal 5

Comments: JFK airport Jetblue 9:09 PM there are 4 people checking licenses and the rest of the agents are standing around talking to one another. This is unbelievable. I asked the agents why they couldn't open up more lines rather than just stand around talking and they just smile shrugged their shoulder and walked away. I could understand if the people standing around were serving some function say looks for suspicious activity but just to stand around talking chit chat is ridiculous waste of taxpayer money and not providing the level of security necessary in these times.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jon.fritzgerald

Last Update Date: Aug 15 2011 9:02AM

Opening Agent: jon.fritzgerald

Opened Date: 8/15/2011 9:02:17 AM

Linked Event IDs:

Responses:

Response

Template Name: Screeners Standing Around Response

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

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

To: (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: Aug 15 2011 11:29AM

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: N/A

Subject: Complaint

Body: (b)(6) is wanting to know what the policy is for wrapped presents, she flew from New York to London.

(b)(6) is extremely upset, she had a present for her husband in her luggage which was wrapped, the wrapping paper was completely destroyed.

(b)(6) said she had the gift in the middle of her luggage, wrapped and somewhat hidden.

(b)(6) said her husband was standing in the room with her, and on top of her items in the luggage was the gift exposed.

(b)(6) is furious that her husband now knows what he has for his birthday, and no attempt was made to hide the present at all.

(b)(6) thinks there should be some sort of warning to let her know that her baggage had been inspected, on the outside of her suitcase.

Description:

JFK Airport

08-14-2011

Time was around 10:00 or 10:30 P.M

Airlines was American Airlines, flight number 106

Gate 6 Terminal 8

The Transportation Security Administration (TSA) recommends that travelers wait to wrap gifts at their final destination. TSA screens all baggage and packages, and Transportation Security Officers (TSOs) may need to open wrapped items for inspection to clear an alarm. This applies to carry-on bags at the security checkpoint and checked baggage. TSA does not have the resources to rewrap gifts that require unwrapping for inspection.

We encourage all travelers to familiarize themselves with TSA Travel Tips prior to their trip. Our Web site, www.tsa.gov, 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. Passengers can go directly to these tips at www.TSATravelTips.us

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: Kenneth.hill

Last Update Date: Aug 15 2011 11:44AM

Opening Agent: Kenneth.hill

Opened Date: 8/15/2011 11:44:38 AM

Linked Event IDs:

Responses:

Response

Template Name: Gifts Wrapped Gifts and Screening

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: Aug 15 2011 10:19PM

Medium: Email

Contact Status: Closed

Incident Date: Jul 21 2011 1:15PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/15/2011 10:19:25 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LH401/Lufthansa/Terminal 1/JFK/approximately 1:15-1:30 pm on July 21, 2011

Comments: My wife and I were picked to go through the full body scanner. I forgot I left change and a chap stick in my pocket and after getting the radiation from the x ray I also had to endure a very aggressive pat down. The TSA person first hit me hard in the groin. Then he grabbed me by the scrotum and squeezed so hard I almost passed out. He then waited a second and then grabbed my scrotum again. He spoke to me in a very harsh manner. I knew if I made a scene I would be jeopardizing my chance to get on my flight that day. I didn't want to upset my wife. My whole vacation was spent in pain. Upon my return to the states I had to see my doctor and I also wound up in the emergency room for further treatment. I am seeing a specialist for further testing. My vacation is over but the aftermath of my initial experience is still going on. No one should be treated this way.

I am a US veteran and a retired police officer and now a senior citizen. I think you need to look into the procedures that would treat a law abiding citizen this way.

Agent Notes: Sent to a CSM for review on 8-16-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 16 2011 1:10PM

Opening Agent: jeff.burke

Opened Date: 8/16/2011 1:10:27 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

Template Name: Patdown Apology to Rape and Sexual Abuse Victims

Airport: JFK

Airline:

Subject Category: Patdown - Flyer

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 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 extend our apologies for any insensitivity or inappropriate treatment that may have been experienced during the screening process. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. TSA 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.

We understand that the intensive nature of the patdown inspection can be stressful. Accordingly, TSA's Disability Coalition maintains an ongoing dialogue with more than 73 groups representing a cross-section of the disability community. Several organizations that represent the interests of victims of sexual assault and violence are included in this group, and TSA has been augmenting the training provided to Transportation Security Officers (TSO) to increase their sensitivity to victims of sexual violence and abuse. All 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.

It may be helpful for travelers to know that TSA has Customer Support and Quality Managers (CSMs) available at most airports who may be able to facilitate the screening process and assist passengers with specific concerns or needs. CSMs can be located using the map and location finder in the "Talk to TSA" section of TSA's website, www.tsa.gov. Passengers may reach the page directly at <http://contacttsa.dhs.gov/talktotsa/talktotsa.aspx>. We encourage you to contact the CSM at your departure airport 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: Aug 16 2011 4:50PM

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: Not Provided

Subject: Lost Carry-On Items

Body: Caller indicated that on a recent flight out of JFK to Jamaica she was going through security screening and during the process her carry-on baggage was moved out of her line-of-sight and was taken by another passenger. She then had to chase the passenger down to retrieve her property and she is upset and wanted to know what the correct procedure was.

Apologized to caller for her experience and explained that 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.

Advised caller if this issue happened any other time that she should notify the airport CSM or request a supervisor TSO.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: gary.warfield

Last Update Date: Aug 16 2011 5:01PM

Opening Agent: gary.warfield

Opened Date: 8/16/2011 5:01:50 PM

Linked Event IDs:

Responses:

Response

Template Name: Carry-on - Baggage Was Out of Line-of-Sight

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 16 2011 7:32PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 16 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/16/2011 7:32:23 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # 141/Jet Blue/ Jet Blue terminal/Kennedy Airport, NY/ Gate # 7, Flight date August 16th

Comments: My twin sister, (b)(6) (my infant nephew) and I were flying to Florida for the first time. When we got to the security check, I asked (b)(6) (the security agent) what to do with (b)(6) (the infant) and the stroller. I didn't understand what she said, so I asked her again what I have to do, and she said to me that she is not helping with the infant. I said to her that I'm not asking you to help with him, I just need to know what to do with the stroller and him, and that we were running late and the plane was taking off shortly. She said she didn't care, that that wasn't her problem. I then said AGAIN, PLEASE just tell me what to do, and she got upset. She told me to calm down, and I said I was calm. She didn't like that response, so she called over the supervisor who was more unpleasant than her (which I didn't think was possible). I tried to explain to her the situation, she said she didn't care and didn't listen to a word I said. She just told me to calm down (all I did was try to tell her what was going on). I explained a little that we were in a hurry because our flight was taking off soon, and she said it's not her problem. Then the supervisor said now you're not going through and proceeded to HOLD UP THE LINE INTENTIONALLY for an additional 5 minutes!!!! She told (b)(6) to hold the line!!!! My sister, (b)(6) & I finally went through another security check that was next to her. I have never encountered such UNPROFESSIONAL, rude, discourteous, and disrespectful people. I did not get the supervisor's name. She was an African American lady, about 5'11-6". About 300 pounds. Because of her and (b)(6) we almost missed our plane. (b)(6), a very nice security man who was standing near us, called the gate for my sister, (b)(6) (the infant) and myself and told them to hold the plane that we are on our way. He was VERY PROFESSIONAL and HELPFUL. People like him should be running the security area, not nasty, disrespectful agents who do not know how to deal with the public. ALL I DID WAS ASK WHAT TO DO!!!! I will be contacting you by phone as well, and I'm going to see what else I can do about this horrible situation that just happened. You have to be more careful of the rude, disrespectful people you hire. You can contact me at (b)(6) WE pay a lot of money to travel; there is no need to be treated in this manner. You can also contact me at (b)(6). Thank you. (b)(6)

Agent Notes: Sent to CSM 8/17/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 17 2011 10:59AM

Opening Agent: melissa.nelson

Opened Date: 8/17/2011 10:59:47 AM

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: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 16 2011 4:09PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not given

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/16/2011 4:09:05 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SAS 910...EWR to CPH Terminal B at Newark International Airport

Comments: The majority of the passengers on the SAS flight were not Americans. The 2 ladies at the TSA station were rude and discourteous. They said that they've told everyone to take out their iPads and place them on the conveyor belt and that they weren't going to say it a second time.. They, at the top of their voice issued this . I understand that security is a priority. But, they were downright rude. These were the last Americans they would see and this was a lasting impression of the "Ugly Americans." These Gestapo tactics have no place at an international airport nor any airport for that matter. It's acceptable on the street but, not when you're dealing with people. Especially from a government employee.

Agent Notes: Sent by Michael Middleton on August 17, 2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Aug 17 2011 11:03AM

Opening Agent: michael.middleton

Opened Date: 8/17/2011 11:02:59 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (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: Aug 17 2011 9:12AM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Aug 15 2011 8:00PM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Screener Rudeness

Body: Caller said he sent in an email yesterday with concerns about the screening procedures at LGA. He received a response telling him additional information was needed and he was calling back to provide that. He said on Monday evening at approximately 8pm, his US Airways flight left at 9:35pm, he was going through screening at LGA. Only one gate was open. His ticket said gate 4 but the area he was at said Gate 11-14. He was on flight #3519, his flight landed at PIT at 11pm. He had been hiking all day in NYC and he left a small plastic water bottle in his bag that he had forgotten about. The TSO was very rude to him about the bottle. He had wet tissues in his bag also and a female TSO asked him what he was going to do with the tissues and the male TSO gave a snide remark about the tissues. He also had some tortilla chips with a clip on it and he lost the clip. The TSO s were very condescending to him and it was demeaning.. He said they need to be re-trained to learn how to treat passengers with respect.

I apologized for the inconvenience and advised him we do monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Our TSO s are trained to treat every passenger with dignity, courtesy, and respect and I do apologize our standards fell short with him but I would send his complaint to the CSM for further review for appropriate action to be taken.

Caller asked if the CSM would be getting in contact with him. I adv him that I will send his contact information to the CSM as well and if additional information is needed then they may be contacting them. He said he would really like it if someone would send him an e-mail.

Agent Notes: Sent by Michael Middleton on August 17, 2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Aug 17 2011 10:56AM

Opening Agent: michael.middleton

Opened Date: 8/17/2011 10:56:48 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

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: Aug 17 2011 10:10AM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Aug 13 2011 8:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Screening Complaint

Body: Caller said that he flew on Saturday, and that when going through screening that he was carrying a laser pointer. Caller said that he has flew over 100,000 miles this year and he has never had a problem bringing a laser pointer. However this time was different, agent (b)(6) advised him that he was not allowed to take this item and took it from him. Caller said that the agent advised him that he could blind the pilot with the item. Caller said that he has tried to contact the CSM on several occasions and has left messages and she wont return his call in regards to this matter.

Low Gates terminal 6
Flight to Myrtle Beach does not know the number

Advised caller that regardless if a item is on the prohibited item list that the TSO has the final decision. Advised caller that I could forward his information to the CSM.

Caller requested that he be contacted by phone instead of email.

Agent Notes: Sent to CSM 8/17/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 17 2011 2:10PM

Opening Agent: melissa.nelson

Opened Date: 8/17/2011 2:10:30 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Fulfillment

Contact Date: Aug 17 2011 11:58AM

Medium: Email

Contact Status: Closed

Incident Date: Jun 28 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Appleton

Contact State: WI

Contact Zip: 54911

Contact Country:

Contact Phone: Not given

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Complaint of TSA screening agent, (b)(6)

Body: August 17, 2011

Dear Sir or Madam,

I was waiting to hear from a TSA representative quite patiently, but as I have not heard from you, I will sadly report the case again, in hope that this time I will receive some response:

On June 28, 2011, my wife and I flew from Newark Airport to Appleton, WI (Flight # United 621 to Chicago at 1pm – copies of Boarding Pass can be sent upon request). We were prepared to go through the customary security check (checkpoint A-1). We travel by air at least twice a year, and are very familiar with the procedure and knew what to expect.

Upon arriving to the security checkpoint, my wife was taken aside by TSA agent, (b)(6) examined my wife physically, and upon touching her stomach asked her if she was after birth. Although this is immaterial to my complaint, I will add for the sake of completion, that my wife and I do not have children, and that she has never given birth. My wife took this as a personal comment regarding her weight. Then, for no apparent reason, (b)(6) asked my wife if I (pointing at me) was her father. We understand this to be a comment that we seem to be disparate at age. Again, although this is irrelevant to the complaint, I will note that my wife and I are only one year apart in age. I believe, however, that couples of disparate ages should be able to fly through Newark Airport with their privacy respected, regardless of the relationship between them. I could have been an employer, a relative, a lover, a business partner or anything else. It would have no impact on the security check, and it needless to say it was not (b)(6) business.

Before leaving, my wife made a comment that she thought these personal questions were not necessary for the examination. (b)(6) retorted "we have to ask that". Until proven otherwise, my wife and I hold this statement to be a lie, and add to our complaint the fact that a TSA representative provided us with false information about the process. My wife and I proceeded to walk towards the gate, talking among ourselves about the experience. We were talking in Hebrew, our native language for both of us, and the language in which we are accustomed to converse with one another. We were shocked to hear, as we walked away, (b)(6) muttering, supposedly to herself, "well, if you people are talking in a foreign language what do you expect?".

I set aside (b)(6) apparent Xenophobia and the question of its legality. It may very well be that such comments will be viewed by law-enforcement authorities as hate-speech targeted at a minority. But even if this were not the case, I should certainly think that a person who is not accustomed to or feels unpleasant upon hearing a foreign language has made an unwise choice of a profession when working at an airport, and that her supervisors should be aware of her inadequacy.

My wife managed to hold herself a minute or two more, before bursting into tears. This experience entirely ruined our day. I hope you realize that this is not what your customers expect when flying. I will reiterate that we are familiar with the security requirements, expected them and were not troubled by them. It was only (b)(6) misconduct which succeeded in turning an ordinary procedure into an unpleasant experience and memory. I reported the incident to TSA screening supervisors at Newark shortly after my wife burst into tears, and have not heard from anyone since.

Sincerely,

(b)(6)

Appleton, WI 54911

(b)(6)

Agent Notes: Sent to a CSM for review on 8-17-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 17 2011 6:07PM

Opening Agent: jeff.burke

Opened Date: 8/17/2011 6:07:02 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: United 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: Aug 17 2011 3:40PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: May 27 2011 5:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Patdown Complaint No Reply

Body: (b)(6) has a claim already, and had a issue in May at the checkpoint. (b)(6) has not heard from the CSM at the JFK airport, several messages have been sent to the CSM, but has never received a reply. (b)(6) said this is very unprofessional that the CSM is not calling her back. (b)(6) called in June, mid July, and August 17, still has not heard anything. (b)(6) would prefer to be called at (b)(6) The occurrence was on May 27, 2011 at 5:00 a.m.

Agent Notes: Original EID (b)(6)
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.

EID (b)(6)

Caller wants to file a complaint in regards to a pat down she experienced during security screening departing JFK on her way to Panama on 5 27 11 at roughly 5:00AM-5:10AM.

She was given a pat down but the officer did not use the back of the palm in certain areas that she thought that would have been appropriate. The caller is pregnant so she is quite sensitive. The caller was screened in the middle of the security checkpoint so she was embarassed during this procedure. She would have felt much better with a private screening. The TSO also did not explain that she was going to do before doing so.

The TSO in question:
Tall African American lady. The is somewhat heavy and quite tall. She does not wear glasses.

Terminal 4
Copa airlines: Flight 803
JFK Airport

Sent to CSM by Michael Middleton on August 17, 2011
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: michael.middleton

Last Update Date: Aug 17 2011 4:17PM

Opening Agent: michael.middleton

Opened Date: 8/17/2011 4:17:26 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: Aug 17 2011 10:26PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 17 2011 9:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/17/2011 10:26:55 PM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): My flight was American Airlines flight 4440 to Detroit...Boarding time 10:05, Gate C-3 at New York's La Guardia airport

Comments: August 17, 2011 LGA (LaGuardia) airport at 9:30am I was shocked at (b)(6) treatment of me and others. I have been traveling 2-3 times a month since 1997 for pharmaceutical meetings. I have never submitted or complained about any TSA employee before. (b)(6) was trying to take my baskets to hurry me along while I was trying to take off my scarf and shoes to put in a basket. I said "Please" as I was moving as fast as I can. I have multiple sclerosis, but that shouldn't make a difference and I did not announce my disability to (b)(6) directly went to the person screening the carry-ons telling the screener she was going to pull my suitcase. My laptop was in a plastic bin so all that was in my suitcase were clothes, jewelry, computer hook up, white leather case with a usb inside and my meeting papers and in a bag a new hair brush. (b)(6) ripped through my bag, unfolding all of my clothes, opening my jewelry case going through my jewelry almost as if she were shopping, opened my computer hook up bag pulled out each item one by one looking at each item and again like she was shopping when she saw my small white leather cover for my usb. Then she tossed everything in a bin except my clothes and said she needed to run my suitcase through the x-ray again. She took my jewelry, computer attachments in a separate bin and my suitcase back to be re-screened, or so I thought. But instead she just put my belongings down (if you have all of this recorded please pull up the recording), then after several minutes, without putting anything through the x-ray came back and without any apologies plopped my possessions down where I was waiting and walked away. There were other behaviors she demonstrated toward me which were incredibly inexcusable and intentionally rude which if asked I can give you more detail, one small example is when she was digging through my suitcase and pulled a new hairbrush out of a small paper bag she took her hands and gestured with her hand and mouth which was offensive to me and intentional for me to see (please look at camera recording). The entire time I just stood there frozen because I know she very much wanted a reaction from me and I travel enough that I know someone like her is dangerous. However after she plopped my possessions down I sought out her supervisor (b)(6) (b)(6) (I'm not sure if I have the correct spelling of his last name). I described to him what just happened. He said let me screen your carry on to see what she may have seen. After screening my carry on he returned and assured me that there wasn't one single thing in my suitcase that would warrant needing to go through it at all, much less digging through every single possession of mine in my suitcase... tearing through my clothes and I am not exaggerating---not careful to keep them folded. Please look at the recording. The Supervisor was apologetic and assured me that there wasn't anything in my suitcase that would require further investigation. I must add my editorial comment: While (b)(6) was shopping through my bag for whatever psychological reason she had with me or perhaps the thought I may have good shopping in my suitcase....someone else who may have had something questionable in their bag did not get (b)(6) attention. Not that you will take this into consideration, I changed careers as a psychotherapist when I had to

move out of state to the east coast after losing my home in an earthquake consequently working in the job I have now. However, I am still considered a psychotherapist although not actively working in this field. So I do think I am qualified to make a judgment call on someone who I see who has issues. Although on the surface she may seem fast or efficient in her job...she seems to be taking her power to a destructive level..

Agent Notes: Sent to a CSM for review on 8-18-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 18 2011 2:29PM

Opening Agent: jeff.burke

Opened Date: 8/18/2011 2:28:42 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

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 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: Aug 17 2011 8:31PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: NONE

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/17/2011 8:31:15 PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight #1103/Jet Blue/terminal 5/JFK/ Screening section 5 at 7:30am.

Comments: Female Agent was going through a bag. When finished she came to pat me down because I am disabled. After she patted me down she went to the machine and her gloves set off an alarm. A supervisor said I had to go to a private screening room. They patted me down once again and found nothing. Upon testing my scooter which the first agent touched with her gloves set off another alarm. They came back and tested the scooter again and then said have a nice day.

Upon making a complaint at the airport I was told that I should have asked the agent to change her gloves. I felt that was not my job to request new gloves on the agent. Plus I felt that I was violated and got no satisfaction at the airport, talking to a civilian agent he said to go to the web site and make a complaint. I want to know if the female agent got reprimanded for not changing her gloves and putting me through this ordeal.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 18 2011 11:27AM

Opening Agent: sandra.rudder

Opened Date: 8/18/2011 11:27:57 AM

Linked Event IDs:

Responses:

Response

Template Name: Screeners Gloves

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: TCC TSA Employee Misconduct—Media Report

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 Transportation Security Officers' (TSOs) gloves.

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

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

The Transportation Security Administration (TSA) thoroughly investigates all allegations and incidents of employee misconduct and takes appropriate action when warranted. During any investigation, TSA considers such factors as the impact on security operations; the nature, intent, and severity of the offense; and the performance and conduct history of the particular employee.

Depending on the facts and circumstances of the case, TSA may also make a referral to appropriate Federal, State, or local law enforcement agencies. Those agencies determine whether to file criminal charges.

The Federal Privacy Act prohibits us from providing any details about administrative, disciplinary, or other employment actions taken with specific employees. However, be assured that TSA takes incidents of misconduct by employees extremely seriously and understands your concern.

TSA plays a proactive role in ensuring that our employees continue to meet our high standards for professionalism. We monitor and inspect airports and hold each TSA employee responsible for compliance with all regulations. Additionally, testing may be used when inspectors believe it is appropriate to determine whether vulnerabilities exist or to determine levels of compliance. Airports and their personnel are keenly aware of TSA's inspection authority, the importance of being vigilant, and the penalties for noncompliance.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 17 2011 6:24PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 15 2011 4:45PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/17/2011 6:24:31 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark United A Terminal, I believe the Gate 10-18 entrance for United flight 723 at gate 17 on Monday, August 15 at approximately 4:45pm.

Comments: TSA employee (b)(6) is the reason for my complaint today. After watching her berate several travelers and offering no assistance to a mother traveler with many bags, kids and a car seat that she couldn't seem to get through the conveyer scanner, I finally went ahead to offer assistance to this mother. This seemed to escalate the angry atmosphere with the agent in question, with the look of disapproval that I was helping this woman. Then my turn to go came. I placed my small carry on in one bucket and my lap top and shoes in another (neither overlapping). This agent then yelled entirely too loudly, "Sir, you have to remove that!" Thinking she meant my laptop from it's case, I removed the lap top from the case, sent and sent the buckets through the conveyor and tried to walk through the body scanner. She apprached from the other side putting her hand on my chest saying "removed the shoes sir!" again yelling. I, visably upset now with her unclear instruction and physical handling of me and the situation, asked her "what exactly do you need me to do, I have a flight leaving in minutes". Not the response she wanted because she then called her suprvvisor, saying, "well, you're not making your flight now!" I waited five minutes for him to arrive. He seemed as baffled as I as to why he was called, and instructed me to go through. In every instance of her unclear instruction I complied with what I was being told to do. After she physcially barred me form passing, I stayed put. Her demeanor, her lack of guidance, and clear annoyance at those she is supposed to be helping was apparant throughout the entire process. I understand that people have bad days, people may not like their jobs, but the level of discourtesy this woman seemed to be throwing at everyone I saw her interacting with was incredible to watch. I am sure if this is her first complaint it will not be her last. I am a seasoned traveler, traveling often with work. I know the drill. I do not expect please and thank yous from airport security representatives. All I expect is for someone to help travelers do what they need to do to pass through security expediently to make connections and flights. She seemed to take odd satisfaction in letting unseasoned travelers guess at what they needed to do, and then yell at them after doing the inappropriate thing, and simply letting the line back up. Expediant security screening was absolutely not a priority. Having my flight canceled I had the opportunity to speak with other travelers about her. Two missed their flights as a direct result of her inefficiant and combative behaviors. It took roughly 15 travelers 25 minutes to get through her security point. Five of those minutes was spent watching that poor mother try to figure out how to get her car seat through the scanner, and that would have continued had I not intervened. I would have missed my flight too had my flight not been canceled. I have never in my 40 years filed a formal complaint for anything, for anyone. But her actions absolutely need to be scrutinized, and dealt with. You are represented very, very poorly by this woman. Please feel free to e-mail me should you have any follow up questions. Thank you for your time and consideration. Sincerely, (b)(6)

Agent Notes: Sent to CSM 8/18/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 18 2011 11:02AM

Opening Agent: melissa.nelson

Opened Date: 8/18/2011 11:02:59 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: United 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: Aug 22 2011 6:03AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 22 2011 5:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

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: 8/22/2011 6:03:12 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AT JFK, Terminal 7 at approximately 530AM on August 22 to board UA 239

Comments: This is one of the worst groups in the US.

1. At the checkpoint for reviewing boarding pass and ID, a team of two plus one machine and its team appeared to be dedicated to only airport employess. The line was mainly empty and they should have allowed taxpayers on the other lines through during down time.
2. The full body scanner was slow, staff was slow and rude. The design after the scanner made it all but impossible to get belongings. Staff continually barked at taxpayers to move their belongings.
3. I stepped on the other side of the rollers to facillitate getting my things. A TSA employee rudely chastised me. I told her that the team here needed to be organized and be more courteous. She refused to acknowledge me.
4. God help us when this group is unionized.
5. I travel frequently and this is a regular occurrence at Terminal 7 security. The supervisors and the team need to be replaced, re-educated or terminated.
6. I have Global Entry clearance and am a trusted and frequent traveler. These people are incompetent.

Agent Notes: Sent to CSM 8/22/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 22 2011 6:10PM

Opening Agent: melissa.nelson

Opened Date: 8/22/2011 6:10:16 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: United 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: Fulfillment

Contact Date: Aug 19 2011 4:10PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: []

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: None

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/19/2011 4:10:49 PM

Name: (b)(6)

Email: []

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Terminal 3, Delta flight 245

Comments: My background. 70 years old, Diamond Platinum Delta frequent flyer.

Complaint: Around 3PM I was going through security and the young screener pulled my carry-on for a second check after he remove my beard trimming scissors. He then stated that the scissors was illegal to carry on. I have had this scissors in my bag for hundreds of trip and have never had that told to me. I asked to see a Supervisor. (b)(6) Supervisor came over and said the scissors was illegal. He said I should go through security again after checking my bag. I asked what the rules on scissors were and he said look them on on the TSA website and that the rule was 4 inches. My scissors blade is 3 inches. I asked him his name which he told me and then he asked me for my ticket and ID and proceded to write the incident on a form. I did look up the rule and it described metal scissors with blades shorter than 4 inches were ok for carryon. The abrasive attitude of (b)(6) was troubling. He was right, do as he said, that all there was to it. I take carryons so I don't have to wait for baggage at the other end of a trip. His enforcement of a TSA rule that didn't apply made no sense other than he was able to throw his authority around. It could have been a teachable moment for the young screener. It certainly wasn't the way a public servant should act.

Agent Notes: Sent to a CSM for review on 8-22-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 22 2011 1:30PM

Opening Agent: jeff.burke

Opened Date: 8/22/2011 1:30:33 PM

Linked Event IDs:

Responses:

Response

Template Name: Consistency at Airports Nationwide

Airport: JFK

Airline: Delta

Subject Category: Inconsistent Screening - Different Practices Between Airports

Interaction Type: Complaint

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

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 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) 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: Aug 22 2011 2:43PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: Not Provided
Contact Middle Initial:
Contact Last Name: Not Provided
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)

Subject: Airport Security and Searches

Body: I am a strong believer in good security. However, I do believe there is a fly in your procedures, if it is a procedure. I do not believe it is a lack of intelligence on the part of the examiners. Over zealous, maybe! In any case I was traveling with my wife, my daughter, her husband and two of my grandchildren for the White Plains Airport to Orlando, Fl and then back a few days later. I am a 78 year old, somewhat overweight senior citizen. I also service in the Army 4th Infantry Div. Military Police in the period 1953-55. It my age I do not believe 17 virgins would be in my future. I happen to have two replaced knees, with metal parts. In both instances this seem to require that I receive a hands on body search. I say this because there was an older woman, in her 80's, at White Plains who also received the hands on body search. I thought it strange and I said so to her daughter. She advised me that her mother was always searched in this manner because she had knee replacements. So apparently knee replacements require this procedure even when traveling with family and small children. My opinion there is nothing wrong with the procedure but some common sense should be applied as when it is appropriate.

Also provided Congressman Peter King with my story.

Agent Notes: Sent to CSM on August 22, 2011 by Michael Middleton

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: michael.middleton
Last Update Date: Aug 22 2011 6:12PM
Opening Agent: michael.middleton
Opened Date: 8/22/2011 6:12:39 PM
Linked Event IDs:

Responses:

Response
Template Name: PWD - Screening of Metal Implants
Airport: HPN
Airline:
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. 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: Aug 22 2011 4:20PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 5 2011 7:05AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: []

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Forest Hills,

Contact State: NY

Contact Zip: 11375

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Fwd: Complaint 8 5 11 JFK, Jet Blue Departure Terminal, Lane 9 10 7:05 a.m., TSO s Name: (b)(6)

Body: It was not clear if this message was forwarded to you.

I have a new comment to add to my other complaints:

It seems very complicated to report a problem with TSA! When it comes to "full body searches" - I would expect a more direct & expedient way to report problems.

Have I officially reported this incident now? I have now forwarded my complaint to 3 TSA contact emails.

Begin forwarded message:

From: "TSAExternalCompliance" <HYPERLINK "mailto:Tsaexternalcompliance@dhs.gov" Tsaexternalcompliance@dhs.gov>

Date: August 22, 2011 2:40:28 PM EDT

To: (b)(6) <HYPERLINK (b)(6)>

Subject: RE: Complaint 8/5/11 JFK, Jet Blue Departure Terminal, Lane 9 & 10 7:05 a.m., TSO's Name: (b)(6)

Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards an operational and professionalism issue, we are referring your email below to TSA's Contact Center for appropriate handling (HYPERLINK "mailto:tsa-contactcenter@dhs.gov" tsa-contactcenter@dhs.gov). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (https://apps.tsa.dhs.gov/talktotsa/). You may wish to also visit TSA's Blog at http://blog.tsa.gov/ as a further forum for your concerns. We hope this is of assistance.

Thank you,

Ms. Harleen K. Singh
Policy Advisor
External Compliance & Public Outreach Division
Office of Civil Rights and Liberties
Office of Special Counselor

Transportation Security Administration

From: (b)(6)

Sent: Friday, August 19, 2011 7:30 PM

To: TelITSA-JFK; TSAExternalCompliance

Subject: Complaint 8/5/11 JFK, Jet Blue Departure Terminal, Lane 9 & 10 7:05 a.m., TSO's Name: (b)(6)

I already made a complaint while at the airport. I was given a card with this email so I could follow up.

On Mon. August 8, 2011, I went to JFK to take a Jet Blue flight to Burbank, CA. Apparently, I did not stay still long enough in the scanning machine & had to submit to a full body search.

Here is what I think was not handled well:

1. There had been a problem just before I got to the machine with my bags. Someone (?a TSA employee I think) put my bags through the Xray machine BEFORE it was my turn to go through -- then loaded many more bags belonging to other people onto the same conveyor. The result: my wallet, shoes, etc. went through the Xray machine well before I was sent to the scanner machine.
2. There is no signage that you need to stay still in the machine for X seconds.

Just the prior week, I took went with my daughter on the same flight. No body scan machines. This was my 1st time going through this type of machine. A full body search is quite a bad penalty for not staying still as long as I needed to.

3. After I unintentionally set off the scanner machine (by not staying still long enough) - I was NOT given any instructions. Other people were directed to go around me. I was distraught as my wallet & shoes were just sitting a ways away from me & I did not understand why I was not being allowed to continue on my way.

4. It seemed as if I was waiting quite awhile before the TSA employee who stopped me finally lead me over next to my shoes for my body search.

The TSA Supervisor said she would have the tapes pulled of the time I went through your security. I think if you review these tapes, you will verify what I am saying.

I was greatly upset by this incident and would like to hear what follow up will be done.

I strongly urge you to:

- * put up a sign that says you must hold still for X seconds at the scanning machine
- * print up a card explaining your procedures and citizen's rights - and hand it out if someone is held aside for a full body scan
- * execute your procedures leading up to full body searches with the utmost professionalism and consideration for citizens

More Later, (b)(6)

(b)(6)

Forest Hills, NY 11375-6342

(b)(6)

More Later, (b)(6)

(b)(6)

Agent Notes: Sent to a CSM for review on 8-23-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 23 2011 11:03AM

Opening Agent: jeff.burke

Opened Date: 8/23/2011 11:03:38 AM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

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 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: Aug 24 2011 2:13AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 23 2011 5:30PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/24/2011 2:13:57 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United 863 departing JFK terminal 7.

Comments: One of your employees treated travelers unacceptably rudely today, including calling me profane names. I didn't get his name - he was working the middle x-ray machine at terminal 7 at approximately 5:30 this afternoon. He is white, tall, thinning hair with dark rimmed glasses. For some reason, he decided to walk down the line of people waiting for the x-ray, taking our shoes out of the white bins the TSA provides (EVERY other airport in the country insists that shoes go in these bins). As I told him I would take them out when I got to the scanner (because I only have 2 hands), he violently yanked my shoes out of the bin. I picked them up (because otherwise I could not get them to the scanner), and he then violently yanked my bin away from me, called me an "asshole" and a "shit," and told me that because people put "baby food" in those bins, he decided no shoes were allowed. This is unacceptable, and is the very reason why the public hates TSA workers. I would encourage you to promptly terminate this worker.

Agent Notes: Sent to CSM by Michael Middleton on August 24, 2011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Aug 24 2011 2:59PM

Opening Agent: michael.middleton

Opened Date: 8/24/2011 2:59:44 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: United 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: Aug 25 2011 12:00AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 21 2011 6:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/25/2011 12:00:35 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): Southwest Airline, Albany Airport, N.Y., Sunday, 8/21/11, approx. @ 6 to 6:30 a.m. We were heading back to home destination in Austin, Texas.

SECURITY CHECKED BAGGAGE!

EMAILED WEDNESDAY @ 10:45 P.M. CST

Comments: I was in a wheelchair, being pushed by my son-in-law. Husband & daughter had already gone through security. I know the process of patting down and have no problem with this security measure. BUT, my purse was taken to a table and turned inside out because of something strange in xray. They (TSA Agent) did this several times, pouring it out on a table. Found a ziplock with lose change in it. After a stern remark was made regarding lose coins in a ziplock, we left. I am missing a precious diamond ring, silver, with two diamond clusters, I believe 6 around and on up to one. It's a size 6. This ring was given to my mother years ago by my now deseased father. It was recently given to me by my mother. I believe this was lost during my purse search. I am very upset and hope that this has been found. Security line just to the left of Southwest conter; officer on far left side. Please advise me RUSH if anything has been found. I am contacting lost & found tomorrow. This is the 3rd time I have been through this airport and each time, all agents are rude and the attitude is "Do this or else." I support airport security measures, but I am a 60 yr. old American and I really hated the treatment I received. Please respond ASAP. This is very upsetting because of the memories behind this ring. This is also a very expensive ring which could have been taken. Thank You. <><

Agent Notes: Sent to CSM 8 25 11 mnelson

Follow Up: From: Klusacek, Michael [mailto:(b)(6)]

Sent: Friday, September 02, 2011 7:48 AM

To: TSA TCC; Nelson, Melissa CTR; Fugate, Jewell CTR

Cc: Johansson, Brian; Ahlborn, Richard; Mattison, Jeanne

Subject: RE: The following event (b)(6) should be reviewed. (b)(6)

(b)(6) - Missing Diamond Ring

TSATCC:

TSM Jeanne Mattison was assigned to review this complaint and ascertain the circumstances surrounding the possible missing diamond ring. TSM Mattison was able to establish contact with (b)(6) and ascertained

she had found her diamond ring in her purse.

TSM Mattison also reviewed the CCTV Video of (b)(6) passing through our checkpoint on Sunday, August 21st and did not identify any inappropriate conduct by the TSOs that interacted with her.

I have included the email stream below between TSM Mattison and (b)(6)

(b)(6)

This matter is considered closed with no additional actions to be taken.

Michael Klusacek

TSA Albany

518-452-(b)(6)

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 7 2011 11:14AM

Opening Agent: melissa.nelson

Opened Date: 9/7/2011 11:14:04 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: ALB

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: Aug 24 2011 4:44PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 18 2011 8:20AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: Complaint Form Attached

Body: This matter is not ODPO.

From: TSAExternalCompliance

Sent: Friday, August 19, 2011 11:45 AM

To: Buzzell, Jeremy; Hudson, Bryan W.; Thackeray, Brewster

Cc: Heffernan, Claire M.

Subject: FW: Complaint Form Attached

Dear All,

Is this one for you?

Thanks,

Harleen

From: (b)(6) (b)(6)

Sent: Thursday, August 18, 2011 2:36 PM

To: TSAExternalCompliance

Subject: Complaint Form Attached

Agent Notes: Sent to a CSM for review on 8-25-11. J Burke

Attached form reads:

(b)(6)

(b)(6) Red Bank, NJ 07701

(b)(6)

Carrier: Continental Flt: 1218 Date: Today Aug 18,2011 Time: 8:20AM

Disability: Prosthetic Metal Knee Joint

I carry a medical notice card of my knee joint along with an 8-inch knee scar but TSA personnel continue to forgo the wand search and instead do a full body search for metal. This morning a TSA woman stuck her hand down my pants in full view of other passengers and was belligerent and abusive when I complained. I asked for her name and badge number and she turned away so that I could not see it. Her supervisor (b)(6) took over leading me away to another area to further check my ID. He also refused to divulge the name and badge number of the woman.

8am Aug 18, 2011

Newark

Newark, NJ

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 25 2011 11:37AM

Opening Agent: jeff.burke

Opened Date: 8/25/2011 11:37:01 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: PWD - Screening of Metal Implants

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 e-mail regarding the screening of metal implants.

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

When there is an alarm during screening, TSOs must conduct additional screening, including a patdown, to locate and resolve the source of the alarm. Although our TSOs are following TSA procedures, we understand and regret the distress sometimes experienced. We realize that the intensive nature of the patdown can be stressful, and many passengers don't understand the reason for this additional procedure.

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

TSA understands the frustration some travelers experience from routinely alarming the metal detector because of metal implants.

Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

For more information regarding patdown procedures, please visit TSA's website at www.tsa.gov. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with TSA's Assistant Federal Security Director for Screening at that airport to address any concerns.

When available, an alternative method to being screened using the walk-through metal detector is Advanced Imaging Technology (AIT). For passengers with metal implants, this type of screening may reduce the need for undergoing patdowns. AIT is a voluntary alternative to the walk-through metal detector and was designed with security and privacy in mind. AIT screens passengers for metallic and nonmetallic threats including weapons, explosives, and other objects concealed under layers of clothing, without physical contact, to help TSA keep the traveling public safe.

Strict safeguards are built in to AIT screening procedures to ensure privacy and anonymity. In independent polling of passengers regarding acceptance of this technology, the majority preferred this procedure to alternates such as a patdown. For more information regarding privacy and public acceptance of AIT screening please visit our website at <http://www.tsa.gov/approach/tech/ait/index.shtm>.

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 25 2011 2:56PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 23 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: none

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 8/25/2011 2:56:21 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal C, Tuesday Morning August 23, 2011. Security checkpoint near gate C-130, Newark Airport

Comments: I apologize as I did not add the airport to my complaint I submitted this morning. I have now added it to the Flight Info section and will paste the complaint below.

Good morning, I would like to complain about an employee of yours who was someone, who I feel, should not be a TSA agent. His last name I believe was (b)(6). I was unable to get the whole name as he kept moving away so I couldn't see. He was rude and extremely ignorant. I gave him my ID as well as my wives ID with our boarding passes behind it. He threw it back at me and said one as a time. So I did and kept the other ID and pass on his desk. He then took my wives ID signed off and put it on the opposite side of the desk where I was. Then took mine and, I believe, really tried to see if he can get something to stop me. Therefore putting his personal feelings first instead of keeping your Administration professional and respected. When he signed off after a few minutes of waiting he then put my ID and pass on the opposite side of the desk as well. I had my hand out so when he was complete, as in every TSA officer I have met before, they would hand it back to you. If my wife and I were not in a rush to get to our plane I would have spoken to a Supervisor as this was not called for. I fly frequently and have met and talked to TSA officers around the country. None of them have ever been this rude. To me it seems as if the badge is his ego and he can do and please what he wants. Thank you for your time.

Agent Notes: Sent to a CSM for review on 8-25-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 25 2011 5:40PM

Opening Agent: jeff.burke

Opened Date: 8/25/2011 5:40:33 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the 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: Aug 25 2011 11:46AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 18 2011 8:20AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: Complaint Form Attached

Body:

This matter is not ODPO.

From: TSAExternalCompliance

Sent: Friday, August 19, 2011 11:45 AM

To: Buzzell, Jeremy; Hudson, Bryan W.; Thackeray, Brewster

Cc: Heffernan, Claire M.

Subject: FW: Complaint Form Attached

Dear All,

Is this one for you?

Thanks,

Harleen

From: (b)(6)

Sent: Thursday, August 18, 2011 2:36 PM

To: TSAExternalCompliance

Subject: Complaint Form Attached

Agent Notes: Attachment included below. Sorry for the duplicate from earlier today, this one contains the incident description. Sent to a

CSM for review on 8-25-11. J Bu8rke

Sending to CSM, previous record had the referral email in it. This includes the complaintant s email.

185996

Attached form reads:

(b)(6)

(b)(6) Red Bank, NJ 07701

(b)(6)

Carrier: Continental Flt: 1218 Date: Today Aug 18,2011 Time: 8:20AM

Disability: Prosthetic Metal Knee Joint

I carry a medical notice card of my knee joint along with an 8-inch knee scar but TSA personnel continue to forgo the wand search and instead do a full body search for metal. This morning a TSA woman stuck her hand down my pants in full view of other passengers and was belligerent and abusive when I complained. I asked for her name and badge number and she turned away so that I could not see it. Her supervisor (b)(6) took over leading me away to another area to further check my ID. He also refused to divulge the name and badge number of the woman.

8am Aug 18, 2011

Newark

Newark, NJ

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 25 2011 5:39PM

Opening Agent: jeff.burke

Opened Date: 8/25/2011 5:39:24 PM

Linked Event IDs:

Responses:

Response

Template Name: PWD—Apology with Standard Opening

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Discourteous/Rude Screener

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 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: Mar 14 2011 6:31PM
Medium: Email
Contact Status: Closed
Incident Date: Feb 9 2011 8:10PM
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: Sexual Assault on February 9th, 2011
Body: I'm still waiting for a response.

Subject: Re: Fwd: Delivery Status Notification (Failure)
Date: Thu, 10 Feb 2011 20:21:55 -0500
From: (b)(6)
To: (b)(6)

(b)(6)

I did get both of your emails, and I'm very sorry to hear about this terrible incident. You should certainly inform your civil lawyer to determine if any civil lawsuit is appropriate.

(b)(6)

From: (b)(6)
Sent: Thursday, February 10, 2011 07:09 PM
To: (b)(6)
Subject: Fwd: Delivery Status Notification (Failure)

Hi (b)(6)

Please let me know that you got this.

Thanks,

(b)(6)

Sent from my iPad

Begin forwarded message:

From: (b)(6)
Date: February 10, 2011 4:06:13 PM PST

To: mailto:(b)(6)

Subject: Fwd: Delivery Status Notification (Failure)

Forwarded conversation

Subject: Sexual Assault

From: (b)(6)

Date: Thu, Feb 10, 2011 at 3:19 PM

To: mailto:TSA-ContactCenter@dhs.govHYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov

Cc: mailto:(b)(6)

mailto:(b)(6)

To Whom:

On February 5th, 2011 the New York City District Attorney's office flew me into New York as a victim of an assault that occurred on October 21, 2010. On February 9th, 2011, I was taking Virgin America, Flight VX415, 8:10 pm, home to Los Angeles. Unfortunately for me, I was in a car accident that required a hip replacement of the left hip in January of 2010. The surgery and recovery was a difficult one and what is now turning into nothing short of a nightmare, I have to be subjected to a "pat down" by TSA employees round trip, every time I travel. It is always extremely uncomfortable and humiliating but since I generally fly once a month I am trying my best to flow with the process as quickly and as easily as I can. I generally wear fitted active wear and sneakers so that TSA can see I'm not hiding anything in my clothing. I wear a sports bra so that there is no underwire that sets off the scanner. (I am aware that the scanner is no longer used which I object to because if the scanner doesn't alert a problem then there is no need to physically touch me). I no longer ask for a private screening at JFK because your private screening room in the past has been a filthy, dirty lunch room where everyone is asked to leave the room while I'm being patted down. This interrupts everyone's lunch and they verbally and bitterly object to my being there and this makes the process even more uncomfortable. It's not fair for me to have to go in there in those conditions and it is not fair for the employees. I thankfully was assisted by a security officer that I know, (b)(6) who is generally very professional and pleasant. I asked for her again on the 9th because I refused a private screening thinking I would avoid having to wait longer and go to the lunch room. (It wasn't till later that I was told a new room was in place for private screenings). Officer (b)(6) was called to give me a "pat down" in public at JFK Airport, Terminal 4, check point B on February 9th, 2011 at 7:40 pm. While I was joking with a woman sitting at the scanner, Officer (b)(6) started her pat down across my back, around my arms, scooped under both of my breasts and then went from the top of my left leg to my ankle. I was wearing very thin, silk pants so there was no reason to fear I was hiding anything. As I was still chatting with a woman checking the scanners, Officer (b)(6) thrust the side of her hand with such force into the inside flesh of my vagina that I jumped up in shock. My pubic bone actually stopped her hand from going any further into the cavity of my vagina. She then stood up and walked me a couple of steps over to where my belongings were and I told her, now in private and in shock, that I have had many pat downs and hers was the most invasive, unnecessary and unprofessional pat down I have ever had. I told her on a very personal note that she "did not have to violate me like that. I'm not a criminal or threat". She said nothing and just walked away. I was left standing there in shock and humiliated. I then collected myself and composed myself but was so shaken by a stranger's hand in the folds of my vagina and against my clitoris, that I asked a group of Officers standing around the chatty scanner lady, "who is the supervisor"? (its humiliating to be so graphic but then that is what sexual assault is. Humiliating). They pointed to (b)(6) I waited while he finished his joke with another employee and told him that I had just been sexually violated by Officer (b)(6) and I want to file a complaint. Without getting off of his stool, shaking my hand, introducing himself, eye contact, or without letting me tell my story, he just kind of laughed at me and told me to log my complaint at <http://www.tsa.gov> HYPERLINK "http://www.tsa.gov" \www.tsa.gov. He made me feel like I was the one that did something wrong. I made him write his name down and all the information I have given you above and told him that he was "unprofessional and in-compassionate. I am not running drugs or a terror threat". He finally really looked at me and told me, "I don't have to be compassionate. She (Officer (b)(6) was just doing her job and so am I". By the time I got to Gate B25 I was sobbing. I was sobbing so hard that I couldn't tell (b)(6) at the desk what the problem was. I had to keep stepping away and coming back to try again and tell her what just happened and why I was crying. She was very patient and thought that I had a fear of flying. The stress of this entire incident had reduced me to tears. I don't think that I should have to endure this constant harassment and humiliation just because I have a hip replacement and never should I be reduced to tears.

I don't have a fear of flying, I have a real fear of TSA. I experience the same stress and anxiety before each flight that a person with a fear of flying must feel. My anxiety is so great now that I no longer want to fly anymore. I have made a formal complaint to (b)(6) at Virgin America, regarding this latest incident. I feel that as my carrier, Virgin America should step up and defend me in this matter. I generally fly 1st Class and if I am a passenger that is no longer flying because of TSA's assaults then that also hurts their business. I am fully aware of all the complaints made against TSA in the courts, media and blogs and I too, am not only complaining about TSA and their procedures, but I am specifically complaining about Officer (b)(6) I am seeking legal advice on how to deal with this latest incident and I have intentions of charging Officer (b)(6) with sexual assault and battery. I am fully aware of the necessity and importance of safety issues and procedures while flying but this incident was a complete violation to me as a woman, a person and a passenger. I was further

humiliated, degraded and ridiculed by (b)(6) who doesn't take his job seriously and has no concern for the well being of the passengers he is employed to protect. He was only interested in protecting Officer (b)(6). I feel Officer (b)(6) intention was to humiliate and degrade me as a woman and a person and she should be discharged of her duties, immediately. I realize its going to be my word against hers, and I am quite sure she is not going to admit fault in this matter, and I am fully prepared to take action regardless. Officer (b)(6) clearly does not know her boundaries as an employee of TSA and is in my opinion, incapable of performing her duties properly. The same can be said of (b)(6). I do not have the trust and faith in TSA to protect me from terrorists and threats if they are the very organization that is personally terrorizing me.

Sincerely and with disgust,

(b)(6)

From: <mailto:postmaster@nycdamail.comHYPERLINK "mailto:postmaster@nycdamail.com"postmaster@nycdamail.com>

Date: Thu, Feb 10, 2011 at 3:19 PM

To: mailto:(b)(6)

This is an automatically generated Delivery Status Notification.

Delivery to the following recipients failed.

mailto:(b)(6)

Final-Recipient: HYPERLINK "mailto:(b)(6)

Action: failed

Status: 5.1.1

----- Forwarded message -----

From: (b)(6) (b)(6) (b)(6)

To: mailto:TSA-ContactCenter@dhs.govHYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov

Date: Thu, 10 Feb 2011 15:19:00 -0800

Subject: Sexual Assault

To Whom:

On February 5th, 2011 the New York City District Attorney's office flew me into New York as a victim of an assault that occurred on October 21, 2010. On February 9th, 2011, I was taking Virgin America, Flight VX415, 8:10 pm, home to Los Angeles. Unfortunately for me, I was in a car accident that required a hip replacement of the left hip in January of 2010. The surgery and recovery was a difficult one and what is now turning into nothing short of a nightmare, I have to be subjected to a "pat down" by TSA employees round trip, every time I travel. It is always extremely uncomfortable and humiliating but since I generally fly once a month I am trying my best to flow with the process as quickly and as easily as I can. I generally wear fitted active wear and sneakers so that TSA can see I'm not hiding anything in my clothing. I wear a sports bra so that there is no underwire that sets off the scanner. (I am aware that the scanner is no longer used which I object to because if the scanner doesn't alert a problem then there is no need to physically touch me). I no longer ask for a private screening at JFK because your private screening room in the past has been a filthy, dirty lunch room where everyone is asked to leave the room while I'm being patted down. This interrupts everyone's lunch and they verbally and bitterly object to my being there and this makes the process even more uncomfortable. Its not fair for me to have to go in there in those conditions and it is not fair for the employees. I thankfully was assisted by a security officer that I know, (b)(6) who is generally very professional and pleasant. I asked for her again on the 9th because I refused a private screening thinking I would avoid having to wait longer and go to the lunch room. (It wasn't till later that I was told a new room was in place for private screenings). Officer (b)(6) was called to give me a "pat down" in public at JFK Airport, Terminal 4, check point B on February 9th, 2011 at 7:40 pm. While I was joking with a woman sitting at the scanner, Officer (b)(6) started her pat down across my back, around arms, scooped under both of my breasts and then went from the top of my left leg to my ankle. I was wearing very thin, silk pants so there was no reason to fear I was hiding anything. As I was still chatting with a woman checking the scanners, Officer (b)(6) thrust the side of her hand with such force into the inside flesh of my vagina that I jumped up in shock. My pubic bone actually stopped her hand from going any further into the cavity my vagina. She then stood up and walked me a couple of steps over to where my belongings were and I told her, now in private and in shock, that I have had many pat downs and hers was the most invasive, unnecessary and unprofessional pat down I have ever had. I told her on a very personal note that she "did not have to violate me like that. I'm not a criminal or threat". She said nothing and just walked away. I was left standing there in shock and humiliated. I then collected myself and went to my room but was so shaken by a stranger's hand in the folds of my vagina and

against my clitoris, that I asked a group of Officers standing around the chatty scanner lady, "who is the supervisor"? (its humiliating to be so graphic but then that is what sexual assault is. Humiliating). They pointed to (b)(6) I waited while he finished his joke with another employee and told him that I had just been sexually violated by Officer (b)(6) and I want to file a complaint. With out getting off of his stool, shaking my hand, introducing himself, eye contact, or with out letting me tell my story, he just kind of laughed at me and told me to log my complaint at <http://www.tsa.gov>HYPERLINK "http://www.tsa.gov" \nwww.tsa.gov. He made me feel like I was the one that did something wrong. I made him write his name down and all the information I have given you above and told him that he was "unprofessional and in-compassionate. I am not running drugs or a terror threat". He finally really looked at me and told me, " I don't have to be compassionate. She (Officer (b)(6) was just doing her job and so am I". By the time I got to Gate B25 I was sobbing. I was sobbing so hard that I couldn't tell (b)(6) at the desk what the problem was. I had to keep stepping away and coming back to try again and tell her what just happened and why I was crying. She was very patient and thought that I had a fear of flying. The stress of this entire incident had reduced me to tears. I don't think that I should have to endure this constant harassment and humiliation just because I have a hip replacement and never should I be reduced to tears.

I don't have a fear of flying, I have a real fear of TSA. I experience the same stress and anxiety before each flight that a person with a fear of flying must feel. My anxiety is so great now that I no longer want to fly anymore. I have made a formal complaint to (b)(6) at Virgin America, regarding this latest incident. I feel that as my carrier, Virgin America should step up and defend me in this matter. I generally fly 1st Class and if I am a passenger that is no longer flying because of TSA's assaults than that also hurts their business. I am fully aware of all the complaints made against TSA in the courts, media and blogs and I too, am not only complaining about TSA and their procedures, but I am specifically complaining about Officer (b)(6) I am seeking legal advice on how to deal with this latest incident and I have intentions of charging Officer (b)(6) with sexual assault and battery. I am fully aware of the necessity and importance of safety issues and procedures while flying but this incident was a complete violation to me as a woman, a person and a passenger. I was further humiliated, degraded and ridiculed by (b)(6) who doesn't take his job seriously and has no concern for the well being of the passengers he is employed to protect. He was only interested in protecting Officer (b)(6) I feel Officer (b)(6) intention was to humiliate and degrade me as a woman and a person and she should be discharged of her duties, immediately. I realize its going to be my word against hers, and I am quite sure she is not going to admit vault in this matter, and I am fully prepared to take action regardless. Officer (b)(6) clearly does not know her boundaries as an employee of TSA and is in my opinion, incapable of performing her duties properly. The same can be said of (b)(6) I do not have the trust and faith in TSA to protect me from terrorists and threats if they are the very organization that is personally terrorizing me.

Sincerely and with disgust,

(b)(6)

Agent Notes: Virgin America Airlines
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: deborah.collins
Last Update Date: Aug 14 2011 11:24AM
Opening Agent: deborah.collins
Opened Date: 3/15/2011 2:37:32 PM
Linked Event IDs:

Responses:
Response
Template Name: Apology for Insensitive Screening Experience
Airport: JFK
Airline:
Subject Category: Screening - Secondary
Interaction Type: Complaint -- Security

Response
Template Name: FWD to Appropriate Office Response
Airport: JFK
Airline:
Subject Category: Screening - Secondary
Interaction Type: Complaint -- Procedures

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email message.

Please accept our appreciation for you taking the time to share this information with us. Your email has been forwarded to the appropriate office for action as required. Your help and support are important contributions to ensuring the safety and security of the Nation's security.

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 26 2011 6:49AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 26 2011 6:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 8/26/2011 6:49:41 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Luardia - Frontier flight 505 - August 26 - 6:30 am - middle screening station

Comments: As I was being screened, the man watching each bag stopped a restaraunt employee taking food through another screening belt, and just took a cup full of fruit, and then set it on top of the screener. The woman waving people through the xray machine told him to at least put it away. He made fun of her and then told another employee to put it away for him. A few minutes later, apparently he was on break, and cut in front of the line at Dunkin Donuts to get his coffee. I travel a few weeks a month and I've never seen such unprofessional behavior. It's rude bordering on demanding graft. Thank you for your attention to it.

Agent Notes: Sent to a CSM for review on 8-26-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Aug 26 2011 11:46AM

Opening Agent: jeff.burke

Opened Date: 8/26/2011 11:46:38 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: Frontier 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: Aug 28 2011 4:55PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 28 2011 4:10PM

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: 8/28/2011 4:55:05 PM

Name: (b)(6)

Email:

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Rochester, NY (ROC) August 28, 2011, about 4:10 PM, at the only open checkpoint

Comments: I have three complaints about this checkpoint:

(1) The full-body-image scanners were roped off and not being used. While I always opt-out of those machines, I understand that passengers who have metal in their bodies chose those scanners because using them ensures they will not be rubbed down by a TSA employee.

(2) While passing thru this security checkpoint, I observed that the gentleman in front of me set-off the metal detector. A uniformed TSA employee responded by insisting that he perform a full-body rub-down on the passenger. The uniformed TSA employee performing the rubdown did not change his gloves before performing the rubdown.

I asked the employee performing the rubdown why he was not using hand-held-metal-detectors (HHMD); as the passenger triggered a walk-thru metal detector, the passenger could have been cleared by a hand-held metal detector instead of being felt-up by a stranger. The uniformed TSA employee just looked at me blankly and said "We don't use those anymore".

TSA needs to change its procedures so that TSA minimizes the likelihood of spreading germs and/or communicable diseases. Communicable diseases have killed far more people than terrorists ever will!

(3) I also noticed that the checkpoint was staffed by multiple private security employees who were wearing blue-colored uniforms, that were nearly indistinguishable from blue TSA uniforms. These private-security employees should wear uniforms that clearly distinguish them as not being TSA employees.

Please send me an acknowledgment of this complaint.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew
Last Update Date: Aug 29 2011 11:40AM
Opening Agent: andrew.depew
Opened Date: 8/29/2011 11:40:07 AM
Linked Event IDs:

Responses:

Response

Template Name: Private Screeners/Contractors plus Claim - Contracted Airports
Airport: ROC
Airline:
Subject Category: Screening - Secondary
Interaction Type: Complaint

Response

Template Name: Screeners Gloves
Airport: ROC
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 Transportation Security Officers' (TSOs) gloves.

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

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

The Transportation Security Administration (TSA) is required by law to screen all property that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags, and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which your luggage was handled.

At the direction of Congress, the TSA established a program at some airports using private contractors instead of Federal security officers. These airports, although regulated by TSA, are not staffed by a Federal workforce. Claims for lost or damaged property that may have been made at those airports must be made directly to the contract company. To address your concerns, you should contact that airport's contract screening company by the links provided on our Web site at http://www.tsa.gov/what_we_do/optout/spp_news.shtm.

TSA encourages private contract companies to evaluate all claims and requests for reconsideration fully. However, TSA does not have any authority over the adjudication of claims made to the contractor.

Under the Federal Tort Claims Act, the Government has no authority to compensate claimants for the acts or omissions of its contractors. If you feel that you are not being treated fairly by the contracting company, you may proceed directly against the company.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 30 2011 5:33PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Appleton

Contact State: WI

Contact Zip: 54911

Contact Country:

Contact Phone: na

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: RE: TSA Contact Us: Receipt Acknowledgement

Body: Unfortunately, I have received such a confirmation two weeks ago, and since no-one has contacted me, and that in itself was after a response to a previous complaint was severely delayed. This response will not be sufficient this time. I am looking for action, a true response, and an actual person, not a machine, to address my concerns.

From: TSA-ContactCenter [mailto:Tsa-ContactCenter@dhs.gov]

Sent: Tuesday, August 30, 2011 4:31 PM

To: (b)(6)

Subject: TSA Contact Us: Receipt Acknowledgement

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.

The Contact Center's HYPERLINK "http://www.tsa.gov/travelers/customer/editorial_1029.shtm" frequently asked questions page has answers to the most common inquiries we receive from the public.

If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the HYPERLINK "<http://www.tsa.gov>" www.tsa.gov homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

The HYPERLINK "<http://www.tsa.gov/travelers/index.shtm>" Travelers page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing HYPERLINK

"<http://www.tsa.gov/mobile>" www.tsa.gov/mobile on the web browser. You can download the MyTSA iPhone HYPERLINK

"<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8>" app for free on iTunes.

Agent Notes: See EID: (b)(6)

Previous complaint already sent to CSM by Jeff Burke on 8/17/11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: rey.gonzalez

Last Update Date: Aug 31 2011 9:21AM

Opening Agent: rey.gonzalez

Opened Date: 8/31/2011 9:21:53 AM

Linked Event IDs:

Responses:

Response

Template Name: FWD to Appropriate Office Response

Airport: EWR

Airline: United 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 recent e-mail message.

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

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 30 2011 5:31PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Appleton

Contact State: WI

Contact Zip: 54911

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: Complaint of TSA screening agent (b)(6)

Body: I have not heard from anyone since I sent this two weeks ago. I'd expect TSA to take hate crimes more seriously.

From: (b)(6)

Sent: Wednesday, August 17, 2011 10:58 AM

To: 'TSA-ContactCenter@dhs.gov'

Subject: Complaint of TSA screening agent, (b)(6)

August 17, 2011

Dear Sir or Madam,

I was waiting to hear from a TSA representative quite patiently, but as I have not heard from you, I will sadly report the case again, in hope that this time I will receive some response:

On June 28, 2011, my wife and I flew from Newark Airport to Appleton, WI (Flight # United 621 to Chicago at 1pm – copies of Boarding Pass can be sent upon request). We were prepared to go through the customary security check (checkpoint A-1). We travel by air at least twice a year, and are very familiar with the procedure and knew what to expect.

Upon arriving to the security checkpoint, my wife was taken aside by TSA agent, (b)(6) examined my wife physically, and upon touching her stomach asked her if she was after birth. Although this is immaterial to my complaint, I will add for the sake of completion, that my wife and I do not have children, and that she has never given birth. My wife took this as a personal comment regarding her weight. Then, for no apparent reason, (b)(6) asked my wife if I (pointing at me) was her father. We understand this to be a comment that we seem to be disparate at age. Again, although this is irrelevant to the complaint, I will note that my wife and I are only one year apart in age. I believe, however, that couples of disparate ages should be able to fly through Newark Airport with their privacy respected, regardless of the relationship between them. I could have been an employer, a relative, a lover, a business partner or anything else. It would have no impact on the security check, and it needless to say it was not (b)(6) business.

Before leaving, my wife made a comment that she thought these personal questions were not necessary for the examination. (b)(6)

(b)(6) retorted "we have to ask that". Until proven otherwise, my wife and I hold this statement to be a lie, and add to our complaint the fact that a TSA representative provided us with false information about the process. My wife and I proceeded to walk towards the gate, talking among ourselves about the experience. We were talking in Hebrew, our native language for both of us, and the language in which we are accustomed to converse with one another. We were shocked to hear, as we walked away, (b)(6) muttering, supposedly to herself, "well, if you people are talking in a foreign language what do you expect?".

I set aside (b)(6) apparent Xenophobia and the question of its legality. It may very well be that such comments will be viewed by law-enforcement authorities as hate-speech targeted at a minority. But even if this were not the case, I should certainly think that a person who is not accustomed to or feels unpleasant upon hearing a foreign language has made an unwise choice of a profession when working at an airport, and that her supervisors should be aware of her inadequacy.

My wife managed to hold herself a minute or two more, before bursting into tears. This experience entirely ruined our day. I hope you realize that this is not what your customers expect when flying. I will reiterate that we are familiar with the security requirements, expected them and were not troubled by them. It was only (b)(6) misconduct which succeeded in turning an ordinary procedure into an unpleasant experience and memory. I reported the incident to TSA screening supervisors at Newark shortly after my wife burst into tears, and have not heard from anyone since.

Sincerely,

(b)(6)

Appleton, WI 54911

(b)(6)

Agent Notes: Sent to CSM by Michael Middleton on August 31, 2011

Conferred with Supervisor J. Burke re. response and notes field.

EID (b)(6)

Unfortunately, I have received such a confirmation two weeks ago, and since no-one has contacted me, and that in itself was after a response to a previous complaint was severely delayed. This response will not be sufficient this time. I am looking for action, a true response, and an actual person, not a machine, to address my concerns.

From: TSA-ContactCenter [mailto:Tsa-ContactCenter@dhs.gov]
Sent: Tuesday, August 30, 2011 4:31 PM
To: (b)(6)
Subject: TSA Contact Us: Receipt Acknowledgement

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.

The Contact Center's HYPERLINK http://www.tsa.gov/travelers/customer_editorial_1029.shtm frequently asked questions page has answers to the most common inquiries we receive from the public.

If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the HYPERLINK [http: www.tsa.gov](http://www.tsa.gov) www.tsa.gov homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

The HYPERLINK [http: www.tsa.gov](http://www.tsa.gov) [travelers index.shtm](http://www.tsa.gov) Travelers page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

You might also be interested in TSA's new mobile web and iPhone app, that gives you 24 7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing HYPERLINK [http: www.tsa.gov](http://www.tsa.gov) [mobile](http://www.tsa.gov) www.tsa.gov mobile on the web browser. You can download the MyTSA iPhone HYPERLINK [http: itunes.apple.com](http://itunes.apple.com) [us app my-tsa id380200364?mt=8](http://itunes.apple.com) app for free on iTunes.

EID (b)(6)

August 17, 2011

Dear Sir or Madam,

I was waiting to hear from a TSA representative quite patiently, but as I have not heard from you, I will sadly report the case again, in hope that this time I will receive some response:

On June 28, 2011, my wife and I flew from Newark Airport to Appleton, WI (Flight # United 621 to Chicago at 1pm – copies of Boarding Pass can be sent upon request). We were prepared to go through the customary security check (checkpoint A-1). We travel by air at least twice a year, and are very familiar with the procedure and knew what to expect.

Upon arriving to the security checkpoint, my wife was taken aside by TSA agent, (b)(6) examined my wife physically, and upon touching her stomach asked her if she was after birth. Although this is immaterial to my complaint, I will add for the sake of completion, that my wife and I do not have children, and that she has never given birth. My wife took this as a personal comment regarding her weight. Then, for no apparent reason, (b)(6) asked my wife if I (pointing at me) was her father. We understand this to be a comment that we seem to be disparate at age. Again, although this is irrelevant to the complaint, I will note that my wife and I are only one year apart in age. I believe, however, that couples of disparate ages should be able to fly through Newark Airport with their privacy respected, regardless of the relationship between them. I could have been an employer, a relative, a lover, a business partner or anything else. It would have no impact on the security check, and it needless to say it was not (b)(6) business.

Before leaving, my wife made a comment that she thought these personal questions were not necessary for the examination. (b)(6) (b)(6) retorted "we have to ask that". Until proven otherwise, my wife and I hold this statement to be a lie, and add to our complaint the fact that a TSA representative provided us with false information about the process. My wife and I proceeded to walk towards the gate, talking among ourselves about the experience. We were talking in Hebrew, our native language for both of us, and the language in which we are accustomed to converse with one another. We were shocked to hear, as we walked away, (b)(6) muttering, supposedly to herself, "well, if you people are talking in a foreign language what do you expect?".

I set aside (b)(6) apparent Xenophobia and the question of its legality. It may very well be that such comments will be viewed by law-enforcement authorities as hate-speech targeted at a minority. But even if this were not the case, I should certainly think that a person who is not accustomed to or feels unpleasant upon hearing a foreign language has made an unwise choice of a profession when working at an airport, and that her supervisors should be aware of her inadequacy.

My wife managed to hold herself a minute or two more, before bursting into tears. This experience entirely ruined our day. I hope you realize that this is not what your customers expect when flying. I will reiterate that we are familiar with the security requirements, expected them and were not troubled by them. It was only (b)(6) misconduct which succeeded in turning an ordinary procedure into an unpleasant experience and memory. I reported the incident to TSA screening supervisors at Newark shortly after my wife burst into tears, and have not heard from anyone since.

Sincerely,

(b)(6)

Appleton, WI 54911

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Aug 31 2011 11:46AM

Opening Agent: michael.middleton

Opened Date: 8/31/2011 11:46:42 AM

Linked Event IDs:

Responses:

Response

Template Name: FWD to Appropriate Office Response

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Forward to CSM Response

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Customer Service Manager:

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

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

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

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 31 2011 10:38AM

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: RE: TSA Contact Us: Receipt Acknowledgement

Body: Unfortunately, I have received such a confirmation two weeks ago, and since no-one has contacted me, and that in itself was after a response to a previous complaint was severely delayed. This response will not be sufficient this time. I am looking for action, a true response, and an actual person, not a machine, to address my concerns.

I complained about a hate crime. I do not think this is something that should require waiting for so long, and I certainly hope it does not appear on your FAQ page.

From: TSA-ContactCenter [mailto:Tsa-ContactCenter@dhs.gov]

Sent: Wednesday, August 31, 2011 9:32 AM

To: (b)(6)

Subject: TSA Contact Us: Receipt Acknowledgement

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.

The Contact Center's HYPERLINK "http://www.tsa.gov/travelers/customer/editorial_1029.shtm" frequently asked questions page has answers to the most common inquiries we receive from the public.

If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the HYPERLINK "<http://www.tsa.gov>" www.tsa.gov homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

The HYPERLINK "<http://www.tsa.gov/travelers/index.shtm>" Travelers page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing HYPERLINK

"<http://www.tsa.gov/mobile>" www.tsa.gov/mobile on the web browser. You can download the MyTSA iPhone HYPERLINK

"<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8>" app for free on iTunes.

Agent Notes: Handled on EID (b)(6) same exact email.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Aug 31 2011 1:17PM

Opening Agent: kenneth.gumm

Opened Date: 8/31/2011 1:17:39 PM

Linked Event IDs:

Responses:

Response

Template Name: No Response

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Aug 31 2011 12:23PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 14 2011 12:00AM

Contact Prefix:

Contact First Name: none

Contact Middle Initial:

Contact Last Name: none

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: none

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: airport search

Body: Complaint regarding the intrusive and objectionable pat-down treatment I received at JFK airport on Sunday, Aug, 14. I was connecting from AA #235 from Rome to AA#1667 to Miami, which was scheduled to depart JFK at 8 PM.

I am filing this complaint because I saw a news report last week stating that TSA is getting very few complaints about its screenings and implying that the traveling public is satisfied with the procedures.

I am not satisfied at all.

Both the apparently random selection of me, a frequent-flyer 69-year old grandmother, and the execution of the search are objectionable as well as an utter waste of taxpayer money, time and effort. Further, the officer's failure to return my passport and boarding pass at the end of the search was extremely threatening and distasteful.

First, the selection: I have flown El Al, so I know what real security looks like, and this is not it. I am nearly 70 years old, flying business class with a U.S. Passport on American Airlines, with whom I am a million-mile traveler. To subject me to this humiliating and useless personal search is a violation of my Constitutional guarantee against such an unreasonable search by my government. I allowed it on this occasion because I was already late for my connecting flight home to Miami from Rome and was already exhausted from the overseas flight and the process of clearing customs. I didn't have time to argue, though I told the officer I thought the search was useless.

I expect the Department of Homeland Security to respond to this complaint with a complete written explanation of why I was detained and searched and what benefit DHS believes was derived from searching me.

There is no excuse whatsoever for this violation and, indeed, no explanation was offered by any of the TSA employees involved. No one told me why I was pulled out of the line, what they were looking for or even how long the offered alternative "private screening" would take. They just circled the number on my boarding pass, called for a "female" officer, took my passport and boarding pass and pulled me out.

The screening itself:

The female screener did not introduce herself or otherwise explain why this search was being conducted. She made a superficial offer of courtesy, asking where I was going and volunteered that she herself once lived in the Miami area. I can identify her only as an African-American woman.

She recited what sounded like the prescribed script as she searched my person. Then she went through my hand luggage, removing all the carefully packed items including a change of underwear, which she waved around in one hand. All these items were piled randomly on a table while she waved her wand through my things.

She did not open the packages containing ceramic gift items—an omission that seemed odd to me after she had examined my bras and felt my torso and crotch.

The aftermath:

Upon concluding her duties, this officer turned and walked back to the line, leaving my belongings strewn on the table. Because she had not returned my passport and boarding pass I waited, but she did not return. Finally I called out to her and asked if she was going to return my belongings to the bag. She said "No, you can do that unless you really want me to. We're finished."

She still did not return my credentials.

At this point my husband—by now irate at what he had witnessed—rejoined me as I was repacking my bags. Upon learning that my credentials had not been returned, he approached the officer. She became irate that he had intruded into the "official" side of the conveyor belt and began to push him out, exclaiming that he was not allowed to be there.

As she shepherded him back toward the table where I was repacking my bags, I demanded that she return my passport and boarding pass. She glared at me, saying, "You don't have to be rude about it." She began moving things around on the table and located my credentials underneath one of the TSA plastic trays, where she had placed them. Handing them to me she smirked, "See, your passport was right here all the time." Of course, I had no way of knowing where it was since it had been taken from me back in the line.

She pointedly did not apologize for failing to return my documents and just turned on her heel and went back to the line.

I expect an apology now from the DHS for this behavior.

Agent Notes: Sent to CSM 8/31/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Aug 31 2011 4:05PM

Opening Agent: melissa.nelson

Opened Date: 8/31/2011 4:05:43 PM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: American Airlines

Subject Category: Patdown - Flyer

Interaction Type: Complaint

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

To: (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: Sep 1 2011 9:03AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 31 2011 2:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: []

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/1/2011 9:03:58 AM

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

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue Flight Number 8

Timeline Between 2:00 pm-2:25pm

Departed JFK

Arrived BUF

Comments: Good Morning Sir/Madam,

My son (b)(6) (Unaccompanied Minor) travelled yesterday from JFK to BUF on above mentioned flight was patted down and his luggage was torn apart for 25 minutes. TSA officers saw his ID and were aware of his age. I know It's your job but him being minor procedure should have been more informative and appropriate. None of the officer explained anything just did it very unprofessionally. When I received him in Buffalo he was terrified and cried due to TSA officers behaviour at JFK and afraid to travel alone anymore. He was released just 5 minutes before his flight and ran to his gate. I appreciate jetblue staff took good care of him while he was alone.

I am former Customs and Border protection officer and know very well about minor policy of Department of Homeland Security. I would like TSA to take appropriate action in this incident.

Thanks

(b)(6)

Agent Notes: Sent to CSM 9/1/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 1 2011 11:46AM

Opening Agent: melissa.nelson

Opened Date: 9/1/2011 11:46:27 AM

Linked Event IDs:

Responses:

Response

Template Name: Reasons for Secondary Screening

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your 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.

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: Sep 1 2011 11:16AM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Aug 30 2011 12:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Rude screener complaint

Body: Caller and his family departed from Newark International on Continental flight 2167 on August 30, 2011. He arrived at 7:13pm and departed at 8:30 pm. This was their return flight from Puerto Rico. (b)(6) said his son has a kidney problem and has to take medication that is a white powdery substance in a prescription bottle. They had it in a proper container and documentation from the Dr. When they came through screening check point the TSO took the medication and dumped it out on the table, then threw it away. This is neccessary medication that he takes everyday to flush his kidneys. My caller (b)(6) said he became upset at that point and the TSO told him to shut the f*#@ up. He said she said it front of his children. He said there was a problem with his flight as he went through security 3 different times the fist time at gate C72 then to 20-A then finally departed from A26. (b)(6) is very upset. He said the TSO was a black heavy set female that covered her badge and name from him. I advised him on the claims and he went to the website to download the claim forms. I apologized to him and told him I would forward a email to the CSM for review.

Agent Notes: Sent to CSM 9/1/11 mnelson

Follow Up:

To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Sep 1 2011 12:44PM
Opening Agent: melissa.nelson
Opened Date: 9/1/2011 12:44:08 PM
Linked Event IDs:

Responses:

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

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 1 2011 8:20PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 31 2011 7:05PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: na

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: 9/1/2011 8:20:38 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Airline Complaints

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): VV132/AEROSVIT/TERMINAL4/JFK/A3GATE/TIME 7:05p.m
DATE 08.31.2011

Comments: i would like to make a complain on security officer name (b)(6). That women behave rude with me and my infant when I check in to my flight. She saw I were with a criing baby, I was with a stroller and try politely to make my way through the guard, but she tossed my shoe on the riding belt and screamed on me...I was so shocked, because all people around heard that terrible, rude conversation with me and I stayed behind the door with my cried baby without one shoe (because she tossed one on the line). Even another officer swayed the head toward her rude attitude to me. I spoked with a spanish-looking manager, explained my situation, but I found she is not interesting at all, because all her cooworkers were african-american or spanish and then I understood why some of them treat white tourists so badly. I was so upset...i'm a legal resident of NY and my kids are citizens of USA.

Sincerely, (b)(6)

Agent Notes: Sent to CSM 9/2/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 2 2011 11:23AM

Opening Agent: melissa.nelson

Opened Date: 9/2/2011 11:23:24 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Sep 2 2011 11:05AM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Aug 24 2011 8:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Screening

Body: Caller is calling on behalf of her father. Who was going through screening on 8 24 11 between 8:00 and 9:00 a.m. and he was screened by a very rude and rough screener. Caller said that her father who is 79 years old, has two knee implants and a bad arm. When the passenger presented the agent with his disability card the agent threw it down and proceeded to screen him. Caller stated that the agent took her fathers hat and glasses and threw them down as well. After that the agent made her father pull his pants down in front of everyone. Caller stated that her father could not speak English and he was scared to say anything due to the rough treatment he received.

Flight 699
Terminal 3

Father s name: (b)(6)

Apologized to caller and advised her this was not TSA procedure. Advised caller that I would send her information to the CSM at JFK for review.

Agent Notes: Sent to CSM 9/2/11 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Sep 2 2011 2:55PM
Opening Agent: melissa.nelson
Opened Date: 9/2/2011 2:55:05 PM
Linked Event IDs:

Responses:
Response
Template Name: Complaint—Customer Service Manager
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: Sep 2 2011 12:00PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 23 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 9/2/2011 12:00:00 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK LX15 August 23rd. At SWISS Baggage Drop Off Screening Station

Comments: on august 23rd 2011 I was checking into my international flight with SWISS at terminal 4 at JFK Airport. After check in I was told to drop my luggage (4 big pieces, my son spend a year studying in nyc) at a drop of/scanning location. My son took down the first piece of luggage and placed it on the security scanner. Shortly after (after he had unloaded 2 more pieces from our cart) he was told in a very stric and totaly unneccesarry tone to move the luggage behind THE LINE (by the way there was no line on the floor, just 2 different sort of tiles). He then proceeded to load the luggage back on the cart and was told again in a very strict tone by a black TSA Officer to move the luggage. He responded that he was just loading the luggage back on the cart when the TSA Officer started to scream at him. I then asked the lady why she was so angry and rude. She told me that he had insulted her (which is not the case) and he could talk to me like that but not to her (still in a very rude tone). I then noticed that the zip tye on my already scanned luggage was not closed. I asked a loader behind the scanner if he could close it for me. The TSA Officer started screaming at me too. Any sort of explanation was pointless and soon I was sourrounded by TSA Officer. I tried to read her name tag but couldnt as she quickly took it off and hid it.

The rudeness was unbelievable. People like this should not be allowed to get into contact with customers. Its not acceptable.

Agent Notes: Sent to CSM 9/2/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 2 2011 3:02PM

Opening Agent: melissa.nelson

Opened Date: 9/2/2011 3:02:49 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Sep 2 2011 3:15PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Aug 5 2011 7:05AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1: (b)(6)
Contact Address 2:
Contact City: Forest Hills,
Contact State: NY
Contact Zip: 11375
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Screening complaint- CSM

Body: The caller is calling in because she has filed a complaint about a screening experience she at JFK on 08 05 2011. She has sent several emails and has never heard any response. The caller wanted to know what was going on with her emails and what the complaint process involved.

Advised caller that her most recent email was forwarded to the CSM at JFK on 08 22 2011 and that since she has not received a reply I would re-forward her complaint. Explained to the caller that I could not advise her if and when the CSM would contact her back. I explained several times that I could only forward it for review and that it was up to CSM to respond. The callers previously forwarded record was EID (b)(6) Please review the notes as I have attached the original complaint information.

Agent Notes: Sent to CSM by Michael Middleton on Sept 2, 2011

From: (b)(6)
Sent: Friday, August 19, 2011 7:30 PM
To: TelITSA-JFK; TSAExternalCompliance
Subject: Complaint 8 5 11 JFK, Jet Blue Departure Terminal, Lane 9 10 7:05 a.m., TSO s Name: (b)(6)

I already made a complaint while at the airport. I was given a card with this email so I could follow up.

On Mon. August 8, 2011, I went to JFK to take a Jet Blue flight to Burbank, CA. Apparently, I did not stay still long enough in the scanning machine had to submit to a full body search.

Here is what I think was not handled well:

1. There had been a problem just before I got to the machine with my bags. Someone (?a TSA employee I think) put my bags through the Xray machine BEFORE it was my turn to go through -- then loaded many more bags belonging to other people onto the same conveyor. The result: my wallet, shoes, etc. went through the Xray machine well before I was sent to the scanner machine.
2. There is no signage that you need to stay still in the machine for X seconds.

Just the prior week, I took went with my daughter on the same flight. No body scan machines. This was my 1st time going through this type of machine. A full body search is quite a bad penalty for not staying still as long as I needed to.

3. After I unintentionally set off the scanner machine (by not staying still long enough) - I was NOT given any instructions. Other people were directed to go around me. I was distraught as my wallet shoes were just sitting a ways away from me I did not understand why I was not being allowed to continue on my way.

4. It seemed as if I was waiting quite awhile before the TSA employee who stopped me finally lead me over next to my shoes for my

body search.

The TSA Supervisor said she would have the tapes pulled of the time I went through your security. I think if you review these tapes, you will verify what I am saying.

I was greatly upset by this incident and would like to hear what follow up will be done.

I strongly urge you to:

- * put up a sign that says you must hold still for X seconds at the scanning machine
- * print up a card explaining your procedures and citizen s rights - and hand it out if someone is held aside for a full body scan
- * execute your procedures leading up to full body searches with the utmost professionalism and consideration for citizens

More Later, (b)(6)

(b)(6)

Forest Hills, NY 11375-6342

(b)(6)

More Later, (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Sep 2 2011 4:08PM

Opening Agent: michael.middleton

Opened Date: 9/2/2011 4:08:24 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

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: Sep 4 2011 5:26PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 18 2011 5:30PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 9/4/2011 5:26:34 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta, flight DL386, JFK Airport, terminal 3, august 18th, 2011 at approximately 5:30-6:00 p.m.

Comments: I took this flight with my daughter, (b)(6), whom I was delivering to Reed College in Portland, Oregon for her freshman year. (b)(6) is a 17 year old honors student. When we arrived at the gate, both (b)(6) and I were waived aside for a full body screening by officer (b)(6) badge number (b)(6). (b)(6) went first, and asked officer (b)(6) what type of scanner was being used. It was a new machine that we had never seen before. Officer (b)(6) just responded with, "Raise your arms." (b)(6) began to raise her arms, and asked, "Is this the machine that is getting so many complaints?". Officer (b)(6) replied, "O.K., you're opting out? Fine. You'll get a pat down instead." (b)(6) responded, "No, I'm not opting out. I don't want to be patted down. I was just asking about the machine." "Too bad." Officer (b)(6) replied, you've opted out. Go get patted down. My daughter began to cry as she moved to the section for the pat down. I was next, and I asked officer (b)(6) "What happened? Why did you send her for a body pat down?". Officer (b)(6) replied, "Do you want a pat down to? Fine. You too." I responded, "No, I don't want to be patted down for asking what happened to my daughter. I was trying to find out why you sent her for a pat down." Officer (b)(6) completed my scan, and I stood with my daughter while she was subjected to this body pat down. She cried the entire time. She is a young woman and she found this intrusive and humiliating. Officer (b)(6) behavior was punitive and arbitrary. She was using the "opt out" excuse to punish my daughter for asking a legitimate question. My daughter never opted out of the screening, and was in the process of cooperating when she was forced to get a body pat down. When I questioned the process, I was more or less threatened with a pat down for my concern for my daughter. This is outrageous, and this screener should not be employed in a position of "power" by the TSA. Furthermore, I went to the supervisor on duty, officer (b)(6) badge number (b)(6) to ask how to file a complaint. She never gave me the information, but INSTEAD took (b)(6) name down on her "list". What are the implications of being on this list? And for what reason? It only occurred when I said I was filing a complaint. What country is this? I demand an answer for what your agency put my daughter through.

Agent Notes: Duplicate of (b)(6) which has already been forwarded to a CSM. J Burke. 9-5-11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Sep 5 2011 2:27PM

Opening Agent: jeff.burke

Opened Date: 9/5/2011 2:27:13 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To:

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: Sep 3 2011 12:56PM

Medium: Email

Contact Status: Closed

Incident Date: Jun 22 2011 12:00AM

Contact Prefix:

Contact First Name: na

Contact Middle Initial:

Contact Last Name: na

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: medical device id

Body: I have been on the tsa page reading the protocol I had a bad experience with a tsa security on 6/22/11 at jfk . I was travelling to jamaica I had a medical device id which clearly state my name Boston scientific (Precision plus spinal cord stimulation system the date of my implant my doctors name the serial number the model number and another attention airport security ID which read this person has an implant spinal cord stimulation device strong electromagnetic field can potentially turn the stimulator off or cause uncomfortable or jolting stimulation . it is recommended the patient be assisted in bypassing the security screening device and be given a private screening without the use of security wand. now my question why is it the security refuse to accept travellers id when they have a implant in there body the next is it is very rude the way this security was feeling on my breast and crotch that was invading my privacy please take travellers with medical implant device into consideration . I understand safety is an issue, but it is also embaessing the way these people feel up travellers body I want to travell again but don't wish to go through any more embarresment like I had people staring on me.please reply thank u

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: rey.gonzalez

Last Update Date: Sep 5 2011 10:45AM

Opening Agent: rey.gonzalez

Opened Date: 9/5/2011 10:45:22 AM

Linked Event IDs:

Responses:

Response

Template Name: Requesting a Private Screening

Airport: JFK

Airline:

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response

Template Name: Sacrifices Made by Public

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 Transportation Security Administration's (TSA) security screening.

Ongoing threats to aviation security require that certain security measures be undertaken. It is indeed frustrating for us as U.S. citizens to have our person and personal items inspected by strangers. TSA understands and appreciates this frustration, and we go to great lengths to train our Transportation Security Officers (TSOs) in the proper way to inspect passengers and their items. We practice these steps not only to enhance passenger security, but to provide first-class customer service. When necessary, we take the appropriate action to remedy a situation, including providing additional training and disciplinary action.

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

Officers should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening; however, if a passenger refuses either option, he or she will not be permitted to enter the sterile area of an airport.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 2 2011 3:02PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 5 2011 7:05AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Forest Hills

Contact State: NY

Contact Zip: 11375

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: TSA-Contact-OTSSO-11-1162

Body:

David S. Schoolfield, Jr

MSG David S. Schoolfield, Jr.

Operation WarFighter Intern

External Compliance & Public Outreach Division

Office of Civil Rights and Liberties

Transportation Security Administration

(571) 227-(b)(6)

'Intelligence plus character - that is the goal of true education.' - Dr. Martin Luther King, Jr

From: Schoolfield, David

Sent: Friday, September 02, 2011 2:59 PM

To: (b)(6)

Subject: TSA-Contact-OTSSO-11-1162

Ms. (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards an operational issue, we are referring your email below/attached complaint form to TSA's Contact Center for appropriate handling (HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov). You may wish to

contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). We hope this is of assistance.

Respectfully,

David S. Schoolfield, Jr

MSG David S. Schoolfield, Jr.

Operation WarFighter Intern

External Compliance & Public Outreach Division

Office of Civil Rights and Liberties

Transportation Security Administration

(571) 227- (b)(6)

'Intelligence plus character - that is the goal of true education.' - Dr. Martin Luther King, Jr

From: (b)(6)

Sent: Friday, August 19, 2011 7:30 PM

To: TelITSA-JFK; TSAExternalCompliance

Subject: Complaint 8/5/11 JFK, Jet Blue Departure Terminal, Lane 9 & 10 7:05 a.m., TSO's Name: (b)(6)

I already made a complaint while at the airport. I was given a card with this email so I could follow up.

On Mon. August 8, 2011, I went to JFK to take a Jet Blue flight to Burbank, CA. Apparently, I did not stay still long enough in the scanning machine & had to submit to a full body search.

Here is what I think was not handled well:

1. There had been a problem just before I got to the machine with my bags. Someone (?a TSA employee I think) put my bags through the Xray machine BEFORE it was my turn to go through -- then loaded many more bags belonging to other people onto the same conveyor. The result: my wallet, shoes, etc. went through the Xray machine well before I was sent to the scanner machine.
2. There is no signage that you need to stay still in the machine for X seconds.

Just the prior week, I took went with my daughter on the same flight. No body scan machines. This was my 1st time going through this type of machine. A full body search is quite a bad penalty for not staying still as long as I needed to.

3. After I unintentionally set off the scanner machine (by not staying still long enough) - I was NOT given any instructions. Other people

were directed to go around me. I was distraught as my wallet & shoes were just sitting a ways away from me & I did not understand why I was not being allowed to continue on my way.

4. It seemed as if I was waiting quite awhile before the TSA employee who stopped me finally lead me over next to my shoes for my body search.

The TSA Supervisor said she would have the tapes pulled of the time I went through your security. I think if you review these tapes, you will verify what I am saying.

I was greatly upset by this incident and would like to hear what follow up will be done.

I strongly urge you to:

- * put up a sign that says you must hold still for X seconds at the scanning machine
- * print up a card explaining your procedures and citizen's rights - and hand it out if someone is held aside for a full body scan
- * execute your procedures leading up to full body searches with the utmost professionalism and consideration for citizens

More Later, (b)(6)

(b)(6)

Forest Hills, NY 11375-6342

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Sep 5 2011 8:48AM

Opening Agent: jeff.burke

Opened Date: 9/5/2011 8:48:20 AM

Linked Event IDs:

Responses:

Response

Template Name: AIT Privacy Health and Opt Out Concerns

Airport: JFK

Airline: JetBlue
Subject Category: Advanced Imaging Technology (AIT) - Flyer
Interaction Type: Complaint

Response

Template Name: Signage at Checkpoints Responsse
Airport: JFK
Airline: JetBlue
Subject Category: Screening - Secondary
Interaction Type: Complaint

Response

Template Name: Carry-on - Baggage Was Out of Line-of-Sight
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 in regard to keeping a line-of-sight on your belongings at Transportation Security Administration (TSA) security checkpoints.

TSA regrets that you was dissatisfied during the screening of your carry-on baggage. TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

TSA policy requires TSOs to reasonably ensure that carry-on items are kept within the passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of their items for them and ensure that they are reunited with their property once they have cleared the screening process.

Signs are one way the Transportation Security Administration (TSA) communicates with the traveling public. Some signs are required by law, others explain specific procedures required by law.

TSA may posts signs and instructional posters and sometimes runs videos at airport security checkpoints to inform passengers of what they will need to do. We are not able to do this at every location because of varying airport configurations, however, Transportation Security Officers (TSOs) have been trained to inform passengers of security requirements when they arrive at the screening checkpoint.

We recognize that signs and videos may not answer every question. Additional information is published in the Travel Tips section of our Web site, www.tsa.gov, to help travelers prepare for air travel and comply with security screening procedures.

TSA welcomes feedback from passengers regarding signage. With help, we work to improve the traveling experience of passengers nationwide. Travelers who have suggestions for a specific airport are invited to visit www.tsa.gov/gotfeedback. Feedback of a general nature and not specific to an airport should be posted on the Evolution of Security Blog at TSA's Web site.

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.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 5 2011 4:05PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 26 2011 4:30PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 9/5/2011 4:05:33 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Fri Aug 26th.Delta#87 JFK to SLC.Delta Terminal 2.Roughly 430PM.

Comments: I flew the above flight getting out of New York ahead of Hurricane Irene,so the Airport was busy.After clearing Security I could not find my laptop.It was buried under other bins and no assistance was offered.Once found no apology was offered.This would never occur here in Salt Lake City as the agents here are wonderful.I should have gotten the young ladys name,I did not.While I realize how important your jobs are being sloppy with peoples property and then being nasty about it does not accomplish this.I also do not like having to surrender my paper money when going through the scanner at JFK.Here in Salt Lake I keep it in my hand over my head in the scanner then when exiting the scanner the agent does a visual inspection of what is in my hand.I hope you will give these comments consideration.I believe some of your NY employees need a talking to.Luckily my property was retrieved and there was no damage.Thank you.Respectfully submitted.

Agent Notes: Sent to a CSM's of both airports for review on 9-6-11. JFK for the complaint and Salt Lake for the compliment. J Burke

Follow Up: Reply sent from SLC

Michelle Spencer

Stakeholder Manager/Customer Support Manager Salt Lake City International Airport Transportation Security Administration

(b)(6)

801-606-(b)(6) office

(b)(6) cell

www.tsa.gov

This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message

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

From: (b)(6)

Sent: Tuesday, September 06, 2011 8:45 AM

To: Spencer, Michelle
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.

NOTICE: This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message.

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

To TSOC Date:
From TSOC Date:
Last Updated By: jeff.burke
Last Update Date: Sep 9 2011 11:34AM
Opening Agent: jeff.burke
Opened Date: 9/6/2011 10:45:38 AM
Linked Event IDs:

Responses:
Response
Template Name: Consistency at Airports Nationwide
Airport: JFK
Airline: Delta
Subject Category: Screening - Secondary
Interaction Type: Complaint

Response
Template Name: Compliment Response
Airport: SLC
Airline: Delta
Subject Category: Courteous/Professional Treatment - Report Outstanding Service
Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email message. We are glad you were happy with your recent travel experience.

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

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

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

The Transportation Security Administration (TSA) 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: Sep 5 2011 9:51AM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial: []
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Fwd: In Response to your inquiry.
Body: This reply is not satisfactory.

AGAIN I am getting pre-fabbed answers.

I will repeat my request - I would like the tapes reviewed of my experience & action taken.

Begin forwarded message:

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com

Date: September 5, 2011 8:48:27 AM EDT

To: HYPERLINK (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail in regard to keeping a line-of-sight on your belongings at Transportation Security Administration (TSA) security checkpoints.

TSA regrets that you was dissatisfied during the screening of your carry-on baggage. TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

TSA policy requires TSOs to reasonably ensure that carry-on items are kept within the passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of their items for them and ensure that they are reunited with their property once they have cleared the screening process.

Signs are one way the Transportation Security Administration (TSA) communicates with the traveling public. Some signs are required by law, others explain specific procedures required by law.

TSA may post signs and instructional posters and sometimes runs videos at airport security checkpoints to inform passengers of what they will need to do. We are not able to do this at every location because of varying airport configurations, however, Transportation Security Officers (TSOs) have been trained to inform passengers of security requirements when they arrive at the screening checkpoint.

We recognize that signs and videos may not answer every question. Additional information is published in the Travel Tips section of our Web site, HYPERLINK "<http://www.tsa.gov>" www.tsa.gov, to help travelers prepare for air travel and comply with security screening procedures.

TSA welcomes feedback from passengers regarding signage. With help, we work to improve the traveling experience of passengers nationwide. Travelers who have suggestions for a specific airport are invited to visit HYPERLINK "<http://www.tsa.gov>" www.tsa.gov gotfeedback. Feedback of a general nature and not specific to an airport should be posted on the Evolution of Security Blog at TSA's Web site.

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.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is

strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

More Later, (b)(6)

(b)(6)

Agent Notes: There are several recent records for this customer. EID # (b)(6) on 09-02-11 we forwarded this to the CSM at JFK. I was advised by Amber Sizemore to call the customer regarding her issue and advise her to call our IVR and choose option 5, key in the airport code so she can contact the CSM.

Called customer and she was very angry and rude. She claimed that she had a card and had been trying to get this resolved with the CSM at the airport. She wanted to report that person to their supervisor and then she asked me for the name of the CSM. Checked with Jeff Burke and he confirmed that I cannot give the name of the CSM. I explained to the caller several times that we sent this over to the CSM (Customer Service Manager) on 09-02-11 (Friday) and it can take time. I told her I am sorry she is unhappy but it may take time for her complaint to be addressed. I also explained several times that if she would like to follow up, she can call the TSA IVR and choose option 5 and enter the airport code JFK and she will reach the CSM.

She started asking questions like what if she is unhappy with what the airport manager has to say, etc. I explained that investigation is done by the CSM and we have referred it and there is nothing more we can do.

She was becoming more upset and I summed up what we talked about and told her if she has any new questions I will be happy to help her.

She commented something to the effect that she wasn't getting any help but she did say goodbye so we could end the conversation.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: ruth.fortune

Last Update Date: Sep 6 2011 9:21AM

Opening Agent: ruth.fortune

Opened Date: 9/6/2011 9:21:29 AM

Linked Event IDs:

Responses:

Response

Template Name: No Response

Airport: JFK

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Sep 6 2011 9:01PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name:
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: complaint
Body: TTA:

This is a complaint about a TSA employee at Newark Airport, who identified himself to me as (b)(6). This man is incompetent and should be fired. His behavior is unacceptable, out of control and hysterical. He screamed, hollared, ran around like a mad man, you could practically see the steam coming out of his ears. (b)(6) screamed at me about 9/11. This is entirely inappropriate: the man does not know my personal experience, nor my home address, which is right up the street from the WTC. One of my friends never came home that day. (b)(6) is inappropriate and should be fired. I don't want my tax dollars going to pay for him or this level of activity.

His initial perception of a problem was because I left one large, heavy bag on the floor while I went out to collect the other bag. It took about 3 minutes. All airports in the civilized world offer free handcars for passengers. Only in the U.S. are companies so greedy that they need to make five bucks from the use of a handcart.

My bags were full of heavy books about world civilizations and art history for young international students entering university. I hope your people found the search enlightening.

(b)(6) deportment and attitude were inappropriate for a professional. His physical mannerisms were too exaggerated; his voice was pitched too loud; he went hysterical. Certain behaviors are acceptable to some ethnic groups, and not usual for others. His behavior was inappropriate for a U.S. agency in a U.S. airport. If this is your staff, you need to train them more carefully. I'm disappointed every time I have to travel through a U.S. airport now.

(b)(6)

Agent Notes: Sent to CSM 9/7/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 7 2011 3:05PM

Opening Agent: melissa.nelson

Opened Date: 9/7/2011 11:57:33 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (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: Sep 6 2011 3:58PM

Medium: Email

Contact Status: Closed

Incident Date: Sep 5 2011 10:10AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Jackson Heights

Contact State: NY

Contact Zip: 11372

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Your TSA Complaint - Contact (b)(6)

Body: (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties (OCRL) with your concern about your traveling experience at John F. Kennedy International Airport (JFK). Specifically, you indicated that you were concerned you received unsatisfactory service from Transportation Security Officers at a TSA security checkpoint.

Our office is responsible for reviewing and assessing traveler complaints of profiling on the basis of race, ethnicity, or religion, and of abuses of civil rights and civil liberties by TSA personnel. We reviewed your concern and find that your screening was conducted in accordance with TSA checkpoint screening and pat-down procedures. Since you did not indicate that you were otherwise treated in a disparate manner because of a protected basis, your concern is being referred to the TSA Contact Center.

We encourage you to continue to express your concerns about TSA and to learn more about our security checkpoints at <http://www.tsa.gov/travelers/customer/index.shtm>. Again, thank you for giving us the opportunity to respond to your concern.

Sincerely,

Paul Grandpierre

Policy Advisor

External Compliance Public Outreach Division

Office of Civil Rights and Liberties

Transportation Security Administration

Agent Notes: Sending to a CSM for review on 9-8-11. J Burke

Holding for attachment from Paul Grandpierre at ORLC. J Burke 9-7-11

Received the attached information today, please see below. J Burke 9-8-11

Name: (b)(6)

Mailing Address:

(b)(6)

Jackson Heights, NY 11372

World Cell:

(b)(6)

Email:

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

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 [REDACTED] 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 [REDACTED] 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 [REDACTED] 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 [REDACTED] 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 [REDACTED] 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 [REDACTED] 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 [REDACTED] 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 [REDACTED] 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 [REDACTED] 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 be 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)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Sep 8 2011 4:13PM

Opening Agent: jeff.burke

Opened Date: 9/8/2011 4:13:23 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Screeners Standing Around Response

Airport: JFK

Airline: Delta

Subject Category: Screener Inattentive to Duties - Lax Security

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your concerns that you saw Transportation Security Officers (TSOs) standing around.

The Transportation Security Administration (TSA) uses a Screening Allocation Model to ensure that an appropriate number of TSOs are assigned to each airport based on operations and passenger loads. This model, which incorporates part-time employees, ensures that TSA has sufficient staff to handle peak periods of passenger volume while downsizing for slower periods.

Studies conducted by TSA and by independent organizations such as the Government Accountability Office have found that the model has made scheduling of TSA screening officers much more effective and efficient. It is possible that the individuals you observed were newly hired and observing screening operations as part of their on-the-job training, or they may have just reported for duty and were awaiting the shift change.

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: Sep 7 2011 10:15AM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: none

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/7/2011 10:15:32 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal 8, JFK, American Airlines, Gate 34

Comments: My husband and I were leaving for our vacation from JFK last week. We got up to the security gate and the TSA agent looked at our passports and our boarding passes. They gave second looks at my husband's passport as if there was something wrong. Without explanation they just lead us thru the screening lines and gave him a pat down. We don't mind being patted down, but please inform us what is happening instead of taking our passports and boarding passes and tell us "come this way." I politely asked if there was a problem and the agent did not respond. Also, please do not pretend there are problems with our passports or boarding passes and just explain to any passenger that they have been chosen randomly for a pat down. We have absolutely no problem if they tell us what is happening during this entire time. As I was observing this, it made me nervous since no one was explaining to me what was going on while I waited for my husband.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.middleton

Last Update Date: Sep 7 2011 12:57PM

Opening Agent: michael.middleton

Opened Date: 9/7/2011 12:57:38 PM

Linked Event IDs:

Responses:

Response

Template Name: Reasons for Secondary Screening

Airport: JFK

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 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: Sep 7 2011 12:38PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Sep 2 2011 7:59AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle 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: CSM - Complaint for Patdown

Body: The caller is trying to get a hold of someone that was a higher ranking TSA official at the LaGuardia Airport that was over the supervisors.

CSM-

The caller stated the past 3 times she has flown she had to undergo secondary screening. The caller refuses to go through the AIT machine and therefore she is patted down and has to undergo the ETD test. The caller had an issue with the TSO and TSO supervisor at the LaGuardia Airport on 9-2-11 7:59 am through the Gate 10. The caller stated her husband cleared the TSA checkpoint. The caller had to undergo secondary screening when she went through the TSA checkpoint. The caller stated she refused the AIT machine. The caller did not understand that refusing the AIT machine made her undergo a patdown. The caller was advised by the TSO that this patdown was at random. The caller was upset about the patdown because this was the third time this happened. The caller stated she had to undergo the ETD test. The caller stated that (b)(6) a TSO supervisor came over to assist the TSO patting her down. The caller said the TSO supervisor asked the caller who was she waving to. The callers husband was waving to the the caller because he cleared the TSA checkpoint and was waiting on her. The caller was advised by (b)(6) that the reason she had to undergo secondary screening was because she was with him. The callers husband was from Pakistan. The caller was outraged that the reason she had to undergo secondary screening was because of they way her husband looked. The caller stated the TSO supervisor walked over to her husband and took his ID and documented his ID into their system. The caller had no understanding that refusal to the AIT machine required additional screening to clear her. The caller now feels that TSA has her husbands and her information in the TSA system and she will be patted down every time she flies because of the way her husband looks.

The caller felt that her rights were viloated and was extremely upset.

The caller was detained in a glass box for the patdown and was not allowed out of the box, because the TSO blocked her exit from the box.

The caller said the TSO did not explain the ETD test to the caller.

The caller spoke with a TSA supervisor and filed a complaint, she asked for the supervisors name so she can file a complaint against her, she felt that the supervisor intimidated her for placing her name on the complaint. The caller stated that the supervisor (b)(6) and the TSO were rude to the caller.

The caller had to be patted down because she did not want to go through the AIT machine in Nashville, TN in July.

She refuses to go through the AIT machine every time she flies and said that the TSO was rude and verbally abusive to her when she elects her opt out privilege.

Flight #--DL2006 ----NY to New Orleans

Gate--10

Supervisor Jeff Burke took over the call. Supervisor Jeff Burke informed the caller that we will send this to the CSM for them to review the rudeness of the TSO s and the statements made.

Explained to the caller about refusing the AIT machine resulted in secondary screening. The caller did not understand this concept and felt that what the TSO supervisor told her was true. The caller threatened to take this issue to the media.

Thank you for your review.

Advise the 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 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.

Since ETD may be used on a random basis, passengers should not expect to see the same additional screening at every airport or each time they travel. Passengers may be randomly selected for additional screening using this method

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.

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.

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.

Agent Notes: Sent to a CSM for review on 9-7-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Sep 7 2011 3:10PM

Opening Agent: jeff.burke

Opened Date: 9/7/2011 3:10:14 PM

Linked Event IDs:

Responses:

Response

Template Name: AIT Privacy Health and Opt Out Concerns

Airport: LGA

Airline: Delta

Subject Category: Advanced Imaging Technology (AIT) - Flyer

Interaction Type: Complaint

Response

Template Name: Reasons for Secondary Screening

Airport: LGA

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Explosives Trace Detection Swabbing Response

Airport: LGA

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Information

Response

Template Name: Screener Rudeness

Airport: LGA

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: Sep 8 2011 11:52AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Jun 18 2011 11:59PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle 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: Screening Complaint

Body: Caller traveled on Jetblue 6-18-2011 at 11:59pm, she had a problem with the carry on screening process. The caller had a prosthetic breast from the carry on bag, for additional screening. Caller said it was very embarrassing to her. The caller said the item proved to be an anomaly during the original screening of her carry on bag. Then the TSO took the item out of the carry on and placed it in a bin to be screened alone, to clear the alarm, the caller said this was not proper procedure because they should have asked a female to perform the screening the second time when the item went thru the xray in the bin alone. Caller said this was embarrassing to her, apologized to the caller for the embarrassment and humiliation she said she experienced. However the TSO followed the proper procedure to clear the alarm of the item, thus to allow the bag and item to proceed on the flight,. Advised the caller sincerely apologize for the feelings she had, but the proper procedure was followed in clearing the alarm caused by the item. At this point the caller requested to speak to Supervisor Jeff Burke.

Escalated to a Supervisor: (b)(6) had called and was explaining that she felt violated because a TSO was very insensitive during the screening procedure. A prosthetic breast was in her carry on bag and the bag alarmed. The TSO removed the prosthetic and handled it in view of the entire checkpoint. She felt that he should have done so privately. The incident was so upsetting that she went to the bathroom and cried for several minutes. She asked for the CSM at JFK to contact her and assure her that situation such as this should be handled more carefully in the future.

I apologized sincerely for the incident and assured her that I would forward to the CSM for review.

Flight Jet Blue 701 leaving NY JFK to Puerto Rico.

Gate 19

Agent Notes: Sent to CSM 9/8/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 8 2011 1:42PM

Opening Agent: melissa.nelson

Opened Date: 9/8/2011 1:42:09 PM

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: Sep 9 2011 3:47PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Sep 8 2011 9:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: NA
Subject: Patdown question

Body: Caller flew on Jetblue at JFK and miss his flight due to being patdown yesterday. Caller wants to know why he was selected for a patdown. Caller said he was patdowned three times that day. One to go to his flight that he missed, 2nd due to going back outside and coming back in. And the 3rd time due to his checked luggage bag being said to the caller was not screened. Caller wants to know why he was screened for the 3rd time in one day. This happend at Gate 4 the first time around and his 2nd and 3rd patdown happend at Gate 10.

Time and date of incident was 09-08-2011 at 9am, Caller is blind and has a hard time traveling.

Jetblue flight number 42 from JFK to Syracuse.

Told caller reasons for screening is that TSA 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.

Told caller that if he leaves airport and comes back through the checkpoint he would have to go through screening again. Caller went through the AIT and afterwards he was told by the tso that his checked bag was not screened and he would have to go through a 3rd patdown procedure after he just went through and was cleared by the AIT. Caller did not know why his bags was not checked. Caller said that the agents treated him poorly due to his blindness and they talked to his escort but not to him which upset him.

Caller wanted to know if the AIT imaging is safe. Told caller that the screening is safe and the waves are a 1,000 times less than what he gets from a cell phone. Caller said that he had money on him and the female tso waved his money and caller was worried if he was going to be robbed.

Told caller that i will forward this information over to the CSM at the JFK airport for review.

Agent Notes: D Collins sending record to the CSM 09092011

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Sep 9 2011 5:50PM

Opening Agent: deborah.collins

Opened Date: 9/9/2011 5:50:16 PM

Linked Event IDs:

Responses:

Response

Template Name: AIT Privacy Health and Opt Out Concerns

Airport: JFK

Airline: JetBlue

Subject Category: Advanced Imaging Technology (AIT) - Flyer

Interaction Type: Complaint

Response

Template Name: Reasons for Secondary Screening

Airport: JFK

Airline: JetBlue

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: JetBlue

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 9 2011 2:03PM

Medium: Email

Contact Status: Closed

Incident Date: Aug 3 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: 9/9/2011 2:03:44 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

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

Comments: Officer (b)(6) at Newark airport was exceptionally rude during our time through security on August 3rd. My wife and I were travelling with our small child and followed TSA officers instructions as we went through security. We were met by officer (b)(6) who was incredibly condescending and confrontational with us, when we were doing our best to listen to her and care for our 2 yr old child. I can't imagine how someone so disrespectful and who clearly lacks any interpersonal skills could be employed in such an important position. Instead of enlisting passengers as partners in airline safety, she abused her authority by her condescension and arrogant and confrontational nature.

Agent Notes: Sent to CSM 9/9/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 9 2011 5:20PM

Opening Agent: melissa.nelson

Opened Date: 9/9/2011 5:20:29 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (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: Sep 11 2011 4:39PM

Medium: Email

Contact Status: Closed

Incident Date: Sep 10 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: not provided

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Compliments or Suggestions

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

Remote Client IP: (b)(6)

Date Time: 9/11/2011 4:39:46 PM

Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

Comments: I traveled through Newark, NJ on Sept 10, 2011 (yesterday). In front of me was a TSA officer and when she went through the scanner the buzzer went off. She went back through again and again it buzzed. She told the tsp officer it was her cell and they let her through with out passing with out a buzz OR trying with out a cell. Seems this must be a breach of security and if not needs to be changed.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Sep 12 2011 10:53AM

Opening Agent: kenneth.gumm

Opened Date: 9/12/2011 10:53:24 AM

Linked Event IDs:

Responses:

Response

Template Name: TCC ON-DUTY TSA and AIRPORT EMPLOYEE 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 asking why Transportation Security Administration (TSA) Transportation Security Officers (TSOs) are exempt from standard security screening at our Nation's airports.

Airport Federal Security Directors (FSDs) have discretion to exempt TSA airport employees from the requirement to undergo standard screening. However, if an FSD exempts TSA airport employees from screening, the FSD can implement random screening of those same employees at the screening checkpoint. In any case, all TSA airport employees must have their identification (ID) checked before entering secured areas of the checkpoint.

Furthermore, all airline personnel, airport employees, baggage handlers, and other service personnel working anywhere within the secured areas of U.S. commercial airports must pass a criminal history background check before they are allowed unescorted access to these areas. Additionally, employees under this program are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security. This helps ensure the security of the aircraft and insulates screened baggage from contact with unauthorized persons.

We hope this information is helpful

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 9 2011 7:07PM

Medium: Email

Contact Status: Closed

Incident Date: Sep 6 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: (b)(6)

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Given

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: 9/9/2011 7:07:30 PM

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

Comments during our trip back from NY at LGA to IAH last "Sept 6", one of the TSA people at the metal detectors lanes was very rude and discourteous. I have had a stroke, and as I was walking through the metal detector, I looked up, and this TSA lady was staring at me so, I asked her where I was going she said in a mocking manner, "where do think you are going!?" "Have you forgotten!?" THIS KIND OF REMARK MADE FEEL DISRESPECTED AND HUMILIATED. I understand that you have hired these people to help other govt officials in enforcing the law but to abuse it, I do not think is right. When, we left from IAH to LGA on "Sept 2". The TSA employees at IAH were very corteous and assistive. I hope that I could have some response on this matter, knowing that someone cares about how travelers' "feel". Thank you for reading this.

Agent Notes: Sent to a CSM for review on 9-12-11 J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Sep 12 2011 9:58AM

Opening Agent: jeff.burke

Opened Date: 9/12/2011 9:58:00 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your 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: Sep 13 2011 2:50PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Sep 8 2011 9:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: Not Provided
Subject: Screening Complaint
Body: Caller said he called previously and spoke with Jon Bullard and he would like to speak to him again. (His previous EID is (b)(6))

I advised him we all have the same information and I would see what I could do to assist him but if he would prefer to speak with Jon I would see if he was available. Jon was unavailable.

I pulled up the previous record and viewed his complaint. He said he still hasn't heard from the CSM and he would like to know why.

Caller is blind and had passed through JFK to board a JetBlue flight on 09.08 at approximately 9:00am. He was subject to a pat down multiple times and felt he was discriminated against.

I apologized for the inconvenience and advised him we do not discriminate against any of our passengers and we regret he feels that way. JFK is a rather large airport and one of the busiest. His complaint was made late in the day on a Friday that the CSM maybe hasn't gotten to his concerns yet and even if they had there's no guarantee a CSM will contact the passenger unless additional information is needed. I advised him the notes of his previous call are extremely well detailed so the CSM may have had all the information they need to launch an investigation.

(b)(6) said he wants to hear from the CSM that it doesn't make him feel very comfortable that the CSM hasn't even attempted to contact him after being treated with such disrespect. I, again, apologized for his experience and advised him I would forward his complaint to the CSM once again and put in a request that he would like to speak with them. He said if he doesn't hear from the CSM within a reasonable time frame he would be contacting the media.

He then asked about the radiation emitted from the AITs and said he was sick and congested all Friday and Saturday evening after going through the AIT. I advised him testing has been conducted and it's been found to be safe for all passengers including pregnant women and those receiving radiation treatments. It emits less radiation than a cell phone and a passenger is exposed to more at take off than the actual screening process itself. (<http://www.tsa.gov/approach/tech/ait/safety.shtm>)

Agent Notes: I sent another CSM even though the first one was sent so recently per Deb.

Sent to CSM 9/13/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 13 2011 4:24PM

Opening Agent: melissa.nelson

Opened Date: 9/13/2011 4:24:42 PM

Linked Event IDs:

Responses:

Response

Template Name: AIT Privacy Health and Opt Out Concerns Condensed

Airport: JFK

Airline: JetBlue

Subject Category: Advanced Imaging Technology (AIT) - Flyer

Interaction Type: Complaint

Response

Template Name: Racial Profiling or Discrimination

Airport: JFK

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Complaint—Customer Service Manager

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: Sep 14 2011 4:00PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Sep 14 2011 8:17AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: Not Provided
Subject: Pat Down Complaint

Body: The caller has traveled with Jet Blue airline for a number of years. The caller feels that the people who are in security overstep their bounds and priority towards passenger in regard to a pat down. The passenger has an artificial hip. She informed the TSO that she had documentation in regard to this and the TSO indicated that she did not want to see this. She received a pat down and the women is very upset that she was touched in her private area with the back of her hand. The caller asked if this was the procedure. I advised that it was. The caller mentioned that the TSO pressed her hand into the passengers private area;. The caller asked if Ms. Obama were to receive a pat down would she receive that type of treatment. I advised that all passengers a required to undergo screening in order to board a flight. I advised the caller that I would forward her information on the CSM. She feels also that TSO are not trained to touch anyone in that area. The caller does not have an email address to provide.
Flight # 123 8:17am Jet Blue

I advised:

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.
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.
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.
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
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
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

Agent Notes: Sent to CSM 9/14/11 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Sep 14 2011 5:23PM
Opening Agent: melissa.nelson
Opened Date: 9/14/2011 5:23:26 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

Template Name: Patdown Screening—General Information/Procedures

Airport: JFK

Airline: JetBlue

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: JFK

Airline: JetBlue

Subject Category: Patdown - Flyer

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 15 2011 7:22AM

Medium: Email

Contact Status: Closed

Incident Date: Apr 23 2011 7:55AM

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: Coram

Contact State: NY

Contact Zip: 11727

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Fw: TSA Contact Us: Complaints

Body:

May you have Good health,Happiness,and,Peace of mind.....(b)(6)

-- On Wed, 6/22/11, Accounts <Accounts@dhs.gov> wrote:

From: Accounts <Accounts@dhs.gov>

Subject: TSA Contact Us: Complaints

To: (b)(6)

Date: Wednesday, June 22, 2011, 7:47 AM

Thank you for your inquiry to the Transportation Security Administration submitted on 6/22/2011 at 7:47 AM. We have forwarded your email to the appropriate group for response.

Name: (b)(6)

Email: (b)(6)

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: (b)(6)

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 threw.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 alot of people with the stimulator,and you are allowed to go threw 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 threw".At this point,I did not want to cause a scene,and reluctantly went threw.I boarded my

flight to aruba.I was very concerned that damage may have been done.When I returned home,with in 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 toold him about the agents who made me go threw the metal detector.He shook his head,and said,that is the proble,.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 threw.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: Previous EID (b)(6)

Sent to CSM 9 15 11 mnelson

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 4:35:32 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: LGA

Airline: Continental Airlines

Subject Category: Advanced Imaging Technology (AIT) - Flyer

Interaction Type: Complaint

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

To: (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: Sep 15 2011 1:37PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: May 29 2011 12:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Pat down

Body: Caller set off metal detector and was not escorted to private room for pat down, she is pregnant and was patted down in general area with the palm of hand. She has never received any correspondence from the CSM at JFK. Caller has contacted CSM several times (6) and she has never been able to talk to the CSM and the CSM has never returned any calls to her. This dates back to May 29 and she wants to hear from the CSM. Explained that I would retrieve information from original EID and forward to the CSM.

Original EID: (b)(6)

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. She 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.

EID: (b)(6)

Caller wants to file a complaint in regards to a pat down she experienced during security screening departing JFK on her way to Panama on 5/27/11 at roughly 5:00AM-5:10AM.

Agent Notes: Record has been sent to CSM on:

EID: (b)(6) 7-11-11 @ 2:15pm
EID: (b)(6) 8-17-11 @ 4:17pm
EID: (b)(6) 5-31-11 @ 4:28pm

Sent today 9/15/11 mnelson 3:26pm

Supervisor D Collins sending record to M Cartagena to review - Since the record has been sent to the CSM 3 times prior today. 09-15-2011

Follow Up: Please see resolution below.

Michelle D. Cartagena

TSA Contact Center, Program Manager

HC: (b)(6) 571 227- (b)(6)

From: Walker-Patterson, Tiesha
Sent: Monday, September 26, 2011 3:22 PM
To: Cartagena, Michelle
Cc: Paradis, Joseph
Subject: RE: Complaint - Customer wanting a Response from the CSM

Good Afternoon,

I researched and checked our database. Apparently the first emailed notification that we show as being received regarding this complaint was on September 15th. When I performed a search in outlook on the two different names used [REDACTED] (7/11, 8/17 & 9/15) and [REDACTED] (5/31) as well as the email address HYPERLINK [REDACTED] only the September 15th inquiry attached was sent and received on September 15th from TSATCC. I was on TDY from September 13th through September 16th. I received lengthy messages from [REDACTED] but she failed to leave a call back number. Upon my return I spoke with [REDACTED] based on the 9/15 TSATCC email received with her contact information, we determined that her complaint was based on non-communication of the officer who performed the pat down but also [REDACTED] was not aware of the new pat procedures as well as the option to request a private screening. The passenger was very satisfied with our conversation.

Please let me know if you need any additional information.

Thank you

From: Cartagena, Michelle
Sent: Friday, September 16, 2011 7:49 AM
To: Walker-Patterson, Tiesha
Subject: FW: Complaint - Customer wanting a Response from the CSM

Good Morning Ms. Patterson:

I wanted to contact you concern the above passenger [REDACTED] She contacted the contact center on May 31 to complain about her experience at the checkpoint at JFK. She has since contacted us 3 more times because she never heard back from anyone. While we do not promise a caller that the CSM will contact them back, she has contacted us consistently every month to determine if someone is going to follow up on her complaint.

While I can imagine how busy you are, I am inquiring as to if this something you can follow up on with the passenger. We just want to know what we can tell the passenger if she calls again since it has been over 6 months since she first contacted TSA.

Thanks

Michelle D. Cartagena

TSA Contact Center, Program Manager

Office of the Executive Secretariat

HQ (b)(6) 571 227- (b)(6)

From: Collins, Deborah C. <CTR>
Sent: Thursday, September 15, 2011 5:06 PM
To: Cartagena, Michelle
Cc: (b)(6)
Subject: Complaint - Customer wanting a Response from the CSM

Michelle, I am sending this to you for review. The passenger has called in 3 previous times, all 3 times we have sent this to the CSM and the customer has not received a response from the CSM. The customer is wanting to know the status of her complaint. Just letting you know. Thanks and have a great day!

Deborah Collins
TSA Contact Center
K-4 Solutions - Supervisor
606 878 (b)(6)

(b)(6)

To TSOC Date:
From TSOC Date:
Last Updated By: deborah.collins
Last Update Date: Sep 30 2011 9:51AM
Opening Agent: deborah.collins
Opened Date: 9/15/2011 4:44:46 PM
Linked Event IDs:

Responses:
Response
Template Name: Pat Down Screening Complaint - BCC GSM
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: Sep 18 2011 11:21AM

Medium: Email

Contact Status: Closed

Incident Date: Sep 6 2011 10:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: []

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Rockville Center

Contact State: NY

Contact Zip: 11570

Contact Country:

Contact Phone: (b)(6)

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: 9/18/2011 11:17:31 AM

Security Issues All Other Security Issues

Name: (b)(6)

Email: (b)(6)

Message: (b)(6)

(b)(6)

Rockville Centre, NY 11570

September 18, 2011

Dear Sir(s):

Recently on September 6, 2011 at 10:30 am myself and wife were proceeding to Charlotte, NC on US Airways flight #1441(US Air terminal, JFK, NY). While entering security I observed an unusual situation. The woman in front of us was fussing with her carry-on and caused a little bit of a delay. I noticed others going around her moving to the front of the line. NO problem it's New York, I thought. However these folks were going through the metal detector with service aprons and outside vests on. One woman went through the detector with about 6-8 metal bracelets on. She covered the bracelets with her other hand, but the machine alerted. The TSA lady waved her on, NO pat down no wand. At this point I needed to say something to the agent. Which I did, by saying, " what's up with that?" I was told, " they all work here at the food court and the other shops". I said to myself, SO WHAT!!!!!! They set off the machine and you don't do anything, and you let them wear aprons and vests, because you know they work here.

This didn't sit to well with me. Once inside I asked for the supervisor (after passing the machine and not causing problems), a nice young lady, but not quite the answer to what I just witnessed. She told me that the devise would detect any metal in their shoes. I said that doesn't cut it with me. What about explosives? Then she said everyone has a 5 year background check on them. That, I didn't buy either, and I told her that's not the answer, especially five days before the September 11th, and there is supposed to be a higher level of security, especially this year. She then told me I could fill out a comment card. This bothered me to no end.

Upon returning I saw a TSA inspector in Charlotte and explained what had happened in JFK. He suggested that I write you. He was upset to say the least, but glad it wasn't happening at Charlotte, he thought. Or at least he is aware that the public "IS" watching.

With this economy, people can be cohered into doing anything, airport people or not. What's with these folks?

I am a funeral director and a member of our government Disaster Mortuary Operational Response Team (DMORT) under HHS and FEMA. Worked World Trade and various airline accidents and natural disasters. I would appreciate you looking into this.

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: rey.gonzalez

Last Update Date: Sep 19 2011 10:41AM

Opening Agent: rey.gonzalez

Opened Date: 9/19/2011 10:41:10 AM

Linked Event IDs:

Responses:

Response

Template Name: TCC ON-DUTY TSA and AIRPORT EMPLOYEE SCREENING

Airport: JFK

Airline: US Airways

Subject Category: Screening - Secondary

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail asking why Transportation Security Administration (TSA) Transportation Security Officers (TSOs) are exempt from standard security screening at our Nation's airports.

Airport Federal Security Directors (FSDs) have discretion to exempt TSA airport employees from the requirement to undergo standard screening. However, if an FSD exempts TSA airport employees from screening, the FSD can implement random screening of those same employees at the screening checkpoint. In any case, all TSA airport employees must have their identification (ID) checked before entering secured areas of the checkpoint.

Furthermore, all airline personnel, airport employees, baggage handlers, and other service personnel working anywhere within the secured areas of U.S. commercial airports must pass a criminal history background check before they are allowed unescorted access to these areas. Additionally, employees under this program are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security. This helps ensure the security of the aircraft and insulates screened baggage from contact with unauthorized persons.

We hope this information is helpful

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Sep 17 2011 4:14AM
Medium: Email
Contact Status: Closed
Incident Date: Sep 17 2011 4:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)

Subject: Rude and ineffective service at Newark airport

Body: I am writing to express my severe disappointment with the conduct of a tsp personnel at the security gate at Newark airport leading to gates A30-39 on September 17 at 4.00 am. The tsa security officer at the front of the gate was an African-American woman who would not allow through a small tin of nivea moisturizer that was under 4 oz and within a 1 quart ziploc bag as required by the regulations. I have taken such a tin with me in the past on numerous occasions without hassle. I have also been particularly incensed by her extremely rude attitude and I hope you take legitimate criticism such as this into account to improve traveler service while appropriately maintaining security and following the law. Additionally, I hope that this message is directly conveyed to her so she understands her responsibilities clearly.

Thanks,

(b)(6)

Sent from my iPhone

Agent Notes: Sent to CSM 9/19/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 19 2011 1:01PM

Opening Agent: melissa.nelson

Opened Date: 9/19/2011 1:01:03 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (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: Sep 19 2011 1:38PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Sep 17 2011 2:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: not provided

Subject: Screening

Body: Caller is reporting for a third party that while screening at EWR his memory on his laptop was erased. Explained that the screening process for carry on items does not affect digital storage used on computers or digital medium.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Sep 19 2011 1:44PM

Opening Agent: kenneth.gumm

Opened Date: 9/19/2011 1:44:28 PM

Linked Event IDs:

Responses:

Response

Template Name: TCC Electronics and X-ray Screening

Airport: EWR

Airline: JetBlue

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 19 2011 2:13PM

Medium: Email

Contact Status: Closed

Incident Date: Sep 14 2011 5:40AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/19/2011 1:43:52 PM

Name: (b)(6)

Email:

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta airline gate 3 sept. 14th about 5:40am

Comments: Hi there I made this complaint on the day it happened however I haven't gotten the response I needed yet... I was treated unkindly, demeaned and threaten by (b)(6) the supppervisor of gate 3 delta in new York.

There were 7 security people on duty at the time I arrived to the air port at that gate... 4

black women, two Latin male guards and then (b)(6) I only caught (b)(6) name because he was the one that made me feel threaten...

The latin guys where the only ones that used respect that day in dealing with my son and I.

The girls were very nasty, one girl told my son your going to Hawaii and they don't even like black people there. My son left his iPhone and boarding tickets in the bin by a mistake and came to get them.. One of the black gaurds snatched them out of his hands and said I need

that looked at them and handed them back with an attitude... But what was worst was when I said I wanted to make a complaint and asked (b)(6) for the contact info he said he couldn't give it to me because he didn't have anything to write it down on... So I said I'll write it on my bag and that I had a pen... I

couldn't find my pen so I picked up the marker on his desk and said ok about to write the contact infor down... He put his finger in my face and in a very strong tone said I'm only going to tell u this once, you better put my pen down... It was very threatening it was abuse of power I felt as if there wasn't anyone around he would of hit me... My shoes got broken, my jacket lost, on top of it all my son and I both was treated without dignity and without respect... If we didn't travel there would be no need for TSA... I need an apology in person from (b)(6) himself and those black girl who were rude to my son.... I will be contacting the governors office about this matter as well, I feel nervous inside because I have to fly back home on wed and I don't want to in counter anymore abuse, or bad treatment by the hands of your staff... I need an in person appology this way I'm insured that it won't happen again if I ever incounter those staff mbers again and I

just might cause I always fly delata. This was JFK air port gate 3 about 5:4am, it isn't ok for people to abuse their power that's not keeping us safe... What makes them different form the people that should be protecting is from... They are invoking fear and so are the tsa members I encountered. It's not right or fair

Agent Notes: Sent to a CSM for review a second time on 9-19-11. J Burke

EID (b)(6) was sent to a CSM previously on 9-14-11 for the same complaint..

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Sep 19 2011 5:14PM

Opening Agent: jeff.burke

Opened Date: 9/19/2011 5:14:13 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Fulfillment

Contact Date: Mar 16 2011 8:18PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 16 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

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: 3/16/2011 8:18:06 PM

Name: (b)(6)

Email:

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Arrived JFK from Heathrow Wednesday 3/16, Delta flight #4, Terminal 4

Comments: As a regular business traveler I am accustomed to removing shoes and layers of clothing, the zip-loc protocol, having my underwire patted down, body scans, etc, etc; all of which I agree to in the name of safer travel.

I draw the line at unscrupulous and dishonest behavior by TSA representatives. We arrived at JFK terminal 4 from LHR this afternoon, unaware that we would need to exit the sterile area and again go through security to make our connection. After dropping off our checked bags, we were directed to take the escalator to gate B23(?) to catch a shuttle to terminal 2 for our connection to ALB. There, we were told by at least 2 TSA reps that the items in our carry-on luggage purchased at the duty free in London would be confiscated as they should have been checked through. We had one jar of marmalade (yes, should have been checked; again, we were unaware of the need to be re-screened), one tin of hard butterscotch candies, and one tin of shortbread biscuits. All 3 of the items were taken, along with the itemized receipt for my purchase from Harrods at LHR. Despite our vocal protestation about two of the items meeting TSA standards (I imagine you can find us on tape between 2:15 and 2:25pm at the lower-level screening check-point) we were repeatedly told that all duty free items have to be packed in checked luggage.

With a tight connection and a shuttle ahead we regrettably did not take the time to request a supervisor. At our connecting gate, our flight was a bit delayed so I accessed the TSA website and confirmed what I already knew; that the candy and biscuits were not prohibited items, but the jam was. To double-check I ran over to the security check-point in terminal 2, and spoke to another TSA rep to ask for a name of a supervisor I could speak with. He suggested I contact TSA through this format; when I provided the scenario he stated that he agreed the candy and biscuits should not have been taken. If time had permitted, I would have been right back at the terminal 4 check-point requesting a supervisor.

What I feel robbed of is not the value of the confiscated items. It is the ability to present a couple of small items as a gesture to elderly friends to let them know we were thinking of them on a trip they are no longer able to make.

At a minimum I hope this message is shared with those dishonest employees. Their actions create the perception and reputation of your entire organization, and overshadow the good work done by the majority of your people in what is unquestionably thankless work.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 22 2011 6:38PM

Opening Agent: deborah.collins

Opened Date: 8/14/2011 11:27:16 AM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Complaint- BCC CSM Response

Airport: JFK

Airline: Delta

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Procedures

Response

Template Name: Claim Paragraph

Airport:

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Procedures

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 22 2011 5:24AM

Medium: Email

Contact Status: Closed

Incident Date: Sep 21 2011 12:30PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Watertown, NY - Security Screening concern

Body: Hello,

I am writing in regards to my experience at the Watertown, NY TSA security checkpoint yesterday (September 21, 2011 around 1230pm).

As a VERY frequent flyer, (more than 250 days on the road a year) I am Exceptionally familiar with the 3-1-1 rule that the TsA has in place for all carry-on liquids. Today while passing through security at Watertown, I was informed that I would not be able to carry-on my contact solution, as it was larger than 3oz. I asked to speak to the 'lead' and she affirmed that I could not bring the contact solution with me. When I informed the lead that the TSA allows contact solution larger than 3oz as part of the 'acceptable medication' list per your website, she said quote 'this solution (that i had) is only for wetting your eyes'.

I would like to know in what regard she is an expert on appraising contact solution. The bottle clearly states 'sterile contact solution' for the 'cleaning, disinfecting and day to day maintenance of soft contact lenses'.

I don't mean to sound rude, but when you are screening a total of 4 passengers for the ONLY flight out of the airport during an 6 hour span, at LEAST make sure you know your own rules! And she was a supervisor!!

Please forward this email to the supervisor in Watertown, NY. I really don't want to have to printout the accepted liquids for the lead agent the next time I travel through Watertown.

Thank You,

(b)(6)

P.s. I'll even provide her a link...

<http://www.tsa.gov/travelers/airtravel/specialneeds/index.shtml>

Agent Notes: Sent to CSM 9 22 11 mnelson

Follow Up: _____

From: Agrasto, Mary

Sent: Friday, September 30, 2011 3:22 PM

To: (b)(6)

Subject: Security Screening Concern

Dear (b)(6)

I have contacted the TSA Supervisor for the Watertown Airport, to report your recent unsatisfactory experience.

She stated that your container of solution was not properly declared, and that you became argumentative when the Officers tried to assist you with the situation. Although you state you are "exceptionally familiar" with the 3-1-1 rule for all carry-on liquids, I recommend that you refresh your knowledge with the specific requirements for "acceptable medication". Please see the link <http://www.tsa.gov/travelers/airtravel/specialneeds/index.shtm>, specifically:

"Additionally, we are continuing to permit prescription liquid medications and other liquids needed by persons with disabilities and medical conditions. This includes:

* All prescription and over-the-counter medications (liquids, gels, and aerosols) including petroleum jelly, eye drops, and saline solution for medical purposes;

However, if the liquid medications are in volumes larger than 3.4 ounces (100ml) each, they may not be placed in the quart-size bag and must be declared to the Transportation Security Officer. A declaration can be made verbally, in writing, or by a person's companion, caregiver, interpreter, or family member.

Declared liquid medications and other liquids for disabilities and medical conditions must be kept separate from all other property submitted for x-ray screening."

Please note this does NOT state that an item can be declared medication when it is left in the carry-on and after it has gone through the x-ray machine. Please also refer to the information provided by the TSA Contact Center, below.

I apologize for your unhappy travel experience, and encourage you to visit www.tsa.gov for updated information before you travel in the future.

Mary S. Agrasto
Program Analyst, MWP | ICMS Coordinator
Customer Service Representative | LM POC
SYR~ART~BGM~ITH~MSS~OGS~RME
Transportation Security Administration
Syracuse, NY 13212
315.459.(b)(6)
(b)(6)

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 Nations 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

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

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

Sent: Thursday, September 22, 2011 1:19 PM

To: Agrasto, Mary

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.

NOTICE: This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message.

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 6 2011 2:05PM

Opening Agent: melissa.nelson

Opened Date: 9/22/2011 1:27:44 PM

Linked Event IDs:

Responses:

Response

Template Name: Consistency at Airports Nationwide

Airport: ART

Airline:

Subject Category: Inconsistent Screening - Different Practices Between Airports
Interaction Type: Complaint

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

To: (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: Sep 22 2011 12:44PM

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: 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: 9/22/2011 12:44:06 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK, Delta Terminal 2

Comments: I have a replaced hip and require "male screening" I want to know why the screening machines are NEVER working at this and most airports? This then requires me to have a "pat down". Today a TSA person named (b)(6) took almost 12 minutes to conduct the screening. He repeated every instruction several times and required an answer although I had just provided it. He had a hard time getting the latex gloves on and then proceeded to do the entire pat down twice! Very inappropriate and very rough. I am wearing a short sleeve shirt and he proceeded to run the gloves roughly over the exposed skin! This is inappropriate and not part of your procedure. When will TSA every be consistent and why won't you use the machines to avoid the constant inappropriate screening and rude employee attitudes.

Agent Notes: Sent to CSM 9/22/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 22 2011 3:39PM

Opening Agent: melissa.nelson

Opened Date: 9/22/2011 3:28:16 PM

Linked Event IDs:

Responses:

Response

Template Name: Consistency at Airports Nationwide

Airport: JFK

Airline: Delta

Subject Category: Inconsistent Screening - Different Practices Between Airports

Interaction Type: Complaint

Response

Template Name: Patdown General Response

Airport: JFK
Airline: Delta
Subject Category: Patdown - Flyer
Interaction Type: Complaint

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

To: (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.

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

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

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site (www.tsa.gov).

We hope this information is helpful

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Mar 17 2011 8:28AM

Medium: Email

Contact Status: Closed

Incident Date: Mar 16 2011 1:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 3/17/2011 8:28:50 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Went thru the TSA line at JFK Terminal 2 to go to Gate 25 at 1 PM March 16, 2011

Comments: The line was not that long but the line was the slowest I have ever experienced in 10 years of traveling. It moved at a snails pace.

I observed that objects on the conveyer belt were not moving into the scanner consistently for whatever reason. I think you should take a direct observation of this area and determine what the issue is.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Aug 14 2011 11:27AM

Opening Agent: kenneth.gumm

Opened Date: 3/17/2011 12:28:35 PM

Linked Event IDs:

Responses:

Response

Template Name: Delayed by Security Screening Response

Airport: JFK

Airline:

Subject Category: Screening - Wait Times

Interaction Type: Complaint -- Procedures

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email expressing your concern regarding the delays you experienced because of your security screening.

TSA regrets any inconvenience you have experienced as a result of security screening processes. It is TSA's aim 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.

The Transportation Security Administration (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 make before arriving at the airport to help the passenger move more quickly and efficiently through the security checkpoints. TSA encourages travelers to visit our website at www.tsa.gov for travel tips about the screening process and procedures, as well as guidance for special considerations that may assist in preparing for air travel in a timely manner.

. Please keep in mind that passengers should allow the recommended standard 2-hour domestic and 3-hour international travel arrival times prior to flight departure to allow for parking and shuttle transportation, obtaining a boarding pass, going through passenger security screening, and having checked and carry-on baggage screened.

These times may vary depending on the airport and the day and date of travel. We encourage you to contact your airline prior to travel. You may also visit our website at <http://waittime.tsa.dhs.gov/index.html> to verify anticipated Security Checkpoint Wait Times prior to your departure.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 23 2011 9:07AM

Medium: Email

Contact Status: Closed

Incident Date: Sep 12 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/23/2011 9:07:39 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Items Not Permitted Through the Security Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EWR AIRPORT - Employee Screening Lane

Sep 12-16/19-23, 2011

M-F

I entered the employee lane with my back pack containing two small waters and a greatfruit bowl all in original sealed and unopened. Everyday the working TSA Officers have asked me if it was my bag, looked at my AIRLINE ID and allowed me in my street clothes to the pass through without incident. I have been attending a class in a room beyond the security check point. Today Sep 23, The screener was very confident in rejecting the items I carried. I understand the rules and the opportunity to work within the human element. Understanding, that EWR AIRPORT has training room and UA/CO employees that are not airport badged. The human element was obvious when the TSA STAFF. All except today. When I was reminded, of the rules and my lunch was thrown into the trash. I am did take the time to present my concerns to the Supervisor on the floor about the inconsistency.

My concern is that I feel the officers on duty wanted to train me rather than understand my situation.

Comments: It would be helpful for employees attending classes in EWR and/or any other airport where classes are behind the TSA lines that some kind ID or exception be created. To allow working employees the same privilege given TSA EMPLOYEES passing through a required check point.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Sep 23 2011 10:07AM

Opening Agent: kenneth.gumm

Opened Date: 9/23/2011 10:07:10 AM

Linked Event IDs:

Responses:

Response

Template Name: TCC ON-DUTY TSA and AIRPORT EMPLOYEE SCREENING

Airport: EWR

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail asking why Transportation Security Administration (TSA) Transportation Security Officers (TSOs) are exempt from standard security screening at our Nation's airports.

Airport Federal Security Directors (FSDs) have discretion to exempt TSA airport employees from the requirement to undergo standard screening. However, if an FSD exempts TSA airport employees from screening, the FSD can implement random screening of those same employees at the screening checkpoint. In any case, all TSA airport employees must have their identification (ID) checked before entering secured areas of the checkpoint.

Furthermore, all airline personnel, airport employees, baggage handlers, and other service personnel working anywhere within the secured areas of U.S. commercial airports must pass a criminal history background check before they are allowed unescorted access to these areas. Additionally, employees under this program are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security. This helps ensure the security of the aircraft and insulates screened baggage from contact with unauthorized persons.

We hope this information is helpful

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 23 2011 2:52PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Sep 11 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: screening

Body: 102 year women flew on Cont. from Newark to Ft Lauderdale and was not given support when asked to stand for a patdown she flew Cont. Flt# 1137 at 1:25pm. on 9 11 11 Daughter said she was treated badly by not being able to use her walker for balance.

Passengers name is (b)(6) Her daughter (b)(6) wanted the rough treatment reported to the CSM.

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.

Agent Notes: Sent to CSM 9/23/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 23 2011 4:38PM

Opening Agent: melissa.nelson

Opened Date: 9/23/2011 4:36:22 PM

Linked Event IDs:

Responses:

Response

Template Name: PWD - Difficulty Standing

Airport: EWR

Airline: Continental Connection (Gulfstream)

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response

Template Name: Complaint—Customer Service Manager

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 24 2011 4:20PM

Medium: Email

Contact Status: Closed

Incident Date: Sep 22 2011 1:45PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/24/2011 4:20:26 PM

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

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue flight 155, Security Lane #4, Jet Blue Terminal 5, 1:45pm, September 22,2011, JFK Airport. XRay screener was a chubby white male, short black hair, eyeglasses, possibly mid 30's. He would not provide his name when asked, and I was unable to read his ID card.

Comments: We were in line at entry #4, and the line was only about 15 people. The Xray screener, a chubby white male, short black hair, glasses, was stopping the conveyor belt for every single item (and I mean EVERY single item). He would then lean back, signal for someone else to come over, and after a minute or two, another person would come over, nod, and then he would he activate the conveyor belt to the next item, and repeat the process. The people in line were amazed, he stopped and called for a review for every single item that went through his line. That included bags, strollers, shoes, personal effects. After each item, he would lean back, and wait a minute or two for a second opinion, before resuming. Several people asked him why he was doing that, and he just ignored the passengers. Either he is the most incompetent screener you have hired, or he was engaging in some sort of work slowdown. To top it off, the people outside the entry way were continuously allowing airport employees to cut the line, and doing so in a very rude manner. When I asked about it, the employee (not the screener, a different one)told me "We don't care if you're a paying passenger". What a horrible mentality. We had just returned from an overseas trip, and have dealt with 7 other flights in the last two weeks, in 3 countries. Nowhere did we experience the level of rudeness and incompetence that we experienced on this occasion in Lane 4 at JFK. If you have security video, you can confirm what I have described. Unfortunately, these people seem to feel that they can treat us like garbage, knowing if we raise a complaint at the scene they can subject us to even more delays. No wonder your agency is held in such low esteem by the travelling public. It took us almost a half hour to go through TSA screening, and there were only about 12-15 people on line. I'd appreciate a response, and please don't send a generic response.

Agent Notes: Sent to CSM 9/26/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 26 2011 11:44AM

Opening Agent: mayme.smith

Opened Date: 9/26/2011 9:51:54 AM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint and Falling Short of Standards

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 expressing concern about a recent travel experience.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. Unfortunately, on some occasions the screening process may fall short of our established standard. We regret if our standards of customer service were not met.

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

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

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

TSA appreciates that you took the time to share this concern with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 26 2011 1:22PM

Medium: Email

Contact Status: Closed

Incident Date: Sep 22 2011 8:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/26/2011 1:17:22 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL2986/delta/Terminal 3/JFK/Gate18/JFK to OHare/Departure time 1:00PM.

Comments: On 9/22/11 at about 8:00AM at the north tower, checkpoint 123, I requested a patdown instead of an x-ray. I waited about 10 minutes for someone to arrive. Meanwhile, my handbag had already passed through the security check and was in the possession of my husband.

A security person arrived named (b)(6) I was not facing her when she spoke to me. I was not certain what she said so I turned and asked "Are you talking to me?" She responded, "I'm looking at you aren't I?" in an abrupt tone of voice. We proceeded to the patdown area as (b)(6) told me she needed my bag. I asked her why she needed it as my bag had already passed through security. She continued to demand several times in a harsh tone she needed my bag while ignoring my question. Her voice was harsh and discourteous. I told her she was being rude. (b)(6), again, refused to respond to my question about the bag. I disliked her tough, bullying manner and told her she had a bad attitude. At this point (b)(6) said something to me with the word "fuck" in it. A supervisor intervened, (b)(6) was dismissed and another security person performed the patdown and explained to me about the bag. After (b)(6) left I heard her complaining about me to others, calling me a "crazy woman".

(b)(6) inability to act in a civil manner and her immature behavior prompted me to write this complaint. I would not like to see her mistreat other travelers, especially while representing the United States.

I would appreciate being informed of the outcome to my complaint. Thank you.

Agent Notes: Sent to CSM 9/26/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 26 2011 4:29PM

Opening Agent: melissa.nelson

Opened Date: 9/26/2011 4:29:35 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 26 2011 1:35PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: []

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 9/26/2011 1:34:47 PM

Name: (b)(6)

Email: []

Complaints: Airline Complaints

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I flew out of JFK on Saturday morning on Jet Blue Airlines and cleared security at roughly 6 AM. The officer manning the scanner, Officer (b)(6) was both unprofessional and out and out rude. I assume that the area is videotaped so I would ask that you review the tape. Specifically, I had the misfortune of getting on his line. He moved at a snail's pace--something which I would commend if he were actually performing his job. Instead, he was slowed by his incessant chatter with those around him. At one point, I counted him speaking to no less than 4 other TSA agents. When I finally cleared his area, he had again stopped the belt from moving. When I told him that my bag was still in the scanner, he instructed me to reach into the machine to pull it out. When I reported him to his supervisor (b)(6) I was told that he (b)(6) could not be everywhere at once. He was otherwise professional and helpful. We all believe that security is of paramount concern--but review the tape from approximately 6 AM for Jet Blue at Kennedy and you will see that not only did Officer (b)(6) spend much of his time not doing his job, his eyes were often not inspecting the baggage when it ultimately went through the scanner.

Many thanks,

Comments: I would appreciate your reply

Agent Notes: Sent to CSM 9/26/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Sep 26 2011 5:16PM

Opening Agent: melissa.nelson

Opened Date: 9/26/2011 5:15:06 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: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Sep 30 2011 9:10PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: []

Contact Middle Initial: []

Contact Last Name: []

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: 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: 9/30/2011 9:10:04 PM

Name: []

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: I went through the x-ray without issue, still got a full body pat down, b/c the front guard was upset at me, he yelled "full pat down" before i even went through the x-ray, what a waste of time

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: rey.gonzalez

Last Update Date: Oct 3 2011 9:12AM

Opening Agent: rey.gonzalez

Opened Date: 10/3/2011 9:07:45 AM

Linked Event IDs:

Responses:

Response

Template Name: Reasons for Secondary 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 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: Oct 2 2011 8:21PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)

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

Remote Client IP: (b)(6)

Date Time: 10/2/2011 8:18:01 PM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): jetblue flight 629, October 2, 2011 at 7:48pm

Comments: I am a commuter and understand and follow all the TSA procedures. Office (b)(6) a TSA employee at JFK, NY was beyond rude and determined on her own, even though I had gone thru the full body scan and was not flagged by the remote monitors, that i had to have a full body pat down. The rest was beyond humiliating and quite outside the guidelines. This was clear abuse of power. I submitted to all the rules, didn't say a word and kept my temper completely hidden until the humiliation was over. I then approached the supervisor and was told to file a complaint. This is unacceptable treatment from my government agency

Agent Notes: Sent to CSM 10/3/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 3 2011 2:21PM

Opening Agent: nanette.navarre

Opened Date: 10/3/2011 12:27:02 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 2 2011 8:10PM
Medium: Email
Contact Status: Closed
Incident Date: Oct 2 2011 3:00PM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/2/2011 8:09:35 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): Flight# 6101/Delta/Spartanburg Greenville International Airport/Terminal B-2/Date- October 2, 2011, Time- 3pm

Comments: Three Personal Toiletry items, which were declared to be hazardous and not allowed on board, according to TSA rules, were confiscated by a TSA Agent and I was not allowed to board with them. These items were nonliquid, nongel and nonflammable. They were a tube of crest toothpaste in it's original box, an expensive Anthony's shaving cream in it's original plastic container and Anthony's hairstyling cream in it's original plastic container. I was allowed to board with these items on my departure from JFK on Friday, September 2 at 12:55pm with no issue whatsoever and my wife was able to board on the very same flight with similar non hazardous, nonflammable personal items that were over 3ozs because another TSA Agent inspected her luggage, which flagrantly exposes the TSA ludicrous policy. It's evident that rules and regulations trumps common sense and logic, which is a travesty and an affront to travelers and their basic freedom and right. Therefore, I will contact my legislator about this and refrain from travel, thereby, costing the airline and the economy much needed revenue and growth.

Such personal items that cost me money has caused me much anger at the nonsensical policy with total disregard for the necessary common sense human touch approach that recognizes the traveler, who checked in the night before, and that toothpaste and non aerosol shaving cream amd nonaerosol hair styling pomade will not explode a plane.

(b)(6)

Agent Notes: Reviewed by Kenny Hill CSS.

Sent to a CSM for review on 10-03-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Oct 3 2011 4:46PM

Opening Agent: danielle.hollifield

Opened Date: 10/3/2011 12:20:42 PM

Linked Event IDs:

Responses:

Response

Template Name: Consistency at Airports Nationwide

Airport: JFK

Airline: Delta

Subject Category: Screening - Inconsistency

Interaction Type: Complaint

Response

Template Name: TCC - Toothpaste Cream Deodorant Lotion in Carry-on

Airport: JFK

Airline: Delta

Subject Category: Screening - Inconsistency

Interaction Type: Complaint

Response

Template Name: Screeners Have Final Say Response

Airport: JFK

Airline: Delta

Subject Category: Screening - Inconsistency

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.

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

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

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

The Transportation Security Administration's (TSA) policy allows passengers to carry liquids, gels, and aerosols (LGA) in travel-size containers (3.4 ounces or smaller) in one, quart-size, clear plastic, resealable bag through screening checkpoints (3-1-1 rule). At the screening checkpoint, each passenger is asked to remove his or her bag of LGA, and place it on the conveyor belt. X-raying the items separately allows Transportation Security Officers (TSO) to more easily examine the declared items.

The 3-1-1 rule responds to the threat of liquid explosives revealed when British authorities uncovered a plot to destroy multiple aircraft flying from the United Kingdom to the United States. Ongoing threats to aviation security require that these security measures continue.

TSA understands that this policy may be inconvenient and frustrating for passengers. However, this policy is a regrettable necessity given the nature of the threat, and security must take precedence. Our measures are not based on the belief that ordinary LGA pose a risk, but rather that they and their containers could be used to conceal liquid explosives and this includes some personal products and their containers such as toothpaste, cream, deodorant, or lotion. Travelers need to be aware that additional screening of the LGA might be required.

Passengers may have in their possession toothpaste, cream, deodorant, lotion, and gel-like personal care items, provided these items follow the 3-1-1 rule. Solid deodorant is permitted in carry-on baggage and does not have to be in the quart bag with LGA. Passengers who require additional quantities of these products may pack them in checked baggage, purchase them after the security checkpoint at some airports, or purchase them at their travel destination. For more information, visit TSA's Web site at www.tsa.gov.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 3 2011 11:02AM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Sep 25 2011 12:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Rude Screeners

Body: The caller was patted down on 9 25 at JFK. She was traveling on Jet Blue. She was going to Orlando. The caller had to undergo a patdown due to an anomaly in the AIT. She asked for a private patdown and two screeners went in the private area with her. The caller stated that she is near 80 years and that the two screeners were incredibly rude. The caller stated that there were two African American screeners that were in their late 30 s. They took her in the room and the caller felt that the screener who was performing the pat down lingered too long her in crotch area. The caller became angry due to the fact that the screeners were rude and she asked for their first names. The caller stated that at they became even more rude and angry with her. She sought out their supervisor and their supervisor did not help her. The caller did not recall what line she was in whenever she had to be patted down. She did not provide me with a gate number.

I informed the caller that I would send this issue to the CSM and I apologized to her for the incident.

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.

Agent Notes: Sent to CSM 10/3/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 3 2011 12:53PM

Opening Agent: rachel.benge

Opened Date: 10/3/2011 11:02:11 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)
Contact Type: Normal/General
Contact Date: Oct 3 2011 11:26AM
Medium: Email
Contact Status: Closed
Incident Date: Sep 24 2011 12:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1: (b)(6)
Contact Address 2:
Contact City: Whitehouse Station
Contact State: NJ
Contact Zip: 08889
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Fw: In Response to your inquiry.
Body: TSA

This is a very informative answer but does not address my question. I understand the procedures and the need for them. My question is why is the Advanced Imaging Technology (AIT) not turned on and not in use? I fly again Thursday out of Continental terminal C and want to understand whether the machine will be available and if not, why not.

Sincerely,

(b)(6)
(b)(6) Whitehouse Station, NJ 08889 (b)(6)
(b)(6)

----- Forwarded by (b)(6) on 10/03/2011 11:23 AM -----

From:
tsatcc_do_not_reply@senture.com

To:
(b)(6)

Date:
10/03/2011 09:16 AM

Subject:
In Response to your inquiry.

Thank you for your e-mail regarding the screening of metal implants.

The Transportation Security Administration (TSA) seeks to ensure that Transportation Security Officers (TSOs) consistently provide

professional and courteous checkpoint processing while maintaining a high level of security. When we receive reports to the contrary, TSA takes appropriate action, which may include additional training and or disciplinary action.

When there is an alarm during screening, TSOs must conduct additional screening, including a patdown, to locate and resolve the source of the alarm. Although our TSOs are following TSA procedures, we understand and regret the distress sometimes experienced. We realize that the intensive nature of the patdown can be stressful, and many passengers don't understand the reason for this additional procedure.

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

TSA understands the frustration some travelers experience from routinely alarming the metal detector because of metal implants. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. This additional procedure further decreases a terrorist's ability to circumvent aviation security by either posing as a person with disability or using people with disabilities to conceal prohibited items.

For more information regarding patdown procedures, please visit TSA's website at www.tsa.gov. Moreover, if a passenger is experiencing difficulty during the screening process, he or she may always request to speak with TSA's Assistant Federal Security Director for Screening at that airport to address any concerns.

When available, an alternative method to being screened using the walk-through metal detector is Advanced Imaging Technology (AIT). For passengers with metal implants, this type of screening may reduce the need for undergoing patdowns. AIT is a voluntary alternative to the walk-through metal detector and was designed with security and privacy in mind. AIT screens passengers for metallic and nonmetallic threats including weapons, explosives, and other objects concealed under layers of clothing, without physical contact, to help TSA keep the traveling public safe.

Strict safeguards are built in to AIT screening procedures to ensure privacy and anonymity. In independent polling of passengers regarding acceptance of this technology, the majority preferred this procedure to alternates such as a patdown. For more information regarding privacy and public acceptance of AIT screening please visit our website at <http://www.tsa.gov/approach/tech/ait/index.shtm>.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

Agent Notes: Sent to a CSM for review on 10-03-11. J Burke

(b)(6) Original email to TSA

TSA contact center

I was dismayed to require a pat down instead of the option of the full body scann because they were turned OFF on Saturday 9 24. I was told they were down so that new software could be loaded and training to occur. When inquired, I was told they would be off for WEEKS! Due to a hip replacement I had no option other than pat down if I wanted to fly.

I am traveling on 3 more occasions in the coming week and am appalled that I will have to suffer through a pat down. For me these are one of the worst experiences. Fortunately the airports to which i have flown (Miami, Phoenix) have there equipment up and running.

Please advise why the machines are down and when they will be running in terminal C.

(b)(6)

(b)(6)

(b)(6)

Whitehouse Station, NJ 08889

(b)(6)

(b)(6)

Issue subject read Newark Airport

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Oct 3 2011 5:50PM

Opening Agent: nanette.navarre

Opened Date: 10/3/2011 3:20:03 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: EWR

Airline: Continental Airlines

Subject Category: Advanced Imaging Technology (AIT) - Flyer

Interaction Type: Complaint

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

To: (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: Oct 3 2011 11:47AM
Medium: Email
Contact Status: Closed
Incident Date: Oct 3 2011 5:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: FW: Complaint
Body: Forwarded for appropriate action.

Evelyn Webb
Office of Civil Rights and Liberties
DHS/TSA

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

From: (b)(6)
Sent: Monday, October 03, 2011 5:04 AM
To: TSA.Civilrights@dhs.gov
Subject: Complaint

My Name is (b)(6) & I'm currently checked in to JFK Airport.
I'm traveling with my 12 year old son named (b)(6). While checking in at 5am today oct 3 2011, TSA worked named (b)(6) discriminated against my son's age. She refused to believe that my son is 12 years of age, she told me to be quiet & mind my business. This woman told me, that TSA is very aware of her attitude & this concerns me. My 12 year old isn't required to pass through radiation & she said she didn't care. Discrimination against any age is illegal & I dont think (b)(6) should be working as a TSA employee.

(b)(6)

Sent from my iPhone

Agent Notes: Sent to CSM 10/3/11 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Oct 3 2011 4:36PM
Opening Agent: lillian.catron
Opened Date: 10/3/2011 3:29:20 PM
Linked Event IDs:

Responses:
Response
Template Name: AIT - Screening Children
Airport: JFK
Airline:

Subject Category: Advanced Imaging Technology (AIT) - Children
Interaction Type: Complaint

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

There is no minimum age for AIT screening. Individuals, including children, who are able to stand unassisted for the duration of the screening process and are able to assume and hold the AIT stance for the 5-7 second duration of the scan, are eligible for AIT screening.

For minors who are eligible for AIT screening and whose parents or guardian decline AIT screening on their behalf, or for minors who are observed to have an anomaly, the minor will be required to undergo a patdown. Minors who appear to be 12 years of age or younger will undergo a modified version of the patdown when it is required. This modified patdown procedure was adapted from the original patdown and remains a thorough security procedure even if it is less invasive.

All individuals must complete screening prior to accessing the sterile area. If an adult accompanying a child declines AIT screening and also any required patdown on the child's behalf, there are no other screening options. In that instance, the child and the accompanying adult will not be granted access to the sterile area.

For additional information on AIT and the passenger screening process, please visit the TSA Web site at 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: Mar 17 2011 8:26PM

Medium: Email

Contact Status: Closed

Incident Date: Mar 13 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: []

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone:

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 3/17/2011 8:26:20 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): southwest flight, Albany airport, flight left at 1:45 on 3/13/11 gate 25 (I think) lost flight paperwork

Comments: Let me start out by saying that I have been a diabetic since age 11 years old. I am 60 now. Do the math. Also I am a 4 year cancer survivor of colon cancer, having had my colon removed and left with an ostomy appliance. That being said, while going through security at the Albany NY airport on 3/13/11, I informed the TSA agent that I was wearing an insulin pump, just in case any bells went off. After going through a non reactive walk thru, the tsa agent says shes wearing an insulin pump. With that being said I was asked, politely, to come over to a pat down screening area. I was brought into a closed room with 2 tsa agents who told me what I was there for, a pat down. I asked "why?" and they said after I touched my insulin pump and they "wanded" me I checked positive on their screen. I asked positive for what it's an insulin pump. They never really gave me an answer I could accept, except to say that I could be carrying explosives in the pump. ARE YOU KIDDING ME? I am a 60 year old diabetic and cancer survivor going to Vegas with my husband to celebrate my 60th birthday I told them. It gets better, after realizing that they were probably wrong in patting me down, one of the agents says that they haven't checked the contents of my ostomy bag. It's bad enough that I had cancer and had to have my colon removed, now I have an ostomy FOREVER. I told them under no circumstances were they going to check the contents of the ostomy bag. It was then that one of them went out to a manager and talked with him for a few seconds, and they let me pass through. You should tell the TSA people at all the airports to clearly read the TSA guidelines, that state that under no circumstances are disabled people supposed to remove an insulin pump, or much less an ostomy bag. Its clearly written on your website. Thank you for letting me vent, (b)(6)

Agent Notes:

Follow Up: TSACC:

This matter was reviewed by TSM Michael Kilcullen. TSM Kilcullen was able to identify the TSA Supervisor and two female TSOs that interacted with this passenger. An incident report was also completed as a Resolution Pat-Down (RPD) was required to clear an alarm that was received during the Standard Pat Down (SPD). TSM Kilcullen had STSO (b)(6) prepare an e-mail regarding this incident. I have included her e-mail below. I have also attached the Incident Report that was completed as a result of the RPD on PAX (b)(6)

TSM Kilcullen determined that the two female TSA officers completed their duties in accordance with the Checkpoint and Resolution Pat Down SOPs. TSM Kilcullen also determined neither officer asked (b)(6) to remove her insulin pump or the ostomy bag; nor was she asked to allow the officers to check the contents of her ostomy bag. In fact the SOP was followed and the PAX was asked to pat down the ostomy bag and that a sample of her hands would be taken to test for explosives. The RPD Incident Report was completed by STSO (b)(6)

(b)(6) who cleared the alarm and was satisfied the PAX posed no threat.

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

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

From: (b)(6)
Sent: Monday, March 28, 2011 11:42 AM
To: Kilcullen, Michael
Subject: Passenger complaint

Good afternoon ,Mike

On March 28, 2011 I was asked by Manager Kilcullen to investigate a passenger complaint (b)(6) concerning a pat -down procedure at the checkpoint .I remember this lady because Officer (b)(6) and Officer (b)(6) were involved and helped this passenger. Officer (b)(6) screened this passenger and her hands alarmed which were tested because she was wearing a insulin pump. Officer (b)(6) received an audible alarm on the ETD machine which as per SOP, would lead to secondary screening. This involves a resolution pat down in the private screening room and additional screening to her accessible items. Officer (b)(6) explained the procedures with no issues from the passenger. Officers (b)(6) and (b)(6) proceeded to the private screening room and performed procedures on the passenger without any issues. Officer (b)(6) informed me when doing the pat down she detected an ostomy bag, upon which she informed the passenger that the passenger herself would have to pat down the bag and a sample of her hands would be taken. There was no discussion about checking the contents of the ostomy bag. Under no circumstances was she asked to remove the insulin pump or the ostomy bag.

STSO (b)(6)

CONTACT RECORD

EID: (b)(6)
Contact Type: Normal General
Contact Date: Mar 17 2011 8:26PM
Input Media: Email
Contact Status: Pending CSM
Incident Date: Mar 13 2011 12:00AM
First Name: (b)(6)
Middle Name: (b)(6)
Last Name: (b)(6)
Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM [http: www.tsa.gov contact index.shtm](http://www.tsa.gov/contact/index.shtm)

Remote Client IP: (b)(6)
Date Time: 3 17 2011 8:26:20 PM

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

Complaints: Inappropriate Screening Pat Down Screening Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): southwest flight, Albany airport, flight left at 1:45 on 3 13 11 gate 25 (I think) lost flight paperwork

Comments: Let me start out by saying that I have been a diabetic since age 11 years old. I am 60 now. Do the math. Also I am a 4 year cancer survivor of colon cancer, having had my colon removed and left with an ostomy appliance. That being said, while going through security at the Albany NY airport on 3 13 11, I informed the TSA agent that I was wearing an insulin pump, just in case any bells went off. After going through a non reactive walk thru, the TSA agent says she's wearing an insulin pump. With that being said I was asked, politely, to come over to a pat down screening area. I was brought into a closed room with 2 TSA agents who told me what I was there for, a pat down. I asked why? and they said after I touched my insulin pump and they wanded me I checked positive on their screen. I asked positive for what it s an insulin pump. They never really gave me an answer I could accept, except to say that I could be carrying explosives in the pump. ARE YOU KIDDING ME? I am a 60 year old diabetic and cancer survivor going to Vegas with my husband to celebrate my 60th birthday I told them. It gets better, after realizing that they were probably wrong in patting me down, one of the agents says that they haven t checked the contents of my ostomy bag. It s bad enough that I had cancer and had to have my colon removed, now I have an ostomy FOREVER. I told them under no circumstances were they going to check the contents of the ostomy bag. It was then that one of them went out to a manager and talked with him for a few seconds, and they let me pass through. You should tell the TSA people at all the airports to clearly read the TSA guidelines, that state that under no circumstances are disabled people supposed to remove an insulin pump, or much less an ostomy bag. It's clearly written on your website. Thank you for letting me vent, (b)(6)

Agent Notes:
Follow Up:
To TSOC Date:
From TSO C Date:
Last Update By: deborah.collins
Last Update Date: Mar 18 2011 5:46PM
Opening Agent:
Opened Date:

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

From: tsatcc@senture.com [mailto:tsatcc@senture.com]
Sent: Friday, March 18, 2011 5:47 PM
To: Klusacek, Michael
Subject: The following event (b)(6) should be reviewed.

The customers information has been attached to this email.

This email contains a secure attachment. To open it, you need the free PKWare viewer utility from www.PKWare.com.

NOTICE: This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message.

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

****NOTE**** This message was unable to be scanned for viruses because it is encrypted. If you are unsure of the source of this message, please discard.

To TSOC Date:
From TSOC Date:
Last Updated By: deborah.collins
Last Update Date: Aug 31 2011 11:00AM
Opening Agent: deborah.collins
Opened Date: 8/14/2011 11:28:36 AM
Linked Event IDs:

Responses:

Response

Template Name: Feeding Tubes, Ostomy & Other Medically Sensitive/Fragile Items

Airport: ALB

Airline: Southwest Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Security

Response

Template Name: Apology for Insensitive Screening Experience

Airport: ALB

Airline: Southwest Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Security

Response

Template Name: Consistency @ Airports Response

Airport: ALB

Airline: Southwest Airlines

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Security

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.

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.

As a result of customer feedback, the Transportation Security Administration (TSA) developed specific screening policies and procedures for the screening of persons with sensitive medical conditions that require equipment and assistive devices. The intent of these procedures is to avoid adverse medical consequences, pain, injury, exposing a private area, or embarrassing the passenger. To reinforce these procedures, Transportation Security Officers (TSOs) receive special instruction on how to appropriately and sensitively screen ostomates and others with special situations and sensitivities. TSOs are trained to conduct a careful, limited, sensitive patdown over top of clothing when additional screening is necessary.

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 3 2011 8:11PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 2 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/3/2011 8:09:15 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Terminal 3 Sunday Afternoon 10/2

Comments: I fly a lot and normally find my TSA experience to be OK - I agree with screening etc and couldn't care less about full body x-rays.

What I do care about is courtesy. The treatment my wife and I received Sunday afternoon 10/2 was despicable.

It is NOT NOT NOT acceptable for a TSA person to say 'STAY!!!' to my wife to prevent her from stepping forward with her ID, 'Stay is a command issued to a dog. Who the ^%\$# does he think he is????!! He was as rude to me!!!

The rest of the team showed the same lack of respect as the 1st JERK!!!!!!!!!!

Prior this message I have criticized other passengers who are quick to say 'keep my safe' but who at the same time complain about the slight inconvenience from NORMAL TSA processes. But as of yesterday I am incensed by the incredible rudeness of the TSA guys at JFK Terminal 3.

Agent Notes: Sent to CSM 10/4/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 4 2011 10:58AM

Opening Agent: angela.johnson

Opened Date: 10/4/2011 10:30:46 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 3 2011 8:00PM
Medium: Email
Contact Status: Closed
Incident Date: Oct 2 2011 12:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: not provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/3/2011 7:55:35 PM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Continental 37
Edinburgh to Newark

Comments: The TSA representative that checked my ID and boarding pass at Newark's Terminal "C" yesterday was appallingly discourteous. I had just cleared Customs and was going through security. For the twenty seconds I stood in front of him, He never looked at me, he also never made an audible noise. What is the point of him checking my ID if he doesn't look at me. I don't expect a conversation ,like I got in Scotland at security, but a Hello or a Thank you or even an Okay is the least we should expect. Hundreds of International Tourists probably passed this same guy yesterday. I am embarrassed that this guy is one of the first people that they interact with when entering our country.

Agent Notes: Sent to CSM 10/4/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 4 2011 10:56AM

Opening Agent: kenneth.gumm

Opened Date: 10/4/2011 10:21:58 AM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint and Falling Short of Standards

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail expressing concern about a recent travel experience.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. Unfortunately, on some occasions the screening process may fall short of our established standard. We regret if our standards of customer service were not met.

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

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

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

TSA appreciates that you took the time to share this concern with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 4 2011 10:45AM
Medium: Email
Contact Status: Closed
Incident Date: Oct 3 2011 5:55AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: complaint

Body: Hi,

In addition to sending this email, I plan to drop off my blue comment card on my way back through LGA on Friday. I'm writing regarding the following incident:

Date: 10/3/11
Time: 5:55 AM
Airport: LGA
Flight: Delta #2280, departing at 6:35 AM
TSA employee: (b)(6)

Complaint: I'd just placed my stuff on the security belt and had begun to walk toward the metal detector to go through. (b)(6) who was on the other side of the detector, pointed her finger at me and said, "Stop right there!" I couldn't imagine what I'd done wrong, and wondered if I was wearing a belt or something. She then said, "Don't you come through here until I tell you to." Then she said, "and another thing, don't you walk through until (or unless?) the light is flashing!" I said, "there's no need to be so rude." She replied, "Shut your mouth!"

I'm through this airport once or twice a month, and have never had a problem with any TSA staffer. The two employees I complained to (who gave me the blue form) were very polite and professional.

You may reach me at the contact information below to let me know how you plan to resolve this matter.

Thanks for your time.

(b)(6)

Blog: (b)(6)
Twitter: (b)(6)

Agent Notes: Sent to CSM 10/4/11 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Oct 4 2011 5:22PM
Opening Agent: andrew.depew
Opened Date: 10/4/2011 4:19:30 PM
Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Mar 17 2011 5:07PM
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: RE: complaint
Body: Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please accept our apology for this delayed response. Please be advised that, as your concern specifically regards the pat-down procedure and additional screening, we are referring your email below to TSA's Contact Center for appropriate handling and information (HYPERLINK <mailto:tsa-contactcenter@dhs.gov> tsa-contactcenter@dhs.gov). To contact the airport directly, please visit HYPERLINK <http://www.tsa.gov> and click on "Talk to TSA" at the lower right hand side of the web page. We hope this is of assistance.

Thank you,

Ms. Harleen K. Singh

Policy Advisor

External Compliance Public Outreach Division

Office of Civil Rights and Liberties

Office of Special Counselor

From: (b)(6)

Sent: Wednesday, January 26, 2011 9:35 AM

To: OCR-externalcompliance, tsa

Subject: complaint

I would like to file a complaint regarding the my recent TSA pat-down experiences at Laguardia and Ft Meyers airport. I have a metal

implant in my hip and therefore always set off the metal detectors. Previously I would wear metal free clothing with leggings that allowed me to avoid a mauling by the TSA officials because the wand only beeped over my hip - so that is the only place I was touched. Even then every official I came into contact with had their own interpretation of the TSA rules. Some officials were professional and some were not.

The rules that the TSA is now using opens up for another varying set of interpretations and now allows the unprofessional officers to engage in totally inappropriate and unprofessional touching. And I have to experience this every time I travel unless there is a body scanner.

The primary problem is with the training and professionalism of your officers. The secondary problem are the rules now in place. Something needs to change. It is absurd that I have to be violated and mauled every time I travel.

Sincerely,

(b)(6)

Agent Notes: (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Aug 14 2011 11:28AM

Opening Agent: sandra.rudder

Opened Date: 3/18/2011 9:42:18 AM

Linked Event IDs:

Responses:

Response

Template Name: Inappropriate Screening of Persons with Prosthetic Devices Response

Airport: LGA

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint

Response

Template Name: Consistency @ Airports Response

Airport: RSW

Airline:

Subject Category: Screening - Secondary

Interaction Type: Complaint -- Procedures

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

To: (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.

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.

The Transportation Security Administration (TSA) seeks to ensure that Transportation Security Officers (TSOs) consistently provide

professional and courteous checkpoint processing while maintaining a high level of security. When we receive reports to the contrary, we take appropriate action, which may include additional training and/or disciplinary action.

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

- The procedure for screening metal implants does not involve removing, lifting, or displacing clothing, and TSOs are trained to offer passengers a private screening before proceeding with a pat-down inspection. Also, a passenger may ask for and receive a private screening at any time during their screening 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 permitted to board an aircraft.
- Screening prosthetic devices involves a physical and visual inspection, as well as explosives trace detection (ETD) sampling. Passengers should not remove their prosthetic devices during screening, and TSOs should not require passengers to remove the device. The TSO should offer a private screening if clothing must be lifted or raised to obtain the ETD sample. However, passengers should not be required to remove any clothing during the process nor remove or display the belt that holds their prosthetic device to their body.

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

An alternative method of screening available to people with prosthetics is Advanced Imaging Technology (AIT). This machine is a voluntary alternative to the pat-down inspection. The AIT machine was designed with both security and privacy in mind. It 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 ensure privacy and anonymity. The TSO with the passenger never sees the image, and the image is viewed by another TSO in a remote location. Also, AIT cannot store, print, transmit, or save the image; and the image is automatically deleted from the system after it is cleared by the remotely located TSO. Officers evaluating images are not permitted to take cameras, cell phones, or photo-enabled devices into the resolution room. To further protect passenger privacy, both types of technology used in the AIT machines use filters to blur the images. In independent polling of passengers regarding acceptance of this technology, the majority preferred this procedure to an alternate one such as a pat-down. For more information regarding privacy and public acceptance of AIT screening please visit our Web site 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: Oct 4 2011 3:29PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/4/2011 3:29:13 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

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

Comments: I am horrified by the actions of TSA agents against (b)(6). The lack of respect from TSA agents to the general public is unconscionable. T.S.A. must readdress and reform their methodology and actions especially in regards to the screening process if we are to believe it represents a safety measure and not an unchecked act of abusive power.

Agent Notes: No Response per Jeff.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: tara.swafford

Last Update Date: Oct 4 2011 5:09PM

Opening Agent: tara.swafford

Opened Date: 10/4/2011 5:03:29 PM

Linked Event IDs:

Responses:

Response

Template Name: No Response

Airport: JFK

Airline:

Subject Category: Patdown - General

Interaction Type: Complaint

Response Email: None Sent

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 4 2011 1:52PM
Medium: Email

Contact Status: Closed
Incident Date:

Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)

Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:

Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)

Subject: Fw: In Response to your inquiry.

Body:

Sent from my Verizon Wireless BlackBerry

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

From: (b)(6)
Date: Tue, 4 Oct 2011 17:38:47
To: <tsatcc_do_not_reply@senture.com>
Reply-To: (b)(6)
Cc: (b)(6)
Subject: Re: In Response to your inquiry.

Thank you.

It would appear things are INDEED NOT working properly at JFK as I tried to convey to Mr. Dicostanzo this morning.

As a former senior Naval officer and commanding officer this naturally makes me wonder what else at JFK's TSA station in the United terminal is also NON-STANDARD and perhaps (a) unduly burdening the traveling public or (b) worse yet placing them and the security of our nation at risk.

I will appreciate an email from TSA detailing how this was resolved and clearly stating that Mr. Dicostanzo and his team at JFK are now following proper procedures.

Kind regards,

(b)(6)

Sent from my Verizon Wireless BlackBerry

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

From: tsatcc_do_not_reply@senture.com
Date: 4 Oct 2011 13:24:03
To: (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail regarding identification (ID) requirements at the security screening checkpoint. Specifically, you felt that the ID you presented should have been accepted.

We regret that you found your screening experiences unsatisfactory. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Every person and item must be

screened before entering each secured area, and the manner in which the screening is conducted is important. Our current policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Adult passengers (18 years of age and older) are required to show a U.S. Federal or State-issued photo identification (ID) in order to be allowed through the security checkpoint and onto their flight. We are unable to determine why the Transportation Security Officer (TSO) did not accept the ID that was presented at the screening checkpoint.

Acceptable IDs include:

- Drivers Licenses or Other State Photo Identity Cards Issued by Department of Motor Vehicles (or equivalent)
- U.S. Passport
- U.S. Passport Card
- DHS Trusted Traveler Cards (NEXUS, SENTRI, FAST)
- U.S. Military ID (active duty or retired military and their dependents, and DOD civilians)
- Permanent Resident Card
- Border Crossing Card
- DHS-Designated Enhanced Driver s License
- A Native American Tribal Photo ID
- An Airline or Airport-issued ID (if issued under a TSA-approved security plan)
- A Foreign Government-issued Passport
- Canadian Provincial Driver s License or Indian and Northern Affairs Canada (INAC) Card
- Transportation Worker Identification Credential (TWIC)

For more information about ID requirements, please visit TSA's website at www.tsa.gov.

Furthermore, we have forwarded a copy of your e-mail to the appropriate Customer Service Manager for review.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: john.bullard

Last Update Date: Oct 4 2011 4:53PM

Opening Agent: john.bullard

Opened Date: 10/4/2011 4:50:27 PM

Linked Event IDs:

Responses:

Response

Template Name: Additional Info Needed Response

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail 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
- Date and time of incident
- Airline
- Contact number if one is available.

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 4 2011 9:39PM

Medium: Email

Contact Status: Closed

Incident Date: Jul 1 2009 5:00PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City: Trujillo Alto

Contact State:

Contact Zip:

Contact Country: PR

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/4/2011 9:39:57 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta terminal to Washington, DC at the LaGuardia Airport in New York City; July 1st, 2009

Comments: Back in July of 2009, my wife and I had to make an unscheduled stop at LaGuardia Airport in New York City, en route to Washington, D.C. That was about 5:00 P.M. At the Delta terminal where we were supposed to take our connecting flight, the TSA agents in charge asked us for identification, in order to allow us entry to the terminal. We presented our driver's licenses from Puerto Rico, which had been accepted as valid up to that point at airports in San Juan, Orlando (FL), St. Louis (MO), Charlotte (NC) and Columbus (OH). Up to that point, that is: one of them did not accept them as valid, and demanded a passport. Lucky for us, his fellow TSA agent finally convinced him that our licenses were, indeed, a valid means of ID.

Is there any way we can prevent this from happening in other travels, short of obtaining passports? I really feel we should not be treated differently from other US citizens, just because of the behavior of one TSA agent.

Sincerely,

(b)(6)

Trujillo Alto, PR

Agent Notes: Sent to CSM 10/5/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 5 2011 4:47PM

Opening Agent: nanette.navarre

Opened Date: 10/5/2011 11:10:30 AM

Linked Event IDs:

Responses:

Response

Template Name: Consistency at Airports Nationwide

Airport: LGA

Airline: Delta

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email message 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: Oct 4 2011 7:58PM
Medium: Email
Contact Status: Closed
Incident Date: Oct 4 2011 12:00AM
Contact Prefix:
Contact First Name:
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)

Subject: Flight from JFK to Miami

Body: I bought 2 cans of Haggis (processed meat) in Scotland, I carried these in hand luggage through Edinburgh, and Heathrow, not a problem as they knew what it was. I cleared customs on arrival back in the US, still no problems.

Today October 4th on clearing TSA in JFK the sealed cans of haggis was taken off me.....WHY???????

Because the agent did not know what haggis was and TOLD ME it was liquid.

I am a Police Officer in the State of Florida, and have been for 15 years, your agents need to be educated as to what haggis is.

I was in tears as this was a gift for my Mother from Scotland.

Very upset you spoilt my vacation.

(b)(6)

Agent Notes: Sent to CSM 10/5/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 5 2011 11:04AM

Opening Agent: nanette.navarre

Opened Date: 10/5/2011 10:25:55 AM

Linked Event IDs:

Responses:

Response

Template Name: Consistency at Airports Nationwide

Airport: JFK

Airline:

Subject Category: Screening - Inconsistency

Interaction Type: Complaint

Response

Template Name: Baggage Screening for International Flights

Airport: JFK

Airline:

Subject Category: Screening - International Screening

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 international baggage arriving in the United States.

Passenger carry-on and checked baggage that enters the United States and will be continuing to another destination, either within the United States or to another country, is subject to security screening. The Transportation Security Administration (TSA) does not require that checked baggage is unlocked for screening, however, Transportation Security Officers (TSOs) may have to hand inspect some luggage and will, if necessary, cut locks or other devices to inspect a bag. The need to screen all bags may delay a passenger's travel if a TSO must take added measures to inspect a bag.

Further information about baggage screening for international flights is available on our Web site at <http://www.TSATravelTips.us>. This site will help travelers prepare for all travel and TSA security requirements.

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: Oct 5 2011 10:25AM

Medium: Email

Contact Status: Closed

Incident Date: Sep 17 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/5/2011 10:25:31 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Finn Air flight AY006 from JFK, September 17, 2011 to Helsinki

Comments: We were gathering our items after they were scanned. Employee (b)(6) slammed a cart full of empty bins into my wife's foot. After he slammed into her foot with the cart, he said excuse me. Any normal person would have seen her and avoided hitting her. I asked a supervisor for his name and an ice pack to put on my wife's foot. (b)(6), an alleged supervisor, first refused to give me his name and her name. She made me give her my identification and boarding pass. About ten minutes later someone returned with an ice pack that was unusable because it was not even cold. Supervisor (b)(6) wrote down both names on a piece of paper the size of a postage stamp and was unreadable. After fifteen minutes, STSO (b)(6) came into the picture. He was much more professional than

(b)(6)

Please restrain and tell them not to run into customers who are standing still near the TSA area where they pick up their belongings and rearrange their clothing.

An apology for your inept and inconsiderate employees is expected.

Agent Notes: Sent to CSM 10/5/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 5 2011 3:03PM

Opening Agent: kenneth.gumm

Opened Date: 10/5/2011 2:23:45 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 5 2011 1:43PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 4 2011 7:25PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Rockville

Contact State: MD

Contact Zip: 20950

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Mr. John S. Pistole

Body: (b)(6)

(b)(6)

Rockville, Maryland 20950

October 4, 2011

The Honorable John S. Pistole

Administrator/Director, TSA

Dear Honorable Pistole,

I have given some thoughts whether I should write to you and decided that you need to be informed what is going on by the actions of some of you staff. This case involves me personally.

Yesterday, when I returned to the U.S. from a flight from Rome AZ 610 arriving JFK Airport in New York City and then transferred to a flight DL 3026 to Reagan National Airport in Washington, D.C. The flight from Rome was delayed in taking off. When I arrived at JFK, I was hurry to catch my flight to Washington, D.C. After clearing custom and immigration, I arrived at Terminal 2 at JFK and got to the security check point at 7:25 PM. Delta #3026 was scheduled to leave at 8:00 PM. As usual, I took off my shoes, belt, watch, wallet, coin purse, pens, baseball cap, and jacket with my carry-on and put them in the bin for X-ray inspection. I went through the complete body scan and was signaled to go forward. Because of worrying of possible missing my flight, I went straight to retrieve my things in the bin.

I was suddenly stopped by Agent (b)(6) of TSA which I did. I told him that I was in a hurry to catch my flight which would be taking off at 8:00 PM. He told me that it did not matter whether I missed my flight or not, he was the authority there and it was his decision to allow me to retrieve my belongings. I then pleaded with him to hurry up and told him that I worried to miss the flight which would cause extra time and expenses. His attitude was that he did not care. I again pleaded with him to be expediently to do whatever necessary so that I could catch my flight. He said that he was considering to give me a complete body patting inspection. I told me that I already went through the total body scan and asked him to hurry. Agent (b)(6) expressed something displeasure with me and said that he would do it

when he was ready. After a couple of minutes, he then asked another agent to do the total body patting inspection on me which lasted over 5 minutes. Afterward, I had to run to the gate to board my flight and I barely made it.

When I was on the plane, I had some time to think over the entire incidence. I had the impression that Agent [REDACTED] seemed to have some problems with Asian Americans. As the first Chinese American elected to a public and elective office in the State of Maryland and living in the U.S. for 55 more years, I had many experiences encountering this type of attitude. Also, I believe that Agent [REDACTED] seemed to overstep his use of authority because I do not believe that we are under a "police state" at the airport, even though I support security and anti-terrorist measures. I had worked in the U.S. Senate and was aware that senior leaders and officials of federal agencies sometimes may not always aware of the actions by some of their staff. I am now calling my personal situation to your attention and I appreciate a satisfactory explanation from you.

Sincerely,

[REDACTED]

Cc: Senator Barbara Mikulski

Congressman Christopher Van Hollen

Agent Notes: Sent to CSM 10/5/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 5 2011 5:36PM

Opening Agent: stacey.patton

Opened Date: 10/5/2011 4:25:24 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 6 2011 7:36AM

Medium: Email

Contact Status: Closed

Incident Date: Sep 14 2011 5:40AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/6/2011 7:36:13 AM

Name: (b)(6)

Email:

Complaints: TSA Accepted Locks - Missing or Damaged

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

Comments: Hi it's been over three weeks and no one has gotten back to me about the miss treatment my son and I received on sept 14th by your tsa members. Are u guys saying that our tax dollars are being used so we can be abused. I'm confused, in no way is it expectable for a supervisor of your should abuse his power by threading me because I wanted to complain about him. I need my broke shoe and lost jacket replaced

Agent Notes: Sent to CSM 10 6 11 mnelson

This will be the third time this consumer has emailed the TCC regarding their complaint. The original contact was via email explaining an incident regarding a rude screener threatening them; which was forwarded to the JFK airports CSM. There was a second email later that was also forwarded to the CSM by TCC Supervisor because the consumer had not received any response. Forwarding for tertiary attempt at resolution.

Other email EIDs:

(b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 6 2011 12:52PM

Opening Agent: gary.warfield

Opened Date: 10/6/2011 11:08:33 AM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding 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: Oct 6 2011 1:22AM
Medium: Email

Contact Status: Closed
Incident Date:

Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)

Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:

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

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

Remote Client IP: (b)(6)
Date Time: 10/6/2011 1:22:07 AM

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

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK terminal 5 lane 718 at approx 8:45am

Comments: My complaints are everything... I was targeted by tsp from the beginning since they could tell I was in a hurry. They made fun of my name at the first check, made me say my age VERY loud, than when I went through their NEW security screen... I was NOT informed that if I breath! They supposedly have to pull me a side and very inappropriately pat me down, I was running late... Told them so and was told "your being rude and we are TSA and I have to be quiet name"... I wasn't loud at all and only said I was late, they did NOT inform me why I was told I couldn't move one... I had NO idea what was going on... I have rights and was made to feel like a criminal... My bags than flipped over on the carrisol... My money fell out and my electronics, phone... Everything,... They refused to let me help. Please, please look at the tape.. I know u tape everything.. They need sesitivitey training!!!! I work as a nurse. Helping kids... I can not imagine treating anyone like they did me... So upset! Please inform me when they are disciplined. They have NO right to refuse to tell me their names... I can go on but flight is taking off

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Oct 6 2011 12:01PM

Opening Agent: sandra.rudder

Opened Date: 10/6/2011 11:40:00 AM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint Response

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: TCC TSA Employee Misconduct—Media Report

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: Screener—Won't Give Name

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding your recent 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.

The Transportation Security Administration (TSA) thoroughly investigates all allegations and incidents of employee misconduct and takes appropriate action when warranted. During any investigation, TSA considers such factors as the impact on security operations; the nature, intent, and severity of the offense; and the performance and conduct history of the particular employee.

Depending on the facts and circumstances of the case, TSA may also make a referral to appropriate Federal, State, or local law enforcement agencies. Those agencies determine whether to file criminal charges.

The Federal Privacy Act prohibits us from providing any details about administrative, disciplinary, or other employment actions taken with specific employees. However, be assured that TSA takes incidents of misconduct by employees extremely seriously and understands your concern.

TSA plays a proactive role in ensuring that our employees continue to meet our high standards for professionalism. We monitor and inspect airports and hold each TSA employee responsible for compliance with all regulations. Additionally, testing may be used when inspectors believe it is appropriate to determine whether vulnerabilities exist or to determine levels of compliance. Airports and their personnel are keenly aware of TSA's inspection authority, the importance of being vigilant, and the penalties for noncompliance.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 5 2011 8:54PM
Medium: Email
Contact Status: Closed
Incident Date: Oct 3 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: Not provided
Contact Fax:

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

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

Remote Client IP: (b)(6)
Date Time: 10/5/2011 8:54:32 PM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): October 3, 2011 JFK airport NY--terminal 2. Approximately 0730 hours.

Comments: We travel extensively and have been through security checks at numerous airports in a number of countries. We understand that TSA employees have a sometimes difficult job in insuring our safety. That said, we were still apalled by the incredibly rude behavior and arrogant attitude of the TSA employees at JFK. They made no effort to be polite or even remotely civil to anyone. What prompted us to write was watching several TSA personnel be verbally abusive to an elderly gentleman who obviously did not understand English. The JFK TSA's were the worst we have ever seen in any airport! Thank you for your attention to our comments--(b)(6)

Agent Notes: Sent to CSM 10/6/11 mnelson

Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Oct 6 2011 10:44AM
Opening Agent: ileana.garland
Opened Date: 10/6/2011 10:01:41 AM
Linked Event IDs:

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

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

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 5 2011 5:21PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: Not Provided

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/5/2011 5:21:27 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

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

Comments: Dear TSA,

While I am very appreciative of all you do, I have to say my last trip to and from Buffalo made me very upset.

I had already been subjected to going through the full body scan, however I was pulled over to the side for additional screening. Before anything was explained to me, my hair was patted down. Never has this happened to me before, so I was confused. Only after the agent sensed that I was uncomfortable, did she explain the procedure to me. As an African-American woman I felt violated when she patted down my hair. My hair was not in a large style to conceal anything. It was flatironed straight. To add insult to injury, the rest of my body was then patted down. Dumbfounded, I tried to figure out what had just happened. After I was screened, I watched for several minutes to see if anyone else was screened as severely as I was. To my surprise, nobody else was!

I have a questions, and I'm hoping you can provide the answers. Why was the point of me going through the full body scan, if I would have to also be patted down and violated? Why was noone else screened in such a way?

Perhaps you should train the TSA agents a little more regarding standard procedures so that that never happens to anyone else.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: teresa.messer

Last Update Date: Oct 6 2011 9:29AM

Opening Agent: teresa.messer

Opened Date: 10/6/2011 9:25:09 AM

Linked Event IDs:

Responses:

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.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 6 2011 11:35AM

Medium: Email

Contact Status: Closed

Incident Date: Aug 13 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Washington

Contact State: DC

Contact Zip: 20590

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: TSA CO

Body: Good Day TSA:

Enclosed is a consumer complaint regarding screening in the Newark Liberty Airport. Please advise me of your findings.

Thank you,

(b)(6)

Washington, DC 20590

(b)(6)

Agent Notes: (b)(6)

(b)(6)

Rockaway, NJ 07866

August 26, 2011

Aviation Consumer Protection Division
U.S. Dept. of Transportation
400 7th Street S.W.
Room 4107, C-75
Washington, D.C. 20590

Post Authority of NY and NJ
225 Park Avenue South
New York, NY 10003

Re: Passenger screening at Newark Liberty Airport

Dear Sir or Madam:

On August 13th, 15th and 20th I had occasion to be at Newark Liberty Airport, picking up a passenger on the first occasion and flying in and out myself on the other two dates. On those occasions I observed the passenger screening procedures utilized at the airport and found them to be the most disturbing.

Specifically, the airlines (Continental on the 15th and the 20th) channeled their passengers into two lines, first class and everyone else, in advance of the screening conducted by TSA employees. Two TSA employees were situated at desks to receive these passengers. Obviously, the TSA employee assigned to screen first class passengers had a much lower workload and those passengers were forced to wait in a much shorter line, than did the TSA employee assigned to screen the other passengers, whose wait in line was much longer. In fact, I observed the period of time during which the TSA employee screening other passengers took a break, causing that line to come to a complete stop, while the other TSA employee continued screening first class passengers.

The practice of TSA selectively screening passengers based on the price of their ticket strikes me as unfair and probably, a violation of the Constitution's requirement of equal protection under the law.

While the airline is certainly free to provide its first class passengers with better services on the plane, it should not be permitted to provide an enhanced screening service, when that service is provided by a Federal employee.

Rather the Federal employees involved should be compelled to accept all passengers on a first come - first served basis as they appear in the line regardless of the kind of ticket they hold.

I would appreciate if someone could explain to me how this practice evolved and, more importantly, why it is permitted to persist.

Very truly yours,

(b)(6)

(b)(6)

Advised by Deb Collins to contact (b)(6)

Contacted the caller (b)(6) and was directed to the caller's voicemail. Left a voicemail asking the caller to contact the TCC to see what we needed to do for this record.

Tried to contact (b)(6) for a second time and was directed to the contact's voicemail box. Did not leave a message.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jonthan.hibbard

Last Update Date: Oct 6 2011 3:53PM

Opening Agent: jonthan.hibbard

Opened Date: 10/6/2011 1:37:27 PM

Linked Event IDs:

Responses:

Response

Template Name: Lengthy Wait Times at Airports

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding 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: Oct 6 2011 9:53AM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: not provided
Contact Fax:

Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/6/2011 9:53:22 AM

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

Complaints: My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK terminal 1
Comments: Security check - as I waited to go through the body scan, my carry-on bag had already gone through the xray leaving my bag UNATTENDED, with my passport, cash and credit cards in the bag. I complained to the supervisor at that check point that anyone could have walked off with my bag. He told me that this has happened and he told me to file a complaint on the web site. This is an unsafe practice. The carry-on should be scanned along with the person in the body scan.
Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: kenneth.gumm
Last Update Date: Oct 6 2011 12:06PM
Opening Agent: kenneth.gumm
Opened Date: 10/6/2011 12:03:50 PM
Linked Event IDs:

Responses:
Response
Template Name: Carry-on - Baggage Was Out of Line-of-Sight
Airport: JFK
Airline:
Subject Category: Screening - Procedures/Process
Interaction Type: Complaint

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

Thank you for your e-mail in regard to keeping a line-of-sight on your belongings at Transportation Security Administration (TSA)

security checkpoints.

TSA regrets that you was dissatisfied during the screening of your carry-on baggage. TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

TSA policy requires TSOs to reasonably ensure that carry-on items are kept within the passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of their items for them and ensure that they are reunited with their property once they have cleared the screening process.

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 7 2011 8:15AM
Medium: Email
Contact Status: Closed
Incident Date: Oct 4 2011 11:00AM
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: Complaint

Body: I was traveling on Jetblue at JFK airport NYC to Florida on Tuesday, October 4th. The time was late morning. Very few passengers checking in and going through security inspection.

Although there were lots of TSA employees at the security inspection only three lanes were open. More employees were just standing around than were working. On two occasions the line did not move at all. The agents were simply staring at the carry-on baggage showing in their monitors. Impossible to know what the TSA agents were doing. Maybe employee training? I asked if there was a problem and the agents shrugged their shoulders without responding or making eye contact. The other two lanes were moving but the lane I was in was standing still on two separate occasions for about 10 minutes each time. No movement at all.

The supervisor was RUDE. I commented that I might miss my flight. She said I should have arrived earlier (I arrived 1-1/2 hours before my flight on a slow day). She said it was my problem if I missed my flight, not the TSA's concern.

I have repeatedly had negative experiences with the TSA personnel at the Jetblue JFK terminal---efficiency, attitude, etc. It's as though they enjoy their power over us and are definitely NOT interested in doing the job efficiently or courteously. Lots of personnel (funded by the tax-payers) but very little efficiency. I know they are not customer service but rather security. However, respect and courtesy would go a long way. We are not prisoners but rather airline customers.

I was the last person to board my flight. When I mentioned my delay at the TSA checkpoint it was suggested that I contact the TSA directly since my complaint was not uncommon.

Please do not tell me that it's all about security. This was not. I have not had such negative experiences at other NYC airline terminals or in other cities. These agents were more interested in exercising their authority than in effectively doing the job.

Signed: a frequent flyer

Agent Notes: Sent to CSM 10/7/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 7 2011 1:02PM

Opening Agent: nanette.navarre

Opened Date: 10/7/2011 10:42:16 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 7 2011 11:22AM
Medium: Email
Contact Status: Closed
Incident Date: Oct 4 2011 12:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/7/2011 11:22:29 AM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SAS flight 904, August 4 2011, Newark Airport/ EWR B-3
Checkpoint

Comments: The TSA employee named (b)(6) was incredibly rude and disagreeable. I travel frequently and I was surprised and confused by her manner. I was standing in line waiting to show my passport and boarding pass. There was no line marker on the floor, I was at least 9 feet from the representatives at the podiums. (b)(6) singled me out telling me in a loud voice to "step back" and treating me with verbal comments as if I had done something wrong. She was abrasive and hostile for no reason. If I was not a United States citizen I would have been intimidated and extremely uncomfortable. She gave conflicting information such as "step back and wait" then "step forward now" when no activity had taken place at her post. It was clearly an expression of her role of authority and an abuse of her power. When I asked her for her ID as I wanted to file a complaint to her superior she refused to give me her information and she covered her badge. After clearing security I asked for a supervisor. Officer (b)(6) provided me with her name and advised me on how to file a complaint. I find the officers to always be perfectly pleasant. I want to make it clear I was do nothing besides being silent and waiting my turn in line. I was not loud, I did not have a large carry on, I was not making a ruckus. Her manner was unprovoked and unnecessary and as I said if I were not a US citizen I would have felt extremely uncomfortable, even being one I felt very uncomfortable in the situation. I would appreciate your speaking to her about this and informing me of your opinion. Thank you, (b)(6)

Agent Notes: Sent to CSM 10/7/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 7 2011 2:12PM

Opening Agent: ileana.garland

Opened Date: 10/7/2011 1:21:52 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 7 2011 3:42PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 3 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: Luggage search conducted at JFK New York on 3rd October 2011

Body:

From: (b)(6)

To: tsa-contactcentre@dhs.gov

Subject: Luggage search conducted at JFK New York on 3rd October 2011

Date: Fri, 7 Oct 2011 14:13:15 +0100

Dear Sir/Madam.

I am writing concerning your staff employed at JFK.

After Checking in for the Virgin 4 flight to Heathrow on 3rd October I was directed by the check in agent to luggage area 2 to dispose of my luggage. I was beckoned to a belt by a biggish built man whom I would describe as African American. He was neither welcoming, informative or polite but seeing the belt I assumed that I had to place the luggage upon it as I had done at check in so I duly placed my sister in law's case on the belt and having done so I was moved away and the official turned the bag upside down on the belt. I therefore did that with my wife's bag and was preparing the third bag, my own, when your official said in a very unpleasant manner that I should leave the bags alone as it was his job. That would have been fine by me from the very outset had he said so at the beginning or if there were signs to that effect prior to arriving at the belt. That said there is a question of politeness particularly as I was only trying to assist. Indeed your staff have an obligation to behave in a reasonably polite manner towards those who if they chose not to travel would not require him or your company to be employed. I cannot of course prove what I am about to say but I was left with the distinct impression that he was anti white middle class and it came as no surprise to see that he had opened the lock on my case on my arrival at Heathrow. I am quite open to that happening by the way and when I give you a brief description of myself you will understand why searching my bag is of no consequence to me other than I consider he acted out of malice in view of his prejudiced views.

I am now retired aged 61 years but previously was employed by the UK Immigration Service for 40 years eventually completing my service as the deputy director for the UK immigration Service. I have toured the world giving airlines lectures on security visa requirements and Passenger Profiling on behalf of the UK immigration Service. I cannot recall ever having to direct an employees attention to a threat posed by pensioners on holiday and I know for an absolute fact that world wide there have been no incidents of persons from the western world who are in their sixties posing any type of threat to airlines from a terrorist attack whilst travelling on holiday but perhaps you would be able to site such an instance which would have given legitimacy to the officials decision other than his own personal dislike. Just to finalise my position in this matter and deflect the usual response that perhaps I am prejudiced I hold several awards from ethnic minority groups which attest otherwise.

Your staff member was at best rude but at worst prejudiced and his actions on selecting my case indicate the latter rather than a basis

of threat to an aircraft. Since the lock on the case was a US approved version the very least he could have done was to re lock it after he had finished.

Finally I believe it is also the duty of your employees to manage the personal security process between landside and airside. Here your two female officers were effective polite pleasant and friendly. Having divested myself of shoes, jacket belt watch wallet and any other metal objects i walked forward to what I think must be an X ray machine. Prior to entering one of the staff said empty your pockets. I explained that it was only a tissue and back came the rersponse empty you pockets into the bowl. Do some your staff have no interpersonal skills whatsoever this person clearly missed the course the two ladies went on. Having entered the X ray machine I stood on the mat facing front as I would have done in a metal detecting screen obviously wrong because I then got a bark of face the side swiftly followed by not that side and finally put your arms in the air. Not a please thank you or pleasantry to be seen.

Your staff displayed on that day the very worst traits of human beings dealing with other human beings and you as their employer ought to be thoroughly ashamed of yourselves. Perhaps you should employ the two ladies to teach your rude employees how to behave with members of the travelling public. My employees would never have dared treat passengers in this way of that I can assure you.

(b)(6)

Agent Notes: Virgin 4 flight to Heathrow

Sent to CSM 10 7 11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 7 2011 5:35PM

Opening Agent: sandra.rudder

Opened Date: 10/7/2011 4:20:22 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (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: Oct 10 2011 1:25PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 9 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/10/2011 1:24:59 PM

Name: (b)(6)

Email:

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight#- CO 1596 W

Airline- Continental Airlines

Terminal C

Airport- EWR (Newark Liberty International Airport)

Gate- C88

Date- 10/09/2011

Comments: A couple of TSA employees opened our baggage for inspection which is fine. They picked out a specific item and opened it. They looked at it and then said something like, "OK your good." I expected them to close it but they never did. They just went away and started talking to one another. (Not related to airport security) THIS IS VERY DISRESPECTFUL. I thought TSA is here to protect people, not to talk to one another and be discourteous. They did the same on two more bags. They opened it, looked at it, and said something like, "OK, your good." Then, they went away and started talking. (not related to airport security.)I also think that this is a violation of my civil rights. I suggest you take this incident very seriously.

Agent Notes: Sent to a CSM for review and notification. J Burke 10-11-11

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Oct 11 2011 3:56PM

Opening Agent: ileana.garland

Opened Date: 10/11/2011 2:05:54 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 9 2011 1:54PM

Medium: Email
Contact Status: Closed
Incident Date:

Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial: (b)(6)
Contact Last Name: (b)(6)

Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: not provided
Contact Fax:

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

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

Remote Client IP: (b)(6)
Date Time: 10/9/2011 1:53:49 PM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight number 2169 US AIRWAYS LGA

Comments: This was the first time i went on a plane with my children who are infants so i showed the tsa agent who was a african american girl our ids and boarding pass she said i needed boarding passes for the babies i just came from us airways customer service check in they did not tell me that i told her so she gave me a attitude for no reason she was acting a little to ghetto for me my kids mother we was upset at her actions so i came back with the boarding pass to the tsa check in gate , this time she was watching the x ray vision screens i still dont understand what was her issue that day me and my kids mother was very upset about that issue to the point i never wanna fly out of lga again .On another note the spanish or indian tsa agent who patted me down was a very nice and polite young man i couldnt read their ids though

Agent Notes: Sent to CSM as a complaint and compliment for LGA.

Sent to CSM 10/11/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 11 2011 11:54AM

Opening Agent: lillian.catron

Opened Date: 10/11/2011 11:02:15 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline: US Airways

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: Compliment Response

Airport: LGA

Airline: US Airways

Subject Category: Customer Service - TSO

Interaction Type: Compliment

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your email message. We are glad you were happy with your recent travel experience.

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

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

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 7 2011 4:23PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: Not Provided
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: Intoxicated TSA Officer
Body: I just came through the Newark airport, Terminal A screening station for gate A37.

As I was waiting at the first screening station, ready to put my articles in bins, two TSA Officers came through the line and passed through the screening station. As they passed, I along with at least two other people in line, were enveloped in a huge alcohol cloud. Almost at the same instant several of the travelers turned, looked at the backs of the two officers and waived our hands in front of our faces to try to clear the air we were breathing.

At the far end of security three of us stopped to tell the Supervisor what happened.

He did not seem to take us seriously and asked what they looked like. As they were walking away from us through the gate that another TSA Officer opened for them, the only description we could give was approximate height, both female, one with a vest over her shirt and of course blue TSA shirts.

He asked us if we thought it was maybe perfume, we all said Absolutely Not!

It sounded to us like he was trying to cover up this issue.

This sure does not instill confidence in us as travelers. I would like a response to this incident via e-mail.

Thanks, (b)(6)

Sent from my BlackBerry

Agent Notes: Sent to CSM 10/11/11 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Oct 11 2011 10:48AM
Opening Agent: michael.davidson
Opened Date: 10/11/2011 9:10:07 AM
Linked Event IDs:

Responses:
Response
Template Name: Complaint—Customer Service Manager
Airport: EWR

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding 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: Oct 7 2011 4:13PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 5 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Pasco

Contact State: WA

Contact Zip: 99301

Contact Country:

Contact Phone: (b)(6)

Contact Fax: (b)(6)

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: RE: TSA, Contact-OTSSO-12-0015

Body:

(b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards an operational and professionalism issue, we are referring your email to TSA's Contact Center for appropriate handling (HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). In the subject line, I have attached your assigned TSA Contact Number to assist with locating your file. We hope this is of assistance.

David S. Schoolfield, Jr

MSG David S. Schoolfield, Jr.

Program Analyst Intern, Operation WarFighter

External Compliance & Public Outreach Division

Office of Civil Rights and Liberties

Transportation Security Administration

(571) 227-(b)(6)

'Intelligence plus character - that is the goal of true education.' - Dr. Martin Luther King, Jr

From: (b)(6)

Sent: Thursday, October 06, 2011 12:52 PM

To: TSAExternalCompliance
Subject: Rude and loud TSA agents at JFK

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 5th 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 5th, 2011, I cringe wondering what they will behave like later in the day.

(b)(5)

Pasco, WA. 99301

(b)(5)

Agent Notes: Sent to CSM 10/11/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 11 2011 11:00AM

Opening Agent: ileana.garland

Opened Date: 10/11/2011 9:08:28 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(5)

Subject: In Response to your inquiry.

Body:

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

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

procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 7 2011 12:27PM

Medium: Email

Contact Status: Closed

Incident Date: Sep 27 2011 4:20PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Brooklyn

Contact State: NY

Contact Zip: 11236

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: Revised Complaint Letter

Body: Re: Contact-OTSSO-12-0012

Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards an operational and professionalism issue, we are referring your email below and attached complaint form to TSA's Contact Center for appropriate handling (HYPERLINK "mailto:tsa-contactcenter@dhs.gov"tsa-contactcenter@dhs.gov). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). We hope this is of assistance.

Thanks you,

Ms. Harleen K. Singh

Policy Advisor

External Compliance & Public Outreach Division

Office of Civil Rights and Liberties

Office of Special Counselor

Transportation Security Administration

From: (b)(6)

Sent: Wednesday, October 05, 2011 10:43 AM

To: TSAExternalCompliance
Subject: Revised Complaint Letter

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)

Agent Notes: Sent to CSM 10/11/11 mnelson

(b)(6)

(b)(6)

Brooklyn, NY 11236

(b)(6)

October 5, 2011

Ms. Jennifer K. Carmichael, Director

Transportation Security Administration

Office of Civil Rights and Liberties (TSA-6)

601 12th 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 "Don 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

(b)(6)

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) and (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) and (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!

(b)(6)

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 there 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 then on this complaint, to which he relied, " 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)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 11 2011 11:39AM

Opening Agent: jon.fritzgerald

Opened Date: 10/11/2011 9:03:50 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: LGA

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 12 2011 2:22PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent: Oct 12 2011 5:03PM

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/12/2011 2:22:01 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark Airport, Southwest Airlines domestic flight, security checkpoint

Comments: Due to the medical allowances permitting contact lens solution of any volume through security, I recently brought my 12oz bottle of solution on a trip. On my return flight through Newark airport, I complied with the guidelines by placing the bottle separate from the rest of my luggage. When it came through, TSA agent (b)(6) (a supervisor) told me she would be confiscating it and throwing it away. I explained that it was for a medical purposes and fell under the TSA allowances. She refused to listen and was in fact quite rude to me. She repeatedly stated that contact solution bottles were used in a bombing attempt in the past, told me that I should have brought a smaller size, and said that it was up to 'supervisor discretion'. I asked her if she could just run additional screening as TSA had done at the San Jose airport, but she refused. I feel this was not only inconsistent screening, but also rude behavior, and potentially discriminatory. I do not know if she was confiscating all contact lens solution bottles, but I feel it is wrong to target someone with a medical condition who is simply complying with written TSA guidelines. Ideally, I would like to have an apology from the agent and be reimbursed for the product she confiscated. Thank you for your time.

Sincerely,

(b)(6)

Agent Notes: Sent to CSM 10 12 11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Oct 12 2011 6:21PM

Opening Agent: jewell.fugate

Opened Date: 10/12/2011 4:18:03 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR
Airline: Southwest Airlines
Subject Category: Customer Service - TSO
Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 12 2011 9:37PM
Medium: Email
Contact Status: Closed
Incident Date: Oct 9 2011 5:00PM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/12/2011 9:37:47 PM

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

Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue #195
JFK
Comments: October 11, 2011

Transportation Security Administration

I wish to lodge a complaint against Officer (b)(6) Badge (b)(6) for abuse of power. On Sunday, October 9, 2011 at approximately 5:00pm, I was checking in for Jet Blue flight #195. Just as I was about to put my bag down to go through security, the line was closed and we were shunted off to another line, which was unopened. After waiting a couple of minutes, (b)(6) announced that the line would be opening soon. I asked him what he meant by "soon" as I was annoyed at being moved just as I was about to go through, and to an unopened line no less. He apparently didn't like my tone, so he started asking me questions such as where I was traveling to. I refused to answer him, because he didn't seem to be asking in an official capacity – he didn't request to see my boarding pass, for instance. I felt the tone he was asking in was more harassment than the seeking of information. He walked away and the line finally opened. When I went through security, I was told I had to be pat down. I did not set off any alarms and was not wearing/carrying anything metal or suspicious. When I was told I had set off the alarm, I immediately realized that Officer (b)(6) was getting revenge because I was rude to him. Rudeness does not equal suspicious behavior. My bags ended up going through X-ray twice, they were opened and searched twice, and I was taken to a room and pat down. While another officer searched my bags, Officer (b)(6) stood by and peppered me with questions: Do I fly often? Where am I from? Was I here on business? Although I didn't answer his questions, saying I didn't feel like conversing, he kept on pestering me until the officer who was searching my bags told him to stop.

This entire effort employed the use of 4 agents (including (b)(6)), and took about twenty minutes. Does the agency feel that this was a good use of time and manpower? Did harassing me for personal payback constitute a fair and reasonable expenditure of agency resources? Did this make my fellow passengers any safer? No. This was an unprofessional and unsafe use of TSA authority. I feel (b)(6) (b)(6) should be asked to explain his behavior and be reprimanded.

Thank you.

Sincerely,

(b)(6)

Agent Notes: Sent to CSM 10/13/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 13 2011 11:43AM

Opening Agent: sandra.rudder

Opened Date: 10/13/2011 11:02:12 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 17 2011 12:36AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 13 2011 7:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/17/2011 12:35:35 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 thursday at 7am 13oct

Sandiego 9pm sunday 17oct

Comments: I am a frequent flier

I travel alot, 50,000 miles on average for the past five years.

I am quite obviously at 65+years old, a doctor ,FF, meek old lady not a security threat. There has to be a better way than to cause an anxiety attack every time i travel because they wont let me go thru the regular scanner and insist on the new one, the first 5-8 times, i went but repeated xrays cannot be safe.

I want to give you dna, fingerprints anything to be part of the expedited screening so i will not be hassled and start to cry when i have to go thru security. Surely you cannot seriously think screening me every flight is keeping anyone safer. In fact one of these times i may have a stoke or heart failure. Please let us try to get an expedited screen procedure for people like me. Thank you

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: andrew.depew

Last Update Date: Oct 17 2011 3:59PM

Opening Agent: andrew.depew

Opened Date: 10/17/2011 3:22:42 PM

Linked Event IDs:

Responses:

Response

Template Name: Screening- All Passengers

Airport: JFK

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email message.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. However, a passenger should not be asked to do anything that would separate the passenger from his her child.

Transportation Security Officers (TSOs) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern.

Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed.

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

We hope that this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 16 2011 12:17PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 5 2011 12:00AM

Contact Prefix: (b)(6)

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Cherry Hill

Contact State: NJ

Contact Zip: 08002

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: [Customer service complaint] TSA s at JFK airport

Body: On my recent travel from JFK airport to Narita airport in Japan, I was denied sky priority service today.

Although I have been a dedicated Northwest (now Delta) flyer for my entire life, today was the first time I attempted to use my sky priority service as a gold medallion member. This is because I rarely fly out of JFK airport which has a sky priority checkin lane in Terminal 2 & 3. As I approached the security check-in point at approximately 10am EST, I noticed the sky priority lane and another traveler who was escorted through an the sky-priority express lane. I asked for the same service but was denied for whatever reason. The two TSA agents (young African American female, and middle-aged short-height Caucasian male) said "you need to go through the regular lane" despite my attempt to politely seek same treatment as the other man who was let through the priority express lane. I'm aware that TSA agents aren't hired by the airline company but I just needed to voice my complaint for unequal treatment. Whether the TSA's agents denial to treat me equally was based on race, age, gender etc. is unknown but it was an extremely poor customer experience that should be addressed.

Title: (b)(6)

First Name: (b)(6)

Last Name: (b)(6)

Reply-To Email Address: HYPERLINK (b)(6) (b)(6)

Airline Program: (b)(6)

Frequent Flyer Number: (b)(6)

Address: (b)(6)

Address Line 2:

City: Cherry Hill

State/Province: NJ

Postal Code/Zip: 08002

Country: US

Phone Number: HYPERLINK "tel:1-(b)(6)

Flight Date: 10/5/2011

Flight Number: DL0173

Origin City: JFK

Destination City: NRT

Confirmation Number: (b)(6)

Ticket Number: (b)(6)

This message contains information which may be confidential and privileged. Unless you are the intended recipient (or authorized to receive this message for the intended recipient), you may not use, copy, disseminate or disclose to anyone the message or any information contained in the message. If you have received the message in error, please advise the sender by reply e-mail, and delete the message. Thank you very much.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: michael.davidson

Last Update Date: Oct 17 2011 8:37AM

Opening Agent: michael.davidson

Opened Date: 10/17/2011 8:32:31 AM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint Response

Airport: JFK

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 16 2011 10:40AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 16 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix: Jr

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/16/2011 10:40:38 AM

Name: (b)(6)

Email:

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL863 16OCT11 JFK Terminal 3 Screening

Comments: The TSA checkpoint was had 10 screeners present.

The checkpoint was idle except for my wife and I being screened.

We proceeded to strip down to our clothing and waited till our bags went through the machine as instructed before proceeding through the hold-up body scanning machine.

While I was being screened, these 10 agents let the buckets congest causing my laptop to fall on the floor out of the bucket.

My wife who was waiting to be screened witnessed the laptop fall and told me.

The TSA agents first denied that the laptop dropped, then called my wife a tattle-tailer!

When I questioned individual screeners, only the one who actually picked it up off the floor admitted that it fell.

The other agents although they witnessed it and was struck dumb for an instant refused to admit their error.

We were then refused service, refused a supervisor, refused any other acknowledgement except evil looks.

The TSA agents refused to give their names!

My wife tried to take their pictures and was told that it was not allowed although no sign to that condition is not posted!

I am being forced to file a police report because your agents refuse to take my claim or anything for that matter, I am being ignored!

It is now 10:39am JFK.

Agent Notes: Sent to CSM 10/17/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 17 2011 9:49AM

Opening Agent: tara.swafford

Opened Date: 10/17/2011 8:35:11 AM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK
Airline: Delta
Subject Category: Customer Service - TSO
Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding 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: Oct 15 2011 8:26PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: not provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:

Contact Email: (b)(6)
Subject: TSA Contact Us: Passenger and Traveler Information
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/15/2011 8:26:02 PM

Inquiry for: My Question is Not Listed Here

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

Message: I don't travel often but have recently and the TSA officers at the airport could not answer my question. I hope you can.

How can a private company (an airline) have a priority line for their "Elite" customers through a government TSA checkpoint? I recently saw this at JFK with Delta Airlines. A Delta employee was directing their customers to either the general line or priority line based on their class of ticket.

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: kenneth.gumm
Last Update Date: Oct 17 2011 10:15AM
Opening Agent: kenneth.gumm
Opened Date: 10/17/2011 10:14:19 AM
Linked Event IDs:

Responses:
Response
Template Name: Passenger Lines Response - Incl Black Diamond
Airport: JFK
Airline: Delta
Subject Category: Screening - Procedures/Process
Interaction Type: Complaint

Response Email: From: (TSA Contact Center DO NOT REPLY) tsatcc_do_not_reply@senture.com
To: (b)(6)
Subject: In Response to your inquiry.
Body:
Thank you for your e-mail regarding special passenger screening lanes.

The Transportation Security Administration (TSA) develops requirements and policies for the security of our Nation's transportation systems. Some of these requirements are met by airports, air carriers, railroads, port authorities, and other transportation system entities. Airports are responsible for security of airport access, and air carriers are responsible for identifying passengers, controlling gate access, and controlling baggage before and after screening. In addition, air carriers are responsible for passenger lines up to security checkpoints and, therefore, may choose various ways to manage these lines

Some airlines have chosen to create separate lines for their first-class, frequent-flyer, and business-class passengers. TSA does not regulate this practice, nor is it a policy that TSA endorses. However, TSA has looked at options to improve security with two goals: (1) reducing stress in the lines and at the checkpoint and (2) to find a way to increase efficiency for experienced travelers while accommodating those passengers who need assistance or additional time. From this research, TSA developed the Black Diamond lane management system that joins separate security lines to dedicated screening lanes in the checkpoint. Black Diamond gives passengers the option to pick a line that suits their needs. It provides separate lanes for experienced travelers to move quickly and other lanes for families and other passengers needing assistance or additional time.

Please note that because the security lines are still the airport's responsibility, TSA cannot force an airport into a particular line design. Some airports provide limited use of the Black Diamond system with lanes for expert travelers at a separate checkpoint.

Security is a partnership among TSA, airport operators, airlines, and passengers. TSA will continue to partner with airport operators and airlines to ensure that, by improving line management, we provide an efficient and safe experience for all travelers.

If you have questions regarding an airline's practices, we encourage you to contact them directly. If the airline has not satisfied your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 (TTY 366-0511) to record complaints. Travelers may send an e-mail to airconsumer@ost.dot.gov or write to:

Aviation Consumer Protection Division
U.S. Department of Transportation
400 Seventh Street, S.W., Room 4107, C-75
Washington, DC 20590

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 15 2011 7:32PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/15/2011 7:32:44 PM

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

Complaints: Disarrayed Items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL5030 HPN to ATL
Comments: When we checked in they "told us" to put our bags where they want they went through our bags disarrayed everything in our gold bags and left 6 notices that they searched the bags. Unfortunately they opened every small bag(which is ok) but then left them open so things could spell out all over.
Totally unacceptable as was their attitude and speech which was most difficult to understand after asking twice what they want.
Please clean up your act
Agent Notes: Sent to CSM 10/17/11 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Oct 17 2011 10:05AM
Opening Agent: jon.fritzgerald
Opened Date: 10/17/2011 8:39:31 AM
Linked Event IDs:

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

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

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 15 2011 2:29PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 6 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/15/2011 2:29:50 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): Traveling on LH401 from JFK terminal 1, October 6, 2011

Comments: Dear Madam, Dear Sir:

I am writing to inform you of my recent TSA experience at JFK's terminal 1. While I passed through security at a busy time in the afternoon, my screening experience was unsatisfactory in two related ways.

Firstly, the security lane I was assigned to was using AIT as the primary form of screening. This practice is perfectly acceptable, as long as the security checkpoint is staffed to handle opt-outs. Unfortunately, this was not the case, and I ended up waiting ten minutes for a pat-down.

Secondly, one of the TSA agents on duty (a lady of African American descent whose name was Officer (b)(6) if I recall correctly) used a tone that was close to bullying AIT opt-outs into reversing their opt-out decision if they wanted to catch their flights.

As AIT screening is an optional procedure, I believe it is the TSA's responsibility to staff the TSA checkpoint adequately, especially if AIT is relied upon as the primary screening form for passengers. And in no circumstances should passengers be bullied by TSA representatives into undergoing a form of screening that they are not comfortable with.

Best regards,

(b)(6)

Agent Notes: Sent to CSM 10/17/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 17 2011 10:07AM

Opening Agent: kenneth.gumm

Opened Date: 10/17/2011 8:43:25 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 18 2011 3:41PM
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: Not Provided
Subject: Complaint

Body: Caller is calling for her boyfriend. She said he travels frequently (weekly) from Laguardia NY airport, and he is now having difficulty with the screening process. She said he is now having additional screening for the past several times he has flown. Caller said that her boyfriend flies each and every Monday evening and that the last 2 weeks he has been required to have additional screening and all of his items completely searched. Caller said her boyfriend said the agents were rude and not friendly. The caller did not have the names of the TSO agents at the airport nor the flight info of her boyfriends. She said her boyfriend is 64 years old, and very docile, she said he stated he was uncomfortable when he processed through the checkpoint, in comparison to previous flights from the same airport. Caller said did not feel at this time it was a civil rights and liberties issue. Caller did not have names nor specific flight info for her boyfriend, and will call back with that info if they feel the need to have the information sent to the CSM for a follow up on the situation. Advised the caller could not forward the experience to the CSM at the airport without complete flight info, to assist the CSM in a complete investigation. Apologized to the caller for the experience her boyfriend is having.

Provided the following info from the templates or website:

Advised the caller if her boyfriend felt the need he could request to speak to the TSOS at the location.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

It 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.

Agent Notes:

Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: teresa.messer
Last Update Date: Oct 18 2011 4:13PM
Opening Agent: teresa.messer
Opened Date: 10/18/2011 3:41:21 PM
Linked Event IDs:

Responses:

Response
Template Name: Reasons for Secondary Screening
Airport: LGA
Airline: AirTran Airways
Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response Email:

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Mar 20 2011 8:36AM

Medium: Email

Contact Status: Closed

Incident Date: Mar 12 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix: (b)(6)

Contact Address 1: (b)(6)

Contact Address 2:

Contact City: Garden City

Contact State: NY

Contact Zip: 11530

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: RE: Complaint at LGA on March 12, 2011

Body: 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). 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) 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)

(b)(6)

Garden City, NY 11530

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: deborah.collins

Last Update Date: Aug 14 2011 11:30AM

Opening Agent: deborah.collins

Opened Date: 3/21/2011 4:24:30 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness Response

Airport: LGA

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

Response

Template Name: FWD to Appropriate Office Response

Airport: LGA

Airline:

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Security

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email 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.

Please accept our appreciation for you taking the time to share this information with us. Your email has been forwarded to the appropriate office for action as required. Your help and support are important contributions to ensuring the safety and security of the Nation's security.

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 18 2011 3:15PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 18 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/18/2011 3:14:07 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): American Airlines flight no. 181 gate 38 at terminal 8, JFK airport on October 18, 2011.

Comments: I fly once a month through JFK AA terminal. I always wear my cloth booties going through security screening because the floors are so dirty. For the first time, I was not allowed to retrieve my booties. I don't quite understand the logical behind this TSA rule, if, in fact, this is a TSA rule.

I have flown through other domestic cities and was always allowed to take my booties with me. As a matter fact, in Seattle/Tacoma airport, the security area has a box of booties for airline passengers to wear if they should choose to do so going through security.

I would appreciate an explanation of the rule regarding the wearing of booties and its disposal. Thank you for your kind attention.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jon.fritzgerald

Last Update Date: Oct 18 2011 5:03PM

Opening Agent: jon.fritzgerald

Opened Date: 10/18/2011 5:00:45 PM

Linked Event IDs:

Responses:

Response

Template Name: Screening—Booties and Disposable Foot Covers—Health Concerns

Airport: JFK

Airline: American Airlines

Subject Category: Screening - Shoe Screening

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for your e-mail regarding the use of booties and disposable foot covers at Transportation Security Administration (TSA) security checkpoints.

Screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. Our highly trained Transportation Security Officers (TSO) can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes at the walk-through metal detector or at the Advanced Imaging Technology (AIT) for x-ray screening, we increase both security and efficiency at the checkpoint.

TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place. Additionally, TSA entered into a Memorandum of Understanding with the U.S. Public Health Service to further review our screening practices and to advise us of any appropriate additional steps we might take to assure the health of travelers. TSA will continue to evaluate screening practices and make changes as appropriate.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Although some airports may offer disposable booties or slippers to passengers as a courtesy, this is not a TSA-wide practice or requirement. Travelers who wish to wear foot coverings during the screening process are responsible for bringing them to the security checkpoint. Additionally, TSA does not maintain a list of airports who offer this courtesy. As always, TSOs have the discretion to request that a passenger remove any foot covering as part of the security screening process.

There is an exception to the shoe removal policy; passengers with disabilities, medical conditions, and prosthetic devices do not have to remove their shoes. However, passengers who are not required to remove their shoes will receive additional screening. This includes a visual and physical inspection, as well as explosives trace detection sampling of the footwear while it remains on the passenger's feet.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 19 2011 6:43AM

Medium: Email

Contact Status: Closed

Incident Date: Nov 19 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/19/2011 6:43:06 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AV21 JFK T4. 19Nov11

Comments: At T4 at JFK passengers have to take their bags to be screened. The queue is often long (I travel to Latin America a lot and we know that passengers on these flights don't travel lightly!). Why do TSA allow Skycaps to bump to the front of the queue? Its annoying waiting to have your one bag scanned when a Skycap pushes in front of you with a cart with five bags (and one passenger). When I asked the line handler she said that it was a TSA decision. So if I pay a skycap a few bucks I can get to the front of a government queue?

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: stacey.patton

Last Update Date: Oct 19 2011 10:14AM

Opening Agent: stacey.patton

Opened Date: 10/19/2011 10:08:01 AM

Linked Event IDs:

Responses:

Response

Template Name: General Complaint Response

Airport: JFK

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 18 2011 11:19PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 3 2011 11:15AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: Unpleasant Security Screening Experience

Body:

Dear Sir or Madame,

On Oct 3rd at 11:15am at the Atlantic City Airport/Spirit Airlines, I went through Security Screening to check-in for my flight. Officer (b)(6) proceeded to pat me down from top to bottom. After he completed his initial pat down, he literally karate-chopped me in my private area. When I let out a moan, he looked up at me and asked me if there was a problem. When I let him know that yes, I did feel there was a problem. He continued to be combative and disrespectful, at which I just listened in order to just be done with the humiliating experience and not engage with him. I immediately informed the TSA agent upon leaving the screening area and she handed me the information to issue my complaint. I was flying to meet my wife on the death of her mother and this awful experience only heightened my stress. My encounter with employee (b)(6) was unpleasant and physically painful. I felt he lacked the proper training on how to interact with the public. I believe (b)(6) should not be in contact with the public until he receive proper sensitivity training. I have flown numerous times through the Atlantic City Airport and feel that this has definitely given me reason not to return. I hope my complaint in this matter is taken seriously. As a Firefighter working with the public myself, I know how important sensitivity training is.

Sincerely,

(b)(6)

HYPERLINK (b)(6)

Agent Notes: Sent to CSM 10/19/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 19 2011 11:11AM

Opening Agent: andrew.depew

Opened Date: 10/19/2011 9:46:04 AM

Linked Event IDs:

Responses:

Response

Template Name: Pat Down Screening Complaint - BCC CSM

Airport: ACY

Airline: Spirit 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: Mar 20 2011 1:54AM

Medium: Email

Contact Status: Closed

Incident Date: Mar 17 2011 4:30PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City: NA

Contact State: NA

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: 3/20/2011 1:54:34 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): March 17, 2011 Continental flight 811 leaving at 4:30 PM from Newark Airport

Comments: I was apparently selected for a random screening and placed in a glass box with no further explanation. The female employee that placed me there turned her back and went about her business. After several minutes of not knowing what was going on and nobody dealing with me I tried to explain to the woman that I was traveling with a group of 45 students and parents and did not have time to just stand there with nothing happening. (checking in with that large of a group takes a while and we only had 20 minutes until boarding began when we reached security) She rudely told me that she couldn't make it go any faster and turned her back on me again. Finally another woman pulled me out of the box and began questioning me about my items and what was in them. She took my shoes aside and searched them. Another male employee told me I had to surrender a snow globe or check the bag because it was glass. I surrendered it but was very aggravated when I saw snowglobes for purchase at the gate gift shops. If glass isn't allowed then why can it be purchased inside the gate?

My biggest complaint is that I was immediately treated like a criminal, given no explanation as to what was happening and that someone would come remove me from the glass box in a moment. I had no idea if I was in one of the new body scanners or what the box was about. I had flown to DC from Houston and had been through all sorts of security on my trip to DC and NY and was never treated as poorly as I was at Newark Airport.

I think that most people are more that understanding about the screening processes but we do have rights as human beings and should be treated with compassion and courtesy until other treatment is required. Had the employee that put me in the box given me a simple explanation to begin with things would have gone much better on my end and her rudeness was uncalled for when I tried to explain to her that I was traveling with a large group and needed someone to deal with me after I'd stood in the box for several minutes without activity and from my perspective being completely ignored.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: robert.baker

Last Update Date: Aug 14 2011 11:30AM

Opening Agent: robert.baker
Opened Date: 3/21/2011 12:00:17 PM
Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness Response

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Procedures

Response

Template Name: Screener Should Explain Procedure Response

Airport: EWR

Airline: Continental Airlines

Subject Category: Screening - Discourteous/Rude Screener

Interaction Type: Complaint -- Procedures

Response

Template Name: Consumer Complaint- BCC CSM Response

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@sature.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.

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 each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (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.

We hope this information is helpful.

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

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

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

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 19 2011 9:06AM
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: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/19/2011 9:06:02 AM

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

Complaints: Items Not Permitted Through the Security Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark International Airport, Delta Flight # 2505, Terminal B
Comments: We took out our plastic bag and my husband had a plain Walmart container with about 1 oz. of shampoo in it. He was not given it back because it "was not labeled as to contents and did not have an amount on it. "
#1. I have never seen that requirement anywhere
#2. If all of the millions of Walmart containers were kept you wouldn't know where to put them.
#3. I had 2 unmarked containers and no one said anything.
#4. This same bottle has been on hundreds of flights including Alaska, New Mexico, Pennsylvania and Florida.

The inconsistency is ridiculous. You folks have made flying miserable.

Also, I had my sunglasses on the top of my head and was selected to be scanned. Did the person at he scanner tell me to remove the sunglasses. Of course, not. However, once I went through the woman asked me to remove my sunglasses and then she patted down my head!!!!!! What did she think? That I had a bomb in my hair? Of course, it would have required kindness for the first person to ask me to remove the sunglasses and that is a trait noticeably absent from TSA employees. As are smiles and any type of pleasantness. After all we are only their friends and neighbors. They act as if everyone of us is a terrorist. I believe that we have to be safe but I also believe that for some people give them a little power and they go nuts!!!!

Agent Notes:
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: stacey.patton
Last Update Date: Oct 19 2011 12:22PM
Opening Agent: stacey.patton
Opened Date: 10/19/2011 12:15:51 PM
Linked Event IDs:

Responses:

Response

Template Name: Consistency at Airports Nationwide

Airport: EWR

Airline: Delta

Subject Category: Screening - Inconsistency

Interaction Type: Complaint

Response

Template Name: Reasons for Secondary Screening

Airport: EWR

Airline: Delta

Subject Category: Screening - Procedures/Process

Interaction Type: Information

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

Thank you for your email 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.

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: Oct 19 2011 12:41PM
Medium: Inbound Call
Contact Status: Closed
Incident Date: Oct 1 2011 12:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: Not Provided
Subject: Screening Complaint

Body: The caller traveled on October 1st from the Albany International Airport and he was subjected to additional screening once he got to the boarding gate. The caller said that he went through the TSA checkpoint and feels like it is unnecessary and embarrassing to have to be screened again at the gate. He feels it is a waste of time and tax payer money.

Advised caller:

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates. These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

Advised caller 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 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: jon.fritzgerald
Last Update Date: Oct 19 2011 12:49PM
Opening Agent: jon.fritzgerald
Opened Date: 10/19/2011 12:41:35 PM
Linked Event IDs:

Responses:

Response
Template Name: Screening Boarding Gate and Other Parts of the Airport
Airport: ALB
Airline:
Subject Category: Screening - Procedures/Process
Interaction Type: Complaint

Response

Template Name: General Complaint Response
Airport: ALB
Airline:

Subject Category: Screening - Procedures/Process
Interaction Type: Complaint

Response Email:
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 20 2011 5:54AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 20 2011 12:00AM

Contact Prefix:

Contact First Name: (b)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/20/2011 5:54:54 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EWR, 10/20/11, C Terminal

Comments: I have two complaints. 1) iPads are always removed from my bag despite your site saying OK to leave in bag. 2) TSA agent took my bag for rescreening and removed my iPad without telling me. I left screening without it. No item should ever be removed without telling me.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: sandra.rudder

Last Update Date: Oct 20 2011 12:04PM

Opening Agent: sandra.rudder

Opened Date: 10/20/2011 12:01:36 PM

Linked Event IDs:

Responses:

Response

Template Name: Electronic Devices—Screening

Airport: EWR

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response

Template Name: Lost Found Unattended Baggage in Airports

Airport: EWR

Airline:

Subject Category: Lost and Found - TSA

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 screening of electronic devices at our Nation's airports.

The Transportation Security Administration's (TSA) screening procedures require all accessible property be cleared before allowing an individual and his or her accessible property to enter the sterile area. Full-size laptop computers (unless in a checkpoint-friendly bag), full-size video game consoles, full-size DVD players, Continuous Positive Airway Pressure (CPAP) breathing machines, and video cameras that use cassettes must be removed from their carrying case prior to x-ray screening.

Smaller, portable electronic items, such as electronic book readers (Kindles, Nook), portable music devices (Mp3 players, iPods, etc), computer tablets (such as iPads), and wires, cables, or other connecting equipment associated with such electronic equipment are not required to be removed from carrying cases. However, any item may require removal subsequent to x-ray screening if the bag's x-ray image appears to display a prohibited item and a Transportation Security Officer is then required to inspect the bag.

We encourage all travelers to familiarize themselves with TSA Travel Tips prior to their trip. Our Web site, www.tsa.gov, has information about prohibited and permitted items, the screening process and procedures, and guidance for special considerations that may assist them in preparing for air travel. Passengers can go directly to these tips at www.TSATravelTips.us.

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.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Travelers may access an airport's lost and found point-of-contact in the "For Travelers" section of our Web site (www.tsa.gov) or through the following link, http://www.tsa.gov/travelers/customer_editorial_1693.shtm.

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 20 2011 10:29AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 3 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: FW: Luggage search conducted at JFK New York on 3rd October 2011

Body: Dear TSA

You acknowledged receipt and also stated that you had passed to your customer services at JFK to investigate and reply. I still await a reply and would be grateful if you could deal with this matter or advise why I have not yet received a reply. If I do not hear from you within 7 days I will take the matter further initially with the US embassy and if necessary with a US Congressman I know personally.

(b)(6)

From: (b)(6)

To: tsa-contactcenter@dhs.gov

Subject: FW: Luggage search conducted at JFK New York on 3rd October 2011

Date: Fri, 7 Oct 2011 20:39:09 +0100

From: (b)(6)

To: tsa-contactcentre@dhs.gov

Subject: Luggage search conducted at JFK New York on 3rd October 2011

Date: Fri, 7 Oct 2011 14:13:15 +0100

Dear Sir/Madam.

I am writing concerning your staff employed at JFK.

After Checking in for the Virgin 4 flight to Heathrow on 3rd October I was directed by the check in agent to luggage area 2 to dispose of my luggage. I was beckoned to a belt by a biggish built man whom I would describe as African American. He was neither welcoming, informative or polite but seeing the belt I assumed that I had to place the luggage upon it as I had done at check in so I duly placed my sister in law's case on the belt and having done so I was moved away and the official turned the bag upside down on the belt. I therefore did that with my wife's bag and was preparing the third bag, my own, when your official said in a very unpleasant manner that I should leave the bags alone as it was his job. That would have been fine by me from the very outset had he said so at the beginning or if there

were signs to that effect prior to arriving at the belt. That said there is a question of politeness particularly as I was only trying to assist. Indeed your staff have an obligation to behave in a reasonably polite manner towards those who if they chose not to travel would not require him or your company to be employed. I cannot of course prove what I am about to say but I was left with the distinct impression that he was anti white middle class and it came as no surprise to see that he had opened the lock on my case on my arrival at Heathrow. I am quite open to that happening by the way and when I give you a brief description of myself you will understand why searching my bag is of no consequence to me other than I consider he acted out of malice in view of his prejudiced views.

I am now retired aged 61 years but previously was employed by the UK Immigration Service for 40 years eventually completing my service as the deputy director for the UK immigration Service. I have toured the world giving airlines lectures on security visa requirements and Passenger Profiling on behalf of the UK immigration Service. I cannot recall ever having to direct an employees attention to a threat posed by pensioners on holiday and I know for an absolute fact that world wide there have been no incidents of persons from the western world who are in their sixties posing any type of threat to airlines from a terrorist attack whilst travelling on holiday but perhaps you would be able to site such an instance which would have given legitimacy to the officials decision other than his own personal dislike. Just to finalise my position in this matter and deflect the usual response that perhaps I am prejudiced I hold several awards from ethnic minority groups which attest otherwise.

Your staff member was at best rude but at worst prejudiced and his actions on selecting my case indicate the latter rather than a basis of threat to an aircraft. Since the lock on the case was a US approved version the very least he could have done was to re lock it after he had finished.

Finally I believe it is also the duty of your employees to manage the personal security process between landside and airside. Here your two female officers were effective polite pleasant and friendly. Having divested myself of shoes, jacket belt watch wallet and any other metal objects i walked forward to what I think must be an X ray machine. Prior to entering one of the staff said empty your pockets. I explained that it was only a tissue and back came the rersponse empty you pockets into the bowl. Do some your staff have no interpersonal skills whatsoever this person clearly missed the course the two ladies went on. Having entered the X ray machine I stood on the mat facing front as I would have done in a metal detecting screen obviously wrong because I then got a bark of face the side swiftly followed by not that side and finally put your arms in the air. Not a please thank you or pleasantry to be seen.

Your staff displayed on that day the very worst traits of human beings dealing with other human beings and you as their employer ought to be thoroughly ashamed of yourselves. Perhaps you should employ the two ladies to teach your rude employees how to behave with members of the travelling public. My employees would never have dared treat passengers in this way of that I can assure you.

(b)(6)

Agent Notes: (b)(6) -Original EID

Sent to CSM 10/20/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 20 2011 2:16PM

Opening Agent: danielle.hollifield

Opened Date: 10/20/2011 1:19:03 PM

Linked Event IDs:

Responses:

Response

Template Name: Complaint—Customer Service Manager

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (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: Oct 20 2011 1:53PM

Medium: Inbound Call

Contact Status: Closed

Incident Date: Oct 20 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: Not Provided

Subject: Complaint

Body: Caller flew on Delta Airlines from JFK today. Caller said that she was made to put her food through the x-ray machine. She told the agent that the container she was carrying contained food. The agent asked her how he would know that her container contains food. She told him to look and he told her that he did not want to look. She asked for his name and he would not give it. She said that she was treated rudely. She wanted the telephone number for the CSM at JFK and the mailing address. She said that she had tried option 5 on the IVR and it did not work. She said that she would try it again and then she would send the information to Mayor Blumberg.

I advised the caller that all food must undergo x-ray screening.

I also told the caller that I would send her record to the CSM for review. She said that no one could write it out like her. I told the caller she could choose option 5 on the IVR and enter JFK (535) to get the number to the CSM. I also told her I did not have a mailing address.

I apologized to the caller for being treated rudely.

Agent Notes: I offered to send her record to the CSM. She said that I could not write it out like she could. I did not send to the CMS because she wanted to write out the complaint herself.

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: anita.brisco

Last Update Date: Oct 20 2011 2:10PM

Opening Agent: anita.brisco

Opened Date: 10/20/2011 1:53:23 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: Food—General Response

Airport: JFK

Airline: Delta

Subject Category: Prohibited & Permitted Items - Food/Beverages

Interaction Type: Information

Response Email:
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 20 2011 1:36PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 19 2011 8:30AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/20/2011 1:35:40 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark airport- 10/19/2011 .. Delta term, around 9:30 am

Comments: TSA agent named (b)(6) black guy - working the xray machine.. was extremely rude to the point I would not speak to him anymore. He gave unclear instructions about putting items back into my pocket,, (I put my handkerchief back in my pocket BEFORE I was supposed to). He asked "Why did you do that?? " I did NOT give up my civil rights or my right to be treated with respect. Since the entire crew of TSA was there and no seemed to be concerned, I went on. I want SOMEONE to call me or give me a number so I can talk to them about this employee. I fly through Newark several times a year and have seen him before treating people this way. PLEASE RESPOND

Agent Notes: Sent to CSM 10/20/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 20 2011 4:47PM

Opening Agent: danielle.hollifield

Opened Date: 10/20/2011 4:03:02 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Delta

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 20 2011 8:46PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 20 2011 8:26PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/20/2011 8:46:39 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Terminal 5, security, the metal detector door in question was marked 13, Oct 20, 8.26 PM. Complaint involving several employees at this gate; I was not mistreated but I watched a gentleman be treated rudely and inappropriately; when I spoke with the TSA management at the information desk about what I had seen, the response was nothing, although the gentlemen in question was still being mistreated.

Comments: A TSA agent was very rude to a member of the public. When that member of the public protested, the agent was rude again. When the gentleman passed through security, he complained about the treatment. He was then forced to return to the unsecure area, berated, and made to walk through the checkpoint again, despite already having cleared security. When several of us protested, another TSA agent told me that he didn't like doing this job so we'd better behave. When we suggested they do something to manage the absolute chaos in front of security, we were ignored. When I approached the information desk after security, there was no interest in ensuring the polite treatment of the public. This felt like an abuse of power, and it is not what I expect as a taxpayer of my government. I fly weekly and have never seen behavior this bad. I ask you to address it with these employees.

Agent Notes: Sent to CSM 10/21/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 21 2011 10:59AM

Opening Agent: stacey.patton

Opened Date: 10/21/2011 10:06:05 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 21 2011 6:33AM

Medium: Email

Contact Status: Closed

Incident Date: Jan 10 2011 6:30PM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1: (b)(6)

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: (b)(6)

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA s response to your concern

Body: Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards an operational and/or professionalism issue, we are referring your attached correspondence to TSA's Contact Center for appropriate handling ([HYPERLINK "mailto:tsa-contactcenter@dhs.gov" tsa-contactcenter@dhs.gov](mailto:tsa-contactcenter@dhs.gov)). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). We hope this is of assistance.

Sincerely,

Mr. Shenandoah Titus

Senior Policy Advisor

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

571-227-(b)(6)

Agent Notes: Sent to CSM 10/21/11 mnelson

From: (b)(6) (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)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 21 2011 3:08PM

Opening Agent: stacey.patton

Opened Date: 10/21/2011 2:07:25 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 21 2011 2:58PM

Medium: Email

Contact Status: Closed

Incident Date:

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: not provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/21/2011 2:58:06 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight Jetblue #703

From JFK to SJU

Terminal 5

Gate 19

Comments: Buenas Tardes:

Quisiera escribirles acerca de la manera en que por primera vez luego de 10 años viajando entre trabajo/placer, alrededor de 60 veces al año, hoy regrese de Irlanda, Roma, etc, de unas vacaciones de aniversario. Cuando llegue de Irlanda a JFK, y estoy entrando por el puesto de chequeo TSA, me atendió un empleado por nombre (b)(6). Me trató de una manera muy descortes, el alego que mi bandeja estaba muy llena, pero me lo dijo de una manera demasiado brusca y con falta de respeto, cosa que JAMAS me habían tratado con tal actitud. Le indiqué que mi vuelo va tarde y me contesta ESO NO ES PROBLEMA MIO, HAS LO QUE TIENES QUE HACER. Cuando hago lo que me indica y vuelvo y entro, le pido un bolígrafo a un empleado para anotar su nombre y el vino de una manera desafiante nuevamente a ponerme su id card casi en mi rostro, para que yo apunte su información y me dijo que haga lo que quiera. Vino otra persona, una muchacha rubia a decirme que si no me trató con actitud discriminatoria no hizo nada malo, yo le dije que me trató con una actitud brusca que jamás en 10 años y viajando 60 veces alguien de TSA había hecho. Ella también me llamó la atención negativamente porque me dijo que ese no era el proceso de pedirle el nombre, cuando el mismo (b)(6) me puso su credencial en mi cara. Le dije que he leído muchas veces que la manera en la que se debe tratar a los pasajeros es con respeto, atención y actitud agradable y cooperadora, le indique que lo lei en los banners de TSA y se molestó más.

Personas como esta afectan en gran manera la imagen de TSA y afectan la salud mental de una persona como yo que ahora mismo les estoy escribiendo del mismo avión, porque no aguanto llegar a Puerto Rico para escribirles.

Espero puedan ayudarme con mejor entrenamiento y modales a este caballero, que en el día de hoy demostró no tener la capacidad y profesionalismo de un empleado de TSA, ni tampoco calidad de ser humano.

Gracias

(b)(6)

(b)(6)

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: kenneth.gumm

Last Update Date: Oct 21 2011 4:42PM

Opening Agent: kenneth.gumm

Opened Date: 10/21/2011 4:39:15 PM

Linked Event IDs:

Responses:

Response

Template Name: Spanish Call for Assistance—En Espanol

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Gracias por su mensaje de correo electrónico. Para que nosotros le podamos servir mejor le pedimos que nos llame a 1-866-289-9673.

Si usted está fuera de los Estados Unidos y no puede utilizar el número anterior, favor de llamarnos al 1-571-227-(b)(6)

Esperamos que esta información le sea útil.

Centro de Contacto de TSA

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 21 2011 6:33AM
Medium: Email
Contact Status: Closed
Incident Date: Oct 1 2011 8:30PM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1: (b)(6)
Contact Address 2:
Contact City: (b)(6)
Contact State: Not provid
Contact Zip: Not provi
Contact Country:
Contact Phone: (b)(6)
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA s response to your concern
Body: Dear (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA's) Office of Civil Rights and Liberties. Please be advised that, as your concern specifically regards an operational and/or professionalism issue, we are referring your attached correspondence to TSA's Contact Center for appropriate handling ([HYPERLINK "mailto:tsa-contactcenter@dhs.gov" tsa-contactcenter@dhs.gov](mailto:tsa-contactcenter@dhs.gov)). You may wish to contact the airport directly by visiting TSA's website at "Talk to TSA" (<https://apps.tsa.dhs.gov/talktotsa/>). We hope this is of assistance.

Sincerely,

Mr. Shenandoah Titus
Senior Policy Advisor
External Compliance & Public Outreach Division, OCRL-TSA-HQ
571-227-(b)(6)

Agent Notes: Sent to the CSM for review. J Burke 10-21-11

I asked for permission to Missy to send this email to CSM (pending)

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 person 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)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Oct 21 2011 5:00PM

Opening Agent: ileana.garland

Opened Date: 10/21/2011 4:08:40 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 24 2011 2:22AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 16 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial: []

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/24/2011 2:20:10 AM

Name: (b)(6)

Email: []

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Terminal 2

Comments: I have a hip implant and am a commercial airline pilot. After the patdown on 10/16, I alarmed on the ETD test, I had just flown into the US from Italy. I went to the secondary screening and was thoroughly screened. No further ETD alarms were found. The TSA personnel were very courteous and professional. This screening is a complete waste of time and resources, though. The screener who did the initial patdown did not put on fresh gloves and I consequently alarmed. Despite a very thorough secondary screening of my person and bags, the ETD did not alarm again. The screener should put on fresh gloves for every patdown without question. It does not make sense to spend TSA resources screening and rescreening a uniformed working crewmember.

Agent Notes:

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jon.fritzgerald

Last Update Date: Oct 24 2011 11:52AM

Opening Agent: jon.fritzgerald

Opened Date: 10/24/2011 11:48:53 AM

Linked Event IDs:

Responses:

Response

Template Name: Screeners Gloves

Airport: JFK

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

Response

Template Name: General Complaint Response

Airport: JFK

Airline:

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 23 2011 2:55PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 22 2011 7:15AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/23/2011 2:54:28 PM

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

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 269

Airline:Delta

Terminal:B

Airport:JFK

Gate:B9

Date:OCT 22 2011

Time:Approx 7:15 am

Comments: I was a part of the random screening at the JFK airport which was fine however, after the pat down I had to go into this office with my bags for extra screening. I had to remove everything from my bags which was fine as well but then one of the agents there went through my wallet after I had already shown my photo id. He then removed my drivers license again, my CWP and lastly he removed my social security card which was alarming and walked out and I had no idea where he went. I didn't think this was normal so I asked his colleague what was the need for my social security card and he said he didnt know. I then asked TSA at the GSP station is that something that is normal and they said that it was not normal for the employee to look at my social security card if I had proper photo identification. I am a US Citizen so there shouldn't have been a concern. If this is not a normal procedure I do believe that the employees there need to be advised.

Thanks

Agent Notes: Sent to CSM 10/24/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 24 2011 1:12PM

Opening Agent: mayme.smith

Opened Date: 10/24/2011 10:59:27 AM

Linked Event IDs:

Responses:

Response

Template Name: Consumer Observation BCC CSM Response

Airport: JFK

Airline: Delta

Subject Category: Screening - Procedures/Process

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 22 2011 2:53PM

Medium: Email

Contact Status: Closed

Incident Date: Oct 21 2011 7:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 10/22/2011 2:52:59 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CO 1261 Terminal C - gate 82 7:00 am

Newark International (EWR)

Friday, Oct 21

Comments: I have been through EWR many times and have yet to be treated courteously by a TSA employee. This return trip was the worst. As I was preparing to go through the metal screener, I said "I have a replaced knee" to alert the TSA employee on the other side that the alarm would sound...he replied in a very degrading tone "Well, I've had my head replaced"...not really funny. It is bad enough to have to endure the pat down everytime, then to put up with this kind of comment is ridiculous. The female employee who came to do the pat down was equally as rude, telling me to "go over there" ...when I went the wrong way because I didn't know where "over there" was she was rude and condesending to me. There was one of the "boxes" sitting at that security gate, not in use....please get those up and running as soon as possible so I do not have to deal with the rude human equivalents. I have read about the TSA security issues at EWR - maybe you should be looking at who you are hiring and bring in people who care about their job and about the people they deal with.

Agent Notes: Sent to a CSM for review and notification on 10-23-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Oct 24 2011 10:37AM

Opening Agent: rey.gonzalez

Opened Date: 10/24/2011 9:49:29 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline: Continental Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 22 2011 10:57AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 21 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: 10 21 11

Body: To Whom it May Concern,

I am writing to express how irritated and upset I remain about the treatment my elderly father received during his screening by a TSA agent at the Buffalo/Niagara International Airport last night, October 21, 2011.

My father is 81 years old, wears hearing aids, and suffers mild dementia. He becomes confused at times. My father received the Xray screening, and when he was through, I noticed that he was just standing there looking lost, so I called for him to come over to me at which the agent shouted at me, "Don't call him over!" And so I stopped. I noticed then that my father looked confused at whatever it was that was being asked of him (emptying all of his pockets) so I approached the agent and said, "He wears hearing aids, so he might not hear you well." His response, "Oh, he can hear me, ma'am." To which I responded, "Well, then he might not understand what you are asking him." The agent said to me, "He understands me." I asked him, "Do you know anything about dementia?" And he yelled at me, "Ma'am you are making this worse." I am not sure what could be worse than watching my father's confused face as he was hassled about not emptying each pocket upon immediate command, and the sick feeling I had that the agent was amused by the whole thing.

After I cried to the skycap wheeling my father to the gate and cooled off, I approached the TSA counter where several agents were stationed and explained what had transpired. I was asked to point out the agent to them, and I did. The agent I spoke with assured me that it would be addressed. He was nothing more than kind and understanding, which I very much appreciated. I trust that he handled this, but I wanted to formally bring this to your attention.

I understand the security measures that we must all be subject to, but I cannot abide by the mistreatment of those who cannot immediately comprehend or respond to the orders given quickly and harshly by some TSA agents. A little bit of patience and kindness would have been much more appropriate. I hope that this agent never has to witness one of his beloved elderly family members being treated in the manner in which he treated my father and me.

I appreciate your to this matter.

(b)(6)

Agent Notes: Sent to CSM 10/24/11 mnelson

Follow Up: Customer original contacted by e-mail on 10/25/2011. Did not receive reply from customer or customer's daughter.

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

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

Sent: Monday, October 24, 2011 11:04 AM

To: Oneil, Brett

Subject: The following event (b)(6) should be reviewed.

The customers information has been attached to this email.

If the file is password-protected, then please use the CSM password (located on the OSO Trusted Source Site) to open the file.

NOTICE: This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message.

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

Customer contacted by e-mail on 10/25/2011 apologizing for the added stress that the customer experienced as a result of the screening process.

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

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

Sent: Friday, October 28, 2011 1:20 PM

To: (b)(6)

Subject: The following event #237115 should be reviewed.

The customers information has been attached to this email.

If the file is password-protected, then please use the CSM password (located on the OSO Trusted Source Site) to open the file.

NOTICE: This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message.

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Nov 8 2011 4:30PM

Opening Agent: andrew.depew

Opened Date: 10/24/2011 9:38:01 AM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: BUF

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: PWD—Needing Assistance Prior to Travel What to Do

Airport: BUF

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

Thank you for contacting the Transportation Security Administration (TSA) regarding airport security and travelers with disabilities or health-related needs.

The Transportation Security Administration (TSA) encourages passengers with disability and health-related needs to contact the TSA Customer Support Manager (CSM) at their departure airport prior to travel. CSMs may be able to facilitate the screening process and make arrangements for passengers traveling with special items.

CSMs may be contacted via the "Talk to TSA" section of the TSA Web site at <https://contact.tsa.dhs.gov/talktotsa/talktotsa.aspx>. We recommend that passengers contact their airport's CSM at least 24 hours before traveling and inform them of the items they will be transporting or the assistance they will need.

To assist passengers further, TSA created notification cards travelers may use to inform Transportation Security Officers (TSOs) about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Currently, notification cards are available for download on TSA's Web site at the following link: http://www.tsa.gov/assets/pdf/disability_notification_cards.pdf. Travelers may also visit www.tsa.gov and type "Notification Card" in the site's "Search" field.

Passengers requiring any in-flight assistance should contact their airline before traveling. Airlines will generally work with passengers to try to meet their particular in-flight needs.

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

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

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

We hope this information is helpful.

TSA Contact Center
END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General

Contact Date: Oct 24 2011 10:51AM

Medium: Email

Contact Status: Closed

Incident Date: Oct 6 2011 12:00AM

Contact Prefix:

Contact First Name: (b)(6)

Contact Middle Initial:

Contact Last Name: (b)(6)

Contact Suffix:

Contact Address 1:

Contact Address 2:

Contact City:

Contact State:

Contact Zip:

Contact Country:

Contact Phone: Not Provided

Contact Fax:

Fulfillment Sent:

Mail Return Date:

Contact Email: (b)(6)

Subject: TSA Agent Behaviour at Orlando and JFK Airports

Body: Dear Sir/Madam,

Unfortunately I have cause to raise a complaint regarding the rudeness and arrogant behaviour of your ground staff at Orlando and JFK airports.

I was traveling with my family from JFK-MCO on the 6th of October and returned MCO-JFK on the 22nd of October.

Your staff at the security checkpoints were grumpy, rude, extremely inefficient and frankly a disgrace.

The security lines were absolute chaos

There was no queue management.

The entrances to security lines were not clearly signed

There were no conveyor belts to feed luggage in to xray scanners meaning that passengers had to hand feed trays and bags in to the machines.

People were going through the scanner, setting off an alarm but not getting patted down.

Not enough space or tables to repack bags after going through the scanners.

But the main complaint is the rudeness of your staff. I don't know if they think they are something special or it may be a "power trip" they believe they are on? They need to be trained in how to speak politely and with respect to fare paying customers, i.e. the people who pay their wages. The United States prides itself for the professionalism of your uniformed personnel, however I am afraid that the TSA uniformed personnel I have encountered do not provide a very good example.

If this is the way you treat visitors to the United States then it will be the last time I come over from the UK. The service was absolutely appalling and spoilt (along with two awful flights with American Airlines) what should have been a special holiday for my wife's 40th birthday.

Oh and by the way the "Feedback" link on your website doesn't work.

(b)(6)

Agent Notes: Sent to both CSM's for review on 10-23-11. J Burke

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Oct 24 2011 3:11PM

Opening Agent: stacey.patton

Opened Date: 10/24/2011 1:14:34 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: American Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

Response

Template Name: Screener Rudeness

Airport: MCO

Airline: American Airlines

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 24 2011 10:30AM
Medium: Email
Contact Status: Closed
Incident Date: Sep 26 2011 6:00AM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial: []
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: RE: TSA Contact Us: Receipt Acknowledgement
Body: What ever happened with this inquiry?

(b)(6)

(b)(6) • New York, NY 10036

(b)(6)

Federal Tax Disclosure and Confidentiality Notice:

In accordance with IRS requirements, we inform you that any Federal tax advice contained in this communication 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.

This electronic mail transmission is intended only for the use of the individual or entity to which it is addressed and may contain confidential information belonging to the sender which is protected by the attorney-client privilege. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on the contents of this information is strictly prohibited. If you have received this transmission in error, please notify the sender immediately by e-mail and delete the original message. ~HB~

From: TSA-ContactCenter [mailto:Tsa-ContactCenter@dhs.gov]
Sent: Monday, September 26, 2011 1:36 PM
To: (b)(6)
Subject: TSA Contact Us: Receipt Acknowledgement

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.

The Contact Center's HYPERLINK "http://www.tsa.gov/travelers/customer/editorial_1029.shtm" frequently asked questions page has answers to the most common inquiries we receive from the public.

If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the HYPERLINK "<http://www.tsa.gov>" www.tsa.gov homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

The HYPERLINK "<http://www.tsa.gov/travelers/index.shtm>" Travelers page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing HYPERLINK "<http://www.tsa.gov/mobile>" www.tsa.gov/mobile on the web browser. You can download the MyTSA iPhone HYPERLINK "<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8>" app for free on iTunes.

Agent Notes: Sent to a CSM for review a second time on 10-23-11. J Burke

Previous complaint listed below from 9-26-11.

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

Complaints: Airline Complaints

Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): I flew out of JFK on Saturday morning on Jet Blue Airlines and cleared security at roughly 6 AM. The officer manning the scanner, Officer (b)(6) was both unprofessional and out and out rude. I assume that the area is videotaped so I would ask that you review the tape. Specifically, I had the misfortune of getting on his line. He moved at a snail s pace--something which I would commend if he were actually performing his job. Insdtead, he was slowed by his incessant chatter with those around him. At one point, I counted him speakin to no less than 4 other TSA agents. When I finally cleared his area, he had again stopped the belt from moving. When I told him that my bag was still ni the scanner, he instructed me to reach into the machine to pull it out. When I reported him to his supervisor (b)(6) I was told that he (b)(6) could not be everywhere at once. He was otherwise professional and helpful. We all believe that security is of parmamount concern--but review the tape from approximately 6 AM for Jet Blue at Kennedy and you wills see that not only did Officer (b)(6) spend much of his time not doing his job, his eyes were often not inspecting the baggage when it ultimately went through the scanner.

Many thanks,

Comments: I would appreciate your reply

Another Eid Number (b)(6)

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: jeff.burke

Last Update Date: Oct 24 2011 3:19PM

Opening Agent: stacey.patton

Opened Date: 10/24/2011 12:59:00 PM

Linked Event IDs:

213802

Responses:

Response

Template Name: Screener Rudeness

Airport: JFK

Airline: JetBlue

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: [REDACTED]

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 24 2011 1:10PM
Medium: Email
Contact Status: Closed
Incident Date: Oct 23 2011 8:30PM
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/24/2011 1:09:25 PM

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

Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I gave this before and you said you did not have enough information.

EWR Terminal C
October 23rd
8:30 PM

What else do you need.

Comments: I went through security last night. I am a very frequent traveler (1-2 times a week). I was was told that my toe corn shaver was not allowed. I pointed out that it has been for the past 20 flights I have taken. I was told that would not be the case. I said that even last night you were not paying attention. They asked how did I know that. I pointed out that my boarding pass did not have my correct name. (I had just been through a hassle with the airline and finally got it sorted but they never changed my pass). All of a sudden I had a ton of TSA's around me questioning me. I said I would provide everything they wanted but I was late for an international flight and asked if they could take copies of what they needed, as well as all my personal information. I was told that was not possible. I was being treated rudely from the start. I pointed out that I mistakenly had taken a knife on a plane a month earlier at LGA. (I found it in my carry-on after a holiday.) I regularly see lots of things being such a frequent traveler. I could give you more examples.

I was asked if I was testing you and who I worked for. There was very little interest in uncovering the issue I brought to your attention. I was told it was not my job to bring these issues to your attention. I told the agent I disagreed with him since it was my butt in the seat on the plane in the air - not his. I think it is all of our jobs to make the planes safer. He disagreed. I asked repeatedly to be let go so I could make my flight. my request was refused. I said that I fly almost every week of the year. I was asked to prove that. They had my passport and it only had a few stamps in it. (It is recently issued since they would not add more than 2 extensions to my old passport which I did not have with me.) I was told that the "facts don't agree with my words" and I had better "watch what I was saying"

This was clearly a case of bullying to avoid the real issue of your agents being asleep at the wheel. At one point I had 10 or so agents around me. I asked for a piece of paper and a pen so I could take their names. Despite having a pad and pen Supervisor (b)(6) (b)(6) said she was busy and couldn't help. She turned away so I could not see her name. Supervisor (b)(6) (b)(6) gave me her name as well as his. Another, (b)(6) (b)(6) kept questioning me and trying to get me to slip up or something. Agent (b)(6) was the aggressive one that

was accusing me of lying about my travel. I will photocopy my passport and show the boastful and arrogant agent I was not lying.

All of this was an clear attempt to obfuscate the real issue and protect your own.

Being a frequent business traveler I really resent this. I wont stop pointing things out if I think there are elements that should be attended to. However, I will never do that again. I will have to do it anonymously. You have succeeded in creating a highly insular, arrogant, misguided team of misfits. At least at the Newark Airport.

I sent this early with a request to speak to someone and you ignored that. Am I to believe this is part of the same mentality?

Regards,

(b)(6)

Agent Notes: Sent to CSM 10/24/11 mnelson

Follow Up:

To TSOC Date:

From TSOC Date:

Last Updated By: melissa.nelson

Last Update Date: Oct 24 2011 3:45PM

Opening Agent: stacey.patton

Opened Date: 10/24/2011 2:39:32 PM

Linked Event IDs:

Responses:

Response

Template Name: Screener Rudeness

Airport: EWR

Airline:

Subject Category: Customer Service - TSO

Interaction Type: Complaint

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

To: (b)(6)

Subject: In Response to your inquiry.

Body:

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

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

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

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

We hope this information is helpful.

TSA Contact Center

END RECORD

CONTACT RECORD

EID: (b)(6)

Contact Type: Normal/General
Contact Date: Oct 25 2011 7:07PM
Medium: Email
Contact Status: Closed
Incident Date:
Contact Prefix:
Contact First Name: (b)(6)
Contact Middle Initial:
Contact Last Name: (b)(6)
Contact Suffix:
Contact Address 1:
Contact Address 2:
Contact City:
Contact State:
Contact Zip:
Contact Country:
Contact Phone: Not Provided
Contact Fax:
Fulfillment Sent:
Mail Return Date:
Contact Email: (b)(6)
Subject: TSA Contact Us: Complaints
Body: THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/25/2011 7:07:14 PM

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

Complaints: Inattentive Screener - Lax Security
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: I fly in and out of La Guardia weekly for work in New York and other cities across the USA, I can say that most airport security are very good but I have some doubts on screeners at La Guardia terminal B. the majority of time I go through they spend most of their time talking between employees and vaguely look at monitor. They climpse at screen without concentration because they are always to busy talking. I would like to feel I can fly safely back and fourth every week! I hope this matter is looked into.
Thank you
Agent Notes: Sent to CSM 10/26/11 mnelson
Follow Up:
To TSOC Date:
From TSOC Date:
Last Updated By: melissa.nelson
Last Update Date: Oct 26 2011 11:29AM
Opening Agent: sandra.rudder
Opened Date: 10/26/2011 9:29:17 AM
Linked Event IDs:

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

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

Thank you for your e-mail regarding 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